

Partnership and Planning Drives Nearly 50% Reduction in Claim Frequency

Within four years, this valued customer had a claims frequency that is an average of 46% lower than similar health care customers.

Patient handling is a leading cause of injuries to health care employees, and for one customer — a complex health care system — the need to address this issue was large.

Our team stepped in to help them implement a multi-pronged safety plan, and in doing so, saw them experience a 46% reduction in claim frequency and 7% lower experience modification rate despite adding nearly 3,000 new employees to their roster within the same timeframe (2019-2022).

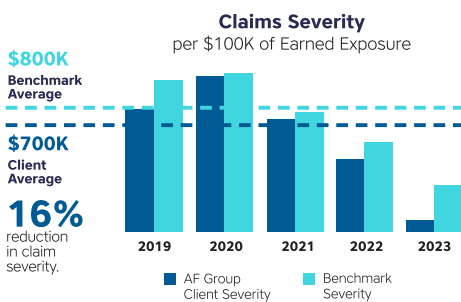
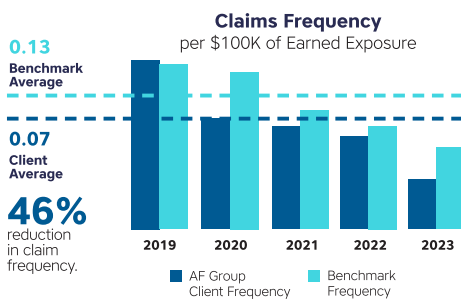
So, how did we do it? Collaboratively, our consulting services targeted safe patient handling practices and the causes of slip/trip/fall accidents. In partnership with the customer's Corporate Risk Management team, we crafted a service plan based on accident trends — ensuring the plan was implemented and followed up on consistently across all their locations.

Although the plan centered around the key exposures noted above, it also included comprehensive details for:

- Training
- Equipment use
- Participation requirements for location-specific safety committee meetings, existing post-injury management processes and facility audits

Together, we also established a location coding system to help track and monitor claim trends across the entire organization. And to ensure the ongoing success of the plan, our teams met quarterly to assess and update the plan, evaluate loss activity, identify operational changes, and review site visit logs and recommendations for each of their 25 locations, spanning 13 states.

Within four years, this valued customer had a claims severity that is an average of 16% lower than similar health care customers across our entire portfolio. Incredible results like these are best attributed to partnership, planning, and a dedicated approach to safety culture improvements.



Benchmark based on health care customers across AF Group's portfolio.

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