

SUCCESS STORY

Risk management case study

Senior living organization dramatically decreases fall claims with safe resident handling/transfer and fall prevention program

The goal

A senior living organization who is a leading provider of outstanding post-acute and long-term skilled healthcare consulting services reviewed incidents at their locations each quarter. One location was experiencing frequent fall claims. They turned to their business partner, Marsh McLennan Agency (MMA) to increase overall fall prevention.

The action plan

Together with their risk management team, they successfully introduced a fall prevention program consisting of:

- Proper comprehensive documentation post incident with a root cause analysis
- Education for clinical staff including frequent and purposeful rounding, anticipation of resident needs, monitoring for areas of concern, recognizing fall symbols, and location of transfer status
- Protocol in place for the safety of the resident by having a nursing assessment completed for each fall incident and utilizing the proper procedure for transporting residents out of the facility or properly lifting back to a chair/bed if deemed safe and appropriate
- Training is provided to specific lift equipment transfers
- Support the Falls Coordinator with weekly meetings, staff trainings, and engage staff in active discussions

The result

The education and training involved in the fall prevention and safe resident handling/transfer program provided by the MMA Healthcare Safety Advocate and coordinated with their risk management team led to over \$220,000 in claims savings and an efficient streamlined fall prevention program.

Your future is limitless.™

Client profile



Senior living company

\$220K

in savings

STREAMLINED

efficient fall prevention program

Contact a healthcare safety advocate to bring measurable results to your senior living organization.

Marsh McLennan Agency LLC
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