

Amanda Kuentler

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Objective

For over two decades as a registered nurse, I have extensive experience in the healthcare field and am currently employed as a Risk Management Specialist at the University of Texas Medical Branch in Galveston. As a clinical risk manager in a hospital setting, I wanted to further my knowledge in safety beyond healthcare and I enrolled in the industrially diverse MSc Human Factors and Systems Safety at Lund University, Lund, Sweden. The master's program teaches that the human factor should not be seen as a cause but a symptom. This program has global participants from various safe-critical industries such as aviation; petroleum, nuclear power and transportation to showcase cross cultural learning. Prior to my enrollment in Human Factors and System Safety, I previously studied a psychology theory of family systems for over ten years. Both theories are deeply embedded with the goal of decreasing the focus on one component and believes in the systemic factors play multiple roles in normal work which can cause accidents to occur. I continuously use my skill set to create presentations and educational opportunities at work for all healthcare staff and use my knowledge of system safety and research in the University of Illinois at Chicago, Patient Safety Leadership Master's Program. I have presented my thesis work at one national conference, one international conference and two local conferences, as well as, four poster presentations. I have submitted two articles to peer review journals, written one non-peer reviewed article for local medical magazine and a course for continuing educational credits for a physician educational website.

Education

Lund University Centre for Risk Assessment and Management, Lund, Sweden Jan 2012-Jan 2014

Master of Science -Human Factors and System Safety

Thesis: A case study: How the health care system's view of human error can influence incident reporting among nurses in a hospital setting

University of Texas School of Nursing, Galveston, TX

Aug 2005-May 2007

Bachelors of Science in Nursing

Victoria College,

Aug 1993-May 1995

Associates Degree in Nursing



Experience

Lecturer (Clinical Track) Patient Safety Leadership Programs- Department of Medical Education University of Illinois at Chicago Extended Campus	Jan 2019-current
Adjunct Instructor Patient Safety Leadership Programs-Department of Medical Education University of Illinois at Chicago Extended Campus	May 2016-Jan 2019
Senior Risk Management Specialist University of Texas Medical Branch-Galveston, TX	Mar 2019- Current
Risk Management Specialist University of Texas Medical Branch-Galveston, TX	Jun 2011-Mar 2019
Risk Manager & Patient Safety Officer Clear Lake Regional Medical Center, Webster, TX	Apr 2009-Jun 2011
Risk Management Coordinator Clear Lake Regional Medical Center, Webster, TX	Feb 2009-Apr 2009
Risk Management Specialist UTMB Galveston	Oct 2007-Nov 2008
RN-Clinical Staffing Solutions UTMB Galveston	Mar 2005-Oct 2007
RN-InterMED Home Health Solutions, Inc Dickinson, TX	Jun 2003-Oct 2005
Emergency Room RN-Clinician Iii UTMB Galveston	Jun 2003 – Mar 2005
Trauma Case Manager, Clinician IV UTMB Galveston	Nov 2001-Jun 2003
RN-Clinician II, Med-Surg/Neurosurgery UTMB Galveston	Jun 2000-Nov 2001



RN-Med/Surg Primary Care
DeTar Hospital, Victoria, TX

May 1995-Feb 1997

State Licensure

Registered Nurse-Texas-Since May 1995: License number #616879

Certifications

Certification in Professional Healthcare Quality (CPHQ) –	Apr 2016
Certification in Professional Healthcare Risk Management (CPHRM)	Jul 2010
TapRoot® Facilitator (Root Cause Analysis Investigator)	Aug 2008
Certified Legal Nurse Consultant - (CLNC®)	2007- 2014

Non-Peer Reviewed Articles and Courses

Kuentler, A. (2015). Liability issues in managing noncompliant patients. Professional Medical Educators Website- <http://www.promeded.net/onlineclasses.php>

Kuentler, A. (2012, Third Qtr). Tracking patients. *Bay Area BEST Practice Quarterly Magazine*. 20.

Curriculum Course Development

University of Illinois at Chicago, School of Medicine, Patient Safety Leadership Master's Program
Infusion of human factors material into four existing course curriculums Jun-Aug 2018

Peer Review Article Submissions

Does the healthcare's view of human error promote or limit incident reporting? An acute care nurse qualitative study Apr 2017

Does healthcare system's approach to human error influence incident reporting among nurses? An acute care nurse qualitative study Feb 2015

Professional Work Product

"Risky Systems, Rash Decisions and Reckless Homicide— A Discussion of Nursing Judgment at Vanderbilt" [Power Point Presentation]

Jul 2019



Error and Healthcare Incident Reporting among Nurses- University of Illinois at Chicago [Webinar Presentation]	Feb 2019
To Err is Human, but is to Tell the Patient Divine? [Power Point Presentation]	Sep 2018
Guardians of the Data, an Informative Review of Laboratory, Falls, and Medication Events and Action Items [Power Point Presentation]	Jun 2017
Fall Event Reporting [Power Point Presentation]	May 2017
High Reliability [Power Point Presentation]	Mar 2017
Human Error [Power Point Presentation]	Feb 2016
Life Cycle of an Incident Report and How to Report for Residents [Power Point Presentation]	Mar 2014

Professional Opportunities

Greater Houston Society of Healthcare Risk Management (GSHRM) Education Committee Co-Chair	2019-- 2020
Appointment to the Institutional Ethics Committee- UTMB Galveston	2017-- 2018
Greater Houston Society of Healthcare Risk Management (GSHRM) Secretary	2016 – 2018
Greater Houston Society of Healthcare Risk Management (GSHRM) Board of Directors II	2015 – 2016
Greater Houston Society of Healthcare Risk Management (GSHRM) Board of Directors I	2014-- 2015
The University of Texas Clinical Safety and Effectiveness Program- PDSA Project - Decrease PSI#11 by 35% by June 2014 (Post Respiratory Failure in Post-op Patients)	2014
Texas Nurse Association District #6 Board Member	2002 - 2004

Professional Presentations

Sigma Alpha Delta Chapter of Sigma Theta Tau International Lecture: "To Err is Human, but to Disclose to the Patient....Divine?"	Sep 2019
Nursing Ethics Seminar: "Risky Systems, Rash Decisions and Reckless Homicide — A Discussion of Nursing Judgment at Vanderbilt"	Jul 2019



Error and Healthcare Incident Reporting among Nurses- University of Illinois at Chicago Webinar Presentation	Feb 2019
Nursing Ethic Seminar -To Err is Human, But is to Tell the Patient...Divine?- Oral Presentation	Sep 2018
Center for the Study of Natural Systems and the Family-Third Symposium, Camp Allen, TX <i>Bowen Theory & Complexity Theory in Practice</i> Oral Presentation	Feb 2017
UTMB School of Nursing, Clinical Nurse Leadership Masters' Program <i>'Human Error'-Where are We?</i> [Power Point Presentation] Oral Lecture	Nov 2015
ASHRM Annual Conference, Indianapolis, IN Enhancing Resident Engagement in Incident Reporting (Poster); Poster Presentation	Oct 2015
ASHRM Annual Conference, Indianapolis, IN <i>Do we need to Re-think Our Approach to Human Error in Nursing?</i> Oral and Poster Presentations	Oct 2015
Sigma Theta Tau International Nursing Research Congress, San Juan, Puerto Rico, <i>Error and Healthcare Incident Reporting Among Nurses: Do we need to Rethink or Approach?</i> Oral Presentation	Jul 2015
Accreditation Council for Graduate Medical Education (ACGME) Conference, San Diego, CA <i>Enhancing Resident Engagement in Quality Initiatives</i> Poster Presentation	Feb 2015
UTMB School of Nursing, Clinical Nurse Leadership Masters' Program <i>'Human Error'-Where are We?</i> [Power Point Presentation] Oral Lecture	Nov 2014
UTMB Galveston-Showcase of Excellence, Galveston, TX <i>A Case Study on How the Approach to Human Error Guides the Incident Reporting Among Nurses in a Hospital Setting</i> Poster Presentation	May 2014



Sigma Theta Tau Research Day, Galveston, TX
A Case Study on How the Approach to Human Error Guides the Incident Reporting Among Nurses in a Hospital Setting
 Poster Presentation

Jun 2014

UTMB-Bridging the Gap-Increasing What Nurses Know, Galveston, TX
Approach to Human Error Related to Incident Reporting Among Nurses
 Oral Presentation

Aug 2014

Professional Membership

National Association of Healthcare Quality (NAHQ)-	2010-Current
Greater Houston Society of Healthcare Risk Management (GSHRM)	2008-Current
American Society of Healthcare Risk Management (ASHRM)	2008-Current
National Alliance of Certified Legal Nurse Consultants (NACLNC)-	2007- 2014
American National Nurses Association	2001-Current
Texas Nurses Association	2001-Current
American Association Neuroscience Nursing	2001-2002

Awards, Honors

CNO Admire Award-Recognition for Research Category	Dec 2014
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Additional Education and Conferences

GSHRM Education Luncheon "The New Crisis Management Playbook"- Houston, TX	Aug 2019
GSHRM 32nd Annual Education Day-Back to the Future: How New Healthcare Regulations, Technologies and Administrative Practice Affect the Present Houston, TX	Mar 2019
Annie, Annie...Are you okay? HELP! Nursing Care and Do Not Resuscitate (DNR) Ethical Dilemmas- Ethics UTMB Lecture	Feb 2019
I'm Alright, You're Alright: A Conversation about Nurse Well-Being- Ethics UTMB Lecture	Jan 2019
Best Practices for Implementing Telemedicine –ASHRM Webinar	Nov 2018
ASHRM 2018 Annual Conference- Nashville, TN	Oct 2018
Can We Talk? Communication Gaps Cause Patient Harm-ASHRM Webinar	Sep 2018
3D Printing, Droids and Drones in Healthcare and the Essentials on Conduction	
An ERM Risk Assessment for Emerging Technology-ASHRM Webinar	Jun 2018
Discourse Surrounding Error Reporting: RN Friend or Foe? Ethics UTMB Lecture	Apr 2018



GSHRM 31 st Annual Education Day- Complexities of Accountability: How You Impact Outcomes-Houston, TX	Mar 2018
Leading from the Middle and Managing Down: Effective Leadership Practices For the Risk Manager. ASHRM webinar	Feb 2018
Evidence-Based Practice (EBP): An Ethical Perspective – UTMB Ethics Lecture	Feb 2018
ASHRM 2017 Annual Conference and Exhibition, Seattle, WA	Oct 2017
Safety & Compliance with Sidney Dekker & Todd Conklin San Ramon Valley Conference Center, San Ramon, CA	Jun 2017
GSHRM Education Luncheon, “Sexual Harassment” Center for the Study of Natural Systems and the Family (CSNSF)	Apr 2017
Third Symposium: Being Human, Camp Allen, TX	Mar 2017
GSHRM 30 th Annual Education Day -En Garde! Risk Management to Protect Patients, Facilities and Data- Houston, TX-	Mar 2017
Using a PSO to Build an Even Safer Healthcare System NPSF Webcast Series:	Jun 2016
The Ethical Complexity of Missed Nursing Care –UTMB Nursing Ethics Seminar:	Jun 2016
GSHRM 29 th Annual Education Day Houston, TX	Mar 2016
ASHRM Annual Conference, Indianapolis, IN	Oct 2015
Sigma Theta Tau International Nursing Research Congress, San Juan, Puerto Rico	Jul 2015
ACGME Annual Conference, San Diego, CA	Feb 2015
GSHRM 28 th Education Day Houston, TX	Mar 2015
GSHRM 27 th Education Day Houston, TX	Mar 2014
ASHRM Annual Conference, Austin, TX	Oct 2013
Life Wings, Inc. Crew Resource Training	Aug 2011
ASHRM Annual Conference, Tampa, FL	Oct 2010
ASHRM Annual Conference, Denver, CO	Oct 2009
HCA New Risk Managers Orientation	May 2009
Greater Houston Society for Healthcare Risk Managers Education Day	Mar 2009
ASHRM Annual Conference, Boston, MA	Oct 2008
TapRoot Conference, Washington, D.C.	Aug 2008
Healing Touch - Therapeutic Touch Workshop	Feb 2005
Dr. Marilyn Hanley	
Certification of Emergency Nursing Workshop	Aug 2004
Advanced Practice Case Management 2002, Las Vegas, NV	Apr 2002
“End of Life Care: Common Physical Symptoms”; Galveston, TX	Sep 2001
Nursing Assessment of School Age Youth: Neurodevelopment Status and Cardiovascular Health, Victoria, TX	Jan 1999

Skills

Skills and Proficiency include presentations using Power Point and Prezi; EXCEL; MS Word; and Visio. Administrator for Vizient Safety Intelligence Inc. powered by DATIX. MacBook and PC computers.

Languages: Portuguese-Conversational; Spanish- Conversational



Community Organizations

The Center for the Study of Natural Systems and the Family-
Community Advisor

2017-current

The Compassionate Friends of Galveston County-
Treasurer-
Chapter Leader-

2005-2006

2006- 2010