Victor R. Klein, MD, MBA

Victor R. Klein, MD, MBA is currently a Perinatologist in the Department of Obstetrics and Gynecology at North Shore University Hospital while serving as the Vice Chair of Obstetrics & Gynecology at North Shore University Hospital and the System Director of Quality & Patient Safety for the Ob Gyn Service Line at Northwell Health. Dr. Klein has been engaged in risk management and patient safety for over 30 years, and has lectured extensively on these fields throughout the country, including the ASHRM annual meeting. Dr. Klein received his medical degree from the State University of New York at Brooklyn/Downstate Medical School. He completed his internship at Kings County Hospital Center, residency in Obstetrics and Gynecology at The Johns Hopkins Hospital, fellowships in Maternal-Fetal Medicine and Medical Genetics at the University of Texas Health Science Center at Dallas, and his MBA in Quality Management at Hofstra University. He is board certified in medical genetics, general obstetrics & gynecology, and maternal fetal medicine, has obtained CPHRM certification, and is recognized as a Fellow of the American Society for Health Care Risk Management. Dr. Klein has been a member of the editorial board and past editor of the Journal of Healthcare Risk Management, is on the Board of Directors for AHRMNY, a past board member for ASHRM, and is on the AHA Maternal & Child Health Council. He is nationally recognized and has written over 75 articles and publications on obstetrics & gynecology, risk management and patient safety. Dr. Klein represents the American Society for Healthcare Risk Management for the Alliance for Innovation on Maternal Health (AIM).

Jim Connors, Esq.

Jim Connors has extensive experience defending clients in cases sounding in professional and general liability with a focus on matters involving nursing home liability, medical malpractice, and construction accidents. Jim also has experience with cases involving premises liability, vehicular negligence, attorney malpractice, religious institution liability and products liability. He has handled all aspects of defense litigation from inception through trial in New York State Supreme Courts throughout the City of New York, Long Island, and Upstate Region. Jim has successfully argued before the Appellate Division, Second Department and has many reported decisions.

Prior to joining Lewis Johs, Jim was a partner with a Nassau County firm specializing in professional malpractice and negligence actions. In 2000, Jim was admitted to practice in the State of New York. He is also admitted to practice in the State of Connecticut and the United States District Court for the Southern District of New York and the Eastern District of New York. He earned a Juris Doctor from St. John's University School of Law. He obtained a Bachelor of Arts in Economics from The College of the Holy Cross. He attained Martindale Hubbel's highest attorney rating of AV Preeminent in 2017, 2018 and 2019. He is a nominated Member in the Claims and Litigation Management Alliance (CLM) and speaks frequently at their national and regional events. He also volunteers as the Attorney Coach for St. Mary's High School Mock Trial team in the Nassau County Bar Association sponsored New York State High School Mock Trial Competition. Jim currently coaches Little League and is involved in Scouting in his hometown.

ASSOCIATIONS

- Nassau County Bar Association
- Claims and Litigation Management Alliance (CLM)
- St Mary's High School Mock Trial Team – Attorney Coach

ADMITTED

- State of New York
- State of Connecticut
- United States District Court for the Southern and Eastern District of New York

Nicole D. Benincasa-Ragonese, MS, LMHC

Nicole D. Benincasa-Ragonese serves as the hospital Culture Leader and Senior Director of Patient Experience and Patient and Family Centered Care at North Shore University Hospital in Manhasset, NY. Ms. Benincasa-Ragonese oversees the optimization of the health care experience for patients, families and teams through emotional, social and developmental support. She is responsible for synthesizing patient experience data and feedback to improve the experience of the communities we care for. Nicole focuses on creating a healthy work environment by addressing the emotional and interpersonal aspects of care through Schwartz Center Rounds, Team Lavender, PCS Recognition Programs, Patient and Caregiver Support Groups, and staff training in de-escalation, among others.

Ms. Benincasa-Ragonese holds a B.A. in Psychology from Hofstra University, NY and an earned her M.S. in Mental Health and School Counseling from CUNY Queens College, NY.