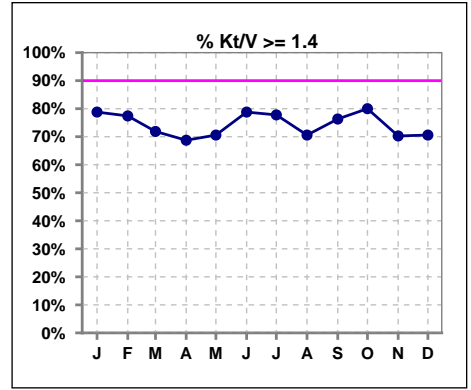
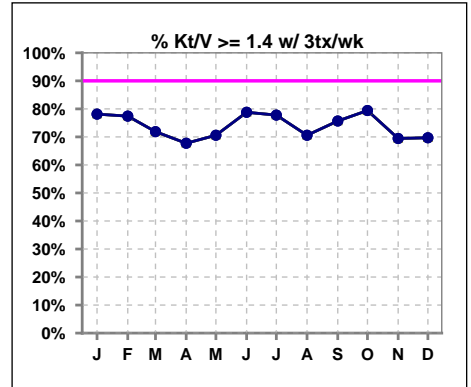


I. ADEQUACY OF DIALYSIS

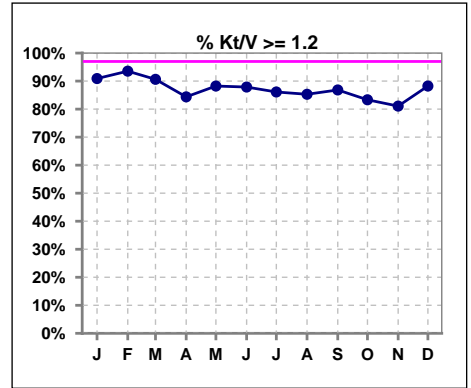
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Kt/V	33	31	32	32	34	33	36	34	38	35	37	34
# Kt/V >= 1.4	26	24	23	22	24	26	28	24	29	28	26	24
Pop. Mean	1.67	1.62	1.59	1.57	1.60	1.56	1.59	1.54	1.60	1.62	1.53	1.62
Std. Deviation	0.51	0.33	0.34	0.39	0.35	0.32	0.34	0.39	0.39	0.48	0.39	0.38
% Kt/V >= 1.4	79%	77%	72%	69%	71%	79%	78%	71%	76%	80%	70%	71%



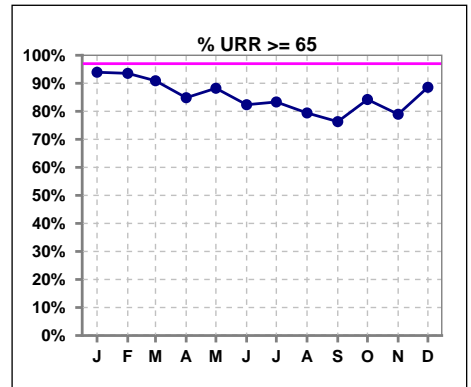
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Kt/V w/ 3tx/wk	32	31	32	31	34	33	36	34	37	34	36	33
# Kt/V >= 1.4 w/ 3tx/wk	25	24	23	21	24	26	28	24	28	27	25	23
Pop. Mean	1.66	1.62	1.59	1.56	1.60	1.56	1.59	1.54	1.61	1.63	1.53	1.61
Std. Deviation	0.52	0.33	0.34	0.40	0.35	0.32	0.34	0.39	0.39	0.48	0.40	0.38
% Kt/V >= 1.4 w/ 3tx/wk	78%	77%	72%	68%	71%	79%	78%	71%	76%	79%	69%	70%



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Kt/V	33	31	32	32	34	33	36	34	38	36	37	34
# Kt/V >= 1.2	30	29	29	27	30	29	31	29	33	30	30	30
Pop. Mean	1.67	1.62	1.59	1.57	1.60	1.56	1.59	1.54	1.60	1.60	1.53	1.62
Std. Deviation	0.51	0.33	0.34	0.39	0.35	0.32	0.34	0.39	0.39	0.49	0.39	0.38
% Kt/V >= 1.2	91%	94%	91%	84%	88%	88%	86%	85%	87%	83%	81%	88%



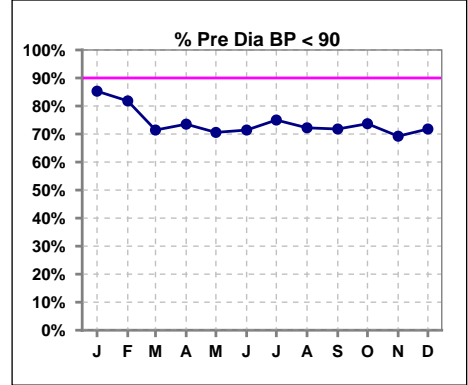
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# URR	33	31	33	33	34	34	36	34	38	38	38	35
# URR >= 65	31	29	30	28	30	28	30	27	29	32	30	31
Pop. Mean	74	74	74	72	73	73	73	72	73	73	70	74
Std. Deviation	9.15	6.90	6.50	7.93	7.24	6.98	7.98	9.22	9.52	8.00	10.50	8.46
% URR >= 65	94%	94%	91%	85%	88%	82%	83%	79%	76%	84%	79%	89%



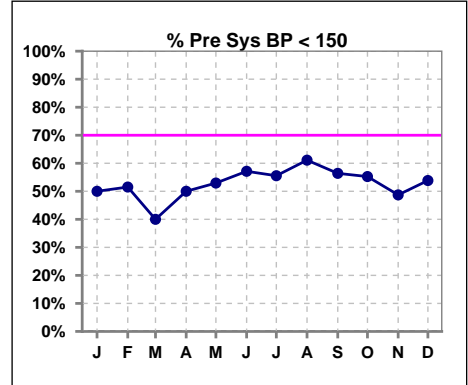
I. ADEQUACY OF DIALYSIS - CONT.

Blood Pressure Control (Pre)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Pre Dia BP	34	33	35	34	34	35	36	36	39	38	39	39
# Pre Dia BP < 90	29	27	25	25	24	25	27	26	28	28	27	28
Pop. Mean	80	79	81	80	81	81	79	80	81	81	83	82
Std. Deviation	11.2	12.9	15.7	15.0	13.3	13.6	13.6	14.4	14.5	12.4	13.2	14.7
% Pre Dia BP < 90	85%	82%	71%	74%	71%	71%	75%	72%	72%	74%	69%	72%



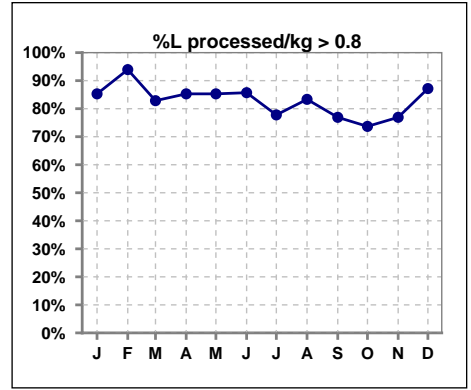
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Pre Sys BP	34	33	35	34	34	35	36	36	39	38	39	39
# Pre Sys BP < 150	17	17	14	17	18	20	20	22	22	21	19	21
Pop. Mean	149	147	152	148	149	149	146	147	148	151	151	150
Std. Deviation	20.9	21.8	20.2	18.6	20.8	20.5	20.2	22.1	18.6	18.8	18.6	20.5
%Pre Sys BP <150	50%	52%	40%	50%	53%	57%	56%	61%	56%	55%	49%	54%



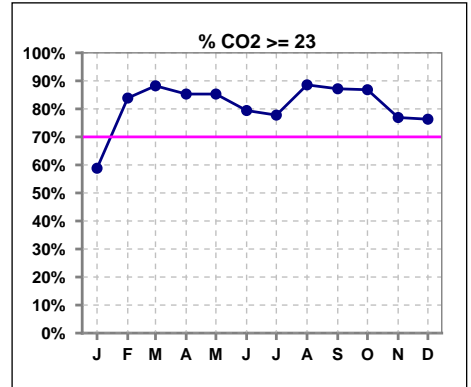
Methodology: a) All labs for 'Adequacy of Dialysis', 'Nutrition', 'Osteodystrophy', 'Anemia' and 'Diabetes' based on last value of month; b) BP's and #L processed are average of all values for month; c) Access data takes last access of month; d) Values for SGA and 'Infection Control' use most recent result.

I. ADEQUACY OF DIALYSIS - CONT.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# L processed/kg	34	33	35	34	34	35	36	36	39	38	39	39
# L processed/kg>0.8	29	31	29	29	29	30	28	30	30	28	30	34
Pop. Mean	1	1	1	1	1	1	1	1	1	1	1	1
Std. Deviation	0.3	0.2	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
% L processed/kg>0.8	85%	94%	83%	85%	85%	86%	78%	83%	77%	74%	77%	87%



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# CO2	34	31	34	34	34	34	36	35	39	38	39	38
# CO2 >= 23	20	26	30	29	29	27	28	31	34	33	30	29
Pop. Mean	23	25	26	26	26	25	25	26	25	26	25	25
Std. Deviation	3.89	3.54	2.82	3.52	3.34	3.30	3.11	3.00	2.86	3.04	3.24	3.35
% CO2 >= 23	59%	84%	88%	85%	85%	79%	78%	89%	87%	87%	77%	76%

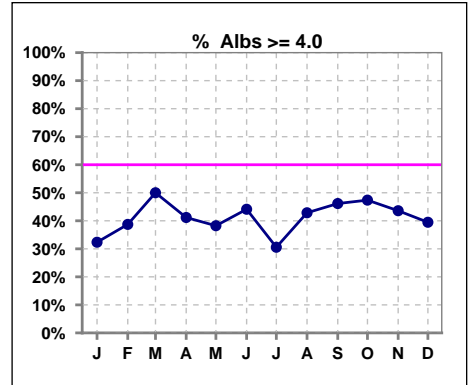


Methodology: a) All labs for 'Adequacy of Dialysis', 'Nutrition', 'Osteodystrophy', 'Anemia' and 'Diabetes' based on last value of month; b) BP's and #L processed are average of all values for month; c) Access data takes last access of month; d) Values for SGA and 'Infection Control' use most recent result.

*Albumin values use BCG method - as of July 2001

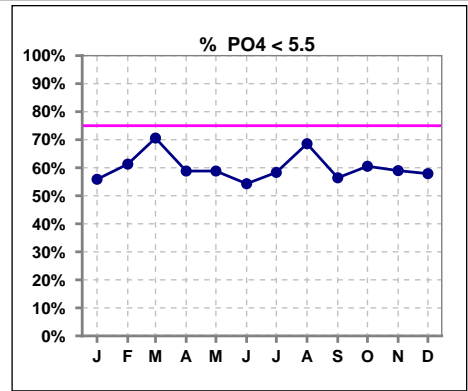
II. NUTRITION

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Albumin	34	31	34	34	34	34	36	35	39	38	39	38
# Albumin >= 4.0	11	12	17	14	13	15	11	15	18	18	17	15
Pop. Mean	3.8	3.8	3.8	3.9	3.8	3.9	3.8	3.8	3.9	3.9	3.9	3.9
Std. Deviation	0.35	0.31	0.29	0.35	0.38	0.33	0.30	0.42	0.39	0.33	0.33	0.45
% Alb >= 3.5	82%	84%	85%	88%	85%	91%	89%	91%	85%	95%	90%	87%
% Alb >= 3.0	100%	100%	100%	100%	97%	100%	100%	94%	97%	97%	97%	97%
% Alb >= 4.0	32%	39%	50%	41%	38%	44%	31%	43%	46%	47%	44%	39%

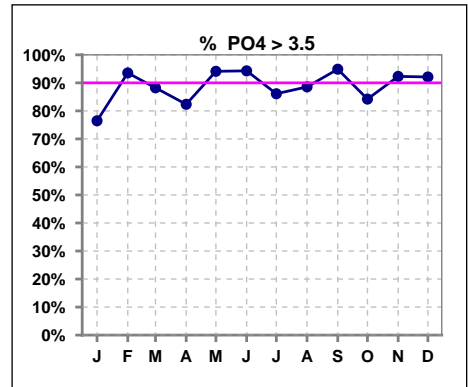


III. OSTEODYSTROPHY

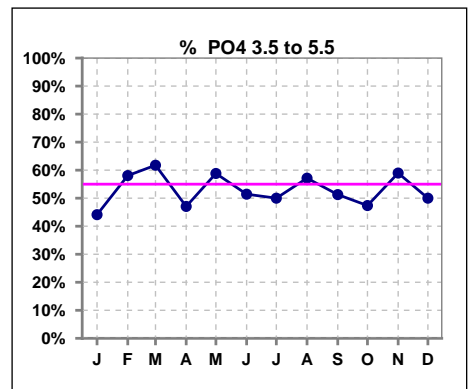
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# PO4	34	31	34	34	34	35	36	35	39	38	39	38
# PO4 < 5.5	19	19	24	20	20	19	21	24	22	23	23	22
Pop. Mean	5.1	5.3	5.0	5.2	5.4	5.6	5.5	5.1	5.5	5.2	5.5	5.7
Std. Deviation	1.87	1.22	1.52	1.56	1.51	1.64	2.03	1.69	1.50	1.63	1.84	2.00
% PO4 < 5.5	56%	61%	71%	59%	59%	54%	58%	69%	56%	61%	59%	58%



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# PO4	34	31	34	34	34	35	36	35	39	38	39	38
# PO4 > 3.5	26	29	30	28	32	33	31	31	37	32	36	35
Pop. Mean	5.1	5.3	5.0	5.2	5.4	5.6	5.5	5.1	5.5	5.2	5.5	5.7
Std. Deviation	1.87	1.22	1.52	1.56	1.51	1.64	2.03	1.69	1.50	1.63	1.84	2.00
% PO4 > 3.5	76%	94%	88%	82%	94%	94%	86%	89%	95%	84%	92%	92%



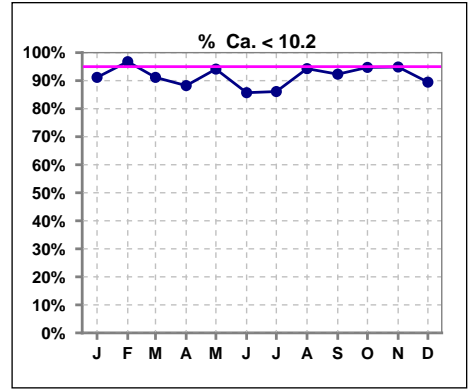
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# PO4	34	31	34	34	34	35	36	35	39	38	39	38
# PO4 3.5 to 5.5	15	18	21	16	20	18	18	20	20	18	23	19
Pop. Mean	5.1	5.3	5.0	5.2	5.4	5.6	5.5	5.1	5.5	5.2	5.5	5.7
Std. Deviation	1.87	1.22	1.52	1.56	1.51	1.64	2.03	1.69	1.50	1.63	1.84	2.00
% PO4 3.5 to 5.5	44%	58%	62%	47%	59%	51%	50%	57%	51%	47%	59%	50%



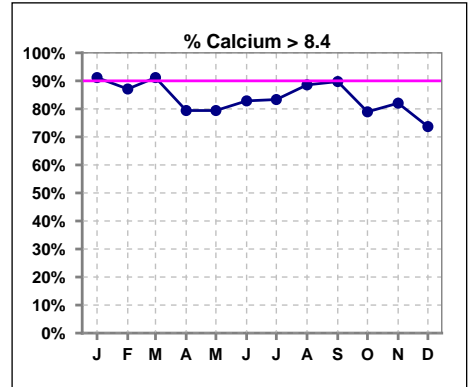
Methodology: a) All labs for 'Adequacy of Dialysis', 'Nutrition', 'Osteodystrophy', 'Anemia' and 'Diabetes' based on last value of month; b) BP's and #L processed are average of all values for month; c) Access data takes last access of month; d) Values for SGA and 'Infection Control' use most recent result.

III. OSTEODYSTROPHY - CONT.

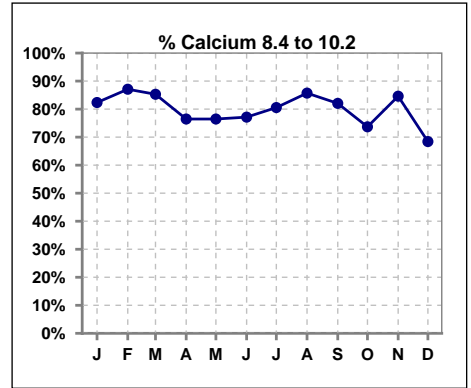
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Calcium	34	31	34	34	34	35	36	35	39	38	39	38
# Calcium < 10.2	31	30	31	30	32	30	31	33	36	36	37	34
Pop. Mean	9.2	9.2	9.3	9.2	9.0	9.2	9.3	9.2	9.2	9.0	9.1	9.0
Std. Deviation	0.68	0.52	0.66	0.79	0.71	0.89	0.69	0.79	0.71	0.83	0.68	0.91
% Ca < 10.2	91%	97%	91%	88%	94%	86%	86%	94%	92%	95%	95%	89%



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Calcium	34	31	34	34	34	35	36	35	39	38	39	38
# Calcium > 8.4	31	27	31	27	27	29	30	31	35	30	32	28
Pop. Mean	9.2	9.2	9.3	9.2	9.0	9.2	9.3	9.2	9.2	9.0	9.1	9.0
Std. Deviation	0.68	0.52	0.66	0.79	0.71	0.89	0.69	0.79	0.71	0.83	0.68	0.91
% Calcium > 8.4	91%	87%	91%	79%	79%	83%	83%	89%	90%	79%	82%	74%



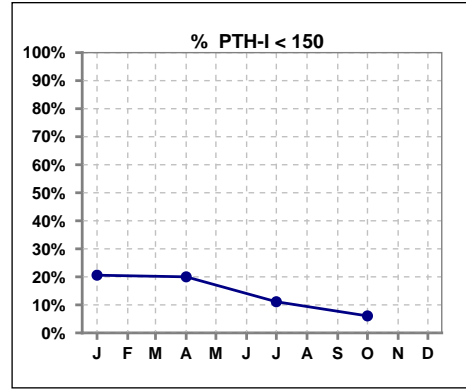
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Calcium	34	31	34	34	34	35	36	35	39	38	39	38
# Calcium 8.4 to 10.2	28	27	29	26	26	27	29	30	32	28	33	26
Pop. Mean	9.2	9.2	9.3	9.2	9.0	9.2	9.3	9.2	9.2	9.0	9.1	9.0
Std. Deviation	0.68	0.52	0.66	0.79	0.71	0.89	0.69	0.79	0.71	0.83	0.68	0.91
% Calcium 8.4 to 10.2	82%	87%	85%	76%	76%	77%	81%	86%	82%	74%	85%	68%



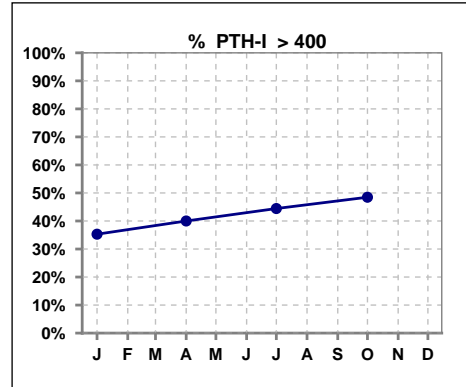
Methodology: a) All labs for 'Adequacy of Dialysis', 'Nutrition', 'Osteodystrophy', 'Anemia' and 'Diabetes' based on last value of month; b) BP's and #L processed are average of all values for month; c) Access data takes last access of month; d) Values for SGA and 'Infection Control' use most recent result.

III. OSTEODYSTROPHY - CONT.

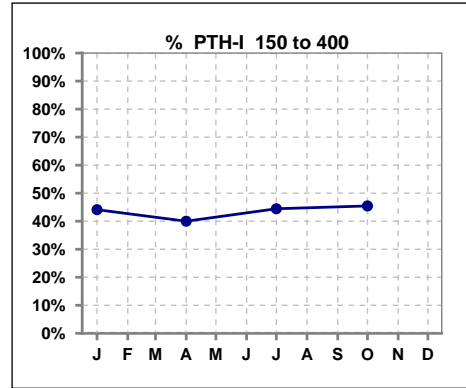
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# PTH-I	34			30			36			33		
# PTH-I < 150	7			6			4			2		
Pop. Mean	438			448			519			561		
Std. Deviation	391			347			586			540		
% PTH-I < 150	21%			20%			11%			6%		



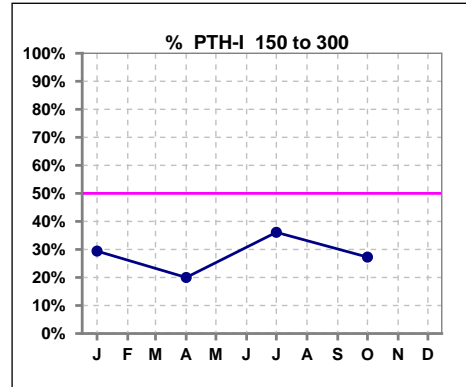
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# PTH-I	34			30			36			33		
# PTH-I > 400	12			12			16			16		
Pop. Mean	438			448			519			561		
Std. Deviation	391			347			586			540		
% PTH-I > 400	35%			40%			44%			48%		



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# PTH-I	34			30			36			33		
# PTH-I 150 to 400	15			12			16			15		
Pop. Mean	438			448			519			561		
Std. Deviation	391			347			586			540		
% PTH-I 150 to 400	44%			40%			44%			45%		



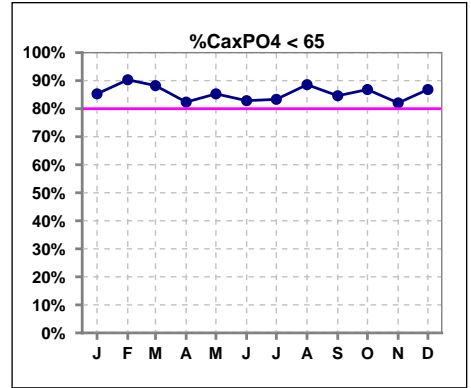
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# PTH-I	34			30			36			33		
# PTH-I 150 to 300	10			6			13			9		
Pop. Mean	438			448			519			561		
Std. Deviation	391			347			586			540		
% PTH-I 150 to 300	29%			20%			36%			27%		



Methodology: a) All labs for 'Adequacy of Dialysis', 'Nutrition', 'Osteodystrophy', 'Anemia' and 'Diabetes' based on last value of month; b) BP's and #L processed are average of all values for month; c) Access data takes last access of month; d) Values for SGA and 'Infection Control' use most recent result.

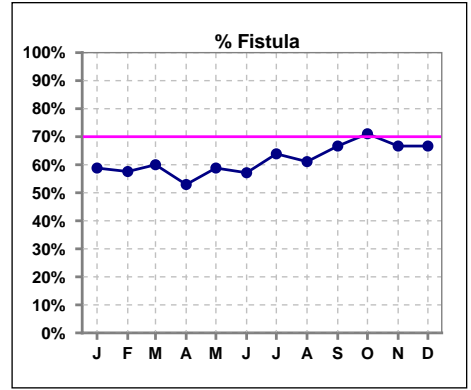
III. OSTEODYSTROPHY - CONT.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Ca x PO4	34	31	34	34	34	35	36	35	39	38	39	38
# Ca x PO4 < 65	29	28	30	28	29	29	30	31	33	33	32	33
Pop. Mean	47.8	48.5	46.0	47.7	48.4	51.7	51.1	46.2	50.3	47.6	50.1	50.8
Std. Deviation	18.8	11.9	15.2	16.3	12.8	17.4	18.1	16.2	15.8	15.8	18.1	18.0
% Ca x PO4 < 65	85%	90%	88%	82%	85%	83%	83%	89%	85%	87%	82%	87%

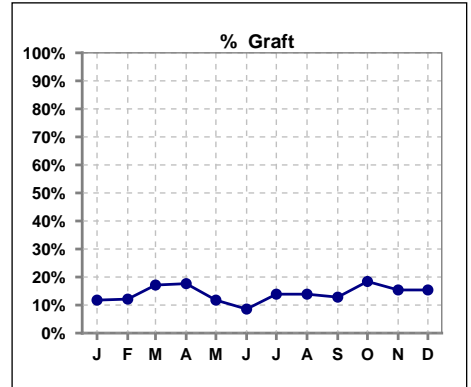


IV. ACCESS

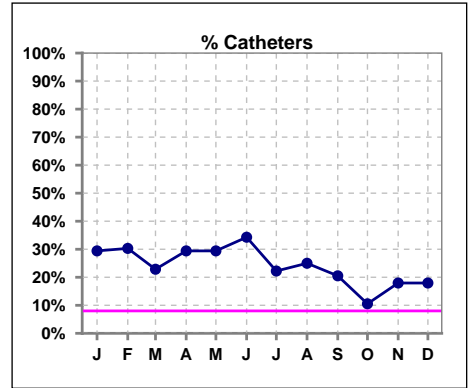
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Access	34	33	35	34	34	35	36	36	39	38	39	39
# Fistula	20	19	21	18	20	20	23	22	26	27	26	26
% Fistula	59%	58%	60%	53%	59%	57%	64%	61%	67%	71%	67%	67%



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Access	34	33	35	34	34	35	36	36	39	38	39	39
# Graft	4	4	6	6	4	3	5	5	5	7	6	6
% Graft	12%	12%	17%	18%	12%	9%	14%	14%	13%	18%	15%	15%



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Access	34	33	35	34	34	35	36	36	39	38	39	39
# Catheters	10	10	8	10	10	12	8	9	8	4	7	7
% Catheters	29%	30%	23%	29%	29%	34%	22%	25%	21%	11%	18%	18%

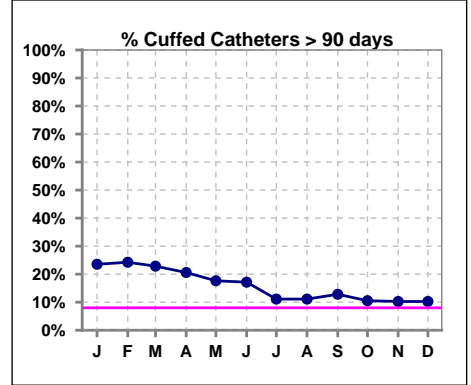


Methodology: a) All labs for 'Adequacy of Dialysis', 'Nutrition', 'Osteodystrophy', 'Anemia' and 'Diabetes' based on last value of month; b) BP's and #L processed are average of all values for month; c) Access data takes last access of month; d) Values for SGA and 'Infection Control' use most recent result.

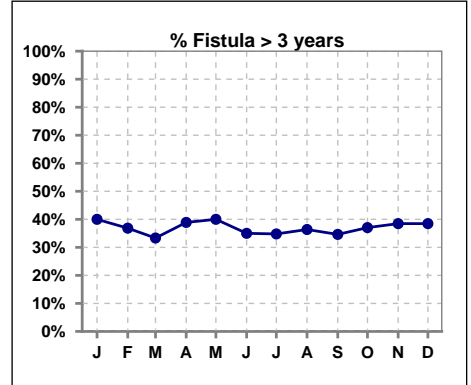
IV. ACCESS - CONT.

Cuffed Catheters > 90 days

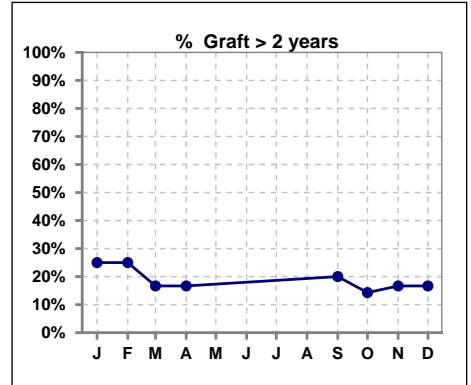
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Access	34	33	35	34	34	35	36	36	39	38	39	39
# Cuffed Catheters	8	8	8	7	6	6	4	4	5	4	4	4
% Cuffed Catheters	24%	24%	23%	21%	18%	17%	11%	11%	13%	11%	10%	10%



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Fistula	20	19	21	18	20	20	23	22	26	27	26	26
# Fistula > 3 yrs	8	7	7	7	8	7	8	8	9	10	10	10
% Fistula > 3 yrs	40%	37%	33%	39%	40%	35%	35%	36%	35%	37%	38%	38%



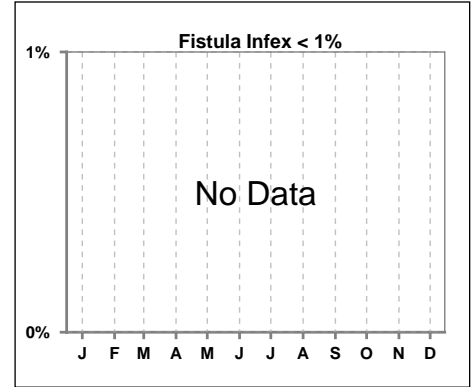
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Graft	4	4	6	6	4	3	5	5	5	7	6	6
# Graft > 2 yrs	1	1	1	1					1	1	1	1
% Graft > 2 yrs	25%	25%	17%	17%					20%	14%	17%	17%



IV. ACCESS - CONT.

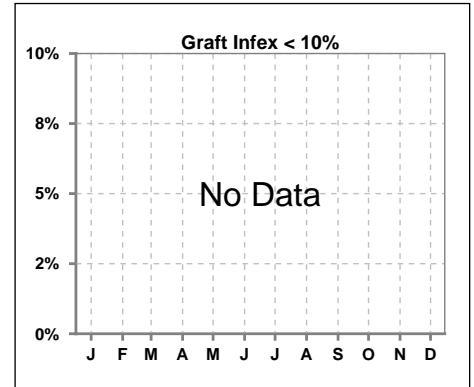
Infection per use-life of access fistula

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Infex per use-life												



Infection per use-life of access graft

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Infex per use-life												



Thrombosis Episode - access fistula

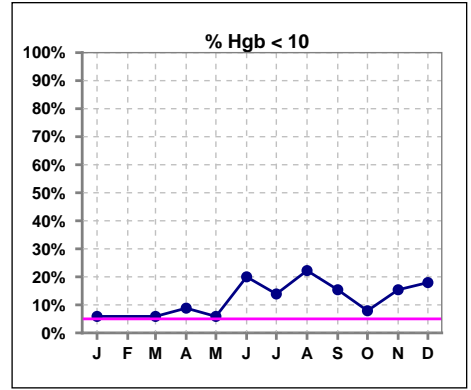
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Current Month									0.11			
Rolling Year-to-date						0.05	0.04		0.03	0.02	0.02	0.01

Thrombosis Episode - access graft

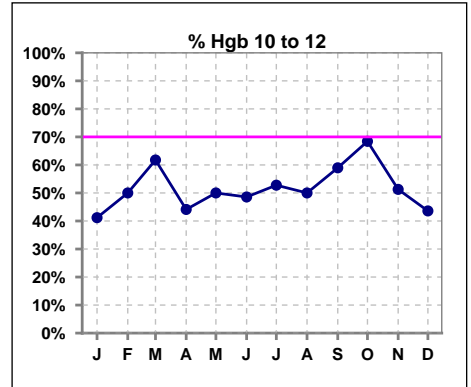
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Current Month												
Rolling Year-to-date							0.36					

V. ANEMIA

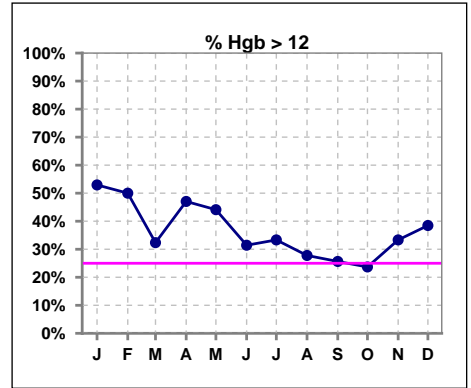
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Hgb	34	32	34	34	34	35	36	36	39	38	39	39
# Hgb < 10	2		2	3	2	7	5	8	6	3	6	7
Pop. Mean	12.1	12.2	11.5	11.8	11.9	11.4	11.3	11.2	11.3	11.4	11.3	11.3
Std. Deviation	1.3	1.4	1.4	1.5	1.3	1.4	1.2	1.3	1.2	1.1	1.5	1.6
% Hgb < 10	6%		6%	9%	6%	20%	14%	22%	15%	8%	15%	18%



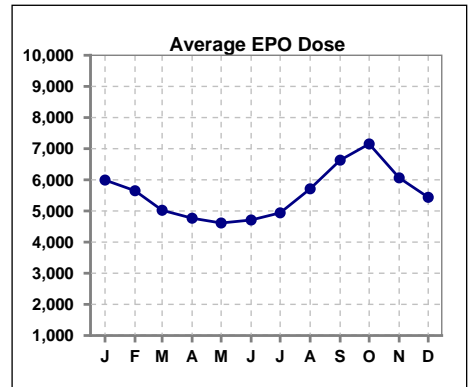
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Hgb	34	32	34	34	34	35	36	36	39	38	39	39
# Hgb 10 to 12	14	16	21	15	17	17	19	18	23	26	20	17
Pop. Mean	12.1	12.2	11.5	11.8	11.9	11.4	11.3	11.2	11.3	11.4	11.3	11.3
Std. Deviation	1.3	1.4	1.4	1.5	1.3	1.4	1.2	1.3	1.2	1.1	1.5	1.6
% Hgb 10 to 12	41%	50%	62%	44%	50%	49%	53%	50%	59%	68%	51%	44%



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Hgb	34	32	34	34	34	35	36	36	39	38	39	39
# Hgb > 12	18	16	11	16	15	11	12	10	10	9	13	15
Pop. Mean	12.1	12.2	11.5	11.8	11.9	11.4	11.3	11.2	11.3	11.4	11.3	11.3
Std. Deviation	1.3	1.4	1.4	1.5	1.3	1.4	1.2	1.3	1.2	1.1	1.5	1.6
% Hgb > 12	53%	50%	32%	47%	44%	31%	33%	28%	26%	24%	33%	38%



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Average EPO Dose	5992	5649	5022	4767	4613	4710	4939	5711	6631	7153	6064	5438

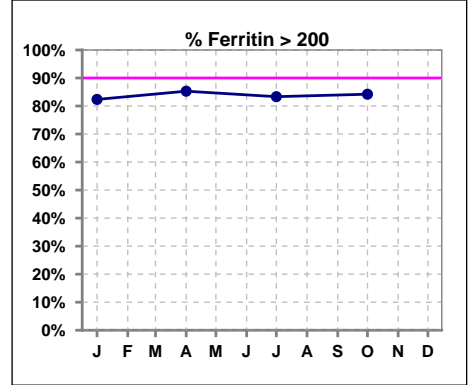


Methodology: a) All labs for 'Adequacy of Dialysis', 'Nutrition', 'Osteodystrophy', 'Anemia' and 'Diabetes' based on last value of month; b) BP's and #L processed are average of all values for month; c) Access data takes last access of month; d) Values for SGA and 'Infection Control' use most recent result.

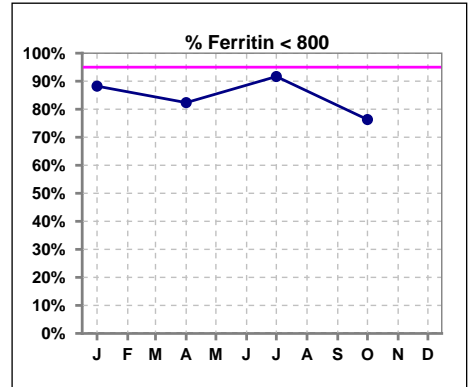
V. ANEMIA - CONT.

Iron Profile

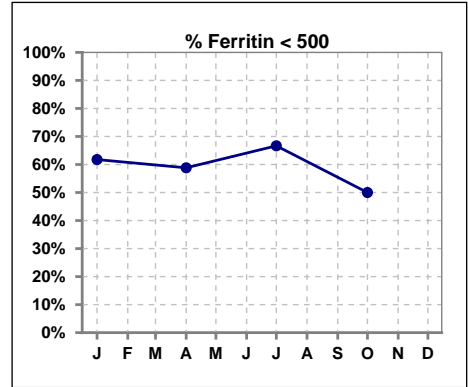
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Ferritin	34			34			36			38		
# Ferritin > 200	28			29			30			32		
Pop. Mean	463			502			447			535		
Std. Deviation	313			273			298			353		
% Ferritin > 200	82%			85%			83%			84%		



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Ferritin	34			34			36			38		
# Ferritin < 800	30			28			33			29		
Pop. Mean	463			502			447			535		
Std. Deviation	313			273			298			353		
% Ferritin < 800	88%			82%			92%			76%		



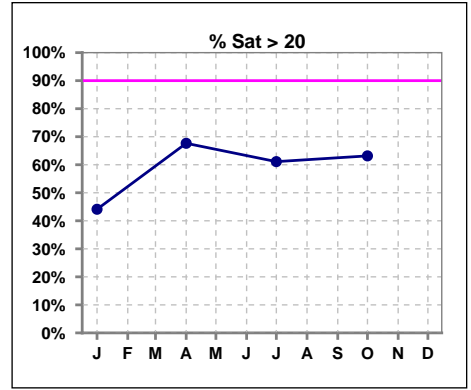
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Ferritin	34			34			36			38		
# Ferritin < 500	21			20			24			19		
Pop. Mean	463			502			447			535		
Std. Deviation	313			273			298			353		
% Ferritin < 500	62%			59%			67%			50%		



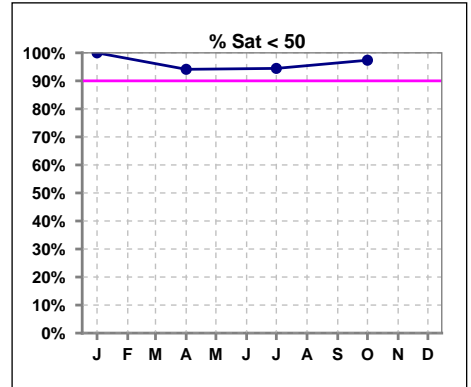
Methodology: a) All labs for 'Adequacy of Dialysis', 'Nutrition', 'Osteodystrophy', 'Anemia' and 'Diabetes' based on last value of month; b) BP's and #L processed are average of all values for month; c) Access data takes last access of month; d) Values for SGA and 'Infection Control' use most recent result.

V. ANEMIA - CONT.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# % Sat	34			34			36			38		
# % Sat > 20	15			23			22			24		
Pop. Mean	21			27			25			25		
Std. Deviation	8			15			11			13		
% Sat% > 20	44%			68%			61%			63%		



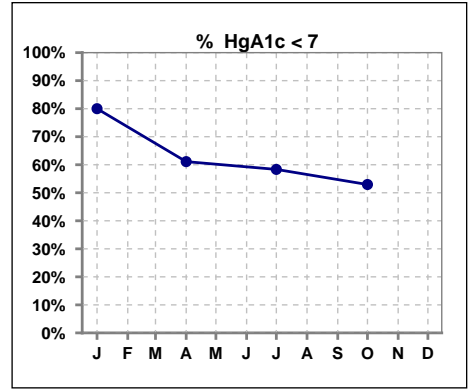
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# % Sat	34			34			36			38		
# % Sat < 50	34			32			34			37		
Pop. Mean	21			27			25			25		
Std. Deviation	8			15			11			13		
% Sat% < 50	100%			94%			94%			97%		



Methodology: a) All labs for 'Adequacy of Dialysis', 'Nutrition', 'Osteodystrophy', 'Anemia' and 'Diabetes' based on last value of month; b) BP's and #L processed are average of all values for month; c) Access data takes last access of month; d) Values for SGA and 'Infection Control' use most recent result.

VI. Diabetes

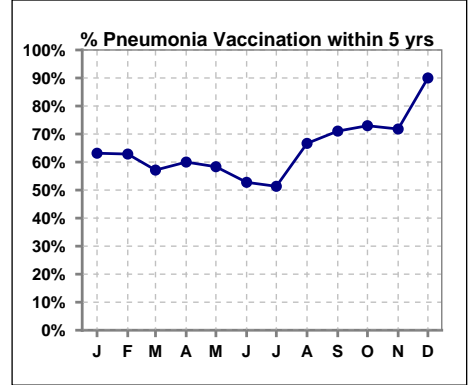
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# HgA1c	15			18			12			17		
# HgA1c < 7	12			11			7			9		
Pop. Mean	6.2			6.6			6.8			7.1		
Std. Deviation	1.09			1.36			1.13			1.96		
% HgA1c < 7	80%			61%			58%			53%		



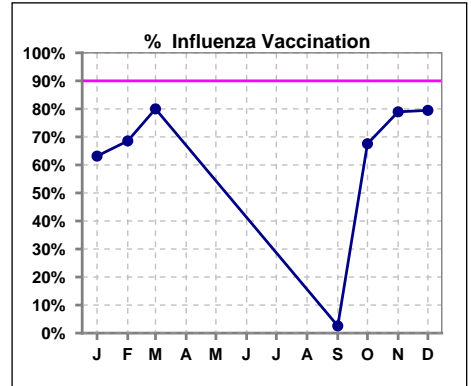
VII. Infection Control

Pneumonia vaccination within the past five years

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Patient	38	35	35	35	36	36	37	36	38	37	39	40
# Pneumonia	24	22	20	21	21	19	19	24	27	27	28	36
% Pneumonia	63%	63%	57%	60%	58%	53%	51%	67%	71%	73%	72%	90%



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# Patient	38	35	35						39	37	38	39
# Influenza	24	24	28						1	25	30	31
% Influenza	63%	69%	80%						3%	68%	79%	79%



Methodology: a) All labs for 'Adequacy of Dialysis', 'Nutrition', 'Osteodystrophy', 'Anemia' and 'Diabetes' based on last value of month; b) BP's and #L processed are average of all values for month; c) Access data takes last access of month; d) Values for SGA and 'Infection Control' use most recent result.