

FOCUS ON THE FUTURE

EVERY RISK LANDSCAPE
HAS ITS CHALLENGES.



From providing quality care to managing staff and patient safety, to integrating new technologies and building resilience, the Healthcare industry has been tested like never before. As you work to continually improve operations, Travelers can protect and help you manage the risks that can disrupt your progress. We provide customized solutions and industry-specific services using our deep expertise insuring Healthcare facilities.

See how we can help you manage 11 healthcare industry risks:

THE RISKS	THE INSURANCE SOLUTIONS
Cyber Risks	CyberRisk*
Directors and Officers Exposure	Private Directors & Officers*
Employee Injuries	Workers Compensation
Employment Practices	Employment Practices Liability*
Equipment Failures	Equipment Breakdown
International Travel	<i>Global Companion</i> SM
Mobile Medical Units	Inland Marine
Slips, Trips and Falls	General Liability
Vehicle Accidents	Commercial Automobile
Visitor Injuries	Umbrella and Excess Casualty
Weather and Unexpected Events	Commercial Property

*Available through Travelers Bond & Specialty Insurance

To learn more, visit travelers.com.



CYBER RISKS

For any organization, one paralyzing data breach is all it takes to impact customer privacy and impede a company's ability to function. A network glitch, a lost laptop – or even the act of storing sensitive data at an offsite warehouse – can leave your business vulnerable.

THE SCENARIO: Phishing Email

An employee opens a phishing email that infiltrates the company's centralized network. Antivirus software fails to keep out the malicious code, exposing both PII (Personally Identifiable Information) and PHI (Protected Health Information) including client names, addresses, financial data and medical records.

THE SOLUTION: CyberRisk*

Travelers **CyberRisk** provides coverage solutions for forensic investigations, litigation expenses, regulatory defense expenses/fines, crisis management expenses, business interruption and cyber extortion. And protection doesn't end after a breach, with Betterment coverage that provides for costs to improve a computer system after a security breach, when the improvements are recommended to eliminate vulnerabilities that could lead to a similar breach.

*Available through Travelers Bond & Specialty Insurance

DIRECTORS AND OFFICERS EXPOSURE

Privately held organizations and the people who lead them are vulnerable to a multitude of Directors & Officers exposures. To attract and retain qualified executives and board members, it's crucial to be prepared with the right coverage.

THE SCENARIO: Stealing Trade Secrets

A mid-sized company attracted four employees from a larger competitor. The mid-sized company soon began selling products similar to their rivals – but at a lower price – prompting the larger competitor to sue the directors and officers of the mid-sized company for stealing trade secrets and customer lists. After two and a half years of legal battles, the case was settled for millions.

THE SOLUTION: Directors & Officers Liability*

Travelers' **Private Directors & Officers (D&O)** coverage helps cover defense costs and damages (awards and settlements) when claims are asserted against the company or its directors, officers, or employees for actual or alleged wrongful acts. D&O coverage helps protect company assets and personal assets, as well as mitigates the opportunity costs lost due to lengthy and costly litigation.

*Available through Travelers Bond & Specialty Insurance

EMPLOYEE INJURIES

When evaluating workplace risks, consider the challenges of changing demographics. A multigenerational workforce may have unique exposures. Travelers can help you minimize work-related injuries with key programs and coverage that can help emphasize employee safety.

THE SCENARIO: At-Work Injury

A nurse suffers a debilitating back injury while lifting and transferring a patient from a hospital bed to a wheelchair. Unable to return to work during recovery, the employee files a workers compensation claim.

THE SOLUTION: Workers Compensation

Lifting injuries, needlesticks or sharps injuries, slips, trips and falls – the list of job hazards in healthcare can be numerous. As the No. 1 writer of **Workers Compensation** policies in the U.S.,* Travelers provides essential coverage and return-to-work services, including **MyTravelers® for Injured Employees**, **ConciergeCLAIM®** Nurse and **Workforce Advantage®**.

*2018, National Association of Insurance Commissioners (NAIC) Property/Casualty Market Share report

EMPLOYMENT PRACTICES

With workforce dynamics continually changing, employment-related claims impact organizations of every size and in every industry. Claims can disrupt businesses, hurt employee morale, damage reputations and cost businesses financially ... even before going to court.

THE SCENARIO: Wrongful Termination

An employee files a claim against an employer alleging their job was terminated without warning following a vacation and subsequent illness. The former employee also stated their supervisor made inappropriate remarks regarding their health. The company pays substantial defense and settlement costs.

THE SOLUTION: Employment Practices Liability*

While it's not always easy to anticipate what can trigger an employment claim, it's important to have the right protection in place. Whether brought by an employee or a government regulator, an employment-related claim can cost a business financially and operationally. Travelers **Employment Practices Liability** coverage can provide your business with financial protection for defense and other covered expenses, as well as a dedicated claim professional to help navigate an often complex claim and a local outside attorney.

*Available through Travelers Bond & Specialty Insurance

EQUIPMENT FAILURES

From high-end diagnostic tools to specialized medical devices, today's healthcare organizations are heavily dependent on equipment. Even with proper maintenance and protocols in place, sudden malfunctions can occur, compromising patient safety and care.

THE SCENARIO: Aging Generator

Though regularly maintained, a hospital's generator fails due to an electrical short, resulting in the loss of medications stored in the facility's refrigerators and the need to establish alternate plans for incoming pharmaceuticals.

THE SOLUTION: Equipment Breakdown

Today's diagnostic and other critical equipment can be outfitted with highly sensitive components that make them more susceptible to failure. **Equipment Breakdown** insurance can cover losses stemming from sudden malfunctioning. These costs could include the repair or replacement of damaged equipment, lost revenue and costs to lease temporary replacements.

INTERNATIONAL TRAVEL

Should you or an employee fall ill or be involved in an accident while traveling internationally for work, it can be important to consider coverage that is consistent with U.S. standards. Protection that combines property and liability coverage can create a solution for international exposures.

THE SCENARIO: A Trip Interrupted

An employee suffers injuries in a car accident shortly after arriving in Hong Kong for a medical symposium. Diagnostic tests reveal an immediate need to travel back to the U.S. Unexpected expenses and consequences include airport transportation, a business class airline ticket and a lengthy out-of-work recovery.

THE SOLUTION: Global CompanionSM

Global CompanionSM is international coverage that includes the combined power of Property and General Liability plus standard coverages and services, like Foreign Voluntary Workers Compensation, Automobile, Accidental Death and Dismemberment, and more.

MOBILE MEDICAL UNITS

Portable medical equipment can be expensive to replace. In transit, it can be exposed to damage that may not typically be encountered in the confines of an office, clinic or facility.

THE SCENARIO: Lost in Transit

The driver of a mobile medical van is involved in an auto accident that results in damage to portable diagnostic equipment and loss of medications.

THE SOLUTION: Inland Marine

When your medical equipment leaves your property and moves from location to location, the risks of damage can increase. The cost to replace portable devices and full-sized machines damaged during transport can be significant. **Inland Marine** coverage helps increase your property coverage by better targeting your equipment transport risks. It can also cover transported equipment or valuables belonging to a third party, including patients.

SLIPS, TRIPS AND FALLS

Slips, trips and falls can be the most common injury to visitors and can turn into costly claims for your facility. Getting ahead of the risks can include identifying hazard-prone areas like a shiny lobby floor, wet surface or leaky roof.

THE SCENARIO: A Debilitating Fall

A visitor slips and falls on a facility's icy front steps, suffering a broken ankle that requires several surgeries. The visitor sues the facility for damages and medical costs.

THE SOLUTION: General Liability

General Liability protection safeguards your business assets and covers your legal obligations by providing protection when someone claims your organization has caused them physical harm or damaged their property. Safety training and education can be one of your first lines of defense. Travelers customers can benefit from our On-site, Online, On-Demand risk control approach, featuring safety programs, customized consulting and training services.

VEHICLE ACCIDENTS

Today, distracted driving is a dangerous and common occurrence, yet many businesses depend on their drivers and the decisions they make on the road. Vehicle accidents can be among the costliest of injury claims for your healthcare organization.

THE SCENARIO: A Slippery Slope

An employee drives the company's van to drop off a package at the post office. Mid-morning flurries lead to poor road conditions. The van loses traction while approaching a stop sign, colliding with an oncoming car. Both drivers suffer injuries.

THE SOLUTION: Commercial Auto

Commercial Automobile insurance provides liability protection for vehicles owned by or used in your business. Vehicles can include ambulances, passenger vans and shuttles, personal autos and mobile medical units.

VISITOR INJURIES

In today's litigious environment, additional insurance protection can be crucial to your business, particularly when a claim exceeds its primary insurance limits. Frequent visitors to your facility may place you at greater risk for accidents.

THE SCENARIO: A Delivery Fall

A medical supply delivery person sustains a head injury after slipping and falling on a facility's freshly mopped wet floor. The facility is sued for damages that exceed the limits of the organization's General Liability policy.

THE SOLUTION: Umbrella and Excess Casualty

Lawsuits can occur with surprising frequency for injuries that are small or severe, resulting in legal settlements and judgments that can surpass the limits of your primary insurance policies. **Umbrella and Excess Casualty** coverage provides an extra layer of protection above the limits of your primary policy.

WEATHER AND UNEXPECTED EVENTS

Natural disasters and severe weather events across the country highlight the need to properly protect your facility, including the assets and equipment in it.

THE SCENARIO: An Unexpected Storm

A severe storm rolls through a rural valley without warning. Severe wind gusts affect neighborhoods and businesses, including a healthcare facility. Patients are safely cared for, but valuable equipment is damaged.

THE SOLUTION: Commercial Property

From hurricanes to wildfires, extreme weather and fire can strike at any time. When a disaster happens, your whole building and everything in it could be damaged. Having the right **Commercial Property** coverage could mean the difference between a minor disruption to operations and a major financial loss.



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The Travelers Indemnity Company and its property casualty affiliates. One Tower Square, Hartford, CT 06183

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