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Sheila Hagg-Rickert serves as Senior System Director of Risk Management for CHRISTUS Health. In this capacity, she is responsible for oversight of CHRISTUS's loss prevention, claims management, risk financing and enterprise risk management programs. Prior to joining CHRISTUS, Sheila served as the corporate risk manager for both for-profit and not-for-profit acute care and long-term care health systems, as an insurance broker, and as a health care risk management consultant. Sheila holds a JD from the University of Iowa, a Masters of Business Administration in Finance, and a Masters of Healthcare Administration from Georgia State University.

Gary Shope is the Risk Finance & Occupational Health Director for CHRISTUS Health. He managed the organization's risk and occupational health programs. Previously, he spent six years managing litigation for CHRISTUS. Gary graduated from Texas A&M University with a degree in Accounting and a Master's degree in Public Administration. He received his Juris Doctorate from the University of Houston in 1988, and practiced estate and bankruptcy law before entering the risk management profession. He is currently Treasurer of the local Houston ASHRM chapter and Vice Chairman of The Texas Alliance of Nonsubscribers.

The Voice of the Claims Manager

Preparing for and Responding to Adverse Weather Events: Minimize Interruption of Healthcare Delivery to Patients

This presentation will highlight components in an Emergency Preparedness Plan that can facilitate a healthcare center or system's response to an adverse weather event – before, during, and after – to minimize disruptions in patient care and service delivery, and to get a facility damaged or closed by a weather event up and running as soon as possible. Real life case studies will focus on emergency preparedness drivers, the process for reviewing an emergency preparedness status, and commercial property insurance policy components that impact emergency management planning.