

SUCCESS STORY

Risk management case study

Senior living organization saved over \$187K by reducing wound claims

The goal

A rehabilitation and long-term care facility, was looking to decrease wound incidences and claims.

The action plan

Marsh McLennan Agency's (MMA) safety team evaluated the senior living organization's loss history and provided extensive training to the team of wound nurses. Working with the organization's Clinical Risk Manager, off-site training was provided so the nurses could concentrate solely on enhancing their wound care skills. Training included how to conduct a comprehensive skin assessment, skin integrity and wound care, realistic goals of wound healing, and wound investigation. Looking to reach a common goal of decreasing wound claims, MMA focused on:

- Continued wound care education with a team of wound nurses.
- Led facility clinical meetings to review wound status and ensure interventions were appropriate and implemented.
- Conducted wound care audits using the Wound Rounds electronic documentation platform to ensure assessments were completed and up to date.

The results

The training, along with attending morning clinical meetings to discuss and ensure follow-up with treatments and interventions, has significantly enhanced the wound care program. The senior living organization had a 44% decrease in claim costs and saved \$187,352.

Client profile



Senior living company

\$187,352
in savings

44%
decrease in claim costs

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

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