



SPOTLIGHT ON SUCCESS

Thompson Health System

A fierce commitment to the safety and well-being of their 1,800 associates and strong partnerships created workers' compensation excellence

Nestled in the beautiful Finger Lakes area of New York, Thompson Health serves more than 215,000 residents each year through its hospital and continuing/senior care communities. In 2011, Thompson Health teamed up with insurance broker, Brown & Brown, and PMA Companies for their workers' compensation insurance and services. The result? An award-winning program rooted in excellence, best practices, and a spirit of continuous improvement that puts their associates' needs in the forefront.

Thompson Health utilizes PMA's strategic approach to workers' compensation that integrates a full portfolio of risk services. In partnership with PMA Risk Control, they enacted dynamic safety programs, including a restructured employee safety committee, a safe patient handling program empowering all associates to have a voice in safety practices, and robust use of PMA analytics to target their most challenging loss areas. Thompson now outperforms their healthcare industry peers in workers' compensation claim frequency rates.

PMA Claims and Managed Care Services round out Thompson's winning playbook. Keys to their success include excellence in claims resolution strategies, enhanced claims reporting leading to actionable trending analysis, and a top-notch light-duty program transitioning injured workers back to employment. ★

UR Medicine | Thompson Health is widely recognized as a provider of high-quality medical care. They are an award-winning, non-profit healthcare system that began as a small community hospital more than 100 years ago. Today they are the premier healthcare provider for more than 215,000 people in upstate New York's greater Finger Lakes area. They have more than 650 practitioners and more than 1,800 associates offering a full range of healthcare services.

PARTNERSHIP RESULTS

(2018-2021 POLICY YEARS)

68% decrease in lost-time claim frequency rate

47% decrease in medical-only claim frequency rate

55% decrease in total non- $\$0$ frequency rate

92% average claims closing ratio (since 2011)

PMA Risk Management Excellence Award



“Partnering with PMA on our workers' compensation program has proven to be a highly effective business strategy. Keeping our associates safe is of the utmost importance, always, and PMA's role in this commitment cannot be understated. They help us to be the type of employer we strive to be, offering an environment in which our associates can thrive and provide our community with exceptional care.”

Jennifer DeVault

Vice President of Associate Services/Wellness, Thompson Health

“The long-term partnership of Brown & Brown, Thompson Health and PMA Companies has proven to be very successful. We are proud to be part of this outstanding workers' compensation program and support Thompson's strong commitment to their employees.”

Bill Balderston

Senior Account Executive, Brown & Brown

For additional information, please contact your PMA Representative, call us today at **800.222.2749** or visit **PMACOMPANIES.COM**

PMA COMPANIES (PMA) is a trusted leader and recognized expert in commercial risk management insurance solutions and services. PMA specializes in workers' compensation, commercial auto, general liability, and commercial package & umbrella coverages as well as offering claims administration and risk management services through PMA Management Corp. (PMAMC), its wholly owned TPA. PMA's issuing insurance companies are Pennsylvania Manufacturers' Association Insurance Company, Manufacturers Alliance Insurance Company, and Pennsylvania Manufacturers Indemnity Company. PMA is part of Old Republic International, a Fortune 500 company (NYSE: ORI). **ORIG.COM**

