

Risk Management

The Legal, Risk Management and Compliance Department has a rich history at Blanchard Valley Health System (BVHS) and has evolved over the last fifteen years to include the functional areas of legal services, compliance, risk management, insurance, patient relations, and real estate. As the department continues to evolve within the organization, it is consistently working to find ways to best support BVHS and the community to improve results and decrease risk. This is done through the successful execution of our eight key approaches that help us embody our department mission.

Our Department Mission:

The Risk Management department serves to discover and proactively mitigate risk to protect Blanchard Valley Health System.

Our Approach:

- To challenge assumptions internal and external;
- To support associates and departments through open communication and education;
- To provide a service-centered experience for associates, patients and families;
- To collaborate to ensure all current and future real estate is safe, secure, and meets BVHS standards and patient needs;
- To safeguard patients and manage risks associated with organizational and professional liability;
- To protect BVHS in current or potential legal matters;
- To assure coordination on legal compliance and risk awareness by those whose roles and responsibilities include matters of law, legal compliance, and related areas of risk; and
- To focus on the overall health of BVHS to ensure organizational sustainability for the people that depend on us.

Reporting a Compliance Concern:

To report a compliance concern call 419.423.5534, email compliance@bvhealthsystem.org, or report anonymously at Mycompliancereport.com (Use Access ID "BVH").



Meet Our Team

Kim Thomas, Esq. RN, BSN, JD, CHC

kthomas@bvhealthsystem.org

Kim is the Director of Legal and Risk Management Services as well as the Corporate Compliance Officer for BVHS. Kim has been with Blanchard Valley Health System for 16 years. Kim graduated from the Ohio State University where she received her Bachelor's Degree in Nursing. She worked at Blanchard Valley Hospital for a few years before attending Ohio Northern University, where she earned her law degree. Upon graduating, she worked as an associate attorney at a regional law firm where she gained exposure to the defense of medical malpractice claims and general health care law before returning to Blanchard Valley Health System in 2006.

In 2015, Kim earned her Masters in Law in Health Law from Loyola University. Kim is a member of Blanchard Valley Health System's ethics committee and provides legal and ethical consults to physicians for clinical situations.



Rick Lofgren, MBA, M.S.ED, CHC

rlofgren@bvhealthsystem.org

Rick Lofgren is the Manager of Corporate Compliance. He has served in this role since 2021. Rick administers the compliance program by strengthening organizational performance while minimizing unethical or improper behavior. Rick's goal each day is to cultivate a culture of compliance throughout the entire organization. While Rick concentrates on Compliance, he has oversight responsibility for the rest of the areas in the Risk Management Department.

Rick has earned his Bachelor of Arts in Communication and Sociology, a Master of Science in Education, and a Master of Business Administration. Rick is also certified in Healthcare Compliance.



Kristina Junge

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Kristina Junge is the Patient Relations Liaison for BVHS and has been a dedicated employee in various positions at BVHS for the last 25 years. Kristina works with patients and families to resolve complaints or grievances regarding their care, coding and/or billing concerns. Kristina is also our Civil Rights Coordinator and helps ensure we all have the tools needed to help patients with disabilities. Kristina coordinates our interpreters for our hearing impaired or non-English speaking patients. Kristina is the administrator for RL Solutions, which is the module for Incident and Service Recovery reporting. Kristina is also a notary for the organization. Kristina has earned her Associates of Applied Sciences in Criminal Justice.



Meet Our Team

Danielle DeLong-Clem, CP

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Danielle DeLong-Clem is the Paralegal: Legal and Real Estate specialist for BVHS. She has over 8 years of experience in commercial real estate and the production of legal documents. Danielle manages real estate, commercial and residential for the entire health system and is a member of the health system's space planning committee. She aids the In-House counsel with legal research and contract management. Danielle works closely with outside attorneys on various real estate related transactions such as acquisition closings, filing tax exemptions, and drafting condominium declarations, as well as contract review.

Danielle has a Bachelor of Science in Legal Support and Services with a concentration in Paralegal and is an Ohio State Bar Association Certified Paralegal.



Cheryl Leckey, CISR

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Cheryl Leckey has been the Corporate Insurance Administrator since 2021. She handles all Property & Casualty Insurance for the health system, which includes the self-insured malpractice, self-insured general liability, autos, property, surety bonds, executive liability and more. She also handles the insurance for any joint venture for which BVHS is the majority owner. Starting in 2022, Cheryl also serve as an administrator for the new iContract system.

Cheryl has a Bachelor of Science in Business Administration with a specialization in Finance. She is also a licensed Property and Casualty insurance agent with a Certified Insurance Service Representative designation.



Kathlean Downing, CPC, CDEO, CPMA, CRC, CEMC

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Kathlean is the Compliance Specialist for BVHS and has been with the health system for 8 years. As the Compliance Specialist, Kathlean is responsible for supporting the evolution and preservation of the BVHS's compliance program efforts to prevent, detect and mitigate regulatory risks. Kathlean also monitors and audits compliance functions related to billing, coding and medical documentation to ensure that all policies and procedures adhere to applicable laws, rules and regulations.

Kathlean is a Certified Professional Coder, Certified Documentation Expert Outpatient, Certified Professional Medical Auditor, Certified Risk Adjustment, and Certified Evaluation and Management Coder.

