

Speaker Bios – December 14, 2017

Moderator

Richard Corder, MHA, FACHE, CPXP

Partner, Wellesley Partners

Regent, ACHE of Massachusetts

Richard Corder is presently a partner at Wellesley Partners in Boston. He works with leaders and organizations to make healthcare more human, more patient centered and safer. Richard is passionate about coaching healthcare leaders and their teams to be more human, personally accountable, relationship driven collaborators. A disruptive thinker, he has a strong track record of implementing positive change through practical leader-led coaching, a mind-set of personal accountability and a drive for clarity in all aspects of his work.

Richard is an operations leader with over 25 years of hands-on experience. A former hotel executive, Richard weaves his passion for service with a deeply held belief that improvement is achieved through accountability. His operational roles have included at academic and community hospitals as well as senior level leadership positions in luxury hotels. Prior roles have included vice president of operations, chief operating officer and senior director of service excellence. Immediately prior to joining Wellesley Partners in 2016, Richard was Assistant Vice President for CRICO Strategies, the risk management and patient safety organization affiliated with the Harvard Medical School institutions.

Richard completed his Masters of Healthcare Administration from Simmons College.

Karen O. Moore RN, MS, FACHE

Senior Vice President of Operations and Chief Nursing Officer

Lawrence General Hospital

Karen Moore is an experienced healthcare executive with more than 35 years in senior executive roles. Her career path spans more than 25 years as a C-level hospital executive, nursing leader and senior consultant with a passion for transforming organizations for greater accountability and performance and is distinguished by accomplishments in improving hospital quality, work environments, financial performance, and the patient/family experience in a variety of hospital settings. She is currently the Senior Vice President of Operation and Chief Nursing Officer at Lawrence General Hospital, Lawrence, Massachusetts. In this capacity Ms. Moore oversees all clinical operational strategy.

Karen started her career as a neuroscience staff nurse at Massachusetts General Hospital served as nurse manager for 5 years. During her 10 years at MGH she completed a post graduate fellowship in neurosciences at the Montreal Neurological institute and a Master's of Science in Nursing Administration. Over the next 18 years she assumed Vice President roles in community hospitals advancing to COO and CEO roles.

Before coming to Lawrence General Hospital Karen had a busy consulting practice assisting hospitals and health systems to strengthen execution of strategy in many areas including workforce, clinical integration, nursing care delivery and service line development.

Karen currently serves as the past president for the Massachusetts chapter of the American College of Healthcare Executives. She is the author of an article titled "Physician Hospital Compacts: A Journey Worth Taking," published in *Healthcare Executive*, the official magazine of the American College of Healthcare Executives. Karen was the lead consultant and authored a report coming for the Massachusetts Hospital Association titled: "*Changing the conversation: Accelerating workforce Transformation in Health care.*"

Karen has received a distinguished leadership award from the Massachusetts Hospital Association and the Mary B. Conceison Award for Excellence in Nursing Leadership from the Massachusetts Organization of Nurse Executives. She also is the recipient of a Distinguished Alumni Award from the University of Massachusetts at Amherst.

Pat Manzo, Esq.

Founder, Global Privacy Office, Former Executive VP of Global Customer Service and Chief Privacy Officer
Monster.com

Pat Manzo formerly served as Executive Vice President, Global Customer Service and Chief Privacy Officer for Monster Worldwide. He joined Monster Worldwide in September 2006 to lead Monster's Global Compliance and Fraud Prevention Department. In 2008, he founded Monster's Global Privacy Office and assumed the role of Monster's first Chief Privacy Officer. From 2011 until 2017, Pat assumed the added responsibility for Monster's global customer service and operations function and was a member of the executive management team that led Monster's acquisition by Randstad Holding.

Pat previously was associated with Craig and Macauley Professional Corporation as well as with the law firm of McDermott, Will & Emery. He served in the United States Navy as a Surface Warfare Officer.

A graduate of Georgetown University, Mr. Manzo also holds a Juris Doctor from Boston College Law School.

Ellen Mahoney

Vice President, Search Operations
ZurichDavis

Ellen Mahoney has oversight of all ZurichDavis associates and consultants working in research, candidate development and physician recruitment, as well as the operations that support each search. She manages candidate identification and outreach efforts and develops candidates throughout the search process.

Having joined ZurichDavis in 2007, she has gained hands on experience on every search. Ellen has been working in the recruiting industry since 2005. Prior to joining ZurichDavis, she had experience staffing and recruiting for a division of Sun Healthcare providing temporary health care staffing for physical, occupational and speech therapists to healthcare organizations in the Greater Boston area.

Ellen earned a BS in Marketing from Quinnipiac University in CT.

Brooke Bierschied

Director, Talent Acquisition & HR
Cambridge Health Alliance

As Director of Talent Acquisition at Cambridge Health Alliance, Brooke Bierschied is responsible for the overall strategy, design, operation, and management of Talent Acquisition initiatives, practices, policies, systems and staff. Brooke joined the Human Resources team at Cambridge Health Alliance as a Recruitment Coordinator in 2002.

Brooke earned her Bachelors Degree from the State University of New York at Geneseo.