



Senior Living Risk Management Training Video Series

Willis Towers Watson's Senior Living Center of Excellence has created a series of customized videos to help coach your associates by demonstrating practical tools and techniques that reinforce a culture of safety within your communities. These videos have been developed by our senior living team of experts, including a certified safety professional, registered nurse, occupational therapist and physical therapist assistant. Our library of topics have been developed specifically for senior living and provides a powerful coaching tool for your communities to deliver content to staff in brief informative videos.

Forgetting versus repetition retention

You want your employees to know how to perform the desired behaviors in every situation, and you want a culture that establishes best practices as core values. Herman Ebbinghaus, a German psychologist, was the first person to describe the "learning curve." He also described the "forgetting curve" and the "spacing effect." The forgetting curve suggests that more than 40% of material is lost in the first 20 minutes following instruction; the spacing effect suggests that learning is greater when study is spread over time. With online video coaching you can leverage these effects to drive more desired behaviors, a better safety culture and improved outcomes.

Improving behavior and culture

Delivering small amounts of information more frequently and conveniently is the secret to increasing desired employee behavior and improving site and company safety culture. Our video training library is constantly expanding to include more risk management content on topics that are important to senior living.

Our video library includes over twenty-five videos within the following categories: ergonomics, resident moving and positioning, resident care, facility and employee safety.

Ergonomics

- Intro to Ergonomics
- Warm-up and Stretch
- Office Ergonomics
- Proper Lifting Techniques

Resident Moving and Positioning

- Resident Transfers
- One Caregiver Manual Transfer
- Two Caregivers Manual Transfer
- Stand Assist Device
- Sit to Stand Lift
- Full Body Lift
- Transfer Belt and Fall Recovery

Resident Care/ADL Assistance

- Toileting
- Showering
- Resident Resistive Behavior

Departmental Safety

- Kitchen Safety
- Housekeeping Safety
- Laundry Safety
- Maintenance Safety
- Transportation Safety - Safe Resident Boarding

General Safety

- Site Safety Awareness
- Infection Prevention and Sharps Safety
- Slip, Trip, and Fall Prevention

How to access the video training

Previews are available for the training videos. There are several options available to access the video library, including integration with your learning management system (additional fees may apply). Contact your Willis Towers Watson account executive to discuss the best option for your organization.

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About Willis Towers Watson

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 45,000 employees serving more than 140 countries and markets. We design and deliver solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas – the dynamic formula that drives business performance. Together, we unlock potential. Learn more at willistowerswatson.com.



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