THE COMPLEX PROPERTY RISKS OF HEALTH CARE PROVIDERS

THINKING THROUGH THE UNTHINKABLE

For health care facilities, there is really one priority: your patients and residents. Closing your facilities, even in part for lengthy, unplanned repairs, is simply unthinkable. Yet it happens, and that’s where a risk partner comes in. Designing coverage for interruptions in your revenue and related extra expenses, especially when patients or residents require relocation, is a part of our work in solving your property risk management needs. So is reviewing every precaution you can take to help reduce the likelihood that such events will occur at all.

Willis understands the unique exposures and special risks that are integral to the health care industry, from the valuation of research facilities to the exposures faced by long-term and acute-care facilities, inpatient and out. We know that spoilage coverage needs to extend beyond food to blood, bone and tissue and that communicable disease contamination can cripple a facility and potentially cost lives. Willis’ Property Resource Group, working as one team with the Willis Health Care Practice, provides an unmatched combination of expertise and service.

The Willis risk management process starts with understanding your business, risk profile and risk appetite. Once we determine your unique needs, we work with you to balance your risk and capital allocation in order to protect your balance sheet and fulfill your overall organizational strategy. We continually update this strategy, keeping you apprised of the most current risk issues and their significance and helping to make sure you make the risk/reward decisions that are right for you. Our platform comprises the creation of a solid property program, a strong risk prevention and control component and aggressive claims advocacy when losses occur.
OUR PROCESS FOR DESIGNING A HEALTH CARE PROPERTY PROGRAM

- **ANALYZE AND MODEL YOUR RISK PROFILE.** This helps Willis as well as the underwriters to understand the nature of the risk and the drivers of your property program. An exposure analysis is conducted including catastrophe analysis, value stratification and loss control programs in place as well as your prior claims.

- **DE-COMMODITIZATION IN THE INSURANCE MARKETPLACE.** Willis believes that as the policy holder, you should play an integral part in the placement process, developing and nurturing relationships with key decision makers at your property insurer(s).

- **CREATION OF A STATE-OF-THE-ART UNDERWRITING SUBMISSION.** We work with you to ensure that your risk is portrayed to the market in the best possible light in order to obtain the most advantageous pricing, terms and conditions, as well as providing innovative program structures and manuscripted coverage terms and conditions to meet your specific needs.

PROPERTY RISK CONTROL

When lives and well-being are at stake, everything that can be done must be done. We can help – in fact, we see ourselves as both an active participant in providing services and a coordinator of insurer services devoted to the prevention of property losses. Working with you and your underwriters or third-party loss control consultants, we help develop a detailed program to manage the gamut of loss prevention activities. This includes facility visits, review of insurer recommendations, development of budgets and timetables to implement improvements, cost-effective alternatives and time management.

Willis Property Risk Control experts offer high-level services that go beyond what most insurers provide:

- **NATURAL HAZARDS ASSESSMENTS.** These special studies use the latest technology to determine the maximum foreseeable loss (MFL) or probable maximum loss (PML) potential. Property damage and time element estimates help identify potential limits for earthquake, flood, hurricane, terrorism and similar perils.

- **BUSINESS INTERRUPTION/CONTINGENCY LOSS ASSESSMENTS.** All physical perils present a potential for significant time element or contingency losses. An in-depth study of operations is normally necessary to identify large loss-causing scenarios and mitigation techniques to minimize interruptions. This effort is sometimes referred to as a business impact analysis.

- **CONTINGENCY PLANNING SERVICES.** Contingency planning, or disaster recovery programs, are designed to minimize the catastrophic consequences of natural disasters and large property damage losses. These programs should be built on multidimensional studies involving all corporate operations and departments. Close coordination between you and your Willis team is essential.

- **PROPERTY RISK CONTROL TRAINING.** Training and education programs are available to selected facilities and on a corporate basis to reduce risk potential and comply with jurisdictional requirements.
CLAIM ADVOCACY

The best Property risk control in the world cannot prevent every loss. When losses do occur, it is our job to act as your advocate to make sure the claim response is fast and accurate. To that end, Willis has established a national Complex Property Claim Practice with members across the country. The practice provides claim advocacy services to each of Willis’ clients in the case of a major claim and is comprised of seasoned insurance industry professionals. Comprised of senior level consultants, the Complex Property Claim Team is intimately familiar with the claim process, and this knowledge is used to your advantage.

Our team is experienced in handling large and complex property/business interruption claims, such as fire, flood, earthquake, collapse and wind including multiple losses from catastrophic events such as the Northridge and Loma Prieta earthquakes and Hurricanes Rita and Katrina.

BOTTOM LINE: ASSET PROTECTION

The combined expertise of the Willis Complex Property and Health Care Practices assist our clients in protecting their physical assets and revenue.

CONTACT

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