

HEALTH CARE

There may be no sector of the economy confronting more drastic change than the health care industry.

Health care reform is again dominating the national dialogue, as federal and state governments attempt to address universal coverage while controlling health care costs, which consume an ever-increasing share of the Gross Domestic Product. Meanwhile, health care providers face significant demands on an already overburdened system.

With reform, reimbursements may be unpredictable in the coming years, while the need for capital expenditures to serve more patients and reach necessary facility compliance will likely increase. Compounding these trends is the cost – stabilizing but still high – of Health Care Professional Liability coverage, whether retained or transferred through commercial insurance. Now more than ever, health care providers are forced to efficiently reduce and manage expenses, maximize reimbursements and focus capital expenditures to meet strategic business objectives.

For most health care providers, loss costs or retained risks exceed 80% of their total cost of risk. Willis provides solutions that impact the total cost of risk. We look beyond the simple insurance transaction. Our complete risk management review examines operational issues enterprise-wide, including malpractice litigation,

privacy and cyber risk issues, clinical research, compliance and health care policy, reimbursement, competition, patient demographics, chronic care management, staff retention, technology and capital improvements. Willis Health Care Practice professionals are Client Advocates who assist in identifying, managing and reducing overall risk exposures to allow providers to focus on their mission – quality patient care.

WHO WE SERVE

- Integrated delivery systems
- Acute care, critical access, specialty, niche and miscellaneous facilities
- Community, rural and teaching hospitals
- Physician groups
- Long-term care facilities – CCRCs, skilled, intermediate, and assisted living
- Managed care organizations
- HMOs, PPOs, PHOs
- Nonprofits and for-profit providers

WHAT WE DO KEY SERVICES

- Risk assessment
- Risk finance/insurance program assessment, design, audit and administration
- Benchmarking
- Alternative risk transfer options comparison studies
- Captive feasibility studies and strategic captive program advice and oversight
- Risk retention group (RRG) feasibility studies
- Collateral review/negotiations
- Manuscripted policy wording

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- Vendor selection and oversight
- Claim program setup, post-loss claim/litigation management, reserve analysis, specialized investigation, evaluation of claim program against best practices
- Reserve analysis
- Mobilization of severity index
- Media management
- Initial clinical risk assessment – survey
- Risk management training and educational program development
- Research analysis
- Actuarial oversight
- Loss trending and loss projections
- Data integration
- Risk analytics
- Establishing risk management goals and metrics
- General risk management consulting services

KEY TYPES OF COVERAGE

- Health Care-specific products
 - Facility General/Professional and Excess Liability (including captives and alternative risk)
 - Physicians Professional Liability
 - Provider Stop-Loss for Capitation
 - Managed Care Errors & Omissions
 - HMO Reinsurance
 - Network Privacy and Cyber Risk
- General Lines
 - Property/Auto/Workers' Compensation
 - D&O and EPLI (including third-party)
 - Crime, Fiduciary, Kidnap & Ransom
 - Helipad, Heliport, Non- Owned Aviation Liability

WHY WILLIS

Willis understands the unique challenges of the health care industry. Our professionals are committed to your industry and work within a service model that offers several differentiating factors:

- **Risk Continuum Platform.** We address all components that can impact your cost of risk. We have specialists focused on risk control, risk analytics, risk financing (including captives, RRGs and pooling), risk safety, pre- and post-loss claim control, data integration and training.
- **Client Advocate Model and Team Structure.** Your Willis Client Advocate® is your primary point of contact, responsible for marshalling, coordinating and delivering Willis' vast resources and services.

- **Glocal Service: Global Resources, Delivered Locally.** The Willis model provides a blend of resources and talents from a national, regional and local perspective, bringing you the best information and most innovative solutions available anywhere. Global expertise is delivered to you on a local basis without organizational charge-backs.
- **Global Market Access.** General/ Professional and Excess Liability placements require specialized underwriting and an understanding of health care exposures. At Willis, we work daily with underwriters in the domestic, London, European and Bermuda markets. Our global marketing approach allows us to design the most efficient program structure, regardless of market location.
- **Industry Expertise .** Our Health Care Practice includes a variety of specialists, including registered nurses, lawyers, claim and litigation specialists, risk consultants, captive and risk finance consultants, and former underwriters. Health care is one of our leading industry specialization sectors and is supported by continued investment to ensure cutting-edge services and access to the most innovative individuals.
- **Focus on Your Entire Business.** Economic pressures on health care providers will increase as reform requires better expense management and a focused capital investment strategy. We can help you manage your capital through risk strategies that focus on your entire business. We use actuarial analysis, benchmarking, loss projection analyses, studies of tax and legal implications of risk finance alternatives, and evaluation and strategic oversight of captive or other alternative risk vehicles.

CONTACT

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