



RHS

Risk Management & RMG Patient Advocacy

JUNE 2022

Health Care Risk Management

Week 2022 is June 20-24.

HRM Week is the American Society for Health Care Risk Management's annual campaign to raise awareness of the importance of risk management and patient safety professionals.

The theme this year **"Integral to Safe and Trusted Health Care"** celebrates the central role of health care risk management professionals in protecting their organizations.





LISA SHANNON, JD, BSN, RN, CPHRM, ARM

Lisa Shannon is the AVP of Risk Management and serves as the point person for the Riverside Health System Risk Management program.

Joining the organization in 2017, after relocating from Colorado, Lisa quickly knew this was home for her and her family. With over thirty years in healthcare and almost 20 years of Risk Management and legal experience, Lisa brings a wealth of medical and legal knowledge to the role.

Lisa states, *“With my first job in Risk Management I knew I didn’t want to be a traditional attorney. Risk Management allows me to use my background in nursing and law to serve the needs of the patients, providers and employees of the organization.*

Riverside Strong means we work TOGETHER to support the organization, we have each other’s back and we do what is needed regardless of the situation.

Lisa goes on to say, *“I love our patients because they trust us to do the right thing, it’s not always easy in Risk Management, but we are always grateful that we are trusted to walk with our patients as they navigate usually the most difficult times of their lives.”*



NEOMIA LAWRENCE, BS CRIMINOLOGY & SOCIOLOGY

Neomia Lawrence is the System Risk Management Coordinator, supporting the department in the Claims & Litigation and Risk Finance space.

Neomia began her career at Riverside Health System in 2014, working in Dietary Services and found her passion for the Riverside family then.

Neomia explains

"I knew Riverside had other opportunities for me to grow as a professional and provide service to our patients. In my role as the System Risk Management Coordinator, I do not have direct contact with our patients, but it has given me the opportunity to see the health system from a new perspective. More importantly, I have new experiences daily, which continually cultivates new opportunities to learn, analyze information, and develop new risk strategies that promote positive patient care experiences for all. Risk management is a rewarding profession, and I am glad to be a part of our team."

*She goes on to say, "In healthcare you learn that you cannot be entirely effective alone. **Riverside Strong** represents the work that all our team members do daily to deliver quality care and create a healthy and healing environment for our patients and their families."*



TANYA BRITTIN

Tanya is the Administrative Assistant for the Risk Management Department.

Tanya supports the entire Risk Management and RMG Patient Advocate Team, as well as being the entry point for all property and auto claims.

Tanya states, *“I love a challenging environment! It is great to be in a position where I can make a difference. I deescalate troubled patients and/or patient family members and point them in the direction of appropriate professional who can assist them with their issues. It’s been a challenge to learn all the facilities and departments, so I can readily refer people in the right direction. And, in some cases, I have been given the go-ahead to answer questions myself I work with a great team of professionals, which makes it even more enjoyable.”*

Tanya goes on to say **Riverside Strong** means, *“We all work together towards the healing and safety of our patients.”*



TONYA WAITS, MHSC, RRT-NPS, CPHRM

Tonya Waits is the System Director, Clinical Risk Management

Tonya joined the Riverside family in 2018, after relocating from Colorado, where she was an integral part of the Risk Management team at Children's Hospital Colorado.

Tonya states, *"After over three decades in healthcare, I still love the work that I do. Although my role has changed from a direct care provider, I still appreciate the impact I have on the patient care experience and the service we provide. I have learned through listening, I am afforded an opportunity to deliver a service, which meets the patient's expectations. The **Riverside Strong** mantra represents the collaborative relationships we foster to deliver the exceptional care and services we provide to our patients and their families. As an organization, we understand that we cannot conquer this journey alone, we must inspire every team member to recognize their crucial role in the organization's mission"*

As a Clinical Risk Manager, every day is new experience and an opportunity to bring new ideas and creative solutions, as well as an opportunity to stay engaged in the organization's activities. Risk management is a dynamic profession, and it requires me to keep it fluid."



Katey Roberts, MSN, RN

Katey is the newest member of the Risk Management Team, and she is the very first Clinical Risk Management Coordinator for the health system.

Katey joined the RHS Risk Management Team in June of this year, after many years of nursing.

Katey states, *"I love nursing because of the many of career paths available. There are so many opportunities in this field that give us the opportunity to impact patients and their care in different ways. The patients and their families are at the heart of this career, and I have greatly enjoyed interactions with them and their families over the years."*

While nursing gives us the opportunities to educate the patients and their families, I feel blessed to have had the opportunity to learn just as much from them too. I wanted to join the Risk Management Team because it is an area of healthcare that has always interested me, in that I will have an opportunity to impact and improve patient care in a different way."



TEVIN DORSEY, MPH

Tevin Dorsey is an RMG Patient Advocate, joining the Riverside Family in March of 2022.

Tevin states, *"I am the voice for people who are seeking exceptional levels of healthcare. It's rewarding to be that common ground between providers and patients as I work towards solutions every day. People want to be heard, understood, and shown respect- in this role I can help patients achieve each of the three."*

*To me, **Riverside Strong** means that we are a team of highly skilled professionals contributing to a healthy population. I find that I can relate to all my patients in at least one way. We all want the best for each other, ourselves, and our family."*



ALISON RAINY, BSHSC

Alison is an RMG Patient Advocate, joining the organization in February of 2022, after working with the Hampton-Newport News Community Service Board for over 16 years.

Alison states, “Working as an RMG Patient Advocate allows me the opportunity to help patients voice their concerns and facilitate solutions that benefit them and make a positive difference in their healthcare outcomes.

Riverside Strong means that we stand unified with the common goal to deliver outstanding care and service to patients, their families, and others in the community.”

Alison goes on to say, “Patient Advocates have an important role of providing support to diverse populations, assisting patients with their concerns and determining what they want, and need, is fulfilling for me.”

*Success is the sum
of small efforts
repeated day in and
day out.*