



# Gallagher Healthcare Practice

Keeping Your Organization in Good Health



**Gallagher**

Insurance | Risk Management | Consulting

# As the healthcare industry transitions from volume to value, you need a partner with access to a wide set of solutions that can be customized to meet your goals.

How can we help organizations like yours?

We do it the same way you do.



## Intake

Delve into learning about your organization, leadership, business plan, values and processes. Research your competition. Discuss and understand your goals:

- Information gathering
- High-level benchmarking
- Strategic planning meetings
- Action plan



## Diagnosis

Perform audits, tests and analytics for cost, value and employee engagement:

- Governance and leadership support assessment
- Cyber risk assessment
- Claims analytics
- Risk management and reporting
- Workforce analytics and needs forecast
- Population wellbeing assessment
- Workers Compensation (WC) risk assessment
- Engagement survey
- Compliance audit
- RAC audit vulnerability assessment
- Vendor assessments
- Contract review
- Loss and exposure analysis



## Prognosis

Develop detailed, multiyear action plans and set target goals:

- Organizational mission, leadership training, transparency and community strategies
- Financial targets, modeling and monitoring
- Professional and organizational risk management strategy
- Cyber mitigation and HIPAA Compliance
- Total rewards strategy
- Wellbeing communication and incentive plans
- Safety programs
- Engagement levers and implementation approach
- Benefits plan documents
- HR Policies
- Compensation
- Billing errors and omissions risk management
- Vendor engagement, management and at-risk strategies
- Alternative risk transfer

# Your Gallagher Team

To stay ahead of the rapidly changing needs of the healthcare industry, Gallagher invests in developing resources, ongoing education and training programs for our consultants. Our Healthcare Practice features specialists in:

- Governance and leadership development
- Cyber and management liability
- Executive and physician compensation alignment
- Healthcare professional liability
- Data warehousing and analytics
- Risk management information systems
- Direct-to-employer marketplace research
- Population health management (PHM)
- Clinical risk management
- Captive formation and solutions
- Private exchanges
- Provider excess liability/stop-loss
- Total rewards strategies
- Workers compensation loss reduction
- Total wellbeing strategies
- Engagement and customer service
- Regulatory compliance
- Compensation and benefits strategy
- Human resources strategy
- Regulatory billing/errors and omissions
- Mergers and acquisitions
- Crisis management
- Business continuity
- Property and business interruption



## Prescription

Develop stakeholder communication and implementation plans:

- Recruit champions
- Develop themes and branding
- Create annual implementation calendars



## Treatment

Deliver solutions for identified projects:

- Governance enhancement initiatives
- Risk management initiatives
- Quarterly cost and projection updates
- Population health management (PHM) initiatives
- Total rewards, safety, wellbeing and engagement communication calendar
- Open enrollment and new hire packages
- Ongoing regulatory updates
- Ongoing risk management consulting and educational services



## Follow-up

Evaluate and report on our performance against projected outcomes and program objectives:

- Annual stewardship report
- Annual strategic plan update



## CASE STUDY

### Helping a healthcare provider control benefit costs, streamline HR processes and reduce enterprise risk to support and empower their growth through M&A

To realize their organizational objective of building an integrated healthcare platform, one client focused on acquiring and integrating a variety of providers in the healthcare space. The integration of disparate subsidiaries into one new entity required the organization to reassess its property and liability risk to address their coverage overlaps and fill the gaps. Additionally, the organization had to consider the implications to its benefits and HR programs as employees of the various entities did not have equitable choices in benefit plans.

The situation created a significant administrative burden on the HR team as they tried to manage ongoing enrollment while still controlling benefit costs. How could the client build an integrated healthcare platform and bring their benefits program and organizational risk challenges under control?

Gallagher assembled a team of specialists to consult with the client, taking the time to learn about the organization's challenges and identifying opportunities for cost savings, better risk coverage, and a benefit program that worked for employees across the spectrum. The Gallagher team negotiated:

- \$8 million in projected savings for a private provider stop-loss program
- 24% savings on more complete medical malpractice coverage
- 18% savings on property and liability coverages
- Improved commercial auto coverage at 65% of market rate
- Improved fleet safety program
- Integrated healthcare platform with high deductible health plan options; annual increase held to under 5%
- 18% savings on ancillary benefits, enabling healthcare provider to provide long-term disability coverage with buy-up for highly compensated employees
- Additional voluntary benefit offerings to increase employee options and satisfaction with benefit plan
- 409A deferred compensation retirement plan for physician members

**Gallagher also assisted with outsourcing of human resources functions, and continues to hold open enrollment meetings as new acquisitions come on board.**

Building an integrated healthcare platform means managing disparate benefits programs and increased property and liability risk. Gallagher Healthcare delivers a comprehensive approach and solutions to help.



A workers compensation risk assessment, combined with claims analysis, can assist in providing the tools needed to substantially reduce claim frequency and improve safety and employee morale.

A comprehensive approach to managing workers compensation (WC) expense can have benefits that far outweigh just the cost reduction.

When the findings of comprehensive risk assessments are combined with an analysis of WC claims, Gallagher's Loss Control specialists can implement levers such as formal transitional work programs and post-accident drug testing programs. They can also help you develop comprehensive policies to address risks such as drug and alcohol abuse.

These levers can help mitigate both the duration and frequency of claims. In one case study, three employees tested positive for alcohol in the first month after training. Their subsequent termination sent a message to employees that the organization was serious about patient safety. The organization supported all employees being "on board with the mission," which had a positive effect on morale.

In this case, there was a 75% reduction in the frequency of claims.

# Employers are increasingly interested in working with provider organizations to improve employee health and control total costs.

Healthcare is transitioning from volume to value. Providers are looking to differentiate their healthcare delivery capabilities and engage employers.

- Research and develop your strategies to position and market public health management (PHM) and healthcare service value propositions directly to employers as well as the community and insurance plan partners.
- Utilize benchmark survey data and analytics to validate your PHM outcomes on your own health benefits plan.
- Leverage your relationship with community employers who are increasingly interested in working with provider organizations to improve employee health and control total costs.

To market direct-to-employer relationships, healthcare providers need to be able to quantitatively, as well as qualitatively, demonstrate their value. Gallagher's Healthcare Analytics Consulting practice has helped large self-funded employers manage and measure employee population health for over a decade:

- Fine-tune your strategy to turn your medical benefits program into an incubation chamber for PHM approaches.
- Embrace fresh communication to educate and engage participants and physicians.
- Quantify the health risk score and per capita cost impact you have on your own employee program.



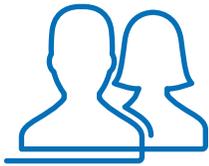
# Broad Expertise

## Gallagher partners with:

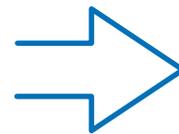
- Hospitals and integrated health systems
- Senior care communities
- Physicians and medical groups
- Healthcare associations
- Group purchasing organizations and performance improvement alliances
- Health plans
- Collaborative and managed care organizations
- Home health companies and agencies
- Ambulatory care centers
- Pharma organizations
- Other ancillary providers

# Gallagher Healthcare Can Help

## Your Gallagher Team...



Puts you first



Runs to your problems, not away



Empowers your decisions with data



Manages your risk, anywhere

Start a conversation  
with Gallagher today.

[www.ajg.com/healthcare](http://www.ajg.com/healthcare)

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# Gallagher at a Glance

Gallagher has been designing solutions to meet our clients' unique needs for 90 years. We pioneered many of the innovations in risk management used by businesses in all industries today. We believe that the best environment for learning and growing is one that remembers the past and invents the future.

- Founded in 1927 by Arthur J. Gallagher and still run by the founding family.
- A global corporation with a strong heritage and culture, Gallagher is a company with 26,000+ employees.
- Divisions specializing in retail insurance brokerage operations, benefits and HR consulting, wholesale distribution, and third-party administration and claims processing.
- More than 710 offices in 33 countries and revenues of \$4.25 billion as of 2016.
- Offering client-service capabilities in more than 150 countries around the world through a global network of correspondent brokers and consultants.

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