

2018-2019

# WHCA RETRO Year in Review

## PROGRAM ACHIEVEMENTS

# \$12,963,133

Refunds earned by members this year

## 38%

Overall refund

## 30%

Reduction in  
time-loss days

## 2,160

Claims  
managed

## 95%

Customer  
satisfaction

## \$85,785

Reimbursed to members  
through WHCA's Safety  
Rebate Program

## 2,876

Caregivers, Nurses, and  
Administrators provided  
with in-person training

WHCA Retro is the largest  
long term care group in the state



The Washington Health Care Association is a statewide non-profit trade association representing licensed assisted living communities, skilled nursing facilities, and related business professionals.

The Washington Health Care Association was established to elevate the standards and delivery of services and health care to individuals residing in long term care facilities throughout Washington.

# NEW BENEFITS & HIGHLIGHTING SAFETY



## New for 2019-2020

### No more upfront retro fees!

What this means to you:

- Members Only - starting in July you will not get monthly billing to participate, you just need to keep your membership current.
- Refund distribution will be 100% performance based. The lower your claim costs, the more refund you can potentially earn.
- Keep more of your money up front!

## 2018-2019 Highlights

### Safety

- 136 locations trained on how to prevent the most common injuries
- 228 safety engagements to members
- Assistance with Accident Prevention Plans
- NEW - Employer-specific on-site claims and safety services that address claim frequency

### Stay at work

Last year WHCA members received \$46,000 in SAW reimbursements.

### Additional services (not included in your Retro fees)

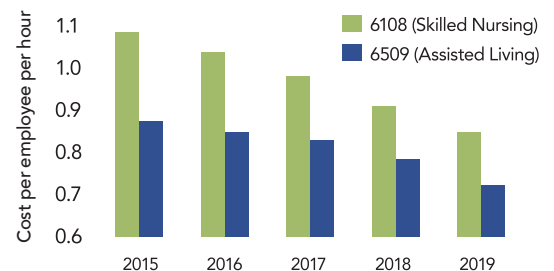
- DOSH citation mitigation
- Stay at Work application assistance

**Please call ERNwest for more information and pricing**

## Leading the industry and reducing rates for everyone!

Attention to safety and claims costs helped reduce the overall hourly rates for the entire industry.

### Hourly rate reduction



**We are here to help. Please contact us with any questions or concerns.**

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