



# Voices of Experience: The Impact of Violence on Health Care Settings

Thursday, May 23, 2013 | 9AM – 4PM | Four Points by Sheraton Norwood | Norwood, MA

*The Voices of Experience Conference series encourages senior leadership to learn about managing institutions and making policy decisions before, during and after a crisis. This year's conference features practices and approaches to managing violence and aggressive situations in health care settings. The conference will provide health care leadership with valuable insight to help prevent such events and respond promptly and effectively when they do occur. Because an effective disaster response requires strong collaboration among institutions, this conference will provide numerous opportunities for networking and provide information on how hospitals can partner with other stakeholders.*

## Continuing Education Units (CEUs)

If you are a physician, nurse, EMT or social worker and wish to receive CEUs for your participation today, please check in at the CEU table near the registration desk. You will also be required to return your session evaluations at the table in person at the close of the day. Please consult with a conference staffer if you have any questions.

## Agenda

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| 8:30 AM  | <b>REGISTRATION</b>  |
| 9:00 AM  | <b>WELCOME</b><br><b>Peter Brown (emcee)</b><br><i>Chief of Staff, Office of the CEO, Partners HealthCare</i>  |
| 9:15 AM  | <b>OPENING REMARKS</b><br><b>Mary E. Clark, JD, MPH</b><br><i>Director, Emergency Preparedness Bureau, Massachusetts Department of Public Health</i>   |
| 9:30 AM  | <b>Hospital Active Shooter Incident – Response and Recovery</b><br><b>Ryan K. Smith, MBA</b><br><i>CEO, Memorial Hospital of Converse County</i>   |
| 10:30 AM | <b>BREAK</b>   |
| 10:45 AM | <b>Current Trends in Healthcare Violence: Real Cases for Strategies on Lowering Your Risk</b><br><b>Bonnie Michelman</b><br><i>Director of Police, Security and Outside Services, Massachusetts General Hospital</i> |
| 11:45 AM | <b>LUNCH</b>   |
| 12:30 PM | <b>Preparing an Active Shooter Exercise in the Healthcare Setting</b><br><b>Christian Lanphere, PhD</b><br><i>Emergency Manager, Cambridge Health Alliance</i>   |
| 1:00 PM  | <b>Tying It All Together: Preparing, Responding, Recovering</b><br><b>Joseph V. Bellino, CHPA</b><br><i>System Executive Security and Law Enforcement, Memorial Hermann Health System</i>                            |
| 2:45 PM  | <b>CLOSING REMARKS</b>   |
| 3:00 PM  | <b>NETWORKING</b>  |
| 4:00 PM  | <b>ADJOURN</b>   |

## Speaker Biographies

### **Joseph V. Bellino, CHPA**

Mr. Bellino is currently the System Executive, Security and Law Enforcement for the Memorial Hermann Healthcare System in Houston, Texas. Prior to joining Memorial Hermann, he served as Director of Safety, Security and Emergency Management at Hanover Hospital. He served as Corporate Director Safety and Security Services at Liberty HealthCare System Inc.; Director of Security at Medical City Dallas; Administrative Director of Safety and Security Services of Liberty HealthCare System, Jersey City, New Jersey; Manager of Security Operations at Robert Wood Johnson University Hospital, New Brunswick, New Jersey; and Site Manager at Sandoz Pharmaceuticals, East Hanover, New Jersey. Mr. Bellino also has served as a Narcotics Detector Dog Handler in the United States Air Force; a Municipal Police Officer, where he developed Community Crime Prevention Programs, budgeted and implemented a police canine program; and in federal service as a Special Agent in the Department of Justice.

Mr. Bellino is credentialed by the International Association for Healthcare Security and Safety as a Certified Healthcare Protection Administrator, and by the Center for Healthcare Environmental Management as a Healthcare Environmental Manager, the only recognized occupational safety certification in Healthcare. He possesses a Bachelor of Science in Human Services from Thomas A. Edison State College and a Master's of Science in Human Resource Development from McDaniel College. His professional memberships include the International Association for Healthcare Security and Safety (where he served in leadership positions at the Chapter level and served as President of the IAHSS Board of Directors).

Recognition includes Air Force Commendation Medal with Citation; Airman of the Quarter; USAF Below the Zone Promotion; Police Officer of the Month 1982 and 1984; James Collins Congressional Medal, and a citation from the United States Secret Service. Mr. Bellino has numerous letters of commendation.

Currently Mr. Bellino is also a member of several DHS and HHS committees and is co-chair of the Joint Advisory Working Group on healthcare security.

### **Peter Brown – Emcee**

*Chief of Staff, Office of the CEO, Partners HealthCare*

Mr. Brown is Chief of Staff to the office of President and CEO of Partners HealthCare. In this role, Brown works directly with the CEO and senior leadership; among his responsibilities, he oversees external affairs for Partners, which includes Community Health, Government Affairs, Public Affairs and Communication. Prior to his current position, Brown was Vice-President of Public Affairs and Communication for Brigham and Women's Hospital, a founding member of Partners HealthCare.

Mr. Brown spent more than 25 years in television journalism. After graduating from the University of Rhode Island, he worked as a broadcast producer at television stations in Providence (WJAR-TV), Philadelphia (WPVI-TV) and Boston (WBZ-TV), where he also served as News Director. Over the years, Brown's work has been recognized by the Associated Press. He has received an Emmy Award; a Best of Boston Award as Best News Director from Boston Magazine; and in 2000, he and his WBZ-TV news team received the Edward R. Murrow Award for best local news station in America.

Mr. Brown currently serves on the Board of the Massachusetts Hugh O'Brien Leadership Conference; he is a member of the Boston Athletic Association membership team. Brown has worked with government agencies and groups, both locally and internationally, to provide direction on how best to deliver communication during a crisis. As examples, he was involved in Operations "Atlas" and "Poseidon" through the City of Boston Department of Homeland Security and the city of Cambridge, MA.

### **Mary Clark, JD, MPH**

Mary Clark has served as the Director of the Emergency Preparedness Bureau at the Massachusetts Department of Public Health since 2007. In that role, she oversees state and local emergency preparedness and response for the Department. She is the principal investigator

for both the Public Health Emergency Preparedness Cooperative Agreement grant through the Centers for Disease Control and Prevention (CDC) and Hospital Preparedness Program activities funded through the Assistant Secretary for Preparedness and Response (ASPR). Ms. Clark is also a member of the Executive Committee of the Directors of Public Health Preparedness for the Association of State and Territorial Health Officers (ASTHO).

Previously, Ms. Clark was the Regional Public Health Preparedness Manager at the Cambridge Public Health Department, coordinating public health emergency preparedness planning for a coalition of 27 local health departments in the Metro Boston area. Ms. Clark has also served as an associate counsel for the Massachusetts Medical Society, and managed programs to improve access to health care at the AIDS Action Committee of Massachusetts, Community Research Initiative of New England, and JRI Health in Boston. She received her MPH from Harvard School of Public Health, and her law degree from New York University.

### **Christian Lanphere, PhD**

Christian Lanphere is the Emergency Manager for the Cambridge Health Alliance, a public safety-net hospital system outside of Boston. Dr. Lanphere currently serves as the CEM Commission Chairman of the International Association of Emergency Managers, a non-profit educational organization dedicated to promoting the “Principles of Emergency Management” and representing those professionals whose goals are saving lives and protecting property and the environment during emergencies and disasters. He has a PhD in Public Administration, specializing in Public Safety Management and Homeland Security Policy and Coordination. He attended the Post Naval Graduate School, Walden University, Harvard University School of Public Health and the University of Massachusetts. He is licensed as a critical care paramedic, Certified Emergency Manager, and holds both firefighter I & II credentials.

*Speaker Biographies continued on next page.*

## Conference Planning Committee

**Bruce S. Auerbach**, Vice President, CMO and Medical Director, Sturdy Hospital and Chair, Region 5 Hospital Consortium for Emergency Preparedness

**Judith A. Bernice**, Region 4AB Hospital Emergency Preparedness Coordinator, Massachusetts Department of Public Health

**Rebecca Cahill**, Emergency Management Program Coordinator, Boston Children’s Hospital

**Joan Cooper-Zack**, Emergency Preparedness Manager, South Shore Hospital

**Mary Devine**, Emergency Preparedness Coordinator Conference of Boston Teaching Hospitals, Region 4C Hospital Coordinator

**Meg Femino**, Director, Emergency Management, Beth Israel Deaconess Medical Center

**Edward Hennegan**, EMS/Hospital Preparedness Planner, Massachusetts Department of Public Health, Emergency Preparedness Bureau

**R. Lynn Schoeff**, Senior Director of Emergency Preparedness, Cambridge Public Health Department, Cambridge Health Alliance

**Tina T. Wright**, Program Manager - Emergency Management & Public Information, Massachusetts League of Community Health Centers

## Speaker Biographies

### **Bonnie Michelman**

Ms. Michelman is currently the Director of Police, Security and Outside Services at Massachusetts General Hospital and the Security Consultant for Partners Healthcare Inc. in Boston. She was formally District Manager at First Security Services, overseeing 60 diverse operations and 1,200 people, and Assistant Vice President for General Services/Operations at Newton-Wellesley Hospital, managing 16 departments and doing significant leadership work.

Ms. Michelman is Past President (2008 and 1995)/ Chairman of the Board of the International Association for Healthcare Security and Safety (IAHSS). Under her direction, MGH won the Lindberg Bell Award for the nation's finest healthcare security program in 1999 and 2007, among numerous other awards and recognitions. She has also served as President (2001), Chairman of the Board (2002) and Foundation President (2003-2005) of ASIS-International. She has been an Instructor at Northeastern University, College of Criminal Justice in the Graduate and Undergraduate program since 1988. Ms. Michelman is on the Regional Board of Directors for the Anti-Defamation League (ADL) and chairs the National Security Committee. She was appointed in late 2010 by DHS Secretary Janet Napolitano to the Homeland Security Advisory Council (HSAC). She is on

the board of directors for Employers Against Domestic Violence (EADV). She was the 2007 award recipient of "Campus Safety Director of the Year."

### **Ryan K. Smith, MBA**

Mr. Smith is currently the CEO of Memorial Hospital of Converse County in Douglas, Wyoming. He was CEO of Central Peninsula Hospital in Soldotna, Alaska from 2006 to 2011. He has also served as the Chief Financial Officer and other accounting positions in hospitals in Utah, Wyoming, Kentucky and Alaska since 1987. Mr. Smith earned a bachelor's degree in accounting and a Masters of Business in Administration from the University of Utah in 1990 and 1992. He has served as the Chair of the Alaska Hospital and Nursing Home Association (ASHNHA) and as the ASHNHA representative to the Alaska Health Care Commission.

Each year, speaker presentations are recorded. Revisit your favorite presentation or watch one you may have missed at, [www.voicesofexperienceconference.com](http://www.voicesofexperienceconference.com).

*This conference is sponsored by 39 hospitals in Regions 4 and 5: Beth Israel Deaconess Medical Center, Beth Israel Deaconess Hospital – Milton, Beth Israel Deaconess Hospital – Needham, Boston Children's Hospital, Boston Medical Center, Brigham and Women's Hospital, Brigham and Women's Faulkner Hospital, Brockton Hospital, Cambridge Hospital, Cape Cod Hospital, Carney Hospital, Charlton Memorial Hospital, Dana-Farber Cancer Institute, Emerson Hospital, Falmouth Hospital, Good Samaritan Medical Center, Jordan Hospital, Marlborough Hospital, Martha's Vineyard Hospital, Massachusetts Eye and Ear Infirmary, Massachusetts General Hospital, MetroWest Medical Center, Morton Hospital, Mount Auburn Hospital, Nantucket Cottage Hospital, New England Baptist Hospital, Newton-Wellesley Hospital, Norwood Hospital, Quincy Medical Center, Somerville Hospital, South Shore Hospital, St. Anne's Hospital, St. Elizabeth's Medical Center, St. Luke's Hospital, Sturdy Memorial Hospital, Tobey Hospital, Tufts Medical Center, Winchester Hospital and Whidden Hospital.*

*The Voices of Experience conference and all related documents and course materials have been developed through a contract with the Emergency Preparedness Bureau at the Massachusetts Department of Public Health, with funding from the Assistant Secretary for Preparedness and Response (ASPR) Hospital Preparedness Program.*