



# Safety is at the Heart of the Matter for Rose Hill Management Co.

It's a warm afternoon at HeartHomes Assisted Living in Pasadena, Maryland. Excitement fills the air as a new game of bingo is about to begin.

But it's not the residents who are playing this time – it's the staff. The game they play is called "Safety Bingo" and it's no less competitive than the seniors' game. In this game, however, staff can only play as long as they remain injury-free. It's a novel idea intended to motivate the staff into working safely each day.

"It really works," reports President Jamie Weyand, "and it reinforces our best safety practices." Catrina Johnson, Administrative Supervisor, who "directs" the new twist to the old game, explains that Safety Bingo motivates her staff so much that they try to "catch" each other performing unsafe work practices in order to disqualify competitors and thus gain a strategic advantage. "But it's not so much about the prizes as it is about the recognition for being safe," she says.

HeartHomes Assisted Living in Pasadena provides care for 16 residents with the oldest resident being 94. Catrina Johnson heads a staff of 11, all of whom are women. They include geriatric nursing assistants (GNAs), Certified Medical Technicians (CMTs) and a Registered Nurse (RN) who visits the facility regularly.



**"We stress the 'safest way' to do things, not the easiest way."**

Rose Hill Management President Jamie Weyand

Jennifer Lewis, Rose Hill Management was able to reduce losses and lower its experience rating. Its workers' compensation premium was reduced accordingly by IWIF, and now costs the company much less than what it did three years ago.

"Mary's done a great job of coaching them," explains agent Peter Hoffberger, of The Hoffberger Insurance Group. "She gives a lot of practical advice. Mary and Jamie, who also wears the hat as the risk manager, work well together as a team."

"We haven't had any injuries at this facility," Jamie adds, "largely because of our effective safety practices. We really value IWIF's risk management services." ■

Rose Hill Management, who operates the Pasadena facility as well as seven other assisted living facilities in central Maryland, earned a "Safety Saves With IWIF Premier Partnership Award" for its excellent safety record over the last three years.

With the help of IWIF Loss Control Consultant Mary Smith and IWIF Claims Adjuster

Left to right, Mary Smith, IWIF Loss Control Consultant; Jennifer Lewis, IWIF Claims Adjuster; Jamie Weyand, President, Rose Hill Management; Peter Hoffberger, The Hoffberger Insurance Group, Baltimore; and Catrina Johnson, Administrator, HeartHomes Assisted Living, Pasadena.

## Among Rose Hill Management's effective policies in place are:

- Effective hiring practices – The company does a thorough background check on each applicant.
- Pre-employment drug testing policy
- Low employee turnover rate
- Coaching and training from IWIF Loss Control Consultants
- Regular safety trainings – In addition to annual safety training on blood-borne pathogens, IWIF also conducts regular trainings on proper lifting techniques and other issues relating specifically to health care workers.
- Prompt injury reporting policy
- Safety outside the facility – Management is quick to shovel snow and ice from walkways and parking lots in winter to minimize this exposure.
- Light-duty employment is offered at all of Rose Hill Management's facilities.