

## **Curriculum Vitae**

Geraldine H. Amori

Principal

Communicating HealthCare

### **Education/Training**

<u>Institution</u>	<u>Degree</u>	<u>Year</u>	<u>Field of Study</u>
Florida State University	BM	1974	Music Therapy
Florida State University Systems	MS	1976	Counseling and Human
University of Florida	PhD	1987	Counselor Education
Insurance Institute of America	ARM	1998	Risk Management

### **Positions and Employment**

1976-1978	Counselor, Florida Keys Community College – Key West, FL
1979-1981	Geriatric Program Supervisor, North Central Florida Community Mental Health Center – Gainesville, FL
1981-1983	Mental Health Program Specialist for 15 County District, District III Mental Health Board – Gainesville, FL
1983-1988	Psychopharmacology Clinic and Research Coordinator, Dept. of Psychiatry, University of Vermont/University Health Center – Burlington, VT
1988-1989	Quality Patient Relations Manager, University Health Center – Burlington, VT
1989-2001	Risk Manager, University Health Center (which became Fletcher Allen Health Care) – Burlington, VT
2001-Present	Healthcare Risk Management Consultant – Burlington, VT

## **Other Experiences and Professional Memberships**

- 1979 Intern, AARP – Washington, DC, Developed Orientation Manual for Volunteer National Leaders
- 1980 Conceived and initiated tri-county senior citizen collaborative for tri-county area in rural Florida
- 1981 Developed and taught home-care-worker course at Santa Fe Community College
- 1982 Conceived and wrote orientation manual for members of Florida District Mental Health Board that became statewide model (Florida District Mental Health Boards no longer exist)
- 1985-1994 Board Member and President 3 years, Champlain Valley Drug and Alcohol Services – Burlington, VT
- 1989-Present Member, American Society for Healthcare Risk Management
- 1992 Produced “Deadline,” a unique educational/theatrical production on death and dying for the medical and general community. The production generated community enthusiasm, the attention and support of the medical school, and ultimately raised money for the local hospice
- 1994 Board Member, Northern New England Society for Healthcare Risk Management
- 1995 & 1996 President, Northern New England Society for Healthcare Risk Management
- 1997 – 2002 Board Member, American Society for Healthcare Risk Management
- 1998-2001 Staff to VMCIC, Fletcher Allen’s Captive Insurance Company – Burlington, Vermont
- 1998-2001 Formed then managed the Workers’ Compensation Trust for Fletcher Allen Health Care, Burlington, Vermont
- 1999 Participant in Kennedy Institute for Bioethics intensive summer course, Georgetown University

- 2001            President, American Society for Healthcare Risk Management
- 2001-2004    AHA Quality Quest Patient Safety Award Committee
- 2001-2003    Advisory Committee, Health Forum/AHA Patient Safety Fellowship
- 2002-2003    Board Member, Northern New England Society for Healthcare Risk Management
- 2002-2004    Author: Book Chapter: “Communicating with Patients and Families,” the Risk Management Handbook, 4<sup>th</sup> Edition, Jossey-Bass, 2003
- 2003            Author: “Role Play as a Key Strategy for Teaching Disclosure Skills:” Harvard Health Forum, 2003
- 2003            Member, Partnership for Patient Safety (p4ps) Advisory Group
- 2004            Board Member, Consumers Advancing Patient Safety

**Honors**

- 1995            Fellow in the American Society for Healthcare Risk Management
- 1997            Paulette Gagnon Award for Service in HealthCare Risk Management
- 2004            Distinguished Fellow in the American Society for Healthcare Risk Management
- 2004            Distinguished Service Award, American Society for Healthcare Risk Management

**Selected Publications:**

Amori, G.H. *Disclosure Skills Training*. Harvard Risk Management Foundation Forum. 23(2), April 2003. Pp 16-17.

Amori, G.H. Communication with Patients and Other Customers: The Ultimate Loss Control Tool. In Carroll, R. (editor) Risk

Management Handbook for Healthcare Organizations, 4<sup>th</sup> Edition. San Francisco: Jossey-Bass, 2003.

Principal Contributor: ASHRM Monograph Series on Disclosure:

- Part 1: Disclosure Of Unanticipated Events: The Next Step In Better Communication With Patients
- Part 2: Disclosure Of Unanticipated Events: Creating An Effective Patient Communication Policy
- Part 3: Disclosure: What Works Now And What Can Work Even Better

Amori, G.H. (April 2003). Disclosure Skills Training. *Harvard Risk Management Foundation Forum*, 23(2), 16-17.

Amori, G.H. (2005). Office Practice Risk Management. In L. Wolper (Ed.), *Physician Practice Management*. Sudbury, MA: Jones and Bartlett Publishers.

Amori, G.H.; Martin, P.B.; and Goeltz, R.J. *First, Do No Harm Part 3: Healing Lives, Changing Cultures Facilitator's Guide*. Partnership for Patient Safety (p4ps), 2005.