

# Chubb Risk Consulting



## SERVICES FOR Healthcare Industry Clients

Chubb’s Healthcare Industry Practice brings together a full range of innovative insurance products and services to mitigate critical risks that challenge healthcare organizations, such as hospitals and healthcare systems, senior living and outpatient medical facilities.

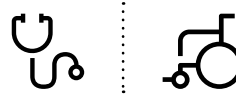
[Chubb Risk Consulting](#) offers tools, resources and specializations in the healthcare industry. We have risk engineering expertise that is tailored specifically to address the myriad of concerns facing healthcare organizations today. We craft pragmatic solutions with our insureds and provide recommendations to help minimize loss potential. Tailored services are available for cyber, clinical risk, property, and many other areas.

With deep industry knowledge and decades of experience, our risk engineers work diligently to stay ahead of evolving trends to effectively manage the ever-increasing complexity of healthcare risks. Chubb’s risk engineers take the time to understand each healthcare client and align service strategies with the client’s business needs and goals.

The [Chubb Risk Engineering Center](#) is fully equipped and staffed to deliver loss mitigation training across multiple lines of business and offers courses specifically tailored to address clients’ unique risks. The Center is dedicated to providing advanced and collaborative educational resources, ensuring clients can access the latest tools and knowledge designed to manage their risks effectively.

## Services Available to Clients

*Services can be provided based on mutually agreed upon program structure and can be delivered on a bundled or direct sold service basis.*



| Medical Liability                     |                                 |                                   |
|---------------------------------------|---------------------------------|-----------------------------------|
| On-site Risk Management Consultations | On-site Focused Assessments     | Risk Management Research & Review |
| Access to Risk Management Portal      | Customized Educational Programs | Policy & Procedure Development    |

| Property, Resiliency and Equipment Breakdown                                       |   |   |
|--|---|---|
| Water Damage Mitigation Program  | Drone-based Thermographic Infrared Roof Evaluations   | Boiler & Pressure Vessel Jurisdictional Inspections       |
| Assessment of Fire Protection System Design and Maintenance Routines               | Natural Catastrophe Assessment of Facilities  | <a href="#">StreamLabs Water Risk Mitigation Solution</a> |
| Training on Boiler Maintenance and Safety Devices and Low-Pressure Heating Systems | Risk Assessment of Equipment Breakdown, Facility Systems, Business Continuity, and Property Conservation Programs | Training on Fire Detection and Suppression Systems        |
| Infrared Thermographic Evaluation of Electrical and Mechanical Equipment           | Fire Protection/Sprinkler Plan Review   | Construction Builders Risk Consultations                  |

## General Liability

|   |   |  |
|---|---|--|
| Slip Resistance Testing of Floors and Selection of Flooring Materials | Vendor Discount – Red Alert Wax   | Interior and Exterior Site Assessments of Slip, Trip, and Fall Hazards |
| Review of Slip, Trip, Fall Policies and Floor Maintenance Procedures  | Review of Inspection, Testing, and Maintenance Routines for Life Safety Systems | Guidance on Contractor Management and Managing Contractual Liability   |

## Auto Liability

|  |  |                            |
|--|--|----------------------------|
| Hired and Non-Owned Exposure Evaluation    | Motor Vehicle Record Program Development | Fleet Safety Training      |
| Fleet Program Development and GAP Analysis | Telematic Program Assessment             | Fleet Claim Trend Analysis |

## Workers' Compensation

|  |  |                                       |
|--|--|---------------------------------------|
| Ergonomic Training and Program Development | Ergonomic Program Development  | Workplace Violence Assessments        |
| Ergonomic Assessments – Remote & Onsite    | Slip, Trip, & Fall Hazards Site Assessments, Vendor Discounts with Shows for Crews and Red Alert Floor Wax | Safety Program Review and Development |

## Examples of Success Stories

|  |  |
|--|--|
| <b>Healthcare System</b>               | A healthcare system needed to educate their facilities engineering staff on special hazard topics. Chubb Risk Consulting coordinated and completed multiple virtual sessions by leveraging the Chubb Risk Engineering Center. We believe in partnering with clients from a strategic perspective, and as a result not only have hundreds of participants received training on healthcare specific special hazards, but these sessions have become a staple in this healthcare system's continuing education program.   |
| <b>Healthcare System</b>               | A healthcare system faced an unprecedented number of infant deliveries due to a neighboring hospital's closure of their Labor & Delivery Center. The insured turned to Chubb clinical risk managers for assistance in developing a strategic plan to help manage the large influx. Chubb has an unwavering commitment to meticulous risk assessments and offering customized best practice solutions. We succeeded with this client in enhancing patient safety and reducing obstetrical professional liability exposures through the pragmatic recommendations offered and implemented. |
| <b>Hospital</b>                        | Chubb Risk Consulting identified that a hospital's fire pump had severe corrosion. The corrosion was so severe that the pump had the potential to disconnect during operation which would have caused major water damage, unplanned impairment of the sprinkler system, and possibly failure of critical infrastructure. We consulted with this hospital on the issue and repairs were made. The hospital was grateful that this exposure was identified by Chubb Risk Consulting before it became an emergency.   |
| <b>Large Medical Research Facility</b> | A large medical research facility was not properly maintaining their aging electrical distribution system. Chubb Risk Consulting identified this exposure, which has the potential to cause significant loss, and consulted with this client on establishing and implementing an Electrical Maintenance Program. Equipped with the knowledge of what was needed to mitigate this risk, the client took action. Chubb's knowledge of industry-specific hazards and code requirements led to a significant risk reduction.   |



## Lower Your Risk Today with Chubb Risk Consulting

Our team of world-class industry professionals is readily available to partner with your business and effectively mitigate any risks you may face. Contact our team below to explore how we can help you manage risks more effectively.

### **Kate Toomey CSP, ARM**

VP, Risk Consulting Healthcare  
Industry Practice Leader  
[kate.toomey@chubb.com](mailto:kate.toomey@chubb.com)

*11 Years of Experience*

### **Aaron Kalisher, CSP**

SVP, Risk Consulting  
Industry Practice Center of Excellence Leader  
[akalisher@chubb.com](mailto:akalisher@chubb.com)

*32 Years of Experience*

### **Caroline Clouser**

EVP, Healthcare Practice Leader  
[caroline.clouser@chubb.com](mailto:caroline.clouser@chubb.com)

*30 Years of Experience*

**To learn more about Chubb's capabilities in our Healthcare Industry Practice, visit: [Chubb.com/Healthcare-Insurance](https://www.chubb.com/Healthcare-Insurance).**

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For more information, visit us at [www.chubb.com](http://www.chubb.com). Chubb's loss control services are not a substitute for, and do not excuse a client from, fulfilling any legal duty they may have to provide a safe workplace, premises, product or operation. Chubb's loss control services are not intended as a substitute for advice from legal counsel, nor are they intended to supplant any duty to provide a safe workplace, operation, product or premises. Any duty to implement Chubb's recommendations rests with the client not with Chubb.