

# FIND OUT HOW GALLAGHER BASSETT PARTNERS WITH SENIOR LIVING FACILITY TO DELIVER SAVINGS THROUGH REDUCED ATTORNEY INVOLVEMENT AND LOST WORK DAYS IN CLAIMS STRATEGY

GALLAGHER BASSETT (GB) HAS PARTNERED WITH A NATIONWIDE SENIOR LIVING FACILITY SINCE 2003, PROVIDING CLAIMS AND RISK MANAGEMENT SOLUTIONS TO REDUCE RISK, INEFFICIENCIES, AND UNNECESSARY COSTS. OVER THE 20+ YEAR PARTNERSHIP, GB HAS PROACTIVELY DEVELOPED TAILORED SOLUTIONS TO ADDRESS EVOLVING INDUSTRY CHALLENGES, INCLUDING RISING LITIGATION RATES, GROWING CLAIMS COMPLEXITY, AND INCREASING TOTAL COST OF RISK.

GALLAGHER BASSETT


FIND
OUT
HOW

# GB'S MARKET-LEADING EXPERTISE

## REDUCING LEGAL EXPENSES

**GB IDENTIFIED AN INCREASE IN LEGAL EXPENSES IN FLORIDA, ONE OF THE CLIENT'S LARGEST OPERATING STATES, DUE TO PREMATURELY SENDING CLAIMS TO DEFENSE ATTORNEYS WHENEVER A CLAIM PETITION WAS FILED. BY LEVERAGING A DEDICATED TEAM OF FORMER DEFENSE ATTORNEYS AND INSURANCE CLAIMS EXECUTIVES, GB SHIFTED A PORTION OF THE CLAIMS PROCESS IN-HOUSE, REDUCING UNNECESSARY EXPENSES AND STREAMLINING OPERATIONS.**

### RESULTS

- **48% decrease** in average incurred costs
- **7% increase** in claim closures
- **67 days** reduction in average claim duration

### DECREASING AVERAGE LOST WORK DAYS

**GB** identified an increase in average lost work days per claim and addressed the issue by enhancing the client's transitional duty program. This included:

- Searching for transitional duty roles in other departments, shifts, or community locations.
- Referring claims to re-employability when transitional duty could not be accommodated.

### RESULTS IN CALIFORNIA (largest exposure state):

- **44 days (2022)** reduced to **27 days (2023)** in average lost work days.
- Year-over-year reduction in costs and exposures.

# TAILORED SOLUTIONS FOR THE SENIOR LIVING FACILITY

## COMPARING RESULTS TO OFFICIAL DISABILITY GUIDELINES

**GB** implemented improvements to the transitional duty program and introduced GBLMP (GB's litigation management platform) to manage and track cases centrally. These efforts delivered significant results over the last five years.

- **70% reduction** in lost work days
- **85% of claims** closed ahead of the benchmark
- **$1.3M estimated savings** in 2023

"The **GB team** understands our business, and they're good listeners, which is an important and often overlooked skill. They consistently ask for feedback and are proactive in making strong recommendations that are well thought out for our program."

— Director of Safety & Workers Compensation



## CONCLUSION

**GB's** dedicated team of claims professionals continues to deliver superior outcomes for this senior living facility through tailored solutions and a decades-long partnership. As a trusted claims and risk management partner, GB helps aging services facilities succeed by reducing costs, improving efficiency, and mitigating risks.

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