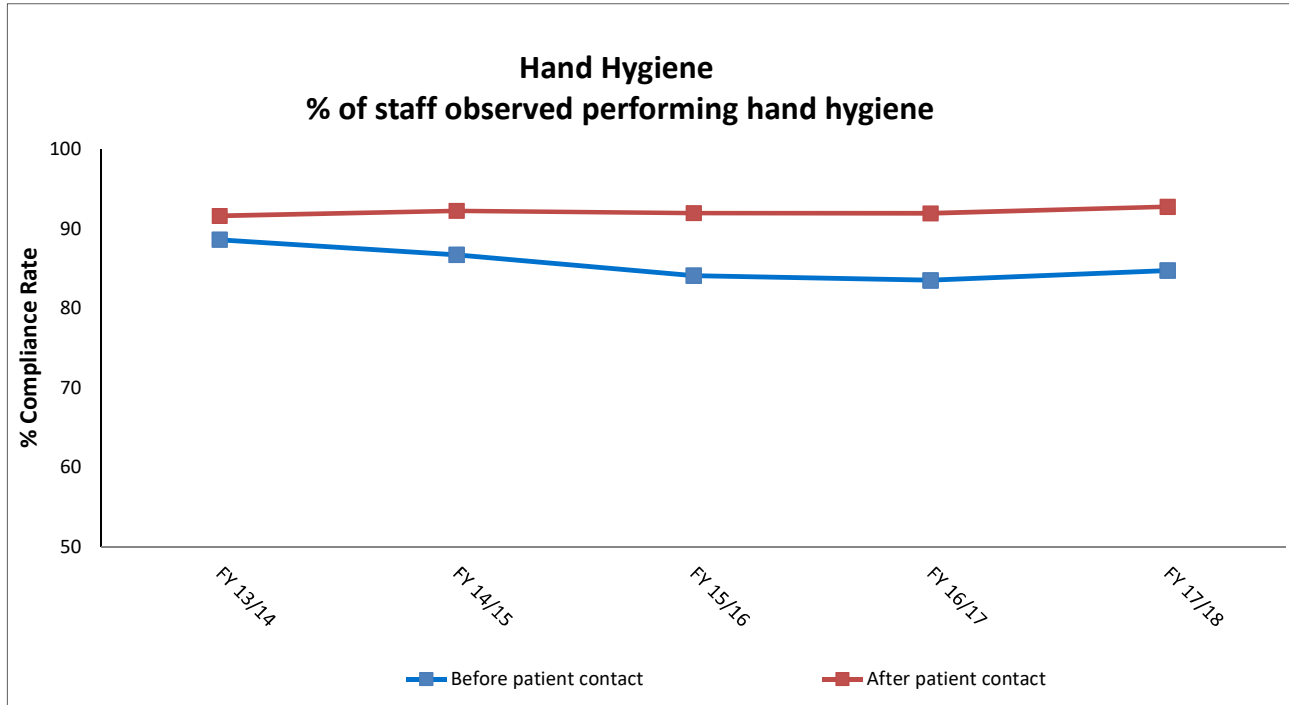


**NORTH
YORK
GENERAL**

*Making a World
of Difference*



	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18
Before patient contact	88.60	86.70	84.10	83.51	84.72
After patient contact	91.60	92.24	91.95	91.91	92.75