

SUCCESS STORY

Risk management case study

Senior living operator saves \$391K with safety programs and training initiatives

The goal

This senior living operator oversees skilled nursing and healthcare facilities, delivering comprehensive care and support to meet the diverse needs of residents and their families. While the senior living operator's goal is to provide quality care, their high-cost workers' compensation claims had troubling repercussions. They aimed to enhance the workplace by focusing on safety and employee well-being.

The action plan

Recognizing the importance of improving the organization, the operator and MMA implemented a comprehensive suite of safety programs and training initiatives.

The initiatives included:

- Standalone safety committees at the facility level
- Promotion of monthly safety topics presented to all staff
- Focused training in employee incident investigation and reporting procedures
- A thorough review of fleet management and resident transport vehicle safety and repair
- Targeted training for each facility

The targeted training programs were created based on data from previous claims, equipping leadership and employees with the skills to recognize and prevent workplace hazards. The senior living operator has significantly reduced their overall claims and timeliness of claims reporting by creating a strong awareness campaign using the 24/7 employee injury reporting hotline which ensures accurate documentation of incidents.

The result

The senior living operator saved \$391,000, reducing their loss rate by 0.58%, decreasing their indemnity claims by 10%, and improving the number of claims reported within 0-3 days by 17.7% compared to the previous year. These savings are now being invested back into their growing body of senior living communities.

Your future is limitless.™

Client profile



Senior living company

\$391K
in savings

10%
decrease in indemnity claims

0.58%
decrease in loss rate

17.7%
increase in claims
reported within 0-3 days

Learn More

Learn how MMA can implement personalized initiatives to reduce costs and improve safety within your organization.

MarshMMAMidwest.com

This document is not intended to be taken as advice regarding any individual situation and should not be relied upon as such. Marsh & McLennan Agency LLC shall have no obligation to update this publication and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting or legal matters are based solely on our experience as consultants and are not to be relied upon as actuarial, accounting, tax or legal advice, for which you should consult your own professional advisors. Any modeling analytics or projections are subject to inherent uncertainty and the analysis could be materially affected if any underlying assumptions, conditions, information or factors are inaccurate or incomplete or should change. d/b/a in California as Marsh & McLennan Insurance Agency LLC; CA Insurance Lic: 0H18131. Copyright © 2025 Marsh & McLennan Agency LLC. All rights reserved. MarshMMA.com