

Spotlight^{on} Success



Rochester Regional Health

Integrated health systems leverage holistic risk management best practices to improve employee safety and reduce their total cost of risk

ROCHESTER
REGIONAL HEALTH



Joining Rochester General and Unity Health systems to form Rochester Regional Health was a natural fit, an integration built upon a shared passion and vision for healing the region's sick and injured. It also created a unique risk management opportunity wherein the new system could leverage the former systems' best practices and create synergies for continuous improvement. Since 2014, Rochester Regional Health has endeavored to make holistic employee safety programs part and parcel of the business it knows best — caring for people.

Partnership Results

- **Zero slip & falls in 2016** | System-wide safety shoe program nets zero events in targeted departments
- **45% fewer** | Claims related to patient handling
- **57% discount** | Medical cost containment programs saved the system \$4.2 million on billed medical charges 1/1/2014-6/1/2017
- **20% savings** | Pharmacy benefits management saved system nearly \$550,000 on prescriptions in 1/1/2014-6/1/2017
- **\$9.75 million** | Procured by PMA through Excess, Special Funds, and Subrogation recoveries since 2010

2017 Teddy Award Winner

Rochester Regional Health recently earned one of the most coveted honors in the workers' compensation industry.

For more than 20 years, *Risk & Insurance*® has used its Theodore Roosevelt Workers' Compensation & Disability Management Award (Teddy Award for short) to recognize exceptional workers' compensation programs.

Each year, the Teddy judges independently review applications, looking for innovation, flexible approaches, and sustainable results.

Rochester Regional Health's commitment to creating an enterprise-wide culture of safety, health, and wellness for its employees landed them a 2017 Teddy Award.

“It's been important for us to standardize our risk management efforts enterprise-wide, but also to preserve the community and autonomy within each facility. PMA has helped us approach this effort holistically, always with the best interests of our employees and organization driving the strategy—the positive results of which are improving our system in large and small ways every day.”

— Monica Manske

Senior Manager, Workers' Compensation & Employee Safety/Ergonomics
Rochester Regional Health



About Rochester Regional Health

Rochester Regional Health is an integrated health services organization serving the people of Western New York, the Finger Lakes and beyond. The system includes five hospitals; primary and specialty practices, rehabilitation centers, ambulatory campuses and immediate care facilities; innovative senior services, facilities and independent housing; a wide range of behavioral health services; and Rochester Regional Health Laboratories and ACM Global Laboratories, a global leader in patient and clinical trials. Rochester Regional Health is the region's second largest employer. Learn more at RochesterRegional.org.

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), the largest business segment within the Old Republic International Corporation (NYSE: ORI), one of the nation's 50 largest publicly held insurance organizations.

