

Helping behavioral health organizations minimize risk and maximize care

Taking care of your business, so you can take care of your community

Behavioral health organizations face multiple risks on a day-to-day basis and the sensitive nature of this work heightens those challenges. Both known and unknown liabilities leave your organization and the people you serve at risk.

Marsh McLennan Agency's healthcare safety consultants combine expertise in the healthcare industry with customized risk management solutions tailored to meet your organization's specific needs. Our proactive program integrates risk assessments, policy and program development, and targeted education, applying proven strategies and best practices, to reduce the most frequent and serious safety risks. We provide consultative support to help you build sustainable, effective safety programs and offer comprehensive on-site risk assessments for behavioral health settings that cover professional liability, workers' compensation, sexual abuse and molestation, and other priority areas.



Behavioral health safety services

- Admission process; discharge planning and procedures; continuity of care
- Screening, assessment, and protocols:
 - Patient aggression; de-escalation and crisis intervention
 - Self-harm; suicide risk and precautions
 - Elopement
 - Restraints and seclusion
 - Addiction or substance abuse therapies
 - Sexual abuse and molestation (MMA certified Praesidium guardian support)
- Medication management; appropriate use of treatment modalities
- Infection prevention and control
- Falls prevention and management; safe transfers
- Documentation and communication practices

A Marsh business



Learn more

Contact a member of our healthcare risk management team to learn how we can help you achieve measurable results.

[MarshMMAMidwest.com](https://www.marshmma.com)

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Employee safety

- Employee hiring, onboarding, and orientation
- Scope of practice – licensed and non-licensed employees
 - Credentialing, competence, skills assessment, and training
- Employee wellness (mental health support, compassion fatigue)
- Substance abuse / drug-free workplace
- Workplace violence prevention
- Workplace injury and illness program; safety committee



Operational risk and compliance

- Policy and procedure review
- Patient rights, abuse prevention, privacy, informed consent
- Emergency preparedness and response
- Environment of care / hazard surveillance
 - Unsafe objects/ligature risks; contraband control
- Security, crisis management, behavioral emergency response team
- Vehicle safety / fleet management
- Incident management (reporting, sentinel event, root cause analysis, action plan)
- Quality assurance and performance improvement



Consulting services

- Review of historical claims history; loss analysis and benchmarking
- OSHA compliance assistance
- Guidance to prepare for regulatory audits and accreditation
- Telephonic support



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Agency**

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Employee Health & Benefits

Private Client Services

Retirement Services

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