

# Spotlight<sup>on</sup> Success



## Saint Joseph's University

Targeted risk management plan achieves sustainable workplace safety improvements & reduces university's total cost of risk



In 2011, the Saint Joseph's University risk management team set its sights on a new and committed approach to cost control. Leveraging the higher education expertise of its commercial insurance risk management partners PMA Companies and Aon Risk Solutions, the team collectively developed and implemented a targeted plan for results. The challenge was formidable but the goal was simple—improve Saint Joseph's workplace safety and reduce its total cost of risk.

### Partnership Results

- 2016 recipient of PMA Risk Control Risk Management Excellence Award
- Identified opportunities for risk improvement & launched slip/fall & strain prevention orientation & refresher safety training for employees in loss leader departments
- Designed & implemented a formal return to work program underpinned by an innovative database of restrictions & modified-duty jobs by department
- 71% reduction in lost-time claims frequency rate 2011-2016
- Improved to same-day reporting of all injuries
- 86% average PPN penetration rate since 2012
- \$1.5 million in medical bill savings since 2012

## Saint Joseph's University partners say...

*"I'm proud of the accomplishments our team has achieved, thanks in no small part to the valuable assistance and expertise of our partners at PMA (particularly Heather Smith) and Aon."*

— Nancy DuBoise

*Director of Employee & Labor Relations, Saint Joseph's University*

*"I am grateful for the collaboration between PMA and SJU, and the way it has transformed St. Joseph's workers' compensation program."*

— Tenisha McDowell

*Senior HR Assistant, Employee Relations & Leave, Saint Joseph's University*



*"Through unparalleled commitment and collaboration with PMA Companies to improve workplace safety, St. Joseph's University has become a helmsman for organizational safety in higher education."*

— Heather Smith

*Strategic Consultant, Risk Control  
PMA Companies*

*"The level of commitment and dedication from the St. Joe's team is astounding and has been the key in facilitating a best-in-class workers' compensation program. Aon is proud to be a partner of St. Joe's."*

— Aimee Jorfi

*Account Executive, Commercial Risk  
Aon Risk Solutions*

### About Saint Joseph's University

Founded by the Society of Jesus in 1851, Saint Joseph's University advances the professional and personal ambitions of men and women by providing a demanding, yet supportive, educational experience. Saint Joseph's has two principal academic colleges – the College of Arts and Sciences and the Erivan K. Haub School of Business. In total, Saint Joseph's University offers over 55 undergraduate day majors and 50 minors and over 30 degree completion and certificate programs, including online options. Graduate programs (in business or arts and sciences) include over 40 areas of study with many programs offering both campus-based and online delivery options. Special programs include Study Abroad, Honors Program, Cooperative Education Program, Summer Scholars, Service-Learning, and Faith-Justice Studies.

### About PMA Companies

With over 100 years of experience, we are a trusted leader and recognized expert in commercial risk management insurance solutions and services. We specialize in workers' compensation and holistic TPA services. With a relentless focus on clients, we work with them to jointly tackle the risk management challenges that impact their total cost of risk and business results. Our service-driven culture is one of accountability, teamwork, and performance—so every day, every employee is working hard on behalf of our clients. PMA Companies includes PMA Insurance Group, PMA Management Corp., and PMA Management Corp. of New England. Headquartered in Blue Bell, Pennsylvania, PMA Companies is part of the Old Republic General Insurance Group ([www.oldrepublicinsurancegroup.com](http://www.oldrepublicinsurancegroup.com)), the largest business segment within the Old Republic International Corporation (NYSE: ORI), one of the nation's 50 largest publicly held insurance organizations.