

**SUCCESS STORY****Risk management case study**

# Helia Healthcare takes proactive approach by implementing essential safety programs to reduce claims

## The challenge

Helia Healthcare, a skilled nursing, therapy, and long-term care community, wanted to become more proactive with minimizing risk to reduce future injuries and large claims.

## The solution

Helia Healthcare offers exceptional skilled nursing, therapy, and long-term care services. After experiencing a high frequency of losses, they wanted to become more proactive with reducing and mitigating risk. The organization turned to Marsh McLennan Agency (MMA) for help.

MMA noticed most of Helia's claims and losses were related to strains from lifting as well as slips, trips, and falls. The following year, MMA's dedicated safety team assisted them with reducing and mitigating these common industry risk factors. MMA's Healthcare Safety Consultant helped with the development and implementation of a monthly safety meeting and safety programs, such as a Safe Resident Handling program to enhance their safety best practices. Education was also provided to staff on the use of proper body mechanics when lifting, safe resident handling/transfers, and fall prevention in the workplace.

## The result

As recommended by MMA's Healthcare Safety Consultant and Helia's safety team, the facility management placed a strong focus on implementing safety best practices, safety monitoring programs, and further education programs for the staff. Overall, Helia Healthcare experienced a noted improvement with an \$87,601 reduction in losses and 67% decrease in number of claims.

**Your future is limitless.<sup>SM</sup>**

## Client profile



Senior living company

**\$87K+**

reduction in losses

**67%**

decrease in number of claims

Learn how MMA's Risk Management advisors can help you obtain measurable results.

Marsh McLennan Agency LLC  
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