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Risk Management Roundtable

Presented By:

Eric Beck

SVP, National Non-Profit Practice Leader
Marsh McLennan Agency

Jamie Center

Sales Executive
Marsh McLennan Agency

Dede Kelly

HR Consulting Services Director
Integrity HR – A Marsh McLennan Agency

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Agenda

- State of the insurance marketplace ([Where it's going and where it's been](#))
- Where are claims originating from?
- What can I do to improve my risk profile?
- Steps for risk mitigation
- Recruiting and retention
- Solving the high costs of employee benefits
- What's next?

Agenda

State of the Insurance Marketplace

- Very hard market with many carriers exiting
- Reduced abuse limits and difficult excess placements
- Seeing more frequent claims and larger settlements
- Plaintiff attorney's attacking our industry in every state
- Large portion of costs are from attorney's fees
- Very few claims make it to court
- Carriers are settling for policy limits
- Mergers and acquisitions
- The more complex organizations are difficult for the carriers to wrap their arms around
- Reviver Laws



Global matters have local implications. That's why we follow and synthesize marketplace impact on our clients, their workforce, and their goals.

Where Are Claims Coming From?

- Abuse/molestation allegations
- Failure to disclose
- Poor documentation
- Case management
- Having procedures and not following



What can I do to improve my risk profile?

- Risk management audit and management summary report:
Allows us to tell *your* story
- It's vital to have face to face meetings with the carriers
- Produce a detailed narrative of operations
(Example: Level 1 vs Level 5 homes)
- Conduct a root cause analysis on claims and near misses
- Produce a detailed claims narrative
(what happened and what are you doing differently)
- Partner with Praesidium or similar organization
- Complete an analysis to determine how much risk your organization can take



Risk Management Analysis

MMA uses a four-step process to improve the risk profile to your business.

Step 1 - Uncovering Risk Issues - The Risk Management Audit

We utilize our insurance industry experts in safety, claims, policy review, and human resources to uncover risk issues specific to your business. A Risk Management Audit usually includes:

Facility Tours	Employee Interviews
Safety Surveys	Policy Reviews
Experience Modification reviews	Crisis/Disaster Planning
Contract Reviews	Claims Trending
HR/Employment Practices Reviews	Broker Service Reviews



Step 4 - Reporting on Our Progress - The Stewardship Review

The Risk Management Audit, Solutions Report, and Service Schedule allow you, the client, to be involved in the evolution of your risk management program. It also gives you a clear, objective way to monitor your broker's performance. The Stewardship Review will allow you to grade our efforts and adjust plans and strategies to meet your changing needs.

Step 2 - Improving Your Risk Profile - The Solutions Report

Once we develop a thorough understanding of your business and the risk issues it faces, we are ready to present solutions to minimize risk and reduce your insurance costs. The time invested in the Risk Management Audit will pay huge dividends allowing us to precisely develop a plan to fit the unique risks of your business. The Solutions Report becomes our template for action to improve your business' risk profile.

Step 3 - Program Implementation - The Service Schedule

Based on the Solutions Report, we create a Service Schedule, which is a timeline of activities to implement the recommended solutions. These solutions go beyond insurance to address alternative risk management strategies including:

Contractual Risk Transfer	Risk Retention Strategies
Loss Control and Life Safety	Claims Management
Policies, Control and Procedures	HR Consulting

Praesidium Report 2022

THE PRAESIDIUM SAFETY EQUATION®

By combining current research and root cause analysis of several thousand cases, Praesidium's dedicated team of researchers, psychologists, attorneys, social workers, and human resource analysts have developed an abuse risk management model, the Praesidium Safety Equation®.

Praesidium's root cause analyses and research demonstrated that risks fell into eight organizational operations: Policies, Screening and Selection, Training, Monitoring and Supervision, Internal Feedback Systems, Consumer Participation, Responding, and Administrative Practices.

Policies	Screening & Selection	Training
Monitoring & Supervision	Internal Feedback Systems	Consumer Participation
Responding	Administrative Practices	A SAFE ENVIRONMENT

The Eight Critical Organizational Operations

Policies

Policies define the bandwidth of acceptable behavior in an organization. When employees and caregivers know and understand policies, they can report policy violations that may foretell abuse.

Screening and Selection

Comprehensive screening and selection requires organizations to discover and consider everything they can about applicants and to use what is known about how offenders operate to make thoughtful hiring decisions.

Training

Effective abuse prevention training gives employees and caregivers the information and skills they need to keep those in their care safe. Training must be frequent, specific, and immediately useful on the job.

Monitoring and Supervision

When employees and caregivers are adequately supervised, potential offenders are less likely to act on their impulses because they may face detection.

Internal Feedback Systems

Information about program operations, such as incident reports, client complaints, or external licensing violations, can identify high-risk programs or individuals.

Consumer Participation

If consumers—adults and youth alike—know how to recognize inappropriate interactions or policy violations, they can be a valuable part of the risk management team.

Responding


How an organization responds to reports of inappropriate interactions, policy violations, or suspected abuse can dramatically affect the harm to the individual and to the organization.

Administrative Practices

The board of directors must be well-informed of the risks the organization embraces and aware of the operational practices in place to ensure the safety of those in care and the reputation of the organization.

Corporate Structure and Risk Management


Organizations need to be educated about things to do that will reduce claims and reduce the size of awards.



Document is key: If it's not documented, it did not happen for purposes of a lawsuit.



Complete required activities since they are required to reduce the chance of exactly the type of harm that is creating claims and the associated liability.



Better defend yourself in a lawsuit (Praesidium)



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2023 Benefits Trends: The Evolving Workplace

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Well-Being Strategies for Organizational Success

Assess Current Programs

- Communication plan development
- Multi-faceted approach
- On-going project management support
- Manage incentive program

Three Year Strategic Plan

- Define priorities
- Evaluate and leverage existing resources
- Provide compliance recommendations

Leadership Commitment

- Leadership assessment
- Engage management
- Assess and remove barriers
- Establish committee leaders (champions, ambassadors)

Employee Engagement

- Employee communication and education
- Workplace wellness committee support
- Custom employee wellness surveys

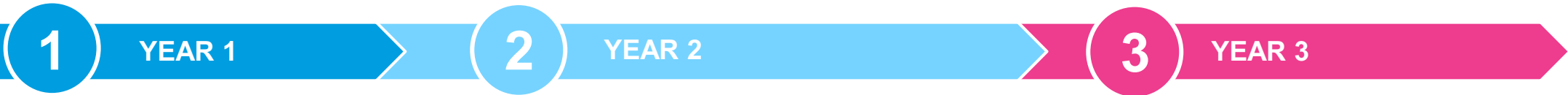
Annual Operational Plan

- Key objectives and goal setting
- Identify resources – source vendors if applicable
- Finalize the customized total health solutions
- Determine responsibilities and due dates

Measure Effectiveness

- Define measurements
- Multiple reporting capabilities
- Evaluation and recommendations

Sample three-year well-being strategy



	1 YEAR 1	2 YEAR 2	3 YEAR 3
Data analysis and risk assessment	Assess risk and identify opportunities for program offerings; consider implementing an employee well-being survey.	Utilize data to modify the program offerings and revise client well-being program accordingly.	Continue to utilize medical plan data, PATH analytics and other data sources collected to modify the program offerings.
Build the Foundation	Form a well-being committee; engage senior leadership for support in the program; develop a 3-year well-being strategy and program.	Analyze data to make relevant programming and intervention changes. Develop or expand policies and guidelines to support employee health and well-being.	Revise draft and annual well-being plan for year three. Use select third party vendors for carrier programs that are not producing desired results.
Communication and Education	Develop a client well-being brand; leverage current client communication channels and include a plan for hard-to-reach employees; develop a calendar of events for the year.	Continue to use new client well-being brand in connection with well-being committee initiatives and events. If needed, implement app-based communication platform.	Revise/update annual communications to align with well-being interventions.
Targeted Health Goals	Determine areas of interest, and identified risks, execute/communicate existing carrier and 3 rd party vendor programs.	Focus well-being initiatives based on data, survey results and committee interest.	Continue to focus well-being initiatives based on data, survey results, and committee interest.
Evaluation	Determine realistic measure of success for annual activities. Develop a plan to evaluate the effectiveness of current carrier- or vendor-based programs.	Measure success based on sources of data identified. Evaluate the effectiveness of any vendor-based and/or carrier-based programs.	Continue to monitor all well-being programs based on sources of data identified.

Cost-Saving Strategies



Self-Funding and Partially Self-Funding Feasibility Testing



Deductible Buy Back Plans



Pharmacy and Rx Contract Review



DE&I and Management Training



Building a Wellness Culture



Aggressive Carrier Marketing



HR Consulting



Benefits Technology Analysis

OUR Human Resources

PEOPLE RISK MANAGEMENT SOLUTIONS



Compliance Library

An extensive resource library including insightful guides, comprehensive checklists, and other invaluable resources to navigate HR, compliance, safety, and People Risk Management issues.



Law Alerts, Newsletters, and Webinars

A steady stream of need-to-know information such as breaking compliance news, expert analysis, legislative updates, and best practices through Law Alerts, monthly newsletters, and webinars approved for SHRM & HRCI credits.



Live Advisors

Senior SPHR and PHR certified advisors to provide trustworthy guidance to prevent and resolve challenging people situations and compliance issues.



A Living, Adaptive Employee Handbook

A federal and state level compliant handbook builder that allows the incorporation of unique company policies and delivers policy update alerts as regulations change.



Learning Management System

Delivers courses on a variety of topics your employees and organization need to adhere to compliance mandates, improve safety, foster professional development, and improve engagement.



Benefits Document Creator

A simplified solution for the creation and ongoing maintenance of ERISA compliant Wrap, SPD, and POP documents, including policy update alerts and digital signature functionality.

What's Next?

Strength, Stability, and
Unmatched Possibilities



Develop a strategy to improve the risk profile of your organization



Develop a strategy to improve recruitment and retention of staff



Get with insurance carriers to understand your organization and what it's doing well.



Utilize a group insurance program for the association members to improve purchasing power



A group program allows us to control the insurance program and our destiny

Your future is limitless.SM

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