



# Home Health Care Casualty Safety Consulting

## Challenges in Home Health Care

Home health care is the fastest growing sector in the health care industry, with an anticipated growth of 66 percent over the next ten years and more than seven million patients served each year (National Institute of Health). With the increasing intensity of care provided in home health care and the growing number of frail and elderly that make up this patient population, it is important to identify risk factors that affect both employee and patient health and safety in this setting.

Home health care staff face unique operational and administrative exposures given the virtual nature of the workforce. The operational challenges include continuity of care, establishing a safety culture that extends beyond the corporate locations and into the homes of the patient. Key factors include ensuring employees are protected from external factors like crime, motor vehicle accidents and inclement weather. Administrative challenges include hiring responsible, safety-conscious employees, development of meaningful and timely training programs that follow didactic learning models, providing sound safe patient mobility equipment (with staff education), vigilant safety protocol programs, and implementation of an effective return to work (RTW) and transitional duty program.



## Aon's Differentiated Approach to Serving the Home Health Care Market

Aon's Casualty Home Health Care Risk Consulting Services provide industry-specific approaches designed to help optimize a home health care organization's safety and workers compensation program performance. Our process enables clients to accurately assess the overall safety management and program framework and target areas in the home health care casualty programs that are under-performing. Poor system and program performance can result in higher absenteeism, turnover, higher insurance costs, reputational risks, and ultimately places constraints on quality and the environment of care. Aon's Casualty Home Health Care Team defines a highly reliable structured framework that identifies tracks and corrects safety issues that result in a more effective home health care environment.

## Metric-Driven Diagnostics that Drive Insight and Performance Improvement

Aon's Safety Framework Gap Analysis leverages metric-driven diagnostic tools (Aon Laser, Illuminate) to bring into focus core casualty program elements that are performing outside industry norms. Next, the Home Health Care Gap Analysis provides a system-wide analysis on the current state of the safety and workers compensation program. This system-wide analysis includes operational assessments with corporate leadership and selected facilities to understand the effectiveness of the following:

- Safety management/program framework
- Leadership's value; safety culture
- Staff safety attitudes, beliefs, and culture
- Metric setting and accountability
- Injury and illness prevention efforts
- Safe patient handling & movement program
- Health, wellness and benefits programs
- Union support
- New hire orientation process
- Plan of care adherence
- Hazard identification and control
- Security and escort program
- Motor vehicle safety program
- Inclement weather program
- Claims management
- Carrier or Third Party Administrator (TPA) performance



Aon's Home Health Care Safety Consulting service identifies critical systemic gaps that negatively impact the organization and provides essential, impactful strategies to improve outcomes, typically in 12 months or less. By focusing on core strategies, Aon brings clearer, actionable strategies into view and enables implementation of an optimized safety and Workers Compensation (WC) system. These strategies, founded in return-on-investment (ROI) modeling and rigor, enable the organization to achieve a sustainable process improvement, program modification and/or enhancements.

## Aon Expertise

Aon has a dedicated team of Certified Health Care Safety Professionals, Certified Safe Patient Handling Professional, Security Professionals and Certified Professional Ergonomists to assist home health care organizations. We have worked with some of the largest home health care companies in the United States, helping them improve their safety management framework, (responsibilities, goals and metrics), as well as enhance their safety compliance programs, training and activity coordination. Aon consulting services are highlighted below:



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## Aon Global Risk Consulting's Strategic Improvement Platform

AGRC's Casualty Risk Consulting team is dedicated to providing clients with innovative and sustainable solutions for their risk management needs. The differentiating factor is the *Strategic Improvement Platform*, a continuous improvement model leveraged to assess, plan, implement solutions, and measure success for our clients.

