HAWAII ASSOCIATION FOR HEALTHCARE RISK MANAGEMENT (HAHRM)

&

HAWAII-PACIFIC CHAPTER OF
AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES (ACHE)

PRESENT THE

2025 RISK MANAGEMENT LEADERSHIP CONFERENCE



HO`OKELE I NĀ WAI MAOPOPO`OLE...

"NAVIGATING UNCERTAIN WATERS": CHARTING THE FUTURE OF HEALTHCARE

SEPTEMBER 18-19, 2025

8:00 AM - 4:00 PM

<u>*NEW LOCATION*</u>
<u>IMIN CONFERENCE CENTER</u>

HONOLULU, HAWAII

Hawaii-Pacific Chapter of ACHE
An Independent Chapter of
American College of Healthcare Executives
for leaders who care®

Hawai'i Association of Healthcare Risk Management

HO`OKELE I NĀ WAI MAOPOPO`OLE...
NAVIGATING UNCHARTED WATERS





In Hawaiian culture, "**Ho`okele i Na Wai Maopopo `Ole**," or "Navigating Uncharted Waters," embodies the resilience, courage, and adaptability needed to face the unknown. Rooted in the ancient art of wayfinding, it involves using natural signs like stars, currents, and winds to navigate unpredictable seas. This wisdom encourages trusting instincts and embracing uncertainty with grace and determination, reflecting a deep connection with nature and a metaphor for overcoming challenges.

Like the wayfinders who read the stars and swells to chart a course through uncharted seas, we face healthcare's shifting challenges with courage, resilience, and kuleana.

Join local and national experts (such as Dr. Tim McDonald, a nationally recognized expert on disclosure and patient safety) as we embark together on this voyage—steering with purpose, navigating the unknown, and shaping a future of excellence in patient safety. *Together we navigate toward a future of safer, more compassionate healthcare.*

We have a new conference location!

EAST-WEST CENTER

Hawai'i Imin International Conference Center on the East-West Center Campus

Asia Room
1777 East West Road
Honolulu, Hawaii 96848

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We're excited to introduce flexible registration options for the 2025 Educational Conference! Join virtually if you can't attend in person, or register for a single day if you have a tight schedule. Plus, enjoy discounts for organizations sending multiple attendees. We look forward to welcoming you to a transformative learning experience!

One-day Conference Registration rate: **$125**

Virtual Attendance Registration rate: **$200**

Group Registration Rates:

Groups of 3-5: **$25 off per ticket**
Groups of 6+: **$50 off per ticket**

Conference Registration rate: **$250**

Join HAHRM - membership fee: **$100**
(see HAHRM membership benefits last page)

NOTE! Special rate for combined conference and HAHRM membership: ***$325***

Register NOW at HAHRM.com (click here)!

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Attendee Information



The **Imin Conference Cente**r is an ideal location for our upcoming conference, offering a blend of convenience, beauty, and functionality. Situated just three miles from the Waikiki and adjacent to the University of Hawai‘i at Manoa, it provides easy access for both local and visiting attendees. The center features a spacious meeting hall, a dining room perfect for networking over meals, and a lanai that offers a tranquil view of the East-West Center's Seien Japanese Garden.

Parking is free for attendees. Upon arrival at the Conference Center, you'll be greeted by an attendant who will direct you to a parking area specially designated for registered attendees.

CE Information:

ACHE: As an independent chartered chapter of the American College of Healthcare Executives, the Hawaii-Pacific Chapter is authorized to award **3.0 hours of ACHE In Person Education credit** toward advancement or recertification in the American College of Healthcare Executives.
Additionally, and as an independent chartered chapter of the American College of Healthcare Executives, the Hawaii-Pacific Chapter of ACHE, is authorized to award a total of **6.0 hours of ACHE Qualifying Education credits** toward advancement or recertification in the American College of Healthcare Executives. Participants in this program who wish to have it considered for ACHE Qualifying Education credit should list their attendance when they apply to the American College of Healthcare Executives for advancement or recertification.

ASHRM: This program has been approved for a total of **8.5 contact hours of continuing education credit** toward fulfillment of the requirements of ASHRM designations of fellow (FASHRM) and distinguished fellow (DFASHRM) and towards certified professional in healthcare risk management (CPHRM) renewal.



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Thursday 9/18 Schedule at at Glance		
8:00 - 9 am	Breakfast	
9:00 - 9:10 am	Welcome	Gregg Timmons, HAHRM Keith Izawa, ACHE
9:10 - 9:20 am	Blessing	Teri Yamasaki, HAHRM
9:20 - 9:45 am	ASHRM Update	Chris Allman, President ASHRM
9:45 - 11 am	Steering Through the Storm: Advancing Patient Safety with CANDOR and BETA HEART at the Helm	Timothy McDonald, MD JD
11 - 11:15 am	Break	
11:15 am - Noon	Steering Through the Storm, continued	Timothy McDonald, MD JD
Noon - 1 pm	Annual Business Luncheon	
1 - 2:30 pm	Panel - Sounding the Depths: What You Miss Could Capsize You	Michelle Hackley, MBA, RB, Esq., CPHRM, FASHRM Facilitator
2:30 - 2:45 pm	Break	
2:45 - 4 pm	Steady the Course: Navigating the Patient Safety Structural Measure, Ensuring CANDOR Requirements	Kathryn Biasotti, BSN, MBA, CPHRM LNCC
	Adjourn	

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Friday 9/19 Schedule at at Glance		
8:00 - 9 am	Breakfast	
9 - 10:00 am	Sailing Through the 2025 Legislative Session: Key Updates and Impacts	Gregg Takayama Representative, House District 34 and Chair, House Cmte. on Health Jacce Mikulanec
10 - 10:15 am	Break	
10 - 11:30 am	Panel - Deep Dive into Healthcare AI: A New Voyage into Uncharted Waters	Kelly Keefe, RN Facilitator
11:45 am - 12:45 pm	Lunch	
12:45 - 2 pm	Navigating the Waters of Medical Malpractice: Insights from Recent Hawaii Cases and Trial Outcomes	Gail Cosgrove, Maegan Ruggles & Lindsey Barrios Goodsill Anderson Quinn & Stifel LLP
2 - 2:15 pm	Break	
2:15 - 3:15 pm	Sailing by the Stars: Proactive Risk Management Through Care Coordination	Kelly Keefe, RN
3:15 - 3:30 pm	Closing Remarks - Farewell	



HO`OKELE I NĀ WAI MAOPOPO`OLE...
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DAY 1

Thursday, September 18

9:45 - 11 pm (part one)
11:15 – 12:00 pm (part two)

"Steering Through the Storm: Advancing Patient Safety with CANDOR and BETA HEART at the Helm"

Timothy McDonald, MD JD
Chief Patient Safety and Risk Officer at RLDatix

During this two-part presentation, Dr McDonald will describe the current state of national and international efforts in patient safety and will use case-based examples to illustrate the opportunities that exist within the field. He will also describe the role and responsibility of ASHRM and various state ASHRM chapters play in disseminating the power and impact of the implementation of a comprehensive, principled and systematic approach to preventing and responding to harm that is grounded in transparency, empathy, learning, and the establishment of a culture of safety. The essential components of CANDOR and BETA HEART [Healing, Empathy, Accountability, Resolution, and Trust] will be described using the case-based approach that will include examples of the substantial return on investment from financial and non-financial perspectives. Finally, Dr McDonald will share specific actions that help organizations begin their high reliability journey in pursuing safer and more empathic patient care that can be hard-wired into software solutions supported by AI.

1:00 - 2:30 pm

Panel - "*Sounding the Depths: What You Miss Could Capsize You"*

Michelle Hackley, MBA, RN, Esq., CPHRM, FASHRM - Facilitator
Executive Director, Foundation for Healthcare Quality, Inc.

Panel Participants:

- **Shilpa J. Patel, MD** - *Chief Quality Officer and Senior Vice President, Hawaii Pacific Health*
- **Mike Crivello -** *Deputy Commander for Administration (COO), Tripler Army Medical Center*
- **Robin Kalohelani** - *Chief Operating Officer, The Queen's Medical Center – West O'ahu and Wahiawā, and Senior Vice President, The Queen's Health System*

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DAY 1

Thursday, September 18

Since 2000 and the publication of the Institute of Medicine's seminal work To ERR is Human, the healthcare community has placed an increased focus on patient safety issues. Organizations such as the Institute for Healthcare Improvement, the National Quality Forum, the Centers for Medicare & Medicaid Services (CMS), and the Joint Commission have all focused on strategies to improve quality of patient care and to reduce the risk of harm. Organizations are now driving towards "zero harm"initiatives that involve the entire organization to be onboard with the concept to succeed. In today's challenging healthcare environment, organizations face many types of risk such as quality and safety, financial, competition, care for the uninsured, resources for technology, workforce shortages, the political and economic environment. The purpose of this program is to explore the impact of the identified risk issues for hospitals.

2:45 – 4:00 pm

"Steady the Course: Navigating Patient Safety Structural Measures, Ensuring CANDOR Requirements"

Kathryn Biasotti, BSN, MBA, CPHRM, LNCC
KB Consulting

The CMS Hospital Patient Safety Structural Measure (PSSM) is a newly required measure under the Inpatient Quality Reporting (IQR) program. Hospitals that do not meet the measures could receive a reduction in their annual percentage payment increase. Risk, Patient Safety, and Quality will need to work seamlessly to authentically meet the intent of the PSSM. This program will discuss how Risk Professionals and Hospital Leadership can navigate the associated domains and attestations to enhance organizational compliance such as building a compliant communications and resolution program. The session will identify opportunities and challenges while equipping participants with tools to demonstrate the value of Risk Professionals to senior leadership by bridging the gap between patient safety, quality, and risk management.



DAY 2

Friday, September 19

9:00 – 10:00 am

"*Sailing Through the 2025 Legislative Seas: Key Updates and Impacts"*

Representative Gregg Takayama
House District 34 (Pearl City, Waiau, Pacific Palisades); Chair, House Committee on Health
Jacce S. Mikulanec
Director of Government Relations, The Queens Health Systems

Hawai'i's 2025 Legislative Session has introduced important developments that will shape healthcare policy, funding, and regulatory priorities across the islands. In this session, we are honored to have Representative Gregg Takayama, Chair of the House Committee on Health, and Jacce S. Mikulanec, Director of Government Relations at The Queen's Health Systems present. They will provide timely insights on key bills, emerging themes, and their potential impact on providers and patients. Attendees will gain a practical understanding of legislative trends and strategies for navigating change in a complex policy environment. This discussion offers a unique opportunity to hear directly from both a legislative leader and a healthcare advocate at the intersection of policy and practice.

10:00 – 11: 30 am

Panel - "*Deep Dive into Healthcare AI: A New Voyage into Uncharted Waters"*

Kelly Keefe, RN - Facilitator
Executive Strategist

Panel Participants:

- **George Heckert, MD** – *Hospitalist and Physician Access Officer, The Queen's Medical Center*
- **Derek Vale**, *Chief Data Officer and data modernization director for the State of Hawai'i Department of Health (DOH)*
- **Tyler Kim**, *Enterprise Client Executive at Philips Healthcare*

Given the extensive changes in healthcare delivery and the technological landscape overall, there is a necessity to take stock of where the healthcare community stands on change and innovation, specifically regarding the use of technology. The demand for higher quality healthcare at a lower cost creates an imminent need for change and



innovation in healthcare delivery. Healthcare has already seen innovations in the tools used to deliver care, including pharmacy products, medical devices, information technology, and biotechnology products. This innovation has changed and continues to change the way healthcare is delivered. This panel will discuss how health systems are using innovation in technology to improve the value of the healthcare they deliver.

12:45 – 2:00 pm

"Navigating the Waters of Medical Malpractice: Insights from Recent Hawaii Cases & Trial Outcomes"

Gail Cosgrove, Esq.
Maegan Ruggles, Esq.
Lindsey Barrios, Esq.
Goodsill Anderson Quinn & Stifel LLC

Join us for an in-depth discussion on recent medical malpractice cases and trial outcomes in Hawaii. This session will provide insights into the evolving landscape of medical malpractice, focusing on the implications for patient safety, risk management and legal strategies within Hawaii's healthcare systems.

2:15 – 3:15 pm

"Sailing by the Stars: Proactive Risk Management Through Care Coordination"

Kelly Keefe, RN
Executive Strategist

This session explores how structured, multidisciplinary team meetings in healthcare settings can significantly reduce preventable emergency room visits, hospitalizations, and related liability. Participants will learn how proactive care coordination strengthens communication between providers, staff, and families. Attendees will leave with actionable insights on creating a culture of care coordination that directly supports patient safety and minimizes organizational risk.



Presenter Biographies

Lindsey Barrios *is a member of the Business Litigation practice group in the law firm of Goodsill Anderson Quinn & Stifel LLPand focuses her practice on healthcare provider defense in medical liability cases. Lindsey graduated magna cum laude from Southwestern Law School where she served as the Senior Lead Articles Editor of the Southwestern Law School Law Review. Before moving to Hawai'i, Lindsey also worked in the litigation department at a full-service law firm in Los Angeles where she handled a variety of civil litigation matters.*

Kathryn Biasotti *is the chief consultant for KB Consulting Firm providing support to organizations for Risk, Patient Safety and Quality. She currently serves on the Board of Directors for hospitals and for the Southern California Association of Healthcare Risk Management. Kathryn has presented on the national level at ASHRM, and throughout the country providing valuable education to colleagues amongst the industry. Kathryn attended California State University in Sacramento for her Bachelors in Nursing and Western Governors University for her Master's Degree in Healthcare Administration. Kathryn also has her CPHRM and is a certified Legal Nurse Consultant. In her free time, Kathryn loves to cycle, swim, snorkel and spend time in Kona with family and friends.*

Gail Cosgrove *is a partner in the law firm of Goodsill Anderson Quinn & Stifel LLP. She represents many of Hawaii's major private and public hospitals and medical centers, physicians and other healthcare providers in medical malpractice cases before the Medical Inquiry Conciliation Panel (MICP) and in state and federal courts.Gail was recognized by Best Lawyers as "Lawyer of the Year" in 2023 for Medical Malpractice Law – Defendants in Honolulu, Hawai'i. As an active member in the legal community, She is also part of the clinical teaching faculty at the William S. Richardson School of Law.*

Lieutenant Colonel Mike Crivello *serves as the Deputy Commander for Administration (COO) of Tripler Army Medical Center. He enlisted in the U.S. Army Reserve In 1998 as a Combat Medic until his selection for an ROTC Scholarship. He graduated from the University of Scranton as a Distinguished Military Graduate In 2003 and commissioned as a Medical Service Corps Officer. In 2013, LTC Crivello attended the Army-Baylor University graduating with a dual masters MHA/MBA end earning a secondary Area of Concentration as a 70A-Healthcare Administrator. Following graduate school, he was selected to attend the Army Command and General Stall College, Fort Leavenworth, KS. LTC Crivello is board certified as a Fellow of the American College of Healthcare Executives (FACHE).*



Presenter Biographies

Michelle Aronzon (Hackley) *is a Los Angeles-based attorney specializing in compliance and risk management. Michelle draws upon her experience as in-house risk management counsel, litigator, and critical care nurse to provide practical yet comprehensive advice and guidance. Michelle is also the Founder and Executive Director of the Foundation for Healthcare Quality, a 501(c)(3) non-profitprivate operating foundation that provides quality, safety, and risk management support services to non-profit, community-based providers and rural health systems. Michelle is the current President of the Southern California Association for Healthcare Risk Management (SCAHRM) and she has published and presented on a wide variety of quality, safety, and risk-related topics impacting the healthcare industry.*

George Heckert, MD *is a physician from Philadelphia. He worked as a locum tenens Hospitalist for five years and arrived in Hawaii shortly before COVID, ultimately settling here long term at Queen's Medical Center. For the last year he has split his time between clinical work and work as a Physician Access Officer at the health system's command center with a focus on patient flow, process improvement and patient transfers.*

Robin Kalohelani, RN, MSN/Ed, CCM, FACHE*, is the Chief Operating Officer of The Queen's Medical Center – West Oʻahu (QMC West) and The Queen's Medical Center – Wahiawā (QMC Wahiawā), and a Senior Vice President at The Queen's Health Systems. She oversees the daily operations of both QMC West and QMC Wahiawā. Kalohelani holds a Master of Science in Nursing with a focus on Healthcare Education, and a Bachelor of Science in Nursing. She is a Certified Case Manager, and was named a Fellow of the American College of Healthcare Executives in 2023. She also completed the Executive Fellowship with the American Organization for Nursing Leadership in 2023.*

Kelly Keefe i*s a registered nurse and seasoned healthcare strategist with over 20 years of experience in senior living, post-acute care, and health IT. As Executive Strategist and General Manager at Netsmart, she leads the vision for care coordination and value-based care transformation across senior living, skilled nursing, and life plan communities. Her career spans leadership roles at MatrixCare, Serviam Care Network, NTT DATA, and Vista Health System, with a focus on aligning technology, clinical excellence, and innovation to improve outcomes for older adults.*

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Presenter Biographies

Tyler Kim *is an Enterprise Client Executive at Philips Healthcare. He has over 15 years of experience in building strategic partnerships and advancing healthcare technology solutions. He specializes in working with enterprise clients to drive innovation, improve patient outcomes, and support the transformation of healthcare delivery.*

Timothy McDonald, MD, JD, FCLM *is a physician-attorney and former associate-CMO with extensive clinical, academic and leadership experience across the continuum of care. He has assisted over 800 healthcare organizations implement cultures built on safety, transparency and empathy. An architect of the CANDOR toolkit, McDonald has focused his career on principled approaches to patient harm and the "normalization of compassionate honesty," with an emphasis on the reporting of patient safety events, the use of human factors-based event analysis and empathic communication following harm. McDonald's advocacy for evidence-based practices, shared learning, improved communication, healthcare equity and empathic approaches has led to tangible advancements.*

McDonald received his MD from Indiana University and completed his residencies in pediatrics and anesthesiology at Harvard Medical School-affiliated organizations. Prior to RLDatix, McDonald served as the President, Center for Open and Honest Communication at MedStar Health. Having also obtained his JD at Loyola University Chicago, he continues to drive innovation and excellence at the intersection of medicine and law.

Jacce S. Mikulanec *serves as the Director of government relations for The Queen's Health System. He previously served as president and executive director of the Japanese Cultural Center of Hawai'i, manager of government relations for the Hawai'i Medical Service Association and worked as the Policy and Community Partnership Director at the Hawaii nonprofit supporting early learning, Good Beginnings Alliance (now the Hawaii Children's Action Network). He previously served as the Special Assistant on Policy for Lieutenant Governor Brian Schatz. Mikulanec earned his Master of Arts degree in Anthropology, with an emphasis on Easter Island archaeology, from the University of Hawai'i at Manoa.*

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Presenter Biographies

Dr. Shilpa J. Patel *serves as the Chief Quality Officer and Senior Vice President for Hawai'i Pacific Health. She is a board-certified Pediatric Hospitalist, caring for hospitalized children at Kapi'olani Medical Center for Women & Children for over two decades, in Hawai'i and California. She also helps to develop our future physicians as a Professor of Pediatrics at the University of Hawai'i John A. Burns School of Medicine. Dr. Patel earned her bachelor's degree in Cognitive Science from Vassar College. She did her medical training at the University of Vermont College of Medicine. She is passionate about patient safety and process improvement efforts co-created with input from inter-professional front line experts (including patients/families) to emphasize health literacy, structured communication, and improvement science best practices.*

Maegan Ruggles *is a partner at the law firm of Goodsill Anderson Quinn & Stifel LLP. Her practice focuses on civil litigation, with a special emphasis on medical liability and general healthcare law. She defends many of Hawaii's major private and public hospitals and medical centers, physicians and other health care providers in medical malpractice cases. She has worked in boutique law firms in California and as a legislative attorney in the Hawai'i State Legislature for the 2014 legislative session.*

First elected to office in 2012 after a career in both public and private sector, ***Representative Gregg Takayama*** *has served as press secretary to the late U.S. Senator Dan Inouye and also worked as a reporter for the Star Bulletin. In addition, Takayama served as press secretary for Lt. Gov. Ben Cayetano, spokesman for the Department of Public Safety, KHON-TV news reporter, and spokesman for John A. Burns School of Medicine and later for the Manoa Chancellor's Office. He currently serves as the House Health Committee Chair and is a member of the House Human Services; Homelessness and Judiciary; Hawaiian Affairs Committees.*

Derek Vale *is the chief data officer and data modernization director for the State of Hawai'i Department of Health (DOH). Leading the DOH data team, he is focused on delivering the right information, to the right people, at the right time, for public health services and programs. These DOH goals are to accelerate program coordination via shared data, bridging data silos, modernizing legacy systems, promoting interoperability, and building data governance foundations. He has previously coordinated project teams in DOH for data warehouse and business intelligence development, case management system planning and implementation, and public health disease response. On prior systems implementation projects, he has worked for the State CIO office, DHS Med-QUEST, and Governors Office.*

You are cordially invited to join the …

Hawai'i Association
of
Healthcare Risk Management

The Hawai‘i Association for Healthcare Risk Management, or **HAHRM**, is your statewide professional home for advancing safe, high-quality healthcare in our islands. As the Hawai‘i chapter of the American Society for Healthcare Risk Management, we offer a uniquely local perspective—helping you stay informed on Hawai‘i-specific healthcare regulations, medical malpractice litigation trends, and the most pressing risk and patient safety issues facing our state.

For just $100 a year, HAHRM members enjoy:

- Free attendance to all HAHRM webcasts (non-members pay $20 each)
- Free admission to our live Holiday Event in early December
- Networking with Risk Management professionals statewide
- Timely updates on common risk and patient safety issues specific to healthcare in Hawai‘i



Special offer - Get both the **membership** and a **conference registration** for only **$325!**

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