

Patricia Holloway

Director of Risk Management

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SUMMARY

Director of risk management with 14 years in healthcare, including 10 years in hospital risk management and patient safety. Directs risk, claims and insurance for a 5-hospital system with 1,400 beds, reports to the board quality committee, and keeps the system in regulatory compliance with CMS and Joint Commission standards.

SKILLS

Healthcare Risk Management • Patient Safety • FMEA • Root Cause Analysis • Regulatory Compliance
Claims Management • Insurance • Joint Commission Standards • Leadership • Communication Skills

EXPERIENCE

Director of Risk Management

03/2020 - Present

Cumberland Health Partners

Nashville, TN

Five-hospital system with 1,400 beds and 9,000 employees in Middle Tennessee.

- Lead a team of 7 risk managers and claims staff handling 9,000 event reports and 160 claims a year.
- Run FMEA and root cause analysis on every serious safety event, cutting serious events 38% from 2021 to 2025.
- Manage the **\$11M** professional and general liability insurance program, including the captive and excess layers.
- Ensure regulatory compliance with CMS, EMTALA and Joint Commission standards, with no condition-level findings in 3 surveys.

Risk Manager

06/2015 - 02/2020

Harpeth Valley Medical Center

Franklin, TN

Community hospital with 280 beds and a Level III trauma center.

- Investigated 2,500 incident reports a year and briefed medical staff leaders on high-risk events.
- Coordinated early disclosure and resolution with patients and families, settling 22 claims before suit.
- Trained 1,100 nurses and physicians on event reporting, informed consent and documentation.

Registered Nurse, Intensive Care Unit

06/2011 - 05/2015

Harpeth Valley Medical Center

Franklin, TN

- Provided critical care to 2 ventilated or post-surgical patients per 12-hour shift in a 24-bed ICU.
- Chaired the unit patient safety council for 2 years, reducing central line infections to zero for 14 months.
- Precepted 9 new graduate nurses through a 12-week ICU orientation.

EDUCATION

Master of Science in Nursing

05/2015

Vanderbilt University

Nashville, TN

Health Systems Management

CERTIFICATES

Certified Professional in Healthcare Risk Management (CPHRM)

American Hospital Association

10/2016

Registered Nurse (RN)

Tennessee Board of Nursing

06/2011