

# **KELLY A. SARAN, MS, RN, CPHRM, CPPS**

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Coming from a background of generations of family members in healthcare, Kelly was drawn at an early age to explore clinical challenges and improve healthcare delivery. In addition to 10 years of direct cardiac intensive care experience, Kelly has over a decade of system-wide clinical patient safety and risk management at The University of Michigan/Michigan Medicine. Kelly was also a clinical consultant with Blue Cottage Consulting in Ann Arbor, Michigan, and partnered with transition teams, safety net hospitals and multiple academic centers. Kelly works daily with physicians, nurses, pharmacists, clinical engineering, and patients and families in multitude of settings to identify organizational risks and develop creative solutions. She excels at investigating problems and recognizing emerging trends through research, direct observation, and direct inquiry. Kelly is a two-time University of Michigan graduate and presents regularly on the on the latest trends in medical error, apology, disclosure, and compensation.

## **EXPERIENCE**

### **Administrative Director, Patient Relations & Clinical Risk Management, Michigan Medicine, Ann Arbor, Michigan**

**October 3, 2016 -present**

Senior administrative director with expansive experience with healthcare risk management mitigation strategies, early apology, disclosure and compensation. Instrumental in teaching the Michigan Model for Claims Resolution.

### **Clinical Consultant, Blue Cottage Consulting, Ann Arbor, Michigan**

**January, 2015 –  
September 29, 2016**

In a collaborative team environment, I provided seasoned clinical consultation to various strategic, operations, and transition planning healthcare improvement projects. I have been integrally involved in operations and business planning for an academic medical center campus master plan, operations planning for a performance improvement at State University of New York Brooklyn, an urban safety net academic medical center and ambulatory care network, and operational readiness planning for Rush University 77,000 SF Medical Office Building with private and academic clinics, and transition planning for Stanford University Medical Center in Emeryville, California

### **Senior Healthcare Consultant, Administrative Director, Office of Clinical Safety, University of Michigan Health System, Ann Arbor, Michigan**

**September, 2008 - 2015**

### **Risk Management Consultant, Department of Risk Management, University of Michigan Health System, Ann Arbor, Michigan**

**June, 2004 – 2008**

Frontline advisor to clinicians for complex situations involving potential and actual patient safety issues. The department is well known for its medical error disclosure and early claims resolution program and regular public speaker on this topic.

### **Adjunct Clinical Lecturer, University of Michigan School of Nursing, Ann Arbor 2006 – 2012**

Experienced instructor with ad hoc classes on medical error disclosure, ethics, and transparency to undergraduate and graduate nursing students.

**Nurse Consultant, Cardiopulmonary Resuscitation Committee, University of Michigan Health System, Ann Arbor, Michigan** 2000 – 2004

While I was a practicing nurse, I served on the cardiac arrest team for ten years. I reviewed and analyzed the events leading to hundreds of cardiac arrests on general care wards looking for improvement opportunities.

**Clinical Registered Nurse, Cardiac ICU, Cardiac Step-down Units, University of Michigan Health System, Ann Arbor, Michigan** 1994 – 2004

I served in charge nurse and mentorship roles for most of the duration of my clinical tenure. I taught EKG interpretation, and "mock cardiac arrest" classes to registered nurses.

## **EDUCATION**

**Master of Science** 2001 - 2004  
University of Michigan Nursing Business and Health Systems, Health Care Policy Concentration

**Bachelor of Science in Nursing** 1991 - 1994  
University of Michigan School of Nursing

## **LICENSURE AND CERTIFICATIONS**

Registered Nurse, State of Michigan, License #4704 195947	1994 – present
Certified Professional Healthcare Risk Manager	2009 – present
Certified Professional Patient Safety	2017- present
Advanced Cardiac Life Support	1995 – 2011
Certified: LEAN Training, University of Michigan Health System	2006, 2016
Civil Mediation Training, Institute of Continuing Legal Education	2006
Principles of Graphic Facilitation Workshop, Certified	2015

## **PUBLICATIONS & PRESENTATIONS**

Saran, K, Anderson, G (2019). Misclassification of a Pregnant Male: Implications for Early Case Settlement; accepted for ASHRM National Conference, Baltimore, October 2019

Saran, K. Current Concepts in Disclosure and Apology; Webinar National Patient Safety Foundation, February 21, 2014.

Freundlich, R., Ramachandran, S, Saran, K, Grondin, L, Kheterpal, S, Tremper, K. (2012). Automated electronic reminders to prevent miscommunication among primary medical, surgical and anaesthesia providers: a root cause analysis. *BMJ Qual Saf.* 2012 Oct;21(10):850-4.

Ramachandran, S, O'Reilly, M, Mathis, K, Saran, K, Haider, N, Tremper, K. (2012). Life-threatening critical respiratory events: a retrospective study of postoperative patients found unresponsive during analgesic therapy.

Ross, P.T, McMyler, E, Anderson, S, Saran, K, Urteaga-Fuentes, Boothman, R, Lypson, M. (2011). Trainees' Perceptions of Patient Safety Practices: Recounting Failures of Supervision. *Joint Commission Journal on Quality and Patient Safety*.

Ramachandran, K, Saran, Haas, Carl, Kheterpal, Sachin, Tremper, Kevin (2010). Automated Notification of Suspected Obstructive Sleep Apnea Patients and the Perioperative Respiratory Therapist: A Pilot Study. *Respiratory Care*, Apr; 55(4):414-8.

Scanlon MC, Karsh B, Saran KA. (2008) Risk-based safety metrics. Agency for Healthcare Research and Quality's *Advances in Patient Safety: New Directions and Alternative Approaches*.

Saran, K. Frequency of Arterial Blood Gas Analyses and Biochemistry Panels on General Care Unit Patients Prior to Cardiac Arrest: A Systems Perspective. Unpublished manuscript, University of Michigan, 2004.

Mehta RH, Das S, Nolan E, Kearly G, Karavite D, Russman P, Saran K, Nicklas J, Eagle, KA. Impact of critical pathway on the management of acute myocardial infarction in the elderly. *J Am Coll Cardiol* 1998; 31:445.

### **SELECTED INVITED PRESENTATIONS**

“Disclosure, Apology and Patient Safety: A Non-Rocket Science Approach to Unanticipated Outcomes”, Association for Critical Care Transport Annual Conference, Philadelphia, PA, March 23, 2017.

“**Hot Topics in Anesthesiology Malpractice**”, Updates in Anesthesiology, February 4, 2017, Puerto Vallarta, MX

“**Malpractice Reform & Patient Safety**”, American Heart Association Scientific Sessions, November 5, 2012, Los Angeles, CA

“**Economic Benefits of Early Claims Resolution**”, University of Alabama, Birmingham, March 9, 2012

“**UMHS Claims, Transparency, & Patient Safety**”, Innovation in Healthcare, International Conference, November 4, 2011, Seoul, South Korea

“**Transparency: Lessons Learned**”, University of Michigan Health Consortium, April 15, 2011, Phoenix, AZ.

“**Ethical and Legal Implications of Full Disclosure**”, Society for Anesthesiology and Perinatology National Conference, April 17, 2011, Las Vegas, NV.

“**The University of Michigan Claims Experience: Disclosure, Communication, and Patient Safety**”, CAPSAC: Medical Malpractice: Present and Future Opportunities in Transparency, Disclosure and Learning, April 30, 2010, Sacramento, CA.

“**Apology, Disclosure & Patient Safety: A Non-Rocket Science Approach to Unanticipated Outcomes**”, Update on Reproductive Health & Medical Leadership, February 27, 2009, Big Sky, MT.