

# Risk engineering services for healthcare providers

Zurich Services Corporation recognizes that risk engineering services have a direct impact on your business—your profitability, your property and other assets, the health and safety of your employees and customers, and much more. Because our services permeate so many critical aspects of your organization, we've taken great care to ensure they're focused on results. Our healthcare risk engineering consultants have a great deal of experience in the healthcare industry, giving them a deeper understanding of your risks and what can be done to address them. In addition to our healthcare industry experience are our four key building blocks of service:

- **Approach**, which is to act as both student and teacher, learning about your individual organization in order to choose the right solutions and then sharing our risk management knowledge to help you become more self-sufficient in controlling your risks
- **Specialist** risk engineering consultants, who are highly experienced and trained technical professionals, dedicated to the industries they serve
- **Information**, which reflects our constant drive to find ways to simplify and reduce the cost of managing risk for our customers through automation
- **Network**, which spans 30 countries and includes over 1,000 risk professionals, giving you access to the largest network of technical risk management in the world, so we're ready to go wherever you grow

## Slip, trip and fall evaluations

Our slip, trip and fall evaluations span from providing self-assessment tools to in-depth site evaluations of the slip, trip and fall exposures you face in a healthcare environment. Our assessment model identifies the most important

factors affecting the potential for slips, trips and falls. After helping you identify these critical risk factors, we focus on practical and cost-effective improvements. Our experience in your industry helps us recognize the problems unique to the healthcare setting that can lead to slip, trip and fall accidents, and our solutions have led to measurable results.

## Ergonomic assessments

Our Certified Industrial Ergonomists (CIE) conduct comprehensive ergonomic evaluations of both patient care and non-patient care areas where the potential for employee injury exists. Our evaluations and the controls we develop for your workstations can be done from either a broad or specific perspective. The recommendations we make to correct and control these risk factors can help improve the safety of your workplace, reduce potential accident costs and increase productivity.

## Industrial hygiene services

Poor indoor air quality affects employee performance and, in some instances, can have a negative impact on the health of building occupants. Our experienced Certified Industrial Hygienists (CIHs) can help you identify and assess potential sources of employee exposure to indoor air quality hazards, including identifying mold issues, assessing whether you have a sufficient introduction of outside air and sampling for various contaminants and odors.

## Water damage self assessment

Our proprietary "A Cure" program is designed specifically for healthcare providers and helps your staff identify latent water damage exposures before they can become costly and disruptive losses. The program also provides practical recommendations to help mitigate the effects of water damage if an event occurs.

## Fire loss prevention assessment and Highly Protected Risk (HPR) assessments

Our fire loss prevention risk assessment evaluates whether your current fire protection and prevention methods are appropriate and looks for opportunities to make practical improvements. We also measure your existing fire protection equipment against national standards and provide a list of approved products and suppliers who can repair or replace fire protection equipment or make other necessary fire protection-related building upgrades or repairs for you. We work with you to understand and eliminate hazards from processes and buildings through a proactive analysis while you're still conceptualizing and designing those processes and buildings.

Our HPR assessment program evaluates the adequacy and reliability of the physical protection of a building and its occupancy. During the assessment we review with you how to manage the program, such as emergency management and security, inspection and testing, maintenance of fire protection equipment and business continuity and disaster recovery planning.

## Jurisdictional/statutory boiler, pressure vessel and machinery inspection

We provide audit and jurisdictional reports according to various regulatory code requirements for equipment Certificate of Operation renewals. We can provide this service for the following countries: Canada, Ireland, the United States and the United Kingdom.

## Environment of Care (EOC) reviews

We can review your Joint Commission required management programs (EOC) and conduct a review of your Statement of Conditions. Our

service, which takes a consultative approach, combines our traditional Highly Protected Risk (HPR) survey with our knowledge of Joint Commission standards.

## Property valuation services

We can help you establish proper values for your building structures and personal property, particularly machinery and equipment. Our appraisers average 25 years of experience in setting values for property and business income exposure for healthcare providers and can offer the level of service you need, from telephone consultations to a detailed field appraisal.

## Absence management

Zurich's absence management program is a customizable, end-to-end process with pre-injury, injury management and return-to-work solutions designed to help you take control of employee absence and disability costs. Typical program services include developing a physician network, creating transitional work assignments and job descriptions and developing a return to work program.

## Fleet services

Zurich has a worldwide network of fleet specialists with roots deep in the transportation industry. We offer healthcare providers a wide assortment of tools and training to help you in critical areas of controlling your fleet exposure, such as tools to help you identify poor drivers and the subsequent training to help all drivers improve their skills.

For additional information about Zurich Services Corporation's services for healthcare providers, contact your Zurich representative or visit [www.risk-engineering.com](http://www.risk-engineering.com).

### Zurich Services Corporation

1400 American Lane, Schaumburg, Illinois 60196-1056  
800 982 5964 [www.zurichservices.com](http://www.zurichservices.com)

Zurich Services Corporation  
Risk Engineering



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Quality-Assured Solutions Provider

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