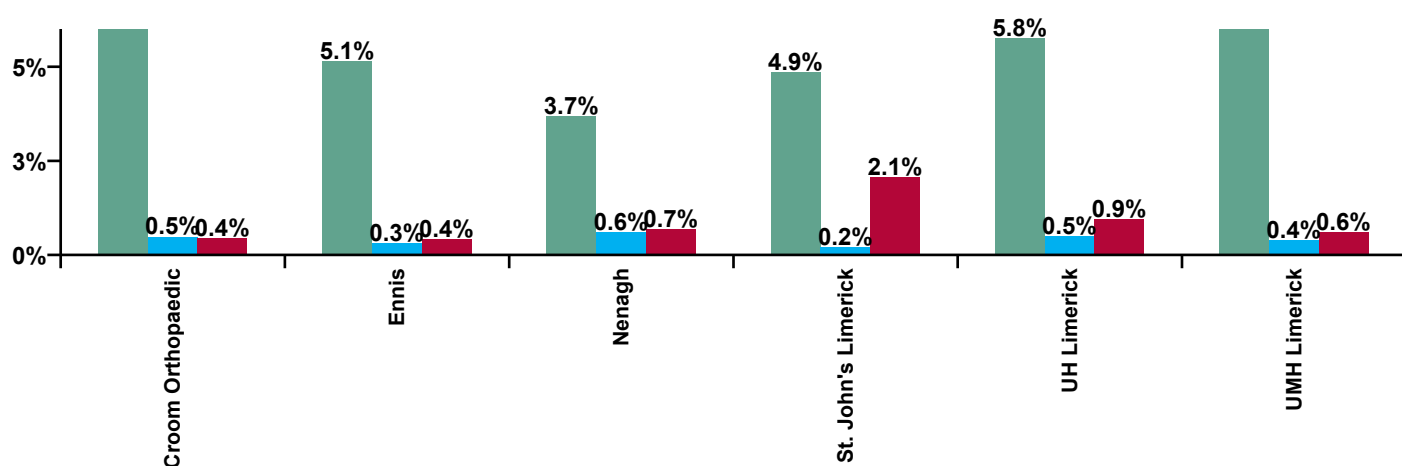


September 2020

University of Limerick Hospital Group Absence Rate - by Staff Category: Sep 2020	Certified absence	Self- certified absence	COVID-19 absence	Total absence rate	Certified	Self- certified	COVID-19
UL HG	5.9%	0.5%	0.9%	7.3%	81.0%	6.3%	12.7%
Medical & Dental	1.3%	0.1%	0.4%	1.8%	70.9%	6.8%	22.4%
Nursing & Midwifery	6.9%	0.6%	1.1%	8.6%	79.9%	7.2%	12.9%
Health & Social Care Professionals	5.3%	0.3%	0.7%	6.3%	85.1%	4.3%	10.6%
Management & Administrative	5.2%	0.2%	1.1%	6.5%	80.0%	3.6%	16.4%
General Support	8.1%	0.6%	1.0%	9.7%	83.5%	6.0%	10.5%
Patient & Client Care	8.1%	0.8%	0.9%	9.7%	83.3%	7.7%	9.0%

University of Limerick Hospital Group Absence Rate - by Hospital: Sep 2020	Certified absence	Self- certified absence	COVID-19 absence	Total absence rate	Certified	Self- certified	COVID-19
UL HG	5.9%	0.5%	0.9%	7.3%	81.0%	6.3%	12.7%
Croom Orthopaedic	9.1%	0.5%	0.4%	10.0%	90.8%	4.8%	4.4%
Ennis	5.1%	0.3%	0.4%	5.9%	87.8%	5.1%	7.0%
Nenagh	3.7%	0.6%	0.7%	5.0%	74.2%	12.1%	13.7%
St. John's Limerick	4.9%	0.2%	2.1%	7.1%	68.3%	2.8%	28.9%
UH Limerick	5.8%	0.5%	0.9%	7.2%	79.9%	6.9%	13.1%
UMH Limerick	9.0%	0.4%	0.6%	10.0%	90.2%	3.9%	5.9%

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

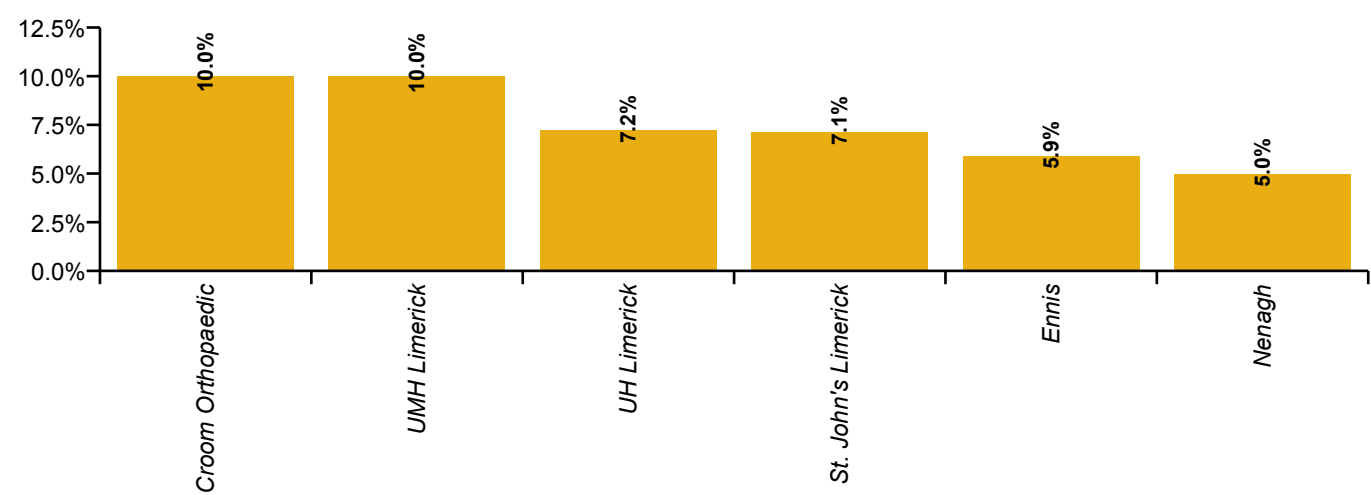


Legend

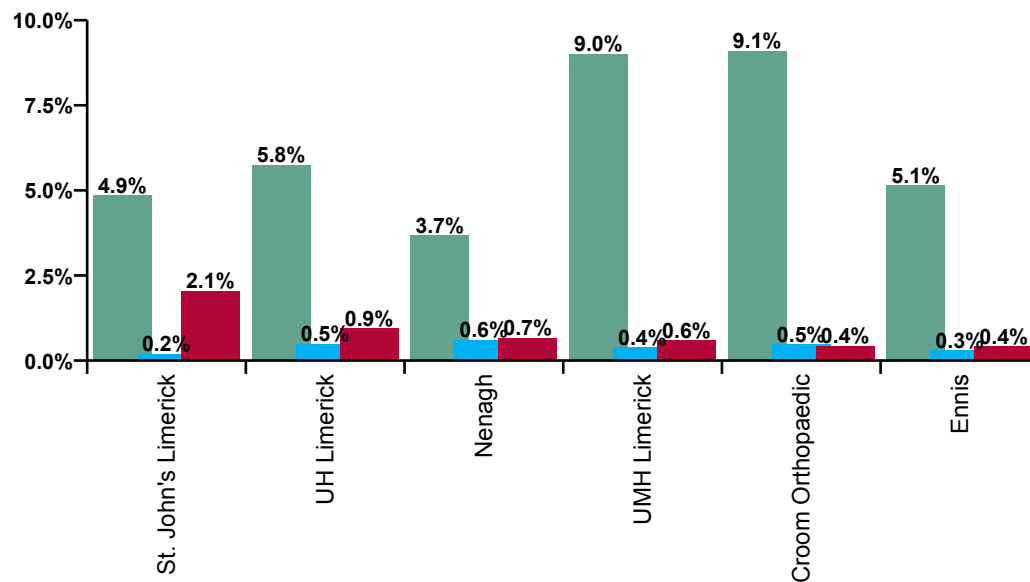
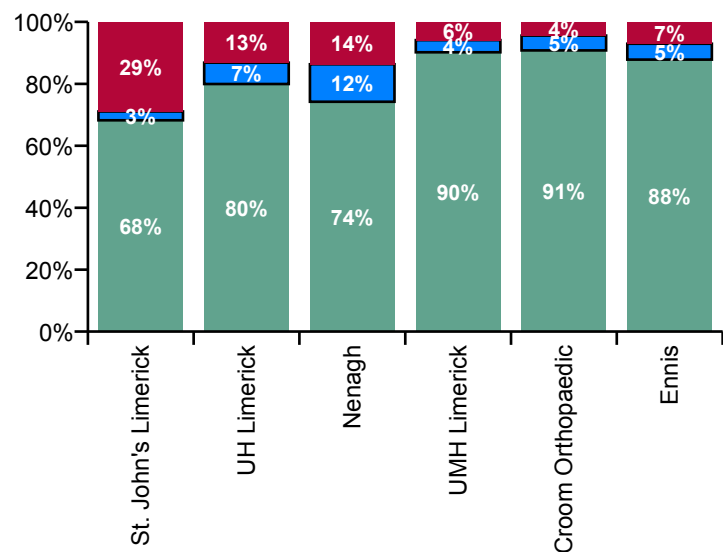
Certified absence
Self-certified absence
COVID-19 absence

University of Limerick Hospital Group Absence type by Hospital: Sep 2020	Certified absence	Self- certified absence	COVID-19 absence	Total absence	Certified	Self- certified	COVID-19
Total (Sep 2020):	5.9%	0.5%	0.9%	7.3%	81.0%	6.3%	12.7%
<i>Croom Orthopaedic</i>	9.1%	0.5%	0.4%	10.0%	90.8%	4.8%	4.4%
<i>Ennis</i>	5.1%	0.3%	0.4%	5.9%	87.8%	5.1%	7.0%
<i>Nenagh</i>	3.7%	0.6%	0.7%	5.0%	74.2%	12.1%	13.7%
<i>St. John's Limerick</i>	4.9%	0.2%	2.1%	7.1%	68.3%	2.8%	28.9%
<i>UH Limerick</i>	5.8%	0.5%	0.9%	7.2%	79.9%	6.9%	13.1%
<i>UMH Limerick</i>	9.0%	0.4%	0.6%	10.0%	90.2%	3.9%	5.9%

Total absence rate by Hospital: Sep 2020



University of Limerick Hospital Group Overall Absence Rate - by Hospital & Staff Category: Sep 2020	Medical & Dental	Nursing & Midwifery	Health & Social Care Professionals	Management & Administrative	General Support	Patient & Client Care	Certified absence	Self- certified absence	COVID-19 absence	Total absence
UL HG	1.8%	8.6%	6.3%	6.5%	9.7%	9.7%	5.9%	0.5%	0.9%	7.3%
<i>Croom Orthopaedic</i>	0.0%	15.8%	14.7%	2.1%	5.6%	8.6%	9.1%	0.5%	0.4%	10.0%
<i>Ennis</i>	8.8%	4.1%	9.7%	6.7%	6.5%	5.7%	5.1%	0.3%	0.4%	5.9%
<i>Nenagh</i>	0.9%	6.3%	8.5%	6.6%	3.0%	2.0%	3.7%	0.6%	0.7%	5.0%
<i>St. John's Limerick</i>	0.0%	7.1%	3.4%	6.5%	14.3%	7.6%	4.9%	0.2%	2.1%	7.1%
<i>UH Limerick</i>	1.7%	8.4%	5.8%	6.9%	9.3%	12.1%	5.8%	0.5%	0.9%	7.2%
<i>UMH Limerick</i>	1.7%	10.9%	53.6%	3.7%	16.2%	10.5%	9.0%	0.4%	0.6%	10.0%



Certified absence

Self-certified absence

COVID-19 absence

University of Limerick Hospital Group Absence Rate - by Hospital, Staff Category & Absence type: Sep 2020

Croom Orthopaedic by Staff Category Sep 2020	Certified absence	Self-certified absence	COVID-19 absence	Total absence	Certified	Self-certified	COVID-19
Total	9.1%	0.5%	0.4%	10.0%	90.8%	4.8%	4.4%
Medical & Dental				0.0%			
Nursing & Midwifery	15.1%	0.5%	0.2%	15.8%	95.6%	3.2%	1.1%
Health & Social Care Professionals	14.7%	0.0%	0.0%	14.7%	100.0%	0.0%	0.0%
Management & Administrative	1.3%	0.0%	0.7%	2.1%	63.6%	0.0%	36.4%
General Support	5.6%	0.0%	0.0%	5.6%	100.0%	0.0%	0.0%
Patient & Client Care	6.7%	0.9%	1.0%	8.6%	77.5%	10.9%	11.6%

Ennis by Staff Category Sep 2020	Certified absence	Self-certified absence	COVID-19 absence	Total absence	Certified	Self-certified	COVID-19
Total	5.1%	0.3%	0.4%	5.9%	87.8%	5.1%	7.0%
Medical & Dental	8.4%	0.4%	0.0%	8.8%	95.9%	4.1%	0.0%
Nursing & Midwifery	3.4%	0.1%	0.6%	4.1%	83.7%	1.6%	14.7%
Health & Social Care Professionals	8.4%	0.3%	1.1%	9.7%	86.0%	2.9%	11.1%
Management & Administrative	5.5%	0.9%	0.3%	6.7%	81.8%	13.4%	4.8%
General Support	6.1%	0.4%	0.0%	6.5%	94.4%	5.6%	0.0%
Patient & Client Care	5.7%	0.0%	0.0%	5.7%	100.0%	0.0%	0.0%

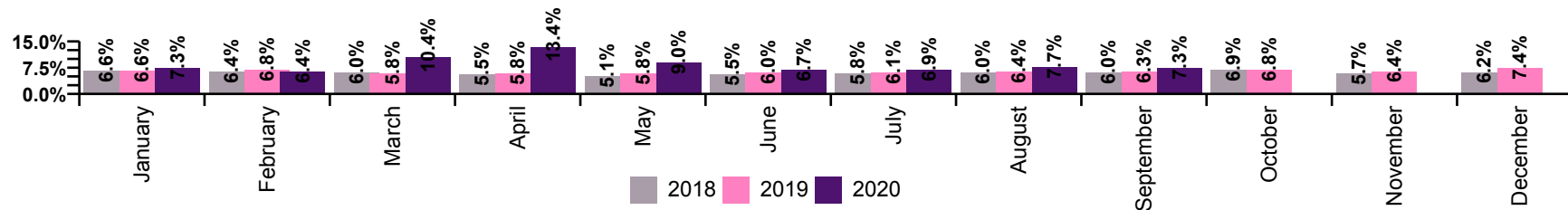
Nenagh by Staff Category Sep 2020	Certified absence	Self-certified absence	COVID-19 absence	Total absence	Certified	Self-certified	COVID-19
Total	3.7%	0.6%	0.7%	5.0%	74.2%	12.1%	13.7%
Medical & Dental	0.0%	0.9%	0.0%	0.9%	0.0%	100.0%	0.0%
Nursing & Midwifery	5.1%	0.7%	0.5%	6.3%	80.9%	11.4%	7.7%
Health & Social Care Professionals	5.9%	0.0%	2.6%	8.5%	69.2%	0.0%	30.8%
Management & Administrative	4.9%	0.4%	1.3%	6.6%	73.7%	6.7%	19.7%
General Support	1.7%	0.7%	0.6%	3.0%	56.4%	24.6%	19.0%
Patient & Client Care	1.2%	0.5%	0.3%	2.0%	59.9%	23.7%	16.4%

St. John's Limerick by Staff Category Sep 2020	Certified absence	Self-certified absence	COVID-19 absence	Total absence	Certified	Self-certified	COVID-19
Total	4.9%	0.2%	2.1%	7.1%	68.3%	2.8%	28.9%
Medical & Dental				0.0%			
Nursing & Midwifery	4.2%	0.3%	2.5%	7.1%	59.5%	4.9%	35.7%
Health & Social Care Professionals	3.4%	0.0%	0.0%	3.4%	100.0%	0.0%	0.0%
Management & Administrative	5.2%	0.1%	1.1%	6.5%	80.9%	2.0%	17.1%
General Support	9.0%	0.1%	5.2%	14.3%	62.9%	1.0%	36.1%
Patient & Client Care	6.5%	0.1%	0.9%	7.6%	85.9%	1.7%	12.3%

UH Limerick by Staff Category Sep 2020	Certified absence	Self-certified absence	COVID-19 absence	Total absence	Certified	Self-certified	COVID-19
Total	5.8%	0.5%	0.9%	7.2%	79.9%	6.9%	13.1%
Medical & Dental	1.3%	0.1%	0.4%	1.7%	72.2%	4.8%	23.1%
Nursing & Midwifery	6.4%	0.7%	1.2%	8.4%	76.6%	8.9%	14.6%
Health & Social Care Professionals	4.9%	0.3%	0.6%	5.8%	84.4%	5.2%	10.3%
Management & Administrative	5.6%	0.2%	1.2%	6.9%	80.9%	2.2%	16.9%
General Support	7.8%	0.7%	0.9%	9.3%	83.3%	7.5%	9.1%
Patient & Client Care	10.2%	0.9%	1.0%	12.1%	84.4%	7.0%	8.5%

UMH Limerick by Staff Category Sep 2020	Certified absence	Self-certified absence	COVID-19 absence	Total absence	Certified	Self-certified	COVID-19
Total	9.0%	0.4%	0.6%	10.0%	90.2%	3.9%	5.9%
Medical & Dental	0.4%	0.3%	1.1%	1.7%	22.8%	15.8%	61.4%
Nursing & Midwifery	9.9%	0.4%	0.6%	10.9%	90.9%	3.4%	5.7%
Health & Social Care Professionals	53.6%	0.0%	0.0%	53.6%	100.0%	0.0%	0.0%
Management & Administrative	2.6%	0.6%	0.6%	3.7%	68.9%	16.2%	14.8%
General Support	16.1%	0.0%	0.0%	16.2%	99.9%	0.1%	0.0%
Patient & Client Care	8.6%	1.3%	0.6%	10.5%	81.8%	12.4%	5.8%

University of Limerick Hospital Group Absence Rate - by Staff Category	Medical & Dental	Nursing & Midwifery	Health & Social Care Professionals	Management & Administrative	General Support	Patient & Client Care	Certified absence	Self-certified absence	COVID-19 absence	Total absence
UL HG: 2020	2.6%	9.6%	5.9%	6.7%	12.2%	10.9%	6.2%	0.5%	1.7%	8.4%
September	1.8%	8.6%	6.3%	6.5%	9.7%	9.7%	5.9%	0.5%	0.9%	7.3%
August	1.1%	8.6%	5.8%	6.9%	12.1%	10.1%	6.1%	0.5%	1.0%	7.7%
July	1.3%	7.9%	3.5%	6.2%	11.7%	8.5%	6.0%	0.5%	0.4%	6.9%
June	1.3%	8.0%	3.6%	5.1%	11.9%	8.2%	5.6%	0.4%	0.6%	6.7%
May	3.0%	10.3%	7.1%	6.3%	13.2%	10.8%	6.3%	0.3%	2.3%	9.0%
April	5.9%	16.2%	9.7%	7.8%	16.4%	19.5%	6.9%	0.2%	6.3%	13.4%
March	4.9%	11.5%	8.3%	8.9%	13.8%	12.2%	6.6%	0.5%	3.3%	10.4%
February	2.5%	6.7%	3.7%	5.6%	9.7%	9.2%	5.8%	0.7%	0.0%	6.4%
January	2.1%	7.7%	5.1%	6.9%	10.5%	10.6%	6.6%	0.7%	0.0%	7.3%
UL HG: 2019	1.5%	6.6%	4.5%	4.8%	9.6%	10.3%	5.6%	0.7%	0.0%	6.3%
December	2.0%	7.5%	5.9%	5.4%	11.3%	11.8%	6.6%	0.8%	0.0%	7.4%
November	1.5%	6.8%	5.3%	5.0%	9.5%	10.0%	5.9%	0.6%	0.0%	6.4%
October	1.7%	7.6%	5.4%	5.3%	9.2%	9.9%	6.2%	0.6%	0.0%	6.8%
September	1.0%	6.7%	5.4%	5.6%	9.3%	8.9%	5.7%	0.6%	0.0%	6.3%
August	1.0%	6.6%	4.8%	6.4%	8.9%	10.0%	5.8%	0.6%	0.0%	6.4%
July	1.1%	6.4%	5.2%	4.7%	8.3%	10.7%	5.6%	0.5%	0.0%	6.1%
June	1.7%	5.1%	4.9%	4.5%	10.6%	11.6%	5.1%	0.9%	0.0%	6.0%
May	2.0%	5.7%	3.4%	4.5%	9.1%	10.1%	5.3%	0.5%	0.0%	5.8%
April	1.5%	6.5%	2.6%	4.3%	8.7%	9.4%	5.3%	0.6%	0.0%	5.8%
March	1.9%	5.9%	4.0%	3.5%	9.0%	9.8%	5.1%	0.6%	0.0%	5.8%
February	1.3%	7.7%	3.4%	4.3%	10.4%	11.4%	5.6%	1.2%	0.0%	6.8%
January	1.2%	7.2%	4.1%	4.8%	10.5%	10.5%	5.6%	1.0%	0.0%	6.6%
UL HG: 2018	0.7%	6.5%	4.1%	5.0%	8.4%	9.3%	5.4%	0.6%	0.0%	6.0%



University of Limerick Hospital Group Absence Rate - by Hospital	Croom Orthopaedic	Ennis	Nenagh	St. John's Limerick	UH Limerick	UMH Limerick	Total absence	Certified absence	Self- certified absence	COVID-19 absence
UL HG: 2020 overall	10.7%	8.3%	8.2%	10.6%	7.9%	9.3%	8.4%	6.2%	0.5%	1.7%
Medical & Dental	0.1%	5.5%	5.5%	9.4%	2.1%	2.3%	2.6%	1.5%	0.1%	0.9%
Nursing & Midwifery	14.4%	8.2%	9.5%	12.2%	9.3%	8.7%	9.6%	6.8%	0.6%	2.2%
Health & Social Care Professionals	8.4%	7.0%	6.0%	5.6%	5.5%	41.8%	5.9%	4.3%	0.3%	1.3%
Management & Administrative	4.4%	7.5%	7.9%	6.9%	6.5%	7.5%	6.7%	5.3%	0.3%	1.1%
General Support	12.6%	12.5%	10.2%	10.5%	11.7%	18.7%	12.2%	9.9%	0.6%	1.7%
Patient & Client Care	10.4%	4.6%	6.5%	15.2%	12.0%	6.9%	10.9%	8.3%	0.6%	2.0%
Total September:	10.0%	5.9%	5.0%	7.1%	7.2%	10.0%	7.3%	5.9%	0.5%	0.9%
Medical & Dental	0.0%	8.8%	0.9%	0.0%	1.7%	1.7%	1.8%	1.3%	0.1%	0.4%
Nursing & Midwifery	15.8%	4.1%	6.3%	7.1%	8.4%	10.9%	8.6%	6.9%	0.6%	1.1%
Health & Social Care Professionals	14.7%	9.7%	8.5%	3.4%	5.8%	53.6%	6.3%	5.3%	0.3%	0.7%
Management & Administrative	2.1%	6.7%	6.6%	6.5%	6.9%	3.7%	6.5%	5.2%	0.2%	1.1%
General Support	5.6%	6.5%	3.0%	14.3%	9.3%	16.2%	9.7%	8.1%	0.6%	1.0%
Patient & Client Care	8.6%	5.7%	2.0%	7.6%	12.1%	10.5%	9.7%	8.1%	0.8%	0.9%
Total August:	10.0%	6.8%	4.6%	6.5%	7.6%	10.4%	7.7%	6.1%	0.5%	1.0%
Medical & Dental	0.0%	1.8%	0.3%	0.2%	1.2%	0.8%	1.1%	0.8%	0.1%	0.2%
Nursing & Midwifery	15.5%	5.8%	4.5%	5.9%	8.5%	11.3%	8.6%	6.5%	0.7%	1.4%
Health & Social Care Professionals	7.0%	9.0%	4.5%	1.8%	5.3%	77.8%	5.8%	4.8%	0.3%	0.7%
Management & Administrative	0.3%	8.4%	7.5%	5.1%	7.6%	3.4%	6.9%	5.8%	0.2%	0.9%
General Support	7.9%	6.8%	3.8%	17.4%	12.0%	17.0%	12.1%	10.5%	0.7%	0.9%
Patient & Client Care	9.6%	12.0%	4.8%	5.8%	11.7%	9.8%	10.1%	8.3%	0.6%	1.2%
Total July:	9.2%	4.8%	6.6%	5.4%	6.9%	8.1%	6.9%	6.0%	0.5%	0.4%
Medical & Dental	0.0%	0.0%	7.1%	2.5%	1.0%	2.3%	1.3%	1.0%	0.1%	0.2%
Nursing & Midwifery	13.1%	6.5%	5.8%	3.8%	8.3%	7.7%	7.9%	6.7%	0.6%	0.6%
Health & Social Care Professionals	0.0%	2.5%	3.7%	1.3%	3.3%	48.7%	3.5%	3.3%	0.1%	0.1%
Management & Administrative	1.9%	3.5%	9.1%	5.4%	6.6%	5.6%	6.2%	5.4%	0.2%	0.6%
General Support	13.1%	5.8%	11.3%	15.5%	11.3%	16.4%	11.7%	10.7%	0.7%	0.3%
Patient & Client Care	8.5%	2.0%	5.2%	3.6%	10.1%	7.2%	8.5%	7.5%	0.7%	0.3%
Total June:	10.2%	5.2%	8.4%	6.8%	6.3%	8.7%	6.7%	5.6%	0.4%	0.6%
Medical & Dental	0.0%	2.0%	5.9%	2.8%	0.9%	3.1%	1.3%	1.0%	0.0%	0.2%
Nursing & Midwifery	13.3%	6.9%	9.3%	9.3%	7.7%	7.5%	8.0%	6.6%	0.7%	0.8%
Health & Social Care Professionals	0.0%	3.3%	0.6%	0.4%	3.6%	29.3%	3.6%	3.1%	0.2%	0.3%
Management & Administrative	2.5%	4.2%	4.2%	4.9%	5.2%	6.5%	5.1%	4.2%	0.3%	0.6%
General Support	29.1%	5.7%	20.5%	7.7%	11.1%	18.9%	11.9%	10.5%	0.7%	0.7%
Patient & Client Care	8.1%	0.1%	7.3%	7.4%	8.6%	12.9%	8.2%	6.9%	0.4%	1.0%
Total May:	10.4%	9.6%	10.7%	13.7%	8.3%	8.5%	9.0%	6.3%	0.3%	2.3%
Medical & Dental	0.0%	7.6%	8.2%	6.0%	2.6%	2.4%	3.0%	1.5%	0.0%	1.4%
Nursing & Midwifery	13.5%	9.8%	12.4%	16.5%	9.9%	7.3%	10.3%	6.9%	0.4%	3.0%
Health & Social Care Professionals	0.0%	9.8%	2.7%	6.9%	6.6%	52.5%	7.1%	5.0%	0.1%	2.0%
Management & Administrative	4.0%	7.5%	7.2%	9.9%	5.7%	6.2%	6.3%	4.8%	0.2%	1.2%
General Support	22.0%	14.5%	21.9%	9.9%	12.2%	17.6%	13.2%	10.4%	0.6%	2.2%
Patient & Client Care	8.6%	0.9%	8.2%	27.4%	10.6%	7.6%	10.8%	7.3%	0.5%	3.0%
Total April:	13.3%	14.5%	15.1%	36.5%	11.3%	10.1%	13.4%	6.9%	0.2%	6.3%
Medical & Dental	1.4%	16.3%	6.0%	30.4%	4.5%	3.2%	5.9%	2.1%	0.0%	3.7%
Nursing & Midwifery	16.0%	15.0%	19.7%	50.4%	13.8%	9.0%	16.2%	7.5%	0.3%	8.4%
Health & Social Care Professionals	28.1%	10.4%	10.1%	28.5%	8.2%	49.2%	9.7%	5.5%	0.1%	4.2%
Management & Administrative	8.7%	9.9%	11.4%	9.5%	7.0%	8.0%	7.8%	5.4%	0.2%	2.2%
General Support	11.6%	21.6%	13.6%	21.0%	15.0%	23.4%	16.4%	10.3%	0.3%	5.8%
Patient & Client Care	13.8%	8.3%	12.5%	64.9%	18.5%	3.2%	19.5%	9.3%	0.3%	10.0%
Total March:	16.8%	10.3%	10.4%	10.5%	10.0%	10.2%	10.4%	6.6%	0.5%	3.3%
Medical & Dental	0.0%	9.7%	15.9%	13.0%	4.0%	5.0%	4.9%	2.5%	0.2%	2.2%
Nursing & Midwifery	20.5%	11.3%	12.8%	10.6%	11.3%	9.2%	11.5%	7.2%	0.6%	3.6%
Health & Social Care Professionals	27.7%	6.3%	12.4%	6.7%	7.9%	42.3%	8.3%	4.3%	0.2%	3.8%
Management & Administrative	12.9%	8.4%	5.4%	11.6%	8.5%	11.3%	8.9%	5.6%	0.2%	3.1%
General Support	16.1%	14.5%	8.5%	6.7%	14.0%	18.3%	13.8%	9.6%	0.7%	3.5%
Patient & Client Care	17.0%	3.4%	6.5%	12.3%	13.4%	5.7%	12.2%	8.6%	0.6%	2.9%
Total February:	8.6%	7.5%	5.3%	3.6%	6.4%	7.9%	6.4%	5.8%	0.7%	
Medical & Dental	0.0%	0.9%	4.5%	17.7%	1.5%	1.9%	2.5%	2.3%	0.2%	
Nursing & Midwifery	11.3%	6.6%	6.2%	1.4%	7.1%	7.1%	6.7%	6.0%	0.8%	
Health & Social Care Professionals	5.6%	0.3%	0.7%	0.8%	4.2%	11.3%	3.7%	3.1%	0.6%	
Management & Administrative	4.6%	8.8%	7.3%	3.2%	5.3%	8.5%	5.6%	5.3%	0.3%	
General Support	3.1%	14.9%	2.6%	1.0%	9.5%	18.6%	9.7%	8.8%	0.9%	
Patient & Client Care	9.3%	5.7%	5.1%	5.7%	11.4%	3.3%	9.2%	8.2%	1.0%	
Total January:	8.0%	9.5%	7.3%	4.8%	7.1%	9.4%	7.3%	6.6%	0.7%	
Medical & Dental	0.0%	2.1%	0.4%	12.8%	1.7%	0.3%	2.1%	1.9%	0.2%	
Nursing & Midwifery	10.6%	6.7%	6.9%	4.6%	8.0%	8.3%	7.7%	6.8%	0.9%	
Health & Social Care Professionals	0.0%	10.2%	9.3%	2.5%	4.5%	20.8%	5.1%	4.6%	0.5%	
Management & Administrative	2.0%	10.1%	11.7%	6.1%	5.9%	14.3%	6.9%	6.5%	0.4%	
General Support	4.8%	19.6%	6.5%	0.4%	9.2%	21.2%	10.5%	9.7%	0.8%	
Patient & Client Care	9.5%	4.0%	6.8%	3.7%	12.4%	2.0%	10.6%	9.6%	0.9%	
UL HG: 2019 overall	6.6%	7.8%	5.9%	4.4%	6.1%	8.7%	6.3%	5.6%	0.7%	
Medical & Dental	0.2%	1.4%	1.9%	3.6%	1.2%	2.9%	1.5%	1.4%	0.1%	
Nursing & Midwifery	6.5%	8.1%	6.5%	4.0%	6.5%	8.2%	6.6%	5.7%	1.0%	
Health & Social Care Professionals	1.9%	6.4%	10.6%	7.5%	3.9%	5.2%	4.5%	4.1%	0.4%	
Management & Administrative	5.2%	6.4%	4.1%	3.3%	5.0%	4.3%	4.8%	4.5%	0.4%	
General Support	2.8%	20.0%	15.5%	6.3%	8.8%	14.7%	9.6%	8.8%	0.8%	
Patient & Client Care	9.8%	6.4%	3.8%	4.5%	11.3%	18.4%	10.3%	9.4%	0.9%	
UL HG: 2018 overall	5.6%	7.0%	4.9%	3.0%	6.1%	7.9%	6.0%	5.4%	0.6%	
Medical & Dental	0.1%	2.4%	0.6%	0.3%	0.6%	1.4%	0.7%	0.6%	0.1%	
Nursing & Midwifery	5.4%	8.8%	5.5%	2.9%	6.7%	7.9%	6.5%	5.8%	0.7%	
Health & Social Care Professionals	1.8%	7.9%	2.2%	1.8%	4.1%	10.2%	4.1%	3.8%	0.4%	
Management & Administrative	8.3%	4.2%	4.2%	2.4%	5.4%	4.7%	5.0%	4.7%	0.3%	
General Support	2.2%	6.2%	10.0%	5.2%	9.1%	9.9%	8.4%	7.8%	0.6%	
Patient & Client Care	7.8%	6.5%	4.5%	5.1%	10.0%	15.8%	9.3%	8.4%	0.8%	