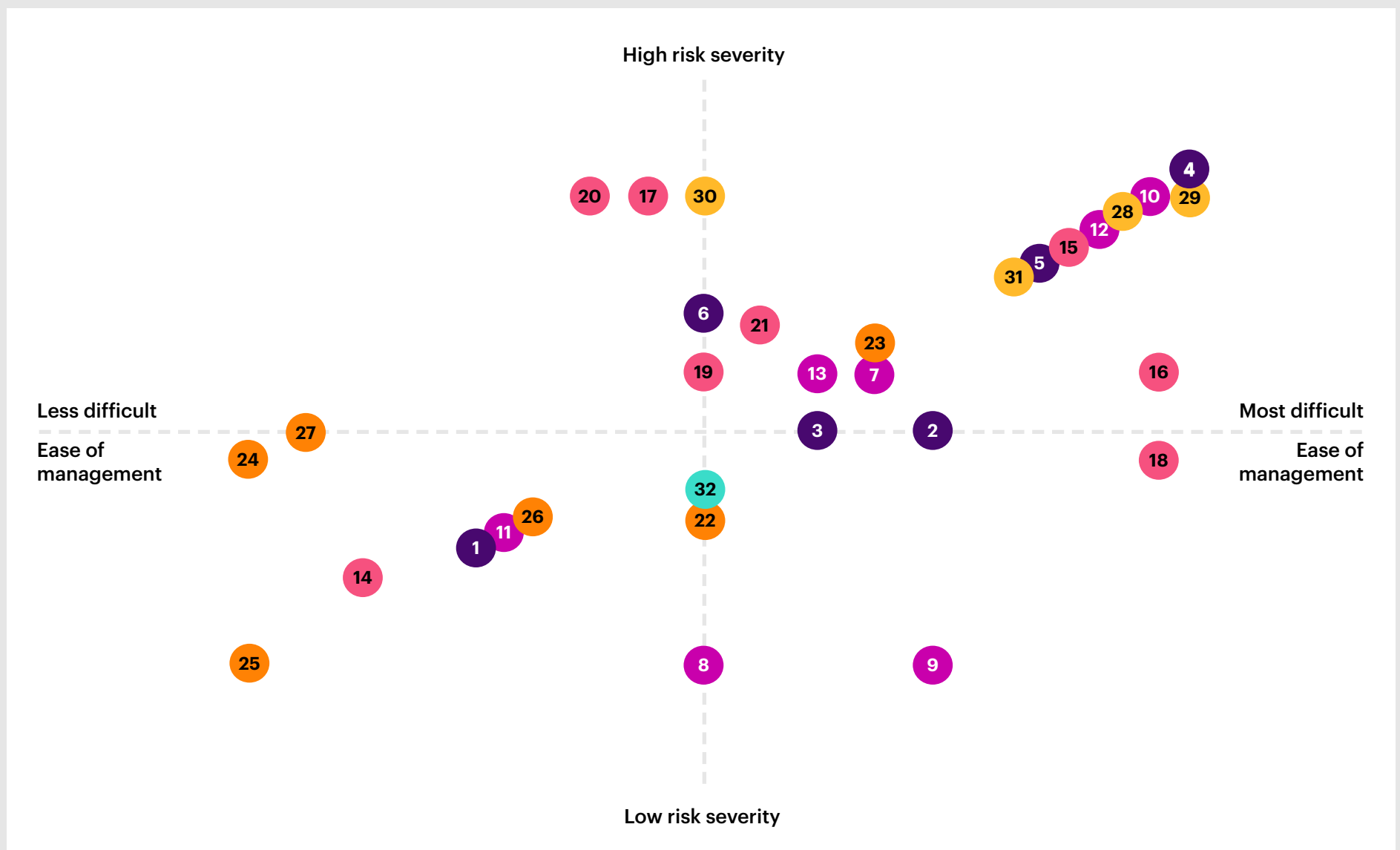


# Senior living risk priorities



## Regulatory complexity & enforcement

- 1 Change in, or failure to comply with legal & regulatory requirements (i.e. CMS, OIG, state requirements)
- 2 Federal and state healthcare legislation
- 3 OSHA compliance
- 4 Staffing regulations, including DE&I (Diversity, Exclusion & Inclusion)
- 5 Increasing regulatory requirements for assisted living and memory care
- 6 Resident abuse/neglect

## Cyber and artificial intelligence risk

- 22 Design, training and implementation of electronic systems
- 23 Privacy and security risk
- 24 System failure / network outage
- 25 Data quality, accessibility & integration
- 26 Digital health data bias and misuse
- 27 Targeted hacking and Ransomware attacks

## Tort reform and market challenges

- 7 Competitor expansion, acquisition or other strategic actions/loss of market share
- 8 Unit availability for Medicaid residents
- 9 Supply, demand and affordability of senior housing
- 10 Natural events, extreme weather events and emergency preparedness (i.e. hurricanes, tornadoes, wildfires, natural disasters, pandemics, convective storms etc.)
- 11 ESG (Environmental, Social and Governance)
- 12 Terrorism and political violence — civil unrest, active assailant, etc.
- 13 Lack of meaningful tort reform — effectiveness, challenges to effectiveness

## Global talent and skills race

- 28 Ability to attract & retain qualified personnel
- 29 Employee mental health — engagement, burn-out, morale, accountability, culture
- 30 Workplace violence including active assailant
- 31 Hiring, onboarding and training of staff to maintain competency

## Financial risk

- 14 Loss of, or decrease in, reimbursements to Medicaid and Medicare programs, and managed care payment deficits
- 15 Resident financial capacity and economic downturn (i.e. census, pandemic, etc.)
- 16 Insufficient access to, or increasing cost of, capital
- 17 Catastrophic resident injury, widespread negative outcomes, or system quality issues
- 18 Resident satisfaction and surveys, resident grievances and resolution
- 19 Affordability and availability of insurance coverages (property, general liability, professional liability, etc.)
- 20 Supply chain risks — supply availability, supplier diversity, costs, volatility
- 21 Pharmaceutical and other third-party provider risks — outside vendors, drug shortages, etc.

## Innovative business models

- 32 Aging infrastructure, HVAC, equipment, and business disruptive event

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### **Source:**

The information and data contained in this publication comes from a variety of sources including a review of closed claims data, anecdotal information from interviews, peer-reviewed research, various risk management third-party resources such as, but not limited to, [ECRI](#) and [American Society of Healthcare Risk Management \(ASHRM\)](#), discussions with various healthcare underwriters, OSHA regulations and garnered from general industry and professional knowledge and experience from associates in the WTW healthcare and life science industry vertical team.

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