

## 2009 TOP PERFORMER AWARD Criteria

The Boards of Trustees want to congratulate and acknowledge any members that achieve 2009 TOP PERFORMER status in a big way! The 2009 TOP PERFORMER in each trust will receive a check for \$5,000. Being the Top Performer is a significant way to address using best practices and receive acknowledgement for doing so.

A member must meet the required criteria listed below in order to be considered for the 2009 TOP PERFORMER:

- Timely filing of claims – at least 85% within 14 days of the date of injury for both quarterly and annual percentages.
- Premiums are paid timely.
- Quarterly report information (*FOR DEPARTMENT OF LABOR AND INDUSTRIES*) is returned to accounting timely.
- A proactive approach to claims management (*Responds appropriately and timely*).
- Is participating in our ZERO LIFT aka Safe Patient Handling Program. Is conducting root cause analysis, and is able to document this.
- Takes advantage of educational and training programs – a hospital representative attends or participates in no less than 75% of all educational presentations, whether claims or safety related.
- Appropriate hospital staff participates in scheduled meetings with Workers' Compensation staff.
- The CEO/Administrator must participate in 2-hour hospital “walkaround” safety survey between January/August 31<sup>st</sup> with both the Hospital Safety Officer and WC Safety Coordinator. This includes the CEO signature on results of survey with notes on any improvement and when improvements are to be completed. The WC Safety Coordinator will supply the form to be used. For a small hospital, the “walkaround” survey may be a bit shorter, or for a larger facility, the survey process may be a bit longer.
- RETURN-TO-WORK POLICY:
  - ◆ A written stand-alone policy that contains all the criteria of the preferred characteristics, as determined by the Workers' Compensation Program Staff.
  - ◆ Has been approved by hospital administration (administrator signature required) and is in effect through out all of 2009.
- The member facility has a policy that provides for a thorough and complete evaluation of any and all personal service labor contracts and/or independent contracts for services in 2009. A list of all contracts for 2009 should accompany the policy and show the criteria review date and who reviewed the contracts. This policy must include the four criteria recommended from Anderson Zurmuehlen in our 2007 Financial Audit. This may also include a legal review by the hospital's attorney of all personal service labor contracts and independent contracts. To be counted for 2009, this policy must be on file with the Workers' Compensation Program no later than August 31, 2009.