

**SUCCESS STORY****Senior living case study**

# Significant improvement in risk management strategy increases Five-Star rating

## The challenge

When Marsh McLennan Agency's (MMA) Risk Management team was approached by a nursing home located in Southern Illinois, they had a challenge in front of them. The family-owned and operated facility, which has a notable reputation in the community, had an overall rating of one star out of five stars.

This rating is part of the Five-Star Rating System, created by the Centers for Medicare & Medicaid Services (CMS), allowing consumers to compare the quality of care and services in nursing homes. The ratings are based on health inspections, staffing, and quality measures (QM). The Illinois-based facility wanted to improve upon its risk management techniques and ensure its employees fully understood the importance of receiving a high Five-Star rating process.

## The solution

MMA conducted a loss control/risk safety assessment that focused on high-risk resident care areas for their facility. Recommendations for improvement were provided for each area of concern. In addition, education and training on risk management best practices were shared to help reduce negative resident survey outcomes and mitigate potential risks. Training was also provided to employees at all levels of the organization on survey preparation, quality measures, assessment practices, and Five-Star performance guidelines.

## The result

The combination of risk management techniques and education resulted in the facility improving their overall Five-Star rating from a one to a three after the next annual survey. The progress was due to improvement of their health inspections, staffing outcomes, and quality measures. With MMA's direction, the facility is continuing to enhance their performance to achieve a four or five-star overall rating.

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

## Client profile



Senior living company

# INCREASED

overall Five-Star rating from a one to a three in just one year

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

Marsh McLennan Agency LLC  
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