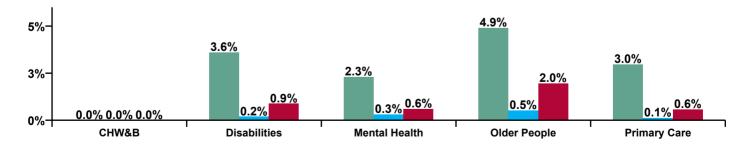
June 2020

CHO 9 Absence Rate - by Staff Category: Jun 2020	Certified absence	Self- certified absence	COVID-19 absence	Total absence rate	Certified	Self- certified	COVID-19
CHO 9	3.4%	0.2%	0.9%	4.6%	74.6%	5.4%	20.0%
Medical & Dental	1.5%	0.0%	0.5%	2.0%	75.0%	1.9%	23.1%
Nursing & Midwifery	3.6%	0.3%	1.3%	5.3%	68.3%	6.3%	25.4%
Health & Social Care Professionals	2.9%	0.1%	0.4%	3.4%	83.7%	3.4%	12.9%
Management & Administrative	2.4%	0.2%	0.3%	2.8%	83.9%	5.9%	10.2%
General Support	4.4%	0.4%	1.8%	6.6%	66.6%	6.1%	27.3%
Patient & Client Care	4.3%	0.3%	1.0%	5.6%	77.4%	5.4%	17.2%

CHO 9 Absence Rate - by Care Group: Jun 2020	Certified absence	Self- certified absence	COVID-19 absence	Total absence rate	Certified	Self- certified	COVID-19
CHO 9	3.4%	0.2%	0.9%	4.6%	74.6%	5.4%	20.0%
Community Health & Wellbeing							
Health Service Executive	5.4%	0.4%		5.8%	92.7%	7.3%	0.0%
Section 38 Voluntary Agencies	3.3%	0.2%	1.0%	4.5%	73.7%	3.5%	22.8%
Disabilities	3.6%	0.2%	0.9%	4.7%	76.9%	4.2%	18.9%
Health Service Executive	4.7%	0.5%	2.4%	7.7%	61.6%	6.6%	31.8%
Section 38 Voluntary Agencies	5.5%	0.6%	0.4%	6.5%	84.1%	9.1%	6.8%
Older People	4.9%	0.5%	2.0%	7.4%	66.3%	7.2%	26.5%
Health Service Executive	2.4%	0.2%	0.7%	3.2%	73.3%	5.4%	21.3%
Section 38 Voluntary Agencies	1.9%	1.1%	0.1%	3.2%	60.7%	34.9%	4.4%
Mental Health	2.3%	0.3%	0.6%	3.2%	71.5%	9.7%	18.8%
Primary Care	3.0%	0.1%	0.6%	3.7%	80.7%	3.4%	15.9%

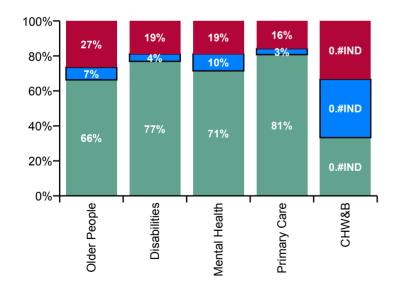
Certified, self-certified & COVID-19: Jun 2020

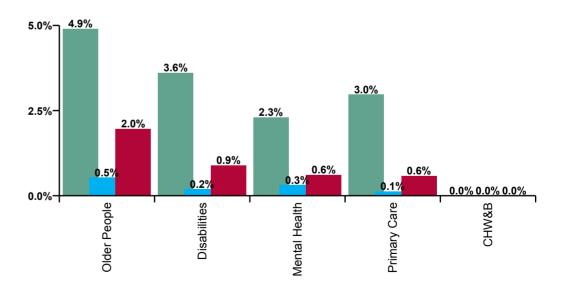


Legend
Certified absence
Self- certified absence
COVID-19 absence

CHO 9 Overall Absence Rate - by Care Group & Staff Category: Jun 2020	Medical & Dental	Nursing & Midwifery	Health & Social Care Professionals	Management & Administrative	General Support	Patient & Client Care
СНО 9	2.0%	5.3%	3.4%	2.8%	6.6%	5.6%
Community Health & Wellbeing			0.0%	0.0%		
Health Service Executive	0.0%	8.2%	4.5%	2.8%	15.5%	3.2%
Section 38 Voluntary Agencies	0.2%	5.0%	3.9%	1.8%	7.0%	5.1%
Disabilities	0.2%	5.8%	3.9%	1.9%	7.2%	4.8%
Health Service Executive	6.2%	9.6%	3.6%	1.6%	6.1%	8.8%
Section 38 Voluntary Agencies	13.3%	4.5%	1.1%	3.8%	9.2%	9.2%
Older People	8.5%	8.4%	2.9%	2.2%	7.1%	8.9%
Health Service Executive	0.6%	3.8%	2.7%	1.4%	5.3%	4.4%
Section 38 Voluntary Agencies	0.0%	2.5%	0.0%	6.1%	4.6%	0.0%
Mental Health	0.6%	3.5%	2.6%	2.3%	5.1%	4.2%
Primary Care	2.5%	4.3%	2.2%	4.0%	5.6%	5.6%

Certified absence	Self- certified absence	COVID-19 absence	Total absence
3.4%	0.2%	0.9%	4.6%
			0.0%
5.4%	0.4%		5.8%
3.3%	0.2%	1.0%	4.5%
3.6%	0.2%	0.9%	4.7%
4.7%	0.5%	2.4%	7.7%
5.5%	0.6%	0.4%	6.5%
4.9%	0.5%	2.0%	7.4%
2.4%	0.2%	0.7%	3.2%
1.9%	1.1%	0.1%	3.2%
2.3%	0.3%	0.6%	3.2%
3.0%	0.1%	0.6%	3.7%





CHO 9 Absence Rate - by Care Group, Staff Category & Absence type: Jun 2020

Community Health & Wellbeing by Staff Category Jun 2020	Certified absence	Self- certified absence	COVID-19 absence	Total absence	Certified	Self- certified	COVID-19
Total	0.0%	0.0%	0.0%	0.0%			

Disabilities by Staff Category Jun 2020	Certified absence	Self- certified absence	COVID-19 absence	Total absence	Certified	Self- certified	COVID-19
Total	3.6%	0.2%	0.9%	4.7%	76.9%	4.2%	18.9%
Medical & Dental	0.2%	0.0%	0.0%	0.2%	100.0%	0.0%	0.0%
Nursing & Midwifery	4.5%	0.3%	1.1%	5.8%	76.9%	4.6%	18.5%
Health & Social Care Professionals	3.3%	0.2%	0.5%	3.9%	84.4%	4.0%	11.6%
Management & Administrative	1.5%	0.0%	0.4%	1.9%	78.7%	2.4%	18.9%
General Support	3.8%	0.1%	3.3%	7.2%	52.9%	1.2%	46.0%
Patient & Client Care	3.8%	0.2%	0.8%	4.8%	78.4%	5.1%	16.5%

Older People by Staff Category Jun 2020	Certified absence	Self- certified absence	COVID-19 absence	Total absence	Certified	Self- certified	COVID-19
Total	4.9%	0.5%	2.0%	7.4%	66.3%	7.2%	26.5%
Medical & Dental	2.4%	0.0%	6.1%	8.5%	28.2%	0.0%	71.8%
Nursing & Midwifery	4.7%	0.5%	3.2%	8.4%	56.4%	6.1%	37.5%
Health & Social Care Professionals	1.0%	0.2%	1.8%	2.9%	34.6%	5.7%	59.8%
Management & Administrative	2.1%	0.1%	0.0%	2.2%	97.4%	2.6%	0.0%
General Support	5.4%	1.1%	0.7%	7.1%	75.0%	14.7%	10.3%
Patient & Client Care	6.9%	0.6%	1.4%	8.9%	77.6%	6.4%	16.0%

Mental Health by Staff Category Jun 2020	Certified absence	Self- certified absence	COVID-19 absence	Total absence	Certified	Self- certified	COVID-19
Total	2.3%	0.3%	0.6%	3.2%	71.5%	9.7%	18.8%
Medical & Dental	0.5%	0.1%	0.0%	0.6%	86.3%	13.7%	0.0%
Nursing & Midwifery	2.3%	0.4%	0.7%	3.5%	66.3%	12.7%	21.0%
Health & Social Care Professionals	2.6%	0.0%	0.0%	2.6%	98.8%	1.2%	0.0%
Management & Administrative	2.1%	0.2%	0.0%	2.3%	91.1%	8.9%	0.0%
General Support	4.2%	0.4%	0.4%	5.1%	82.7%	8.7%	8.5%
Patient & Client Care	2.0%	0.2%	2.0%	4.2%	46.9%	5.7%	47.4%

Primary Care by Staff Category Jun 2020	Certified absence	Self- certified absence	COVID-19 absence	Total absence	Certified	Self- certified	COVID-19
Total	3.0%	0.1%	0.6%	3.7%	80.7%	3.4%	15.9%
Medical & Dental	2.5%	0.0%	0.0%	2.5%	100.0%	0.0%	0.0%
Nursing & Midwifery	2.7%	0.1%	1.5%	4.3%	63.3%	2.9%	33.8%
Health & Social Care Professionals	1.9%	0.0%	0.3%	2.2%	86.9%	0.7%	12.4%
Management & Administrative	3.3%	0.3%	0.4%	4.0%	82.5%	6.9%	10.5%
General Support	5.6%	0.0%	0.0%	5.6%	100.0%	0.0%	0.0%
Patient & Client Care	5.3%	0.2%	0.1%	5.6%	94.8%	3.8%	1.4%

CHO 9 Absence Rate - by Staff Category & Care Group	CHW&B	HSE	S38	Disabilities	HSE	S38	Older People	HSE	S38	Mental Health	Primary Care	Total absence	Certified absence	Self- certified absence	COVID-19 absence
CHO 9: 2020 overall	1.0%	9.4%	6.3%	6.7%	12.0%	11.8%	11.9%	5.8%	5.7%	5.8%	5.9%	7.0%	4.3%	0.3%	2.5%
Medical & Dental		3.1%	1.4%	1.6%	3.6%	14.4%	7.3%	4.1%	1.6%	4.0%	2.6%	3.5%	1.9%	0.1%	1.4%
Nursing & Midwifery		10.6%	6.6%	7.7%	14.7%	13.3%	14.3%	5.8%	5.4%	5.7%	6.9%	8.0%	4.4%	0.3%	
Health & Social Care Professionals	0.0%	7.3%	5.9%	6.0%	4.7%	7.3%	5.5%	4.9%	3.5%	4.9%	4.1%	5.5%	3.5%	0.2%	
Management & Administrative	1.1%	4.7%	3.1%	3.2%	2.4%	2.0%	2.3%	7.1%	4.6%	6.6%	5.6%	4.6%	3.4%	0.2%	
	1.170														
General Support		20.9%	7.9%	8.3%	10.6%	9.6%	10.3%	6.8%	9.1%	7.5%	9.3%	8.7%	6.0%	0.4%	
Patient & Client Care		8.3%	7.1%	7.3%	14.2%	13.5%	14.0%	6.5%	2.0%	6.4%	9.2%	8.6%	6.0%	0.4%	2.3%
Total June:	0.0%	5.8%	4.5%	4.7%	7.7%	6.5%	7.4%	3.2%	3.2%	3.2%	3.7%	4.6%	3.4%	0.2%	0.9%
Medical & Dental		0.0%	0.2%	0.2%	6.2%	13.3%	8.5%	0.6%	0.0%	0.6%	2.5%	2.0%	1.5%	0.0%	0.5%
Nursing & Midwifery		8.2%	5.0%	5.8%	9.6%	4.5%	8.4%	3.8%	2.5%	3.5%	4.3%	5.3%	3.6%	0.3%	1.3%
Health & Social Care Professionals	0.0%	4.5%	3.9%	3.9%	3.6%	1.1%	2.9%	2.7%	0.0%	2.6%	2.2%	3.4%	2.9%	0.1%	0.4%
Management & Administrative	0.0%	2.8%	1.8%	1.9%	1.6%	3.8%	2.2%	1.4%	6.1%	2.3%	4.0%	2.8%	2.4%	0.2%	0.3%
General Support		15.5%	7.0%	7.2%	6.1%	9.2%	7.1%	5.3%	4.6%	5.1%	5.6%	6.6%	4.4%	0.4%	1.8%
Patient & Client Care		3.2%	5.1%	4.8%	8.8%	9.2%	8.9%	4.4%	0.0%	4.2%	5.6%	5.6%	4.3%	0.3%	1.0%
Total May:	0.0%	6.8%	6.4%	6.5%	15.9%	13.7%	15.4%	5.8%	5.9%	5.8%	4.8%	7.2%	3.8%	0.2%	3.2%
Medical & Dental		0.0%	0.0%	0.0%	5.7%	15.0%	8.9%	3.6%	0.0%	3.5%	1.0%	2.6%	1.3%	0.0%	1.3%
Nursing & Midwifery		8.8%	7.2%	7.7%	20.3%	13.9%	18.9%	6.4%	5.4%	6.3%	7.0%	8.8%	4.4%	0.2%	4.3%
Health & Social Care Professionals	0.0%	4.9%	6.0%	5.9%	8.0%	7.9%	8.0%	2.2%	2.8%	2.3%	3.3%	5.2%	2.7%	0.1%	2.4%
Management & Administrative	0.0%	0.0%	3.4%	3.2%	1.8%	3.7%	2.3%	4.6%	8.0%	5.3%	4.6%	4.0%	2.8%	0.1%	1.1%
General Support		26.9%	5.8%	6.4%	13.6%	11.3%	12.9%	4.5%	8.1%	5.5%	6.1%	7.8%	5.2%	0.2%	2.5%
Patient & Client Care		4.5%	7.6%	7.0%	17.4%	20.6%	18.0%	10.5%	0.0%	10.2%	6.6%	9.3%	5.0%	0.2%	4.2%
Total April:	3.2%	15.3%	9.1%	9.9%	25.4%	16.3%	23.1%	8.3%	6.1%	7.9%	8.3%	10.9%	4.3%	0.1%	6.4%
Medical & Dental		3.5%	0.2%	0.3%	5.5%	22.5%	10.5%	6.5%	4.7%	6.5%	2.6%	3.6%	1.3%	0.0%	2.2%
Nursing & Midwifery		16.6%	10.5%	12.2%	34.6%	26.6%	32.8%	8.0%	6.1%	7.7%	11.1%	13.7%	4.3%	0.1%	9.2%
Health & Social Care Professionals	0.0%	12.9%	8.0%	8.2%	7.5%	2.9%	6.2%	8.6%	0.0%	8.3%	7.0%	7.9%	3.5%	0.1%	4.3%
Management & Administrative	3.5%	2.9%	3.3%	3.2%	3.7%	3.2%	3.6%	8.6%	2.0%	7.3%	6.6%	5.3%	2.9%	0.1%	2.4%
General Support		37.6%	13.2%	14.0%	16.2%	6.9%	13.2%	7.9%	11.5%	9.0%	9.8%	12.4%	6.0%	0.1%	6.3%
Patient & Client Care		14.5%	11.3%	11.9%	30.7%	18.7%	27.9%	10.2%	0.0%	9.8%	12.7%	14.5%	6.1%	0.2%	8.2%
Total March:	1.3%	11.3%	8.1%	8.5%	9.2%	21.2%	12.8%	8.1%	8.3%	8.1%	9.2%	9.1%	4.6%	0.3%	4.1%
Medical & Dental		9.3%	3.7%	4.9%	1.8%	30.2%	13.0%	8.5%	4.5%	8.4%	1.8%	8.2%	2.5%	0.2%	5.5%
Nursing & Midwifery		12.1%	7.0%	8.4%	8.5%	24.7%	13.0%	7.5%	8.5%	7.7%	8.5%	8.9%	4.0%	0.4%	4.5%
Health & Social Care Professionals	0.0%	13.5%	9.0%	9.1%	4.7%	21.6%	10.7%	8.8%	7.8%	8.7%	4.7%	9.0%	4.9%	0.3%	3.8%
Management & Administrative	1.5%	5.5%	4.3%	4.4%	2.7%	0.0%	2.0%	10.1%	7.4%	9.5%	2.7%	5.2%	2.7%	0.2%	2.3%
General Support		16.2%	8.4%	8.7%	10.5%	16.8%	12.7%	9.2%	10.2%	9.5%	10.5%	10.0%	6.5%	0.4%	3.1%
Patient & Client Care		10.1%	8.8%	9.0%	12.8%	22.9%	15.7%	7.1%	0.0%	6.8%	12.8%	10.4%	5.4%	0.4%	4.6%
Total February:	0.0%	8.4%	4.7%	5.2%	6.1%	4.8%	5.8%	4.5%	5.7%	4.7%	5.1%	5.1%	4.6%	0.5%	
Medical & Dental		8.3%	5.2%	5.7%	0.4%	0.0%	0.3%	2.3%	0.0%	2.2%	3.0%	2.6%	2.4%	0.2%	
Nursing & Midwifery		8.8%	4.6%	5.8%	6.5%	3.2%	5.7%	4.3%	5.5%	4.5%	5.2%	5.3%	4.7%	0.6%	
Health & Social Care Professionals	0.0%	3.3%	4.5%	4.4%	1.8%	5.5%	3.0%	4.0%	4.2%	4.0%	3.4%	4.1%	3.7%	0.4%	
Management & Administrative	0.0%	8.9%	3.2%	3.5%	1.1%	0.0%	0.8%	8.0%	2.1%	6.9%	5.8%	4.7%	4.3%	0.4%	
General Support		15.7%	6.1%	6.4%	7.8%	7.1%	7.5%	8.4%	10.9%	9.1%	13.5%	7.8%	7.3%	0.5%	
Patient & Client Care		8.6%	5.0%	5.6%	7.7%	4.3%	6.8%	3.2%	0.0%	3.0%	7.3%	5.7%	5.1%	0.6%	
Total January:	1.2%	8.5%	4.6%	5.2%	6.4%	4.0%	5.9%	4.7%	5.1%	4.8%	5.7%	5.3%	4.7%	0.5%	
Medical & Dental		0.0%	8.6%	7.1%	0.8%	0.0%	0.5%	2.7%	0.0%	2.6%	4.0%	3.4%	3.1%	0.2%	
Nursing & Midwifery		8.8%	5.0%	6.1%	6.6%	4.0%	6.0%	4.8%	4.3%	4.7%	5.5%	5.6%	5.1%	0.5%	
Health & Social Care Professionals	0.0%	4.9%	4.0%	4.1%	1.6%	1.0%	1.4%	3.1%	5.2%	3.2%	4.0%	3.9%	3.4%	0.5%	
Management & Administrative	1.3%	7.1%	2.7%	3.0%	3.2%	1.3%	2.7%	9.6%	2.2%	8.1%	7.6%	5.7%	5.2%	0.5%	
General Support		13.1%	6.7%	6.9%	9.0%	5.7%	7.9%	5.5%	9.4%	6.7%	7.8%	7.2%	6.5%	0.7%	
Patient & Client Care		9.2%	4.9%	5.6%	7.3%	3.3%	6.4%	3.5%	11.3%	3.8%	7.7%	5.7%	5.1%	0.7%	
CHO 9: 2019 overall		6.6%	4.3%	4.6%	5.8%	4.2%	5.4%	4.5%	3.8%	4.4%	3.9%	4.5%	4.0%	0.4%	
Medical & Dental		0.0%	1.7%	1.6%	0.8%	1.0%	0.9%	3.3%	0.8%	3.3%	3.5%	3.0%	2.8%	0.2%	
Nursing & Midwifery		7.3%	4.3%	4.9%	5.6%	2.6%	4.8%	4.4%	3.4%	4.2%	4.5%	4.6%	4.1%	0.4%	
Health & Social Care Professionals		3.1%	4.0%	4.0%	3.6%	3.9%	3.7%	3.4%	2.0%	3.3%	2.9%	3.7%	3.3%	0.4%	
		4.1%	3.8%		3.7%	1.9%	3.3%	6.2%	3.2%	5.7%	5.5%	4.8%	4.4%	0.4%	
Management & Administrative															
General Support		6.4%	4.3%		6.4%	4.9%	5.9%	5.7%	5.8%	5.7%	3.7%	5.0%	4.6%	0.4%	
Patient & Client Care		7.6%	5.0%	5.3%	7.5%	4.9%	6.8%	4.5%	5.6%	4.5%	6.8%	5.5%	4.6%	0.4%	

CHO 9 Absence Rate - by Staff Category & S38 Agency	Central Remedial Clinic	Daughters of Charity, Dublin	Incorporated Orthopaedic Hospital	St. Michael's House, Dublin	St. Vincent's, Fairview	Total absence	Certified absence	Self- certified absence	COVID-19 absence
CHO 9: S38 2020 overall	4.9%	5.9%	11.8%	6.8%	5.7%	6.6%	4.0%	0.3%	2.3%
Medical & Dental	0.0%	1.0%	14.4%	1.4%	1.6%	3.5%	1.2%		2.3%
Nursing & Midwifery	1.9%	6.4%	13.3%	7.0%	5.4%	7.0%	3.8%	0.3%	2.9%
Health & Social Care Professionals	1.9%			6.5%	3.5%	5.9%	3.7%	0.2%	2.0%
	5.0%			2.5%	4.6%	3.2%	2.2%	0.1%	0.9%
Management & Administrative									
General Support	9.8%			8.8%	9.1%	8.3%	5.4%	0.4%	2.5%
Patient & Client Care	9.7%			8.5%	2.0%	7.5%	4.7%	0.3%	2.5%
Total June:	2.9%			5.1%	3.2%	4.6%	3.4%	0.2%	0.9%
Medical & Dental		1.0%		0.0%	0.0%	3.4%	0.2%		3.3%
Nursing & Midwifery	0.0%			4.6%	2.5%	4.6%	3.1%	0.4%	1.1%
Health & Social Care Professionals	1.2%			4.4%	0.0%	3.8%	3.2%	0.2%	0.5%
Management & Administrative	3.1%			1.1%	6.1%	2.3%	2.0%	0.0%	0.3%
General Support	10.1%			9.2%	4.6%	7.0%	3.9%	0.5%	2.6%
Patient & Client Care	4.8%			7.3%	0.0%	5.4%	4.3%	0.2%	0.9%
Total May:	4.7%			6.5%	5.9%	6.9%	3.8%	0.1%	3.0%
Medical & Dental	0.0%		15.0%	0.0%	0.0%	4.1%			4.1%
Nursing & Midwifery	0.0%			7.2%	5.4%	7.6%	4.1%	0.1%	3.4%
Health & Social Care Professionals	0.1%			6.5%	2.8%	6.0%	3.0%	0.1%	2.9%
Management & Administrative	5.3%			1.8%	8.0%	3.8%	2.3%	0.1%	1.4%
General Support	5.3%			5.5%	8.1%	6.8%	5.1%	0.2%	1.6%
Patient & Client Care	12.8%			8.1%	0.0%	8.4%	4.6%	0.2%	3.5%
Total April:	7.7%			9.3%	6.1%	9.4%	3.9%	0.1%	5.4%
Medical & Dental	0.0%		22.5%	0.2%	4.7%	1.4%	0.2%		1.2%
Nursing & Midwifery	0.0%			9.4%	6.1%	11.3%	3.4%	0.1%	7.8%
Health & Social Care Professionals	0.9%			8.4%	0.0%	7.9%	3.4%	0.1%	4.4%
Management & Administrative	5.5%			2.8%	2.0%	3.1%	1.7%	0.0%	1.4%
General Support	10.7%			16.6%	11.5%	12.2%	5.2%	0.1%	6.9%
Patient & Client Care	20.9%			14.5%	0.0%	11.8%	5.9%	0.2%	5.7%
Total March:	4.7%			9.7%	8.3%	9.1%	4.5%	0.3%	4.4%
Medical & Dental	0.0%		30.2%	4.0%	4.5%	12.9%	3.9%		9.0%
Nursing & Midwifery	3.3%			9.1%	8.5%	9.1%	3.7%	0.3%	5.1%
Health & Social Care Professionals	2.1%			10.3%	7.8%	9.3%	4.8%	0.3%	4.2%
Management & Administrative	6.8%				7.4%	4.4%	2.2%	0.1%	2.1%
General Support	6.8%				10.2%	9.9%	5.7%	0.6%	3.6%
Patient & Client Care	7.9%				0.0%	9.9%	5.0%	0.3%	4.6%
Total February:	5.3%				5.7%	4.7%	4.3%	0.4%	
Medical & Dental	0.0%		0.0%		0.0%	3.1%	3.1%	2 22/	
Nursing & Midwifery	5.4%				5.5%	4.6%	4.0%	0.6%	
Health & Social Care Professionals	3.6%				4.2%	4.5%	4.1%	0.3%	
Management & Administrative	6.0%				2.1%	2.9%	2.7%	0.2%	
General Support	16.0%				10.9%	6.7%	6.4%	0.3%	
Patient & Client Care	6.4%				0.0%	4.9%	4.4%	0.5%	
Total January:	4.4%				5.1%	4.6%	4.1%	0.5%	
Medical & Dental	0.0%		0.0%		0.0%	5.1%	5.1%	0.50/	
Nursing & Midwifery	3.6%				4.3%	4.8%	4.3%	0.5%	
Health & Social Care Professionals	3.2%				5.2%	4.0%	3.5%	0.4%	
Management & Administrative	3.2%				2.2%	2.6%	2.2%	0.3%	
General Support	10.3%				9.4%	6.9%	6.2%	0.7%	
Patient & Client Care CHO 9: S38 2019 overall	6.5% 3.4%				11.3% 3.8%	4.8% 4.3%	4.1% 3.9%	0.7% 0.4%	
Medical & Dental	0.0%				0.8%	1.5%	1.4%	0.0%	
Nursing & Midwifery	3.6%				3.4%	4.0%	3.6%	0.4%	
Health & Social Care Professionals	2.9%				2.0%	4.0%	3.7%	0.4%	
Management & Administrative	3.8%	4.6%	1.9%	3.3%	3.2%	3.7%	3.4%	0.3%	
General Support	4.7%	3.5%	4.9%	5.0%	5.8%	4.6%	4.3%	0.3%	
Patient & Client Care	3.8%	4.5%	4.9%	5.8%	5.6%	5.0%	4.6%	0.4%	