

SUCCESS STORY**Senior living case study**

Nursing home management company reduces workers' compensation losses for senior living communities

The challenge

A Chicagoland nursing home management company needed assistance with recognizing and mitigating risk factors leading to high workers' compensation losses in their senior living communities.

The solution

A Chicagoland healthcare and nursing home management company that also offers consultant services needed assistance with recognizing and mitigating risk factors leading to high workers' compensation losses in their senior living communities. The client turned to their business partner, Marsh McLennan Agency (MMA), for assistance.

MMA noticed a trend concerning resident transfers and workers' compensation losses. After further investigation, it seemed the company would benefit from an Acuity Audit, which looks at the equipment currently being used for lifting residents. The audit showed one of the senior living communities did not have any Sit and Stands. This equipment helps eliminate two person transfers, which are not safe for the staff. The client purchased the Sit and Stands, and MMA trained all staff on proper use as well as transfer competencies.

The following year, the client also completed additional trainings for the nursing team on safe patient transfers and provided follow-up observations. To help get employees back to work faster, the group was also advised to switch their current occupational health center. The combined efforts laid the groundwork for a Safe Patient Transfer Program that reduces staff injuries and resident transfer claims, improves patient handling, and decreases workers' compensation losses.

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Client profile



Senior living company

\$500K+
reduction in losses

53%
decrease in resident
transfer claims

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

Marsh McLennan Agency LLC
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The result

Amid resident transfer training, the client worked with MMA to decrease staff injuries in the kitchen. MMA's risk management team educated the staff on kitchen safety and how to avoid common risks. Through the Safe Patient Transfer Program and additional kitchen safety training, the healthcare and nursing home management company experienced a \$500,000 reduction in losses and 53% decrease in resident transfer claims.



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

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