
Josh Charles Hyatt DHS, MHL, MBE, DFASHRM, CPHRM, HEC-C, CPPS

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Areas of Specializations: Instruction at the Undergraduate and Graduate Levels in Healthcare Administration/Leadership, Curriculum Development, Clinical Risk Management, Organizational Ethics, Medical Ethics, Healthcare Culture and Professionalism, LGBT Health Issues

EDUCATION

Harvard Medical School , Center for Bioethics	Boston, MA	2019-2021
Masters of Bioethics (MBE)		
Nova Southeastern University	Ft. Lauderdale, FL	
Doctor of Health Science (DHS)		2011-2014
Masters, Health Law (MHL)		2002-2004
Florida International University	Miami, FL	
BA Psychology		1991-1996
Harvard Medical School / The Fenway Institute	Boston, MA	2023
Train-The-Trainer: Advancing Excellence in Sexual and Gender Minority Health		
University of Southern California	Los Angeles, CA	2017-2018
Healthcare Leadership Academy		

PROFESSIONAL DESIGNATIONS

Certified Professional in Patient Safety (CPPS)	2020
Certification Board for Professionals in Patient Safety	
Healthcare Ethics Consultant- Certification (HEC-C)	2019
American Society of Bioethics and Humanities	
Distinguished Fellow of ASHRM (DFASHRM)	2018
American Society of Healthcare Risk Management	
Certified Profession in Healthcare Risk Management (CPHRM)	1998
American Society of Healthcare Risk Management	

PROFESSIONAL APPOINTMENTS AND PROFESSIONAL SERVICE

Betsy Lehman Center	2022-Present
CARE Board of Directors	
Measurement and Transparency Task Force	
American Society for Bioethics and Humanities	2020-Present
HCEC Certification Examination Committee	
Peer Reviewer , AMA Journal of Ethics	2020- Present
Review articles for submission	
Editorial Advisory Board , Journal of Hospital Ethics	2015- Present
American Society of Healthcare Risk Management	2012- Present
Elected Member- ASHRM Advisory Board	2024-Present
Deputy Editor, ASHRM Journal Editorial Review Board	01/2023-12/2025
Faculty- Team Lead (2020), CPHRM Certification Preparation	2014- Present
Chair, Ethics Committee	2019- 2021
Member, Chapter Leadership Task Force	2016- 2018
Chair, Webinar Committee, 2013- 2014	
Member, Webinar Committee, 2012- 2013	
Southern California Association of Healthcare Risk Managers	2012-2018
Elected President, 2015-2018	
Elected Board Member at Large, 2014-2015	
Elected Treasurer, 2012-2014	

PROFESSIONAL/NON-TEACHING EXPERIENCE

Director, Risk Education and Strategy, Coverys/Med-IQ

11/2024- Present

Risk Management and Patient Safety

- Manage a team of Risk Management and Patient Safety content developers, risk management consultants, and client services who provide risk management strategy and services (content development for courses and monthly learning modules), onsite services (risk assessments, presentations, consulting services) for clients, and manage client needs and programs.
- Conducts research, presentations, and develops written risk management recommendations on a variety of topics that are available to policyholders and internal clients.
- National speaker and risk management and ethics content expert for the organization
- Member and leader in the Diversity, Equity, and Inclusion programming for the corporation.

Manager, Risk Management and Analytics, Coverys

01/20- 11/2024

Risk Management and Analytics Department

- Manage a team of Risk Management Consultants and a Risk Associate who provide risk management strategy and services (onsite services, assessments/interventions, presentations, consulting services) to insured clients.
- Conducts research, presentations, and develops written risk management recommendations on a variety of topics that are available to policyholders and internal clients.
- National speaker and risk management and ethics content expert for the organization
- Member and leader in the Diversity, Equity, and Inclusion programming for the corporation.

Executive Director, Keck Medicine, Univ. of Southern California

08/15- 08/19

Office of Integrated Risk Management

- Designed and executed the Keck Medicine of USC Office of Integrated Risk Management and the institutional Culture of Safety Initiative through leadership, innovation, and management.
- Facilitated the identification of risk management trends across various entities that was based on a data strategy and management required to build an integrated picture of system risk.
- Provided subject matter expertise support to hospital, medical group, medical school, and executive leaders across Keck Medicine.
- **Major Accomplishments**
 - Key contributor to the development of the Health System's Risk Management Plan and ensured alignment across the system with its objective
 - Coordinated and executed the workforce Risk Management training strategy for faculty and staff
 - Executive Sponsor and architect for the pro-active, enterprise-wide Keck Medicine of USC Culture of Safety Initiatives, which included revamping the root cause analysis and sentinel event investigation process, enhanced grievance program, care for the caregiver/second victim program, introduction of TeamSTEPPS into clinical areas, and developing professionalism programs for faculty, residents, and staff.
 - Development of system-wide key performance indicators, clinical metrics, and standardized risk management operating guidelines that are available to all sites via the innovative Risk Management Intranet Site portal.
 - Implementation of Risk Management Physician Dashboards that measure key indicators of physician risk to report to clinical Chairs, executive leadership, peer-review bodies, and credentialing committees.

- Sr. Risk Management Specialist**, NORCAL Mutual Insurance 07/07- 08/15
Risk Management Department
- Responsible for providing risk management services (onsite services, assessments/interventions, presentations, consulting services) to insured clients in the southern California area. Conducted research and develop written risk management recommendations on a variety of topics which are available to policy holders and internal clients.
 - **Major Accomplishments**
 - Developed and presented various key clinical and operational issues to healthcare providers, medical societies, staff, and professional organizations on a variety of Risk Management topics
 - National speaker and risk management and ethics content expert for the organization
- Director**, Alvarado Hospital and Medical Center 1/06- 05/07
Accreditation & Education Departments
- Provided accreditation and regulatory guidance for compliance from Executive Leadership to all staff and medical staff.
 - **Major Accomplishment**
 - Developed and implemented a comprehensive survey readiness and response program at the hospital which increased overall regulatory compliance house wide by approximately 45% in 8 months through developing the Accreditation Plan and Patient Safety Program for the hospital and day to day functions
- Director**, Bayview Center for Mental Health 05/04- 12/05
Accreditation, Performance Improvement, Risk Management, and Safety
- Developed and implemented comprehensive survey readiness, risk management, performance improvement, and safety programs at the facilities 14 different sites/20+ different programs.
 - **Major Accomplishment:**
 - Guided the facility through a TJC survey with no "Recommendations for Improvements"
- Risk Manager**, Jackson Memorial Health System 07/01- 05/04
Long Term Care and Regional Sites
- Developed and implemented comprehensive survey readiness, risk management, and safety programs at the facilities 5 different sites/10+ different programs.
 - **Major Accomplishments:**
 - Guided the facility through a TJC survey with one "Recommendations For Improvement"
 - Developed the Risk Management Plan and Patient Safety Program for the 2 long term (totaling 350 beds), 1 home health and one dialysis center and oversight and day to day functions of the accreditation and risk management
- Health Quality Review Specialist**, CMS 08/99-07/01
Health Facility Certification Branch
- Conducted surveys of health care facilities for federal certification of Medicare standards.
 - Coordinated Medicare fraud investigations and inspections for the Miami satellite office.
 - Regional Coordinator for Community Mental Health Centers, which involved the certification and fraudulent billing investigations of programs.
- Health Facility Evaluator II/Training Mentor**, State of Florida 08/96- 08/99
Agency for Health Care Administration
- Conducted surveys of health care facilities for federal certification and state licensure of Medicare and State of Florida regulations and standards.
 - Conducted the training of new healthcare surveyors.

Additional Available Upon Request

TEACHING & INSTRUCTIONAL DESIGN EXPERIENCE

- Adjunct Professor**, Massachusetts College of Pharmacy & Health Sciences 01/20- Present
School of Healthcare Business (Master and Doctor of Healthcare Administration Courses)
Courses: HCM 750I- Ethics for Healthcare Leaders; HCM 750L- Patient Safety and Risk Management; HCM 828- Data Collection and Analysis; HCM 734- Value-based Care; HSC 763- Conflict, Crisis, and Communication; HCA 740- Managing Teams, Performance, and Human Capital; HCM- Clinical Informatics and Data Analysis (Development and Instruction)
- School of Arts and Sciences (Doctor of Health Sciences)*
Course: HSC 841- Patient Safety and Risk Management (Development and Instruction); HSC 843- Health System Monitoring and Evaluation
- Adjunct Faculty**, University of Southern California 11/15-08/19
USC Sol Price School of Public Policy, Master of Health Care Administration
Course: PPD 604- Seminar in Hospital Administration (Development and Instruction)
- USC Keck School of Medicine*
Lecturer and Humanities, Economics, Arts and the Law Curriculum Collaborator
Seminars: Medical Ethics in Psychiatry (3rd Year Medical Students), Medical Ethics in Anesthesiology (Medical Residents), Disclosure and Communication of Adverse Events (2nd Year Medical Students), Compliance and Patient Safety (4th Year Medical Students)
- USC Keck School of Medicine- Physician Assistant Program*
Lecturer: Professional Liability and Risk Mitigation in Health Care Settings
- Facilitator (Online)**, The Ohio University 08/13- 08/19
Master of Healthcare Administration Program
Courses: Health Law and Ethics; Evaluation and Quality Improvement in Health
- Instructor (Online/In Person)**, West Coast University 01/15-6/16
Master of Healthcare Administration Program
Courses: Health Ethics and Medical Law (Development and Instruction); Health Care Informatics (Development and Instruction); Marketing Management for Healthcare
- Adjunct Faculty (Online)**, Southern New Hampshire University 10/14- 01/18
Courses: Social & Organizational Issues in Healthcare (Graduate), Ethical and Legal Considerations (Undergraduate), Healthcare Regulatory Compliance and Accreditation (Course Developer), Performance Improvement Measurement
- Curriculum Developer**, University of West Los Angeles 09/12- 09/14
Course: Management of Healthcare Systems & Org. (Course Developer)
- Adjunct Professor (Online/In Person)**, United States University 11/11- 03/17
Courses: End of Life Ethics (Graduate, Instructor and Course Developer), Public Policy and Health Care Ethics (Graduate, Instructor and Course Developer), Strategies in Healthcare Administration (Graduate and Undergraduate), Team Dynamics and Health Leadership (Undergraduate), Health Care Ethics (Graduate and Undergraduate, Course Developer), Health Policy Analysis (Graduate, Course Developer), Teams in Healthcare Organizations (Graduate)
- Adjunct Instructor**, Florida International University 01/03- 06/05
Course: Risk Management Post-Graduate Certificate

PUBLICATIONS

Books

- Abbas, A. (2019). *Next-Generations Ethics*. Author: Bioethics Chapter. Cambridge University Press: New York.
- American Society for Healthcare Risk Management (2019, October). *CPHRM Preparation Handbook*. Associate Editor: Clinical/Patient Safety
- American Society for Healthcare Risk Management (2017). *Risk Finance Playbook*. Contributing Author: Insurance v. Non-Insurance
- Lohuis, T. (2002). *Survey Troubleshooter: Proven Strategies for Mastering the Top 25 Nursing Home Deficiencies*. Contributing Editor, HC-Pro Publications
- Rodriguez, M. (2023). *Conflict Management - Organizational Happiness, Mindfulness, and Coping Strategies*. Co-Author: Ethical Considerations in Organizational Conflict. IntechOpen: London.

Peer-Review Articles

- Shufutinsky A, Calvin J, Hyatt J, et al. (2022). "Dissecting Meaning, Scope, and Roles of Social Justice and Social Action. *Organization Development Journal*.
- Smith JS, DesRoches SL, Street NW, Hyatt JC. (2022) Risk Management Perspective for New Graduate Nurses Transition to Practice during COVID
- Hyatt, JC (2020, Nov.). "Risk Management Response to Ethics Dilemma." *American Medical Association Journal of Ethics*
- Helm H, Hyatt JC, & Sine, D. (2019, Nov.). "Risk Management and the Transgender Hospital Admission." *Patent Safety and Quality Healthcare: Analysis*.
<https://www.psqh.com/analysis/risk-management-and-the-transgender-hospital-admission/>
- Hyatt, J. (2017, January). "Moral disengagement and patient safety implications." *Journal of Nursing Regulation*, 7(4), 15-21
- Hyatt, J. (2016, January). "LGBT healthcare as ethics." *The Journal of Hospital Ethics*
- Hyatt, J. (2015, July). "LGBT disclosure in minor records: Risks and responsibilities." *The Journal of Healthcare Risk Management*.
- Hyatt, J. (2015, March). "Communication technology in the healthcare setting, ethical and legal dilemmas." *The Interdisciplinarian*, 1(2), 26-28

Professional Magazine Articles

- Hyatt, J. (2020). Patient advocacy in complex times: Leadership approaches to combating moral neutrality. *California Patient Relations Association (CaPRA)*
- Hyatt, J. (2014, April). "Responding to negative online comments." *Birmingham Medical News Blog*.
- Hyatt, J. (2013, Spring). "Responding to negative online comments." *San Joaquin Physician*.
- Hyatt, J. (2012, August). "Responding to negative online comments." *Southern California Physician*.

Professional White Papers

- (Reviewer) Fischer-Sanchez D, Huben-Kearney A, Wertheimer M, Wilburn B. (2021). *Recognizing and Managing Bias*. American Society for Health Care Risk Management.
- Hyatt, J. (2020). *Patient education in COVID-19*. Coverys
- Hyatt, J. (2020). *Privacy and moral decision-making in COVID-19*. The Risk-Ethicist.
- Hyatt, J. (2020). *Ethical considerations in medical device usage*. Coverys
- Hyatt, J. (2020). *Healthcare rationing in COVID-19 era*. Coverys
- Hyatt, J. (2020). *Ethical issues the Risk Manager should consider in a COVID-19 world*. Coverys
- Hyatt, J. (2014, December). *Physician liability when providing care outside of traditional settings*. NORCAL Mutual.
- Hyatt, J. (2012, June). *Texting in the healthcare setting*. NORCAL Mutual.
- Hyatt, J. (2011, July). *Electronic prescribing for controlled substances*. NORCAL Mutual

INTERVIEWS/MEDIA

- Perspectives 360* (Podcast, 2023). Guest Expert, Social Determinates of Health, 4- Part Series.
- Voices in Bioethics, Columbia University* (Podcast, 2022). Guest Expert, Risk-Ethics and

LGBTQ Healthcare Inequities

Only Seniors (TV Show, 2014), Guest Expert, Nursing home regulations, Princeton, NJ.

CONFERENCE ENGAGEMENTS

Risk Management Data Panel: How to Develop a Meaningful Data Program to Tell Your Story.
American Society for Healthcare Risk Management. Annual Conference. September 2022

COVID and End-of-Life: Risk and Ethical Issues.

University of California. Annual Risk Symposium, January 2022

Emotional and Personal Resiliency: Moving Through Pain.

Michigan Medical Society. Monthly Meeting. June 2022

North Dakota Society for Healthcare Risk Management. Quarterly Conference. April 2022

Chart Institute. Annual Conference. June 2021

MED-IQ. Quarterly Discussion. July 2020

Risk-Ethics.

World Congress on Bioethics. Annual Conference. July 2022

Optima Healthcare. February 2022

Qatar Society for Healthcare Risk Management. Annual Conference, December 2021

American Society for Healthcare Risk Management. Annual Conference, October 2021

Southern California Association of Healthcare Risk Managers (SCAHRM). Annual Conference. June 2021

Malpractice and Risk Management. Harvard Medical School. Risk Management Update Conference, December 2021

Diversity, Equity, and Inclusion: Risk and Ethical Concerns.

Southern California ASHRM. Annual Conference. May 2022

Northern New England ASHRM. Fall Conference, November 2021

Diversity, Equity, and Inclusion: Mentoring

Association for Practical and Professional Ethics. Annual Conference. February 2022

Autonomy and Decision-Making.

Maryland-Washington DC ASHRM. June 2021

Massachusetts Society for Healthcare Risk Management, Spring Meeting, April 2021

Patients without Families: Ethical and Legal Considerations. Georgia Society for Healthcare Risk Management. Annual Conference, May 2021

Autonomy and Decision-Making. MD-DC ASHRM. May 2021

Vulnerable Populations- 3 Part Series. Massachusetts Hospital Association. April-June 2021

Social Justice and Risk Management. Maryland-Washington DC ASHRM. December 2020

COVID-19 and Rationing.

North Carolina ASHRM. November 2020

Southern California Association for Healthcare Risk Management. April 2020

Large Scale Events and Risk Resiliency and The Risk Management Nightmare: Large-Scale Or Significant Events and the Emotional Aftershocks.

Vizient University Health System Consortium. Risk Mgt. Networking Meeting, November 2020

Florida, Society for Healthcare Risk Management, Webinar, April 2020

One Bad Apple. American Society for Healthcare Risk Management. Annual Conference. October 2020

Risk Management and Ethics: Natural Allies. Pennsylvania ASHRM. September 2020

Vulnerable Populations. Coverys Town Hall. September 2020

The Risk-Ethicist: Where the Worlds of Risk and Ethics Intersect.

American Society for Healthcare Risk Management. Conference. September 2020

Hudson Insurance Group. January 2020

Japanese Transgender Identity Disorder Law and Moral Implications. World Congress on Bioethics. Annual Conference, June 2020

Moral Distress and Burn-Out.

Michigan State Medical Society. March 2022 (Booked)

Vizient University Health System Consortium. Risk Mgt. Networking Meeting, April 2019

Vizient University Health System Consortium. Global Executive Networking Meeting, October 2017

Risk Management and Ethics: Intersection, Engagement, and Impact on Patient Safety. Southern California Association of Healthcare Risk Managers (SCAHRM). 1-Day Preconference

Session, May 2018

Using Risk Studies to Impact Outcomes. American Society for Healthcare Risk Management.

Annual Conference- Bite Size Learning, October 2017

Transgender Healthcare Risk Management

Illinois Risk Management Services. Annual Conference, October 2017

Colorado Healthcare Associated Risk Managers. Annual Conference, August 2017

American Society for Healthcare Risk Management. ASHRM Academy, April 2017

American Society for Healthcare Risk Management (ASHRM), November 2016

American Society for Law, Medicine, and Ethics (ASLME), Health Law Professor

Conference, June 2016

California Association of Healthcare Risk Mgt. (CASHRM). Conference, March 2016

Virginia Chapter for ASHRM. Annual Conference, September 2015

Moral Disengagement and Patient Safety.

American Association of Critical Care Nurses (LA Chapter). Annual Meeting,

March 2017

American Society for Law, Medicine, and Ethics (ASLME). Health Law Professor

Conference, June 2016

California Association for Patient Relations. Annual Conference, March 2016

American Society for Healthcare Risk Management. Annual Conference, October 2015

Bullying and Unprofessional Behavior in the OR. Association of perioperative Registered

Nurses (LA Chapter). March 2017

Ethical Considerations in High-Risk Office Situations. NJ MGMA. July 2020

Next Generation in Medical Ethics. University of Southern California. USC Decide Center

Symposia, October 2016

Proposition 64: Marijuana Legalization (Debate Moderator). University of Southern California,

USC Health Campus, October 2016

LGBT Seniors and Evolving Trends in LTC Setting.

Peace Church Compliance Program. February 2017

Peace Church Compliance Program. Annual Compliance and Risk Management

Conference, Sept 2016

LGBT Issues in Health Care

Physicians' Reciprocal Insurers. Webinar. March 2017

New York Society for Healthcare Risk Management (NYSHRM). January 2016

American Society for Law, Medicine, and Ethics (ASLME). Health Law Professor

Conference, June 2015

California Society for Healthcare Risk Management (CASHRM), January 2015

American Society for Healthcare Risk Management. Conference. October 2014

Medical Ethics and Provider Care.

Western Health Care Leadership Academy. May 2015

Southern California Association of Healthcare Risk Managers (SCAHRM). March 2015

Pain Management & Opioid Prescribing: Managing the Risks.

Western Health Care Leadership Academy. May 2015

Osteopathic Physicians & Surgeons of CA (OPSC). Conference Feb 2014

Santa Clara County Medical Society. February 2014

Riverside Medical Society. September 2013

Responding to Behaviors that Undermine the Culture of Safety. Western States Regional

Conference on Physicians' Well-Being. Annual Conference, May15

Risk Management and Patient Safety 101.

California State University- Long Beach, October 2016

Physician Insurers Association of America (PIAA). Medical Professional Liability Insurance

Workshop. Oct 2014

Medical Ethics: Precursor to a Lawsuit. Southern CA Association of

Healthcare Risk Management (SCAHRM). Conference. July 2014

EMR Liability. American College of Physicians/Alaska Osteopathic

Medical Association. Annual Conference. July 2014

The Risk Manager as a Whistleblower. Southern California Association of Healthcare

Risk Management (SCAHRM). March 2014

Culture of Safety. California Assoc. of Healthcare Risk Mgt. (CASHRM). Feb 2014

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Strategies to Minimize Risk in the Office Setting.

Riverside County Medical Society, July 2014

Network of Ethnic Physicians Organization (NEPO). September 2013

American Society of Healthcare Risk Managers (ASHRM). Webinar. August 2013

Imperial County Medical Society. May 2010

eCommunication Risks and Liability.

Riverside County Medical Society. November 2014

Sigma Theta Tau International- Nu Mu Chapter (The Honor Society of Nursing) at

California State University- Los Angeles. November 2013

Phoenix College R.N. Program. November 2013

Southern CA Association of Healthcare Risk Managers (SCAHRM). August 2013

The Evolution of Healthcare Risk Management: IRM to ERM to IRM. Riskonnect, October 2017

Moral Issues in Risk Management, American Society for Healthcare Risk Management (ASHRM), December 2015

OSHA Compliance How-To's for the Medical Provider. Lorman Education Services, Sept. 2015

EHR Best Practices, American Osteopathic Association, May 2015

The Worlds of Medical Ethics and Risk Management, American Society of Healthcare Risk Managers (ASHRM), December 2013

Risk Management in Physician's Offices: We've Only Just Begun,

Professional Liability and Risk Management Issues for Medical Students and Residents. The

Scholar's Program- Univ. of Southern CA School of Med. Dec. 2015

Riverside County Medical Society, February 2014

Medical Record Documentation and Legal Process,

Phoenix College R.N. Program. September 2011

Pepperdine University. August 2010

Miami Dade Community College R.N. Program. 2005-2006. Guest Lecturer

Navigating the Challenges and Legal Issues of Current Educators, Organization of Healthcare Educators, September 2014

APPs and Medical Assistants: Enhancing Patient Safety and Reducing Liability. Yuma County Medical Society (Arizona). October 2014

Handoff Communication in the Healthcare Setting, Alaska Physicians and Surgeons Medical Society, October 2013

PROFESSIONAL AFFILIATIONS

International Association of Risk Management in Medicine 2019- Present

American College of Healthcare Executives 2017-Present

American Society of Healthcare Risk Managers (ASHRM) 2001- Present

Southern California Association of Healthcare Risk Managers (SCAHRM) 2007-Present

American Society for Bioethics and Humanities (ASBH) 2013- Present

Gay and Lesbian Medical Association (GLMA) 2013- Present

Association of Interdisciplinary Doctor of Health Science (AIDHS) 2015- Present

AWARDS & RECOGNITION

2023 **Advisory of the Year**, Nomination, Massachusetts College of Pharmacy and Health Sciences

2021 **Presidential Citation**, American Society for Bioethics and Humanities

2017 **Richard E. Davis Award, Excellence in Leadership**, Nu Sigma Upsilon Chapter of Alpha Eta, Nova Southeastern University

2017 **Leader in Risk Management 2017**, Insurance Business America magazine

2015 **SCAHRM Service Award**, Southern California Association of Healthcare Risk Management

2014 **SCAHRM President's Award**, Southern California Association of Healthcare Risk Management

2010 **STAR Award**, San Diego Performing Arts League

2007 **Outstanding Management**, Alvarado Hospital

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2000	Administrator's Achievement Award , Centers for Medicare and Medicaid Services
1997 & 1998	Surveyor of the Year Area, Office 11 , Agency for Health Care Administration
1997	Team Performance and Achievement Award , Agency for Health Care Administration

REFERENCES

Upon request