

# Healthcare risk services



*Reducing loss frequency and severity and ensuring safety compliance are key goals for many employers. For those in healthcare, accomplishing these objectives can be especially difficult with the industry's complex operations and regulations. Our experienced team provides comprehensive, integrated loss control services and we offer a consultative approach to meet the individual needs of each client.*

## Expert solutions

We provide a wide range of services for healthcare clients including:

### Claims analysis

- Data analysis for systemic incident reduction — We utilize data-driven insights to identify trends in high-frequency and high-severity incidents, and develop systemic strategies to reduce these incidents.

### Human factors and ergonomic services

- Ergonomic evaluations and human factors engineering — Our experts apply human factors principles to workplaces or departments to enhance human-machine interactions, increase efficiency and minimize injuries. We can also apply the same ergonomic principles on a smaller scale to individual workstations to help improve employee comfort and safety while reducing injuries.
- Human-centered system engineering consultation — We provide specialized consultations in system engineering with a strong emphasis on human factors integration for employee safety. Our team collaborates with healthcare organizations to design and optimize systems, technologies and processes prioritizing human safety, usability and efficiency.

- Patient handling program implementation and evaluation — We assist with the implementation or evaluation of a safe patient handling program.

### Examples include:



Partnering with a surgical team to evaluate and redesign operating rooms, focusing on the human-centered interface with medical equipment



Teaming up with a hospital's maintenance team to improve the layout of equipment storage areas, ensuring easy access to tools, reducing physical strain, and promoting the safety and well-being of maintenance staff

## Safety consultation and injury prevention

- Risk assessment and systemic mitigation — This includes identifying and analyzing potential hazards by applying systemic practices to mitigate risks across the entire healthcare environment. Environment of care rounds can be included as part of our comprehensive approach to mitigate risks and enhance safety across all healthcare environments.
- Tailored safety culture development for healthcare workers within the environment of care — Sedgwick can help establish specialized loss control and safety subcommittees, along with industry-standard metrics to identify leading and lagging indicators.
- Safety training consultations for staff — We help our clients' employees develop and implement required and tailored training programs encompassing a broad range of safety areas. This includes ergonomics, fire safety, HAZCOM and operational safety.
- Environmental health and safety (EHS) consultation — Our team offers specialized consulting on workplace safety, environmental protection and compliance with regulations.

### Examples include:



Collaborating with healthcare institutions to design and deliver safety training modules that address various critical areas while aligning with specific job roles and tasks



Working with a laboratory on proper handling and disposal of hazardous materials, ensuring compliance with federal EHS standards and promoting a safe working environment

## Specialized services

- OSHA standards compliance and integration for employee safety — We offer expert consulting to ensure adherence to OSHA standards, focusing on implementing leading and lagging indicators that drive continuous improvement in safety practices. This involves guiding healthcare facilities in aligning their safety measures with OSHA regulations and tracking proactive measures (leading indicators) and incident data (lagging indicators) to enhance overall safety performance.
- Accident investigation, reporting and prevention — Our team provides consulting on incidents through root cause analysis, identifying underlying systemic causes and implementing strategies for prevention. This includes addressing immediate causes and focusing on systemic improvements to prevent future incidents.
- Fire safety compliance, audits and drills — This includes offering guidance on fire safety compliance, conducting audits and coordinating drills to ensure readiness, adherence to regulations and overall safety.
- Disaster preparedness and response system planning — Our colleagues collaborate with healthcare institutions to create interconnected disaster response plans aligning with safety systems. This includes assessing vulnerabilities, coordinating resources and developing effective response protocols.
- Physical demands analyses — We document the essential functions and physical demands a job, completing an overall evaluation of the job as it is currently being performed. The job analysis can be simple or comprehensive depending on the employer's needs.





- Workplace design and space planning for staff efficiency — This includes collaborating on healthcare facility layouts using ergonomic principles aligned with Leadership in Energy and Environmental Design (LEED) standards specific to ergonomics. We utilize tools like spaghetti diagram analysis to enhance workflow and staff efficiency.

#### Examples include:



Consulting on redesigning an outpatient clinic's layout using LEED ergonomic standards to reconfigure office spaces, select ergonomic furniture and establish efficient workflows



Advising on integrating a fire safety program that complies with local laws, including training, equipment checks and regular drills

### Regulatory knowledge

Meeting Joint Commission standards — We are well-versed in the intricacies of Joint Commission regulations pertaining to the environment of care, and are equipped to help hospitals navigate these requirements effectively. By integrating our expertise in workers' compensation safety with a thorough understanding of Joint Commission requirements, we help hospitals create environments that prioritize both employee well-being and regulatory compliance.

Workplace safety and efficiency — Our team of experts can assist hospitals in implementing strategies to reduce workplace injuries in a number of healthcare areas, tailored to each client's unique needs.

#### Examples include:



Assisting a hospital client with the environment of care committee metrics of success, creating policies, and providing support in conducting onsite assessments



Assisting with clarifying rules between competing regulations, such as corridor clearance

### We are here to help

Our team offers a wide range of tailored solutions for employers in the healthcare industry. Whether it is an ergonomic evaluation, claims analysis, safety consultation, workplace design planning or compliance support, we provide expert services to fit our clients' needs.

— To learn more about our healthcare risk services, contact:

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