

Industry Perspective on Risk Management

Survey Summary Report



Senior living providers have turned their attention to risks related to the coronavirus. However, existing issues have not gone away, and providers depend on a diverse workforce to maintain safe senior living communities creating new and challenging problems for the industry to solve.

Introduction

This survey aims to collect information from industry professionals and gauge educational opportunities on the topic of Risk Management. We wanted to understand the current level of awareness on the topic of Risk Management based on the individual, their position and the size of their current organization.

Participant Demographics

We received 134 responses to our survey and respondents represent a diverse perspective throughout the industry.

Occupation Level	Number of Total Responses
Community Manager / Department Leader	64
VP/Executive Leadership	26
Other	22
Regional Leadership	17
Direct Line Staff Member	2
TOTAL	130

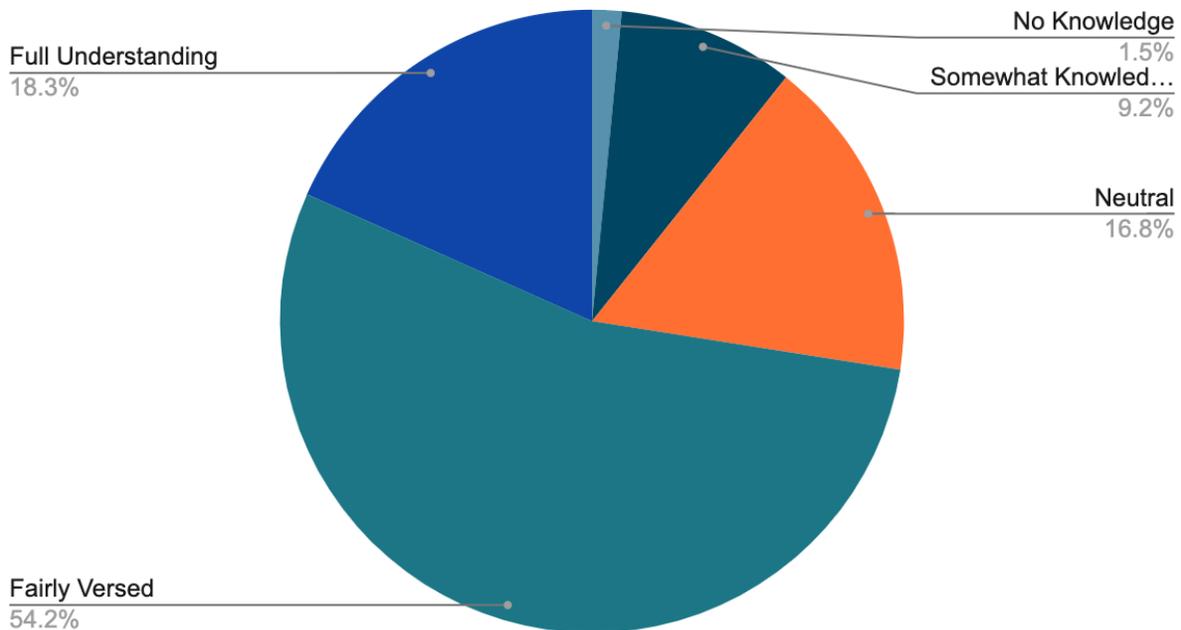
Participants also represented the diverse spectrum of TALA Membership and responses were received from leaders at Communities ranging from 0-16 Units to 91+ Units.

Community Size - Unit Count	Number of Total Responses
Small (0-16 Units)	14
Small to Medium (17-32 Units)	7
Medium (33-60 Units)	31
Medium to Large (61-90 Units)	29
Large (91+ Units)	33
Not Applicable	17
Total	131

Participant Reported Knowledge of Risk Management:

While the topic of Risk Management is broad, we wanted to understand people's subjective assessment of the topic to gauge interest in potential educational opportunities.

Self Assessment: Knowledge of Risk Management



Participant Reported Interest in Risk Management:

This inquiry aimed to understand the interest of senior living industry professionals in continuing education opportunities focused on the topic of risk management. Out of the 134 participants, 74% of the respondents indicated that they are either Very Interested or Extremely Interested in learning more about risk management.

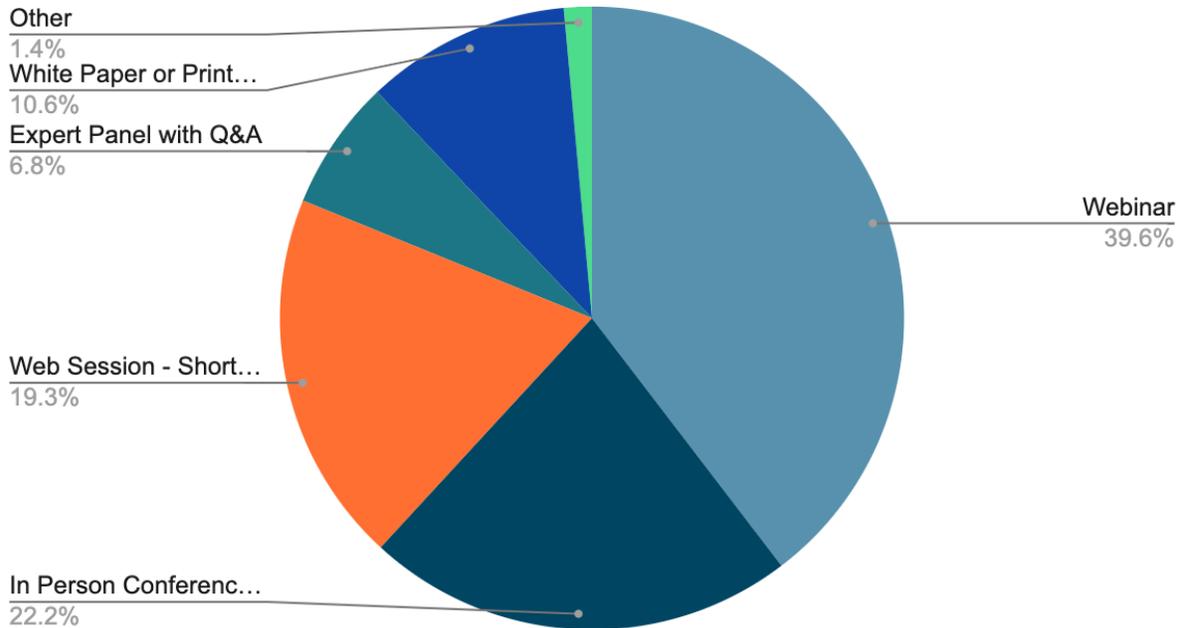
Respondents indicated the following topics were priorities to their organization, listed with the highest priority first:

- Legal and Compliance
- Employee Training
- Understanding Risks related to Recruiting and Retention

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- Workplace Safety
 - Asset Management: Physical Plant and Equipment
 - Cyber Security

Respondents indicated their preference for the following modes of continuing education:

Preferred Method of Continuing Education



Recommendations to TALA Membership:

Based on the information gathered from the survey, the sub-committee recommends the following actions:

1. A quarterly webinar series focused on Risk Management Topics utilizing industry partners, guest experts, and community leaders to share best practices, trends, and information. Topics of the webinar should relate to the priority items indicated by survey respondents.
2. The addition of a risk management-related session at the 2022 TALA Annual Conference.
3. Review of the AL Manager Course curriculum to assess the material related to Risk Management. This review should be conducted by members of the TALA Board, the Workforce Development Committee, and industry professionals.

About this Report:

This report is completed and submitted by a sub-committee of the Texas Assisted Living Association Workforce Development Committee and the following individuals contributed to this report:

- Debi Akeroyd, Vice President of People & Operations, Silverpoint Senior Living
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