



Allison L. Frontera MSHA, RN, CPHRM

Director of Litigation Claims Management RN Paralegal

Allison is the Director of Litigation Claims Management at Ottengewess Law. She is a registered nurse who began her clinical career in 1997 working in Medical and Surgical Intensive Care, Cardiology, and Emergency Medicine. In 2006, she transitioned to the medical-legal space and since that time has established herself as a proven and effective leader in Healthcare Compliance, Risk Management, and Litigation Claims Management at both Trinity Health IHA Medical Group and Corewell Health. Allison holds a Master of Science in Healthcare Administration and has been awarded the distinction of Certified Professional in Healthcare Risk Management by the American Society for Health Care Risk Management.

At Ottengewess Law, Allison leads the Firm's in-house medical-legal team. Ottengewess Law's clients include the largest health systems in the state which have entrusted the Firm with handling the most complex and catastrophic injury medical malpractice cases. With her vast experience in compliance, risk and litigation management, Allison has a unique insight into these complex medical-legal claims. With the assistance of her team comprised of RN paralegals, traditional legal paralegals and a physician, Allison leads the performance of the necessary in-depth analysis of the medical claims and records in each case; education of the attorneys on the medicine; assists with the development and implementation of the best legal strategies; and the provision of on-the-spot assistance during critical depositions of medical experts and at trial. Allison's risk management experience also puts her in the unique position to advise clients on risk modification analysis that often-times arises from the defense of medical malpractice matters.

In addition to medical malpractice litigation, Allison's special interests include licensing matters, healthcare compliance and provider second victim support.

Contact Information

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Legal Experience

Ottengewess Law, PLC
Director of Litigation Claims; RN Paralegal
September 2023

Southfield, Michigan

Trinity Health IHA Medical Group

Sr. Director-Risk Management & Compliance

September 2021-September 2023

- Practice Areas: Litigation Claims Management, Risk Management, Healthcare Compliance, and Project Leadership
- Responsible for analyzing and mitigating clinical risk to minimize liability and financial impact. Also responsible for the development and implementation of an enterprise-wide Communication and Resolution Program (CRP).
 - Monitor operational and clinical risk, and develop and execute improvements to minimize liability and financial impact
 - Designed and implemented an enterprise-wide Communication and Early-Resolution Program (CRP)
 - Negotiate settlements to resolve disputes short of litigation
 - Build risk awareness within the organization through education and training
 - Project lead on multiple organizational change management projects
 - Create and analyze financial claims history reports for executive leadership
 - Investigate and respond to various compliance investigations
 - Author, implement, and support policies and clinical processes

Beaumont Health

System Director of Risk Management

June 2006- March 2016; March 2018-September 2021

- Practice Areas: Litigation Claims Management, Risk Management, Communication and Early Resolution Programs (CRP), and Project Leadership
- Claims and Risk Manager
 - Managed medical malpractice and premises liability claims
 - Negotiate settlements on behalf of health system to resolve disputes
 - Expertise in review and analysis of medical records
 - Expertise in the development and implementation of legal strategies
 - Program Coordinator for the resident elective- Legal Affairs
 - Provide education and training to build risk awareness within the organization

Beaumont Home Health Services

Director- Quality, Patient Safety, Compliance, Accreditation

Madison Heights, Michigan March 2016-March 2018

- Practice Areas: Quality, Patient Safety, Ambulatory Healthcare Compliance and Accreditation
- Responsible for oversight of Quality & Safety, Compliance, licensing and Accreditation for Five business lines-Home Health, Hospice, Infusion, Durable Medical Equipment, and Personal Care Assistants
 - Directed quality, safety compliance and accreditation activities for the home health business division, which included Home Care, Hospice, Durable Medical Equipment, Infusion, and Personal Care Assistants.
 - Developed and managed the patient safety incident reporting system, and led all root

- cause analysis and risk reduction development teams
- Directed policy development and overview program
- Developed and implemented the culture of safety improvement plan

Professional Affiliations

- American Society of Healthcare Risk Management
- Michigan Society of Healthcare Risk Management

Professional Honors

- Certified Professional in Healthcare Risk Management

Education

Trident University International, Cypress, California

Master of Science in Healthcare Administration - 2018

Graduated with Honors

Oakland University, Rochester Hills, Michigan

Bachelor of Science in Nursing - 1997

Graduated with Honors

Presentations

- Trinity Health IHA Medical Group “*Note Bloat Risks and Benefits*” August 2023
- Trinity Health IHA Medical Group, *Provider Wellness and Second Victim Support* June 2023
- Trinity Health IHA Medical Group, *Update Michigan Opioid Law Requirements*, June 2023
- Trinity Health IHA Medical Group, *Michigan Controlled Substance E- Prescribing Requirement*, December 2022
- Trinity Health IHA Medical Group, *Incident-To Billing Requirements*, November 2022
- Trinity Health IHA Medical Group, *Foundations of Safety- High Reliability Tools*, 2022-2023
- Beaumont Health, *Implementing a Communication and Resolution Program*, August 2021