

08

PRODUCTION ACTIVITY



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Ohio | Industrial Commission

Report Compiled by the Office of Management Planning

INDUSTRIAL COMMISSION

PRODUCTION ACTIVITY REPORT

SUMMARY OF STATISTICAL HIGHLIGHTS

JANUARY 1 - DECEMBER 31, 2008

I. MOTIONS/APPEALS/INVENTORY

A total of 231,404 issues were captured at the **District Hearing Officer** (DHO) and **Staff Hearing Officer (SHO)** levels for IC determination during calendar year (CY) 2008. The BWC recorded approximately 180,832 new injury, occupational disease, and death claims for state funded and self-insuring employers during 2008. Of these filings, approximately 25,958 (14%) were contested and received in the IC for determination.

DHO level issues captured (Allowance and C92) total 160,708, while SHO level issues (Appeals, PTD's, Reconsiderations, VSSR's and SHO Miscellaneous) total 70,696. Appeals and reconsiderations filed at the Commission hearing level total 25,967 and 801, respectively. *First Level* ICON filings, inclusive of .522/.52 filings and appeals to BWC orders, totaled 66,614 while *Second Level and Above* ICON filings, inclusive of appeals to DHO and SHO orders, totaled 67,998. These reflect increases of 16% and 5%, respectively, from CY 2007 totals.

Additionally, during the CY 2008 there were approximately 42,169 issues captured that do not initially require formal adjudication via hearing (lump sum settlements (LSS), lump sum advancements, Hearing Administrator issues, PT adjustments, etc.). These "administrative review" issues are not typically reflected in scheduled production reports.

As of December 31, 2008, the Commission ending inventory was 26,609 claims at the DHO and SHO levels. This is inclusive of claims being processed in the IC medical sections, which totaled 633.

II. HEARING ACTIVITY

The Commission heard a total of 177,223 claims during CY 2008 at all adjudicatory levels. The total DHO volume accounts for 70% of overall hearings at 123,707 claims heard. Total SHO claims heard are recorded at 53,180 claims. Deputy venue claims heard totaled 27 in CY 2008 while the Commission venue recorded 309 claims heard.

DHO and SHO hearings were conducted on 244 days during CY 2008 at an average of 725 claims heard per day. District Hearing Officers averaged 507 claims heard per day while Staff Hearing Officers averaged 218 claims heard per day. Commission level hearings were scheduled on 83 days during CY 2008.

During CY 2008, 28% of all claims heard on DHO Allowance dockets were for self-insuring risks while 72% were for non-SI risks.

III. MEDICAL ACTIVITY

The Commission currently schedules medical exams in seven districts- Akron, Cincinnati, Cleveland, Columbus, Dayton, Toledo, and Youngstown. A total of 3,786 specialist exams and medical reviews were performed on behalf of the Commission during CY 2008. The majority of these exams (99%) were related to PTD filings.

IV. PERFORMANCE

District Hearing Officers heard a total of 89,486 allowance claims during CY 2008. The statewide median for the 45-day *Filing to Hearing* mandate is **31 days**. The statewide median for the 38-day *Receipt to Hearing* benchmark is **29 days**, while the statewide median for the seven-day *Hearing to Mailing* mandate is **2 days**.

Of the qualifying CY 2008 Allowance claims heard, 8,048 claims, or 11 percent, were beyond the 45-day *Filing Date to Hearing Date* mandate reflecting industry performance. This rate improved by four percentage points compared to 2007 performance as the volume of non-compliant claims decreased by 23 percent. Of the qualifying 2008 Allowance claims heard, 5,895 claims, or eight percent, were beyond the 38-day *Receipt Date to Hearing Date* benchmark reflecting IC performance.

Staff hearing officers heard a total of 40,352 appeal claims during CY 2008. The statewide median for the 45-day *Filing to Hearing* mandate is **29 days**, while the statewide median for the seven-day *Hearing to Mailing* mandate is **3 days**.

A total of 3,167 PTD claims were heard during CY 2008. PTD applications were adjudicated within approximately **221 days**. This is improved by 40 days compared to CY 2007 performance. Statewide, final orders were published within **5 days** of the hearing during CY 2008.

Refusal Orders issued against discretionary appeals were published at a median rate of **8 days** for the *Filing to Mailing* mandate (14-days) during CY 2008. This is unchanged from CY 2007 performance.

For hearings conducted during CY 2008, the combined venue Commission and Deputy average for the period *Filing of Appeal to Hearing Date* is **73 days**. This is improved by 20 days from the 2007 average of 93 days. The combined venue average for the seven-day *Hearing to Mailing* mandate is **31 days**.

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INVENTORY

Industrial Commission (IC) workloads and performance are initiated by and heavily dependent upon the volume of new motion and appeal filings. IC inventory volume is subject to volatile daily swings dependent on appeal filings, claim receipt flows from the BWC, examiner production in relation to the number of issues involved in a claim, docketing loads, and continuances granted.

The BWC recorded nearly 181,000 new injury, occupational disease, and death claims during the 2008 calendar year (CY). Approximately 30,000 (16%) of these filings were for self-insured employers. The breakdown of claims by risk type and claim type is as follows:

BWC New Claims Filed

CLAIM TYPE	DEATH	LOST TIME	MEDICAL ONLY	OCCUPATIONAL DISEASE	TOTAL CLAIMS FILED
SELF-INSURED (SI)	129	6,906	22,349	330	29,714
NON-SI	278	5,505	144,381	954	151,118
TOTAL	407	12,411	166,730	1,284	180,832

Source: BWC Datawarehouse (unrevised)

On average, 14% of all new claims filed are contested in whole or in part and received in the IC for determination. Original allowance and Death allowance issues were captured for 25,958 claims during calendar year 2008. The majority of these result in an allowance docket hearing.

Approximately 180,539 new first level motions were filed during CY 2008 for 131,291 separate claims. It should be noted that a number of claims have multiple issues attached per motion and not all motions or appeals will result in a hearing. Approximately 231,404 issues were captured at the first and second levels during CY 2008, reflecting a three percent decrease from CY 2007. DHO level issues account for 70% of this total. CY 2008 First level ICON filings, inclusive of .522/.52 filings and appeals to BWC orders, totaled 66,614 while Second Level and Above filings, inclusive of appeals to DHO and SHO orders, totaled 67,998.

ISSUES CAPTURED 2008	VOLUME PER DOCKET TYPE	PERCENT OF TOTAL
<i>DHO ALLOWANCE</i>	124,812	54%
<i>DHO C92</i>	35,896	16%
<i>SHO APPEAL</i>	55,775	24%
<i>SHO PTD</i>	2,241	< 1%
<i>SHO RECON</i>	9,120	4%
<i>SHO VSSR</i>	867	< 1%
<i>SHO MISC</i>	2,693	1%

Appeals and reconsiderations filed at the Commission hearing level total 25,967 and 801, respectively for CY 2008.

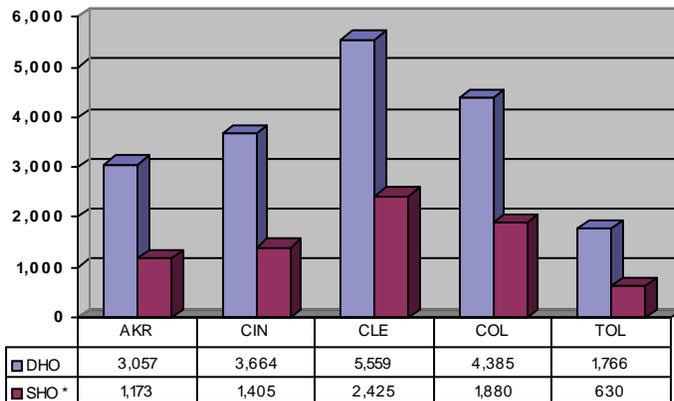
Inventory

Allowance docket processes account for 50% of IC total inventory and are comprised of issues other than those for original claim allowance. DHO issues account for 70% of total inventory while SHO issues account for 30%. SHO PTD inventory is inclusive of claims being processed for medical exams.

INVENTORY DECEMBER 31, 2008	CLAIM VOLUME	PERCENT OF INVENTORY
ALLOWANCE	12,758	50%
C92	5,395	21%
APPEAL	5,223	20%
PTD	1,268	5%
RECON	1,003	4%
VSSR	395	2%
MISC	291	1%

*PERCENTAGES MAY NOT ADD DUE TO ROUNDING

AVERAGE INVENTORY - 2008*

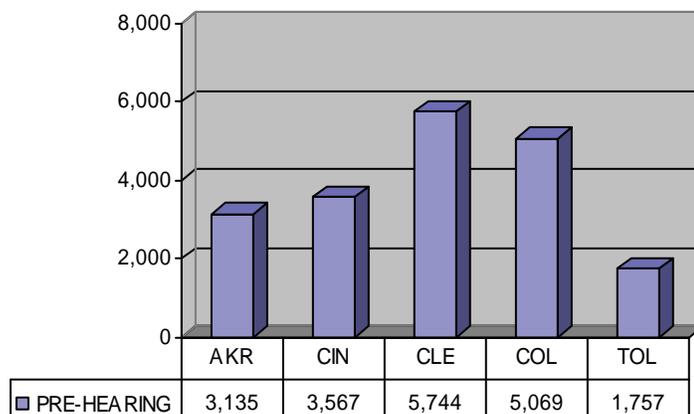


*Not inclusive of Medical Exams Inventory.

Statewide average monthly DHO/SHO inventory was 26,330 claims for CY 2008. Regional breakdown of average inventories for CY 2008 is as follows: Cleveland-30%; Columbus-25%; Cincinnati-19%; Akron-16%; Toledo-9%.

As of December 2008, the IC maintained a pre-hearing inventory of 19,272 claims processes at DHO and SHO levels. This accounts for 75% of total ending inventory. Regional pre-hearing levels as a percentage of respective inventories are as follows: Akron-76%; Cincinnati-75%; Cleveland-74%; Columbus-76%; Toledo-72%. The remainder of the inventory constitutes post-hearing claims awaiting an order or under appeal status. Additional claims under review or in STAGING preparation, outside of normal hearing processes are not included in the ending and average inventory figures. These un-posted volumes average approximately 1,151 claims at the end of any given month.

PRE-HEARING INVENTORY - 2008



Inventory

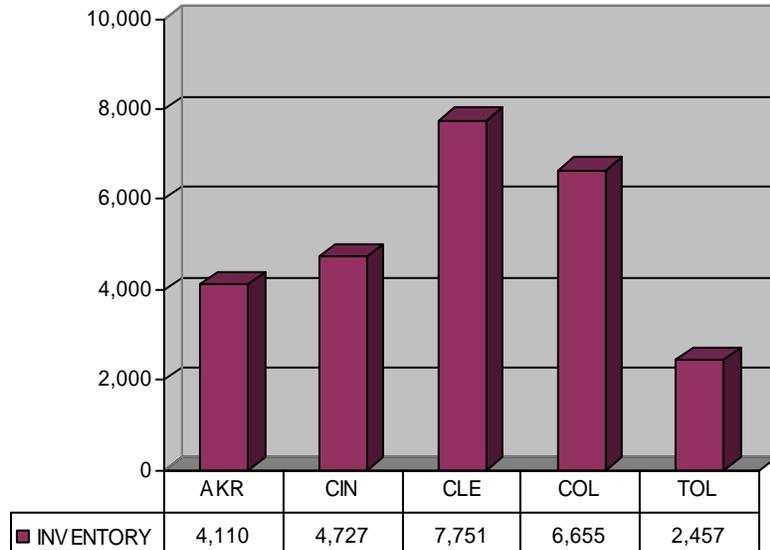
As of December 31, 2008, statewide inventory totaled 26,609 claims at all adjudicatory levels (including medical claims). Regional DHO/SHO inventory levels are presented at the right and are exclusive of claims being processed for medical exams or reviews.

The following volumes of claims being processed in the Court Unit, and for Attorney Fees, are not counted in DHO and SHO inventory figures.

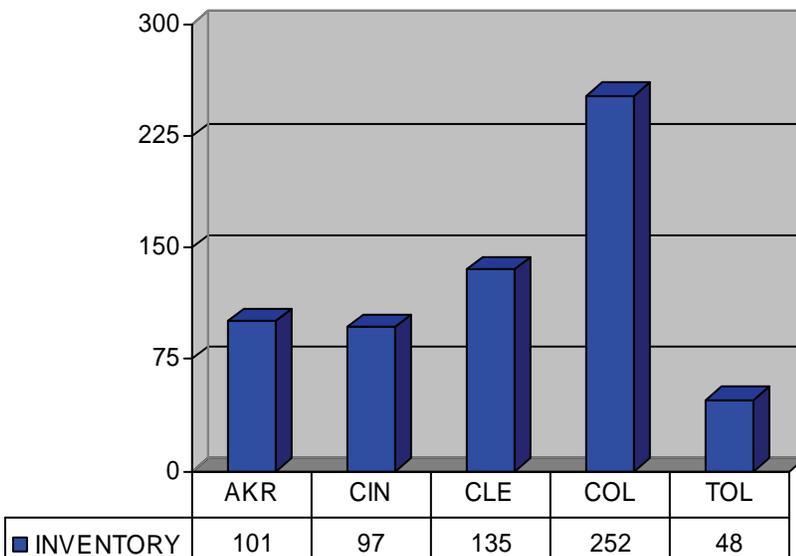
Court Unit – 8,448

Attorney Fees - 14

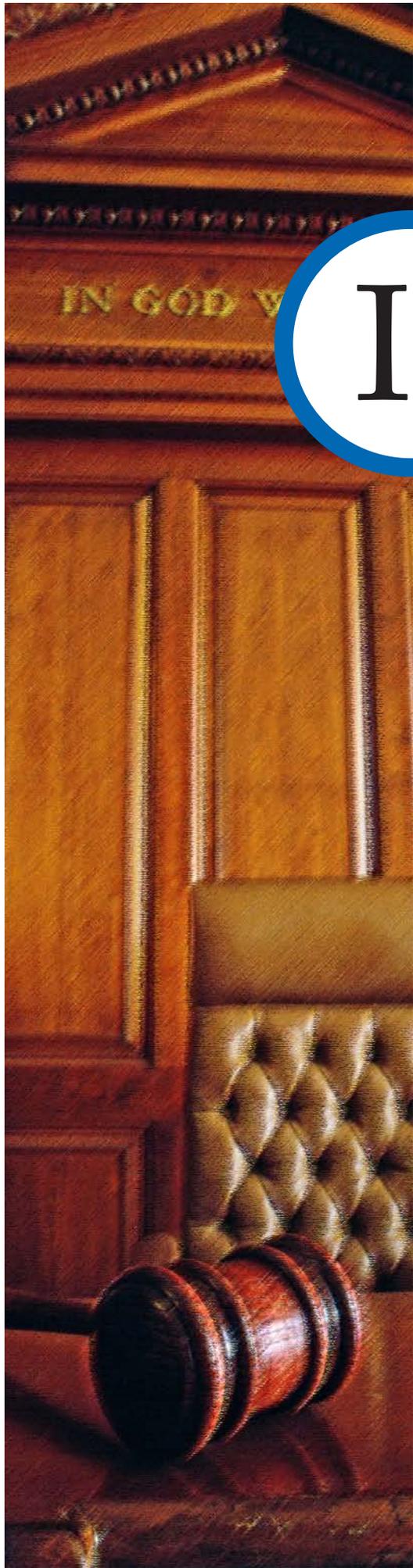
DHO/SHO INVENTORY - 2008



MEDICAL INVENTORY - 2008



The volume of claims within the IC medical section as of December 31, 2008 was 633, accounting for approximately 2% of total inventory. The majority of these claims (99%) are being processed for PTD related specialist exams. The remaining claims have been referred for an exam or medical review for non-PTD related issues. Scheduling of all initial PTD medical exams is centralized and performed within the Columbus region.



II

HEARING ACTIVITY

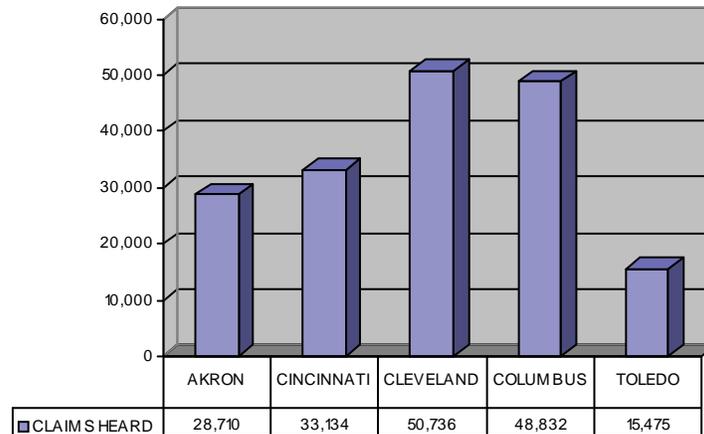
Claims Heard

The Industrial Commission heard a total of **177,223** claims during calendar year 2008 at all adjudicatory levels. The total DHO volume accounts for 70% of overall hearings at 123,707 claims heard. Total SHO claims heard are recorded at 53,180 claims. Deputy venue claims heard totaled 27 in CY 2008 while the Commission venue recorded 309 claims heard.

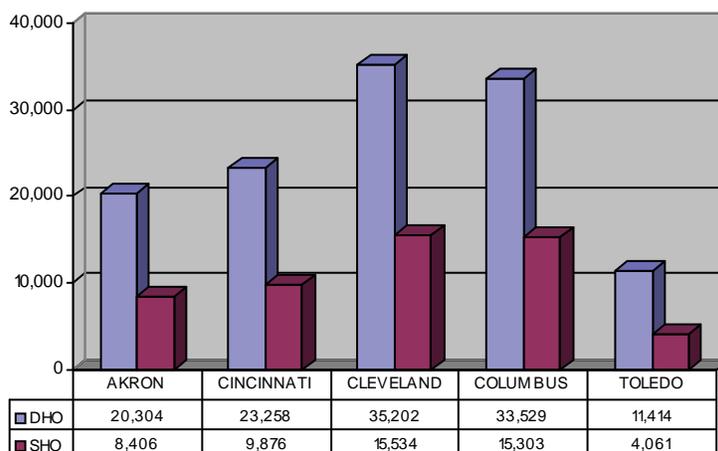
Approximately 42,169 issues were captured that do not initially require formal adjudication via hearing (lump sum settlements, lump sum advancements, Hearing Administrator issues, PT adjustments, etc.). These issues receive review and processing at the clerical, claims examining, word processing, and hearing officer levels but are not typically reflected in routine production reports under DHO or SHO dockets. These issues may subsequently result in a hearing under the normal adjudicatory process and are reflected accordingly under respective hearing venues.

While formal hearing volumes reflect a modest decrease from 2007 totals, the 42,169 total noted above is a two percent increase over the volume of non-hearing issues captured in 2007 (41,497). Thus, the aggregate volume of IC decisions is relatively unchanged over the past calendar year.

CLAIMS HEARD BY REGION



DHO/SHO CLAIMS HEARD

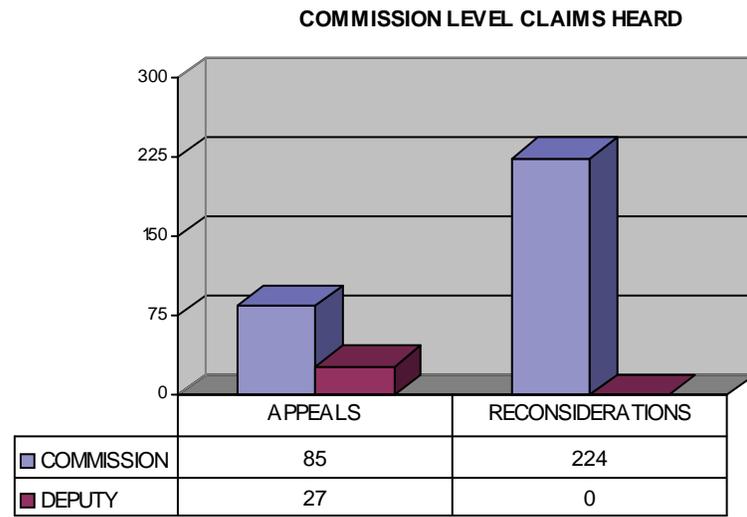


Regionally, the distribution of CY 2008 claims heard at DHO and SHO hearing levels is as follows: Cleveland – 29%; Columbus - 28%; Cincinnati - 19%; Akron - 16%; Toledo-9%. The total claims heard figure is inclusive of continuances, referrals, dismissals, and other final determinations made as result of a hearing.

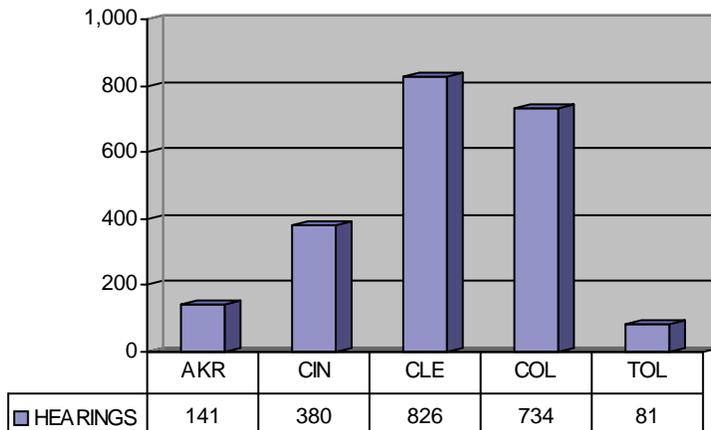
DHO and SHO hearings were conducted on 244 days during CY 2008. An average of 725 claims were heard per day at the DHO/SHO hearing levels. District Hearing Officers averaged 507 claims heard per day while Staff Hearing Officers averaged 218 claims heard per day.

Claims Heard

Commission level hearings were scheduled on 83 days during CY 2008. Commission venue appeals and recons were scheduled at a rate of 4 claims per hearing day. Deputy venue claims are disseminated from the Commission Level Hearing Section in Columbus and are not docketed in a systematic manner. Thus, the volume of claims heard per day at this level is indistinct.



HEARINGS HELD REQUIRING INTERPRETERS - 2008

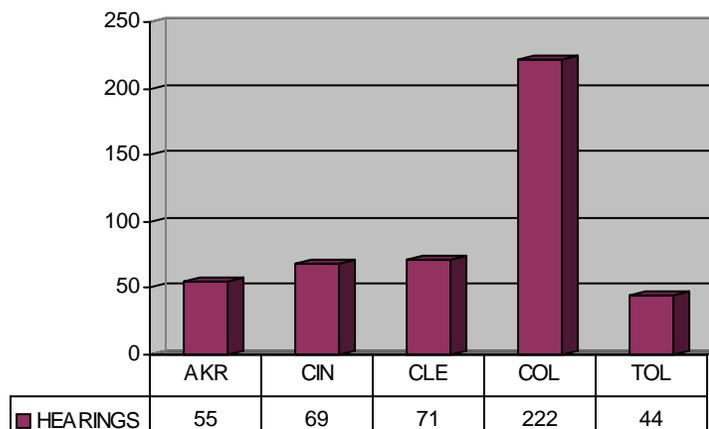


A total of 2,162 hearing records were flagged as requiring interpreter services during CY 2008 marking an 18 percent increase from CY 2007.

A total of 461 emergency hearings were scheduled during CY 2008.

Emergency hearings are scheduled based on designated docket types per IC rule, circumstantial requests by the respective parties of a claim, or other justifiable causes.

EMERGENCY HEARINGS SCHEDULED - 2008



Claims Heard

Claims Heard by Docket Type

DHO Allowance claims heard account for 50% of the statewide total while DHO C92 claims account for 19%. SHO dockets are accounted for as follows: Appeals - 23%; Reconsiderations - 5%; PTD - 2%; MISC - 1%; VSSR - less than 1%. Commission and Deputy venue hearings account for less than 1% of the statewide total.

REGION	AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO	TOTAL
DOCKET TYPE						
DHO Allowance	13,532	18,495	23,562	25,320	8,577	89,486
DHO C-92	6,772	4,763	11,640	8,209	2,837	34,221
SHO Appeal	5,776	8,256	11,695	11,334	3,291	40,352
SHO Reconsideration	2,038	750	2,673	2,429	372	8,262
SHO Miscellaneous	202	233	396	305	97	1,233
SHO VSSR	7	54	50	38	17	166
SHO PTD	383	583	720	1,197	284	3,167
Deputy	-	2	4	21	-	27
Commission	2	5	-	301	1	309
Total	28,712	33,141	50,740	49,154	15,476	177,223

Hearings Held by Employer Group

Hearings were conducted for approximately 29,764 different risks during CY 2008. Hearings for claims of private state funded employers accounted for 56% of all hearings while self-insuring employers accounted for 29%; public county employers accounted for 11%; and public state employers' claims accounted for 4%.

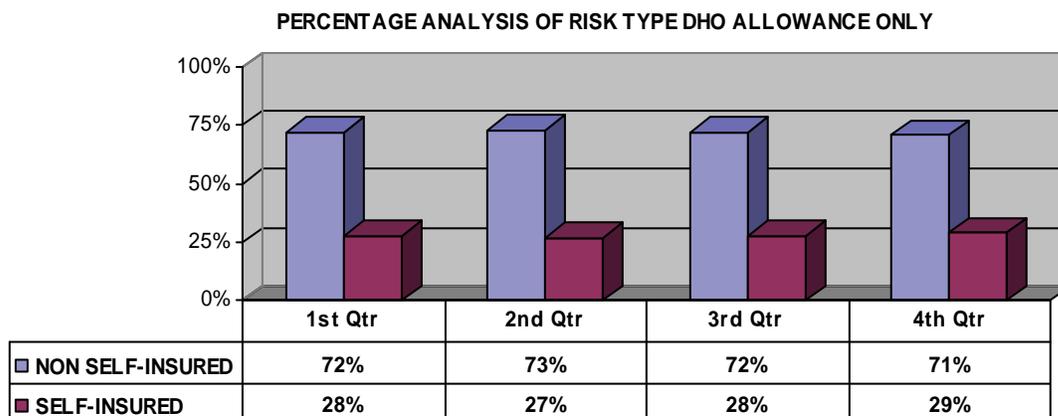
EMPLOYER TYPE	State Fund	Self-Insured	Pol. Sub (County)	State	Total
DOCKET TYPE					
DHO Allowance	51,672	25,188	9,437	3,241	89,538
DHO C-92	18,111	9,715	5,142	1,257	34,225
SHO Appeal	22,411	12,487	4,044	1,453	40,395
SHO Reconsideration	4,194	2,789	940	339	8,262
SHO Miscellaneous	787	311	108	34	1,240
SHO VSSR	135	27	5	-	167
SHO PTD	1,298	300	204	71	1,873
Deputy	18	7	3	-	28
Commission	127	115	24	9	275
Total	98,753	50,939	19,907	6,404	176,003

There is not a one-to-one relationship between claims heard and hearings held. Some hearings involve more than one claim and/or employer.

DHO Risk Types and PTD Decisions

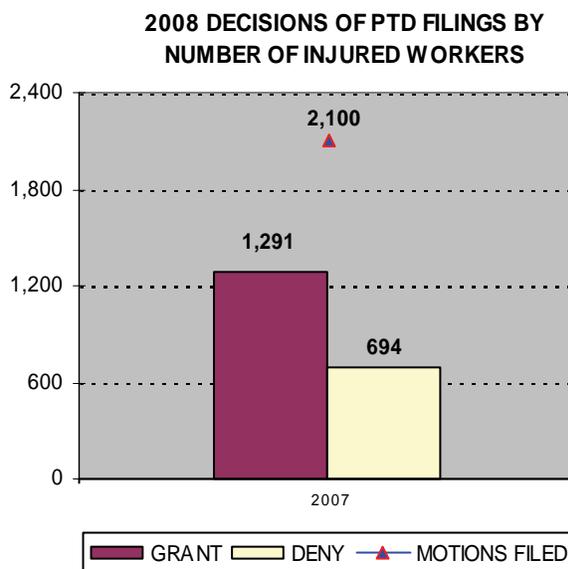
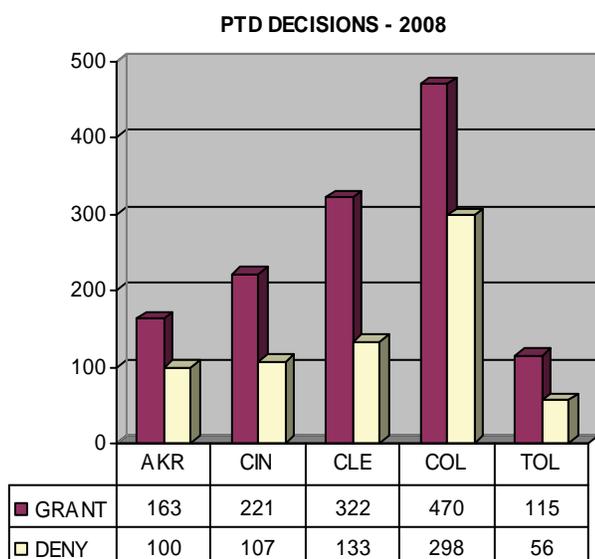
DHO Risk Type Analysis

During CY 2008, 28% of all claims heard on DHO Allowance dockets were for self-insuring risks while 72% were for non-si risks. Statewide, quarterly ratios remained relatively steady throughout the year, but there were slight variations by region.



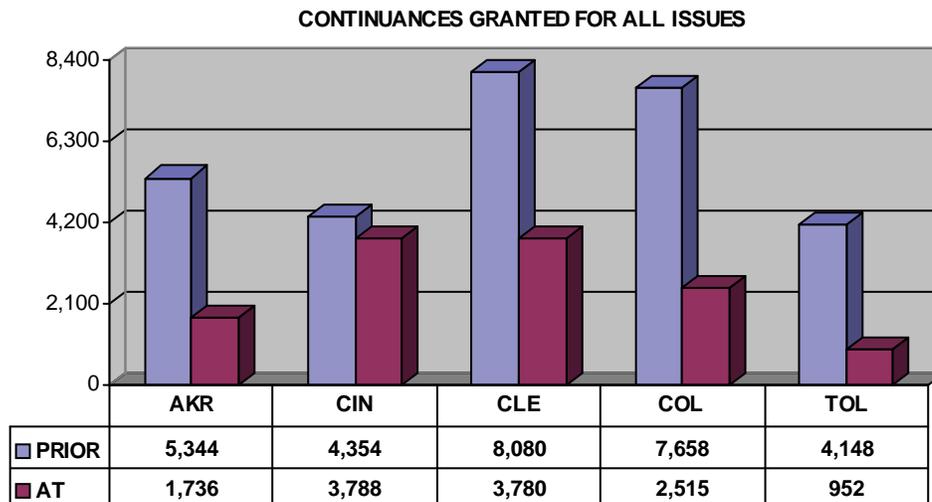
PTD Decisions

Of those PTD applications that were either granted or denied during CY 2008, 65% of the decisions rendered were PTD grants versus 35% PTD denials. Regionally, grant/deny ratios were as follows: Akron: 62% - 38%; Cincinnati: 67% - 33%; Cleveland: 71% - 29%; Columbus: 61% - 39%; Toledo: 67% - 33%. Given processing times for PTD applications, there is not always a direct correlation between motion filings and decisions rendered within the same calendar year. Additionally, some PTD applications are withdrawn, dismissed, or otherwise disposed. These totals are not reflected in this report.

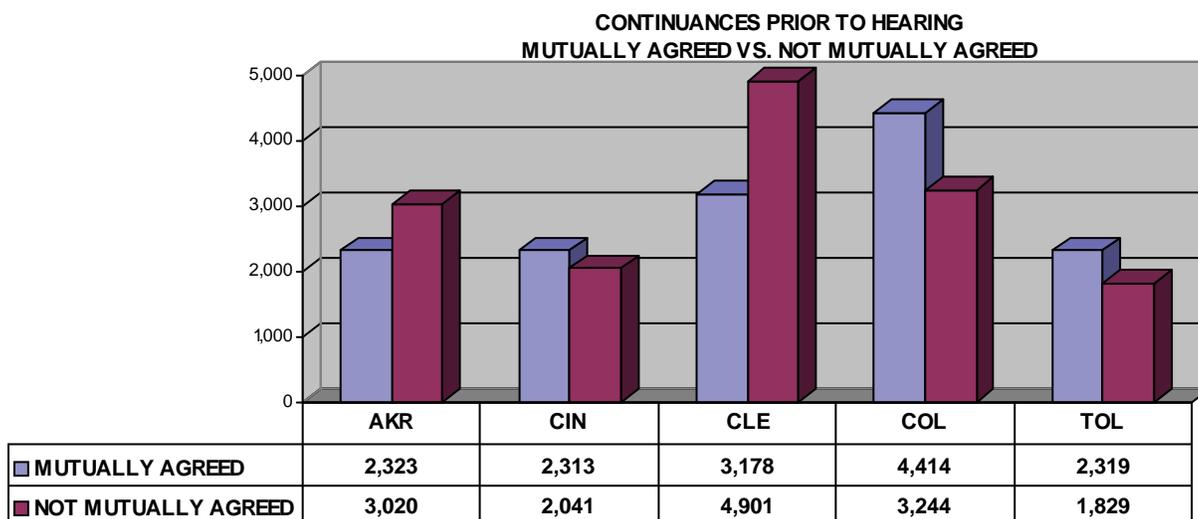


Continuances

Statewide, the average continuance rate prior to hearing for all issues remained unchanged from calendar year 2007, while the average continuance rate at hearing for all issues decreased. Continuances granted **prior** to hearing for all issues totaled 29,584 during CY 2008 while continuances granted **at** hearing totaled 12,771. The Toledo region maintained the highest rate for continuances prior to hearing at 27%. The Cincinnati region maintained the highest rate for continuances at hearing registering 11%.



Continuances impact inventory backlogs, docketing, and time frames. Mutually agreed continuances prior to hearing are not eligible for time frame consideration. Continuances prior to hearing that are not mutually agreed may remain eligible if the time frames are not waived by the parties at some other point and the issue reaches a subsequent hearing.



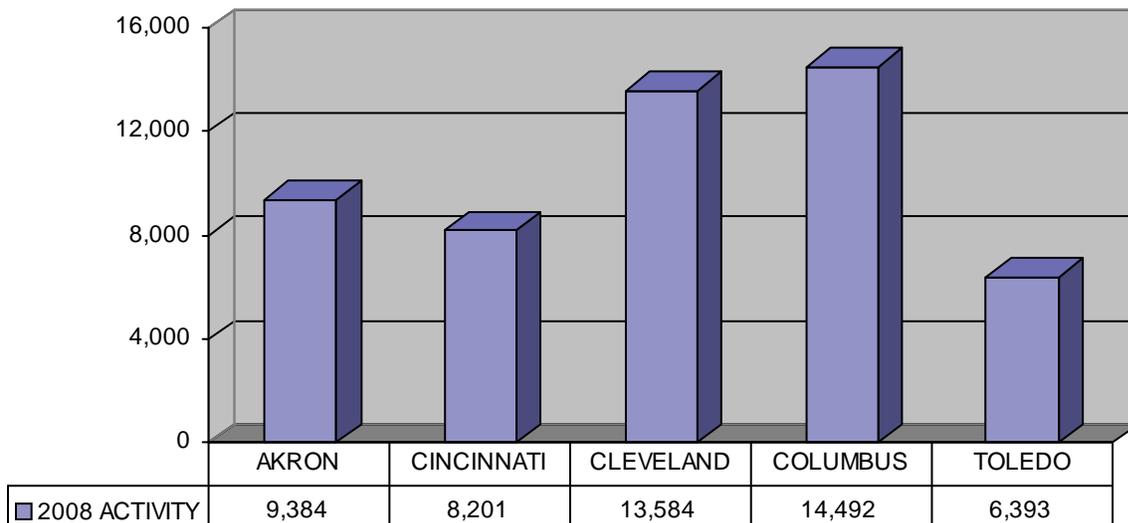
Hearing Administrator

Hearing Administrators perform a variety of functions that facilitate the adjudication process. In addition to processing approximately 32,000 continuance requests during CY 2008, they also processed 13,635 requests to withdraw motions or appeals and cancel scheduled hearings. Additionally, Hearing Administrators made decisions and performed activities in the below categories during CY 2008:

	ISSUE PTD LETTERS	PRE-HEARING CONFERENCES	SUBPOENA REQUESTS		INTERROGATORIES / DEPOSITIONS		SUSPENSION REQUESTS		.522/.52 REQUESTS	
			GRANT	DENY	GRANT	DENY	GRANT	DENY	GRANT	REFER TO HEARING
AKRON	279	20	83	13	6	7	254	83	60	162
CINCINNATI	430	37	100	14	2	8	336	106	42	129
CLEVELAND	408	55	319	9	10	2	287	162	41	343
COLUMBUS	773	77	121	41	8	12	433	160	174	190
TOLEDO	177	7	91	24	2	1	172	47	27	75
TOTAL	2,067	196	714	101	28	30	1,482	558	344	899

Hearing Administrators also processed requests for extensions related to PTD filings and requests regarding other miscellaneous issues that are not presented in this report. Statewide, Hearing Administrators made decisions on, or referred to hearing, approximately 52,054 issues during CY 2008. Regionally, Hearing Administrator activity are presented in the graph below. Regionally, Akron accounted for 18% of all Hearing Administrator activity during CY 2008; Cincinnati accounted for 16%; Cleveland accounted for 26%; Columbus accounted for 28%; and Toledo accounted for 12%.

HEARING ADMINISTRATOR ACTIVITY



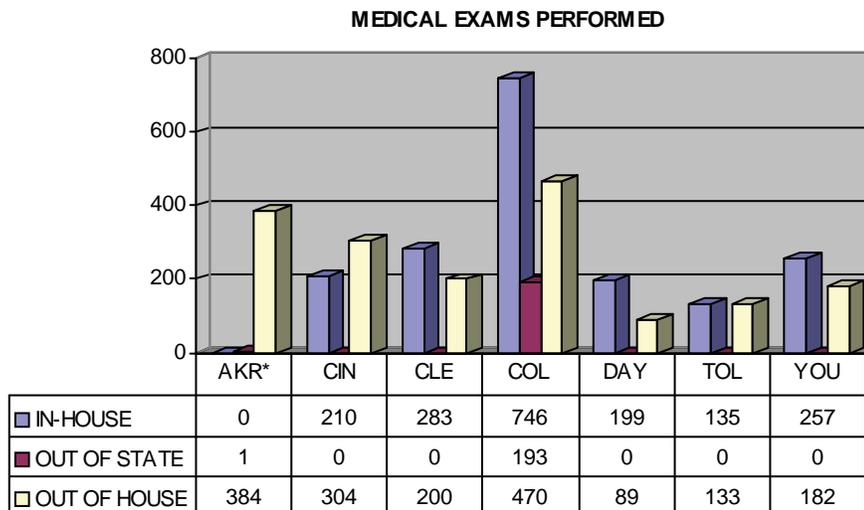


III

MEDICAL ACTIVITY

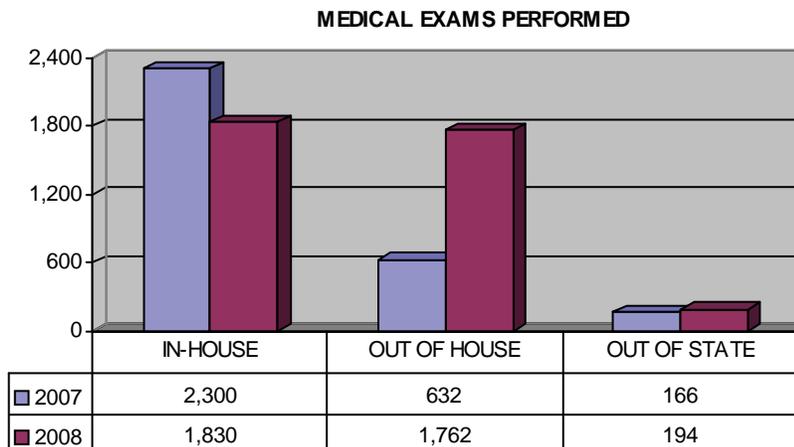
Medical Specialist Exams

Statewide, a total of 3,786 specialist exams and medical reviews were performed on behalf of the Industrial Commission during CY 2008. Specialist exams and medical reviews performed between CY 2007 and CY 2008 realized a 22% increase. The majority of these exams (99%) were related to PTD filings. Scheduling of exams for injured workers residing out of state is performed through the Columbus office. The Columbus office accounted for 37% of the statewide total with 1,409 exams attributed to the region. The Cincinnati office accounted for 14%; Cleveland accounted for 13%; Youngstown accounted for 12%; Akron accounted for 10%; Dayton accounted for 8%; and Toledo accounted for 7%.



*The Akron region does not currently perform in-house medical exams.

A comparison between 2008 and 2007 depicts significant fluctuations in the volumes of out of house exams and in-house exams and reviews. The volume of in-house exams decreased by 20% while the volume of outside exams increased by 178%.



Medical Exams/Reviews Scheduled

A total of 4,440 exams were scheduled during CY 2008. A total of 654 (15% of total exams scheduled) were rescheduled, canceled, or the injured worker did not show for the exam. The statewide exam cancellation rate (cancel, no show, reschedule) decreased from 16% in CY 2007 to 15% in CY 2008. The statewide volume of injured worker no-shows and rescheduled exams decreased by 6% and 36% respectively from CY 2007 while the volume of cancellations increased by 114%.

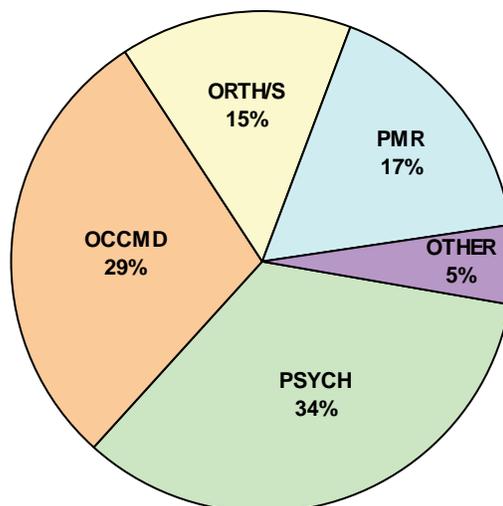
DISTRICT	AKRON	CINCINNATI	CLEVELAND	COLUMBUS	DAYTON	TOLEDO	YOUNGSTOWN
Cancellation Rate *	14%	10%	17%	16%	15%	12%	16%
Canceled	32	33	35	167	10	8	42
No-Show	7	10	15	74	4	7	5
Rescheduled	24	14	49	26	36	21	35
Performed	385	514	483	1,409	288	268	439
Total Scheduled	448	571	582	1,676	338	304	521

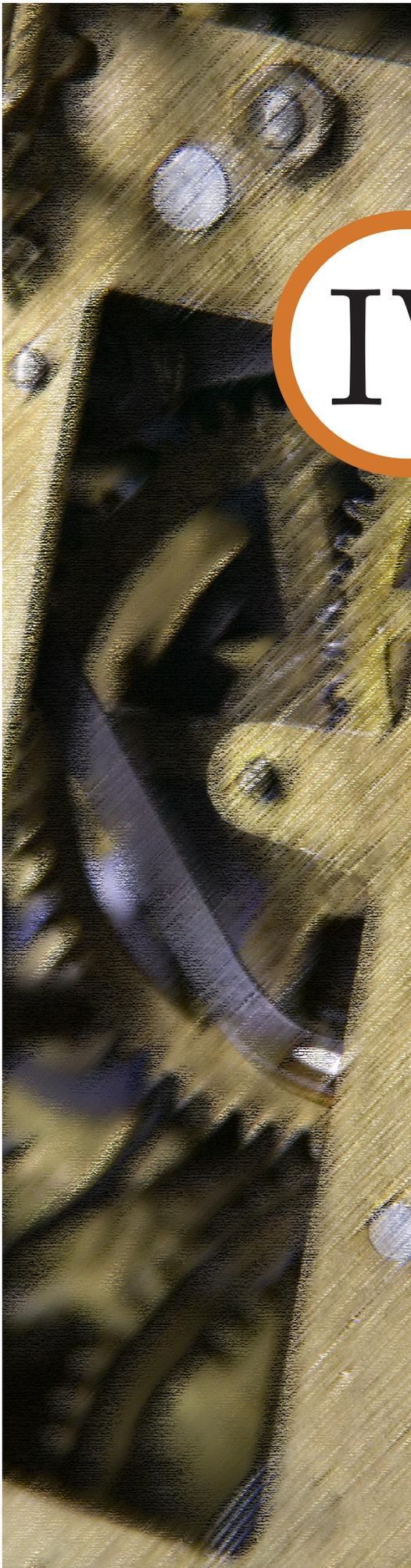
* Cancellation rate is calculated based on total exams that are canceled, rescheduled, or IW did not show

Medical Exams Performed by Exam Type

For medical specialist exams performed during 2008, PSYCH specialists account for the largest portion of total exams performed at 34% (1,278 exams). This is followed by OCCMD specialists exams at 29%; PMR specialists exams at 17%; ORTH/ORTHS specialists exams at 15%; and OTHER specialist types at 5%.

**MEDICAL EXAMS PERFORMED
(BY EXAM TYPE)**





IV

PERFORMANCE

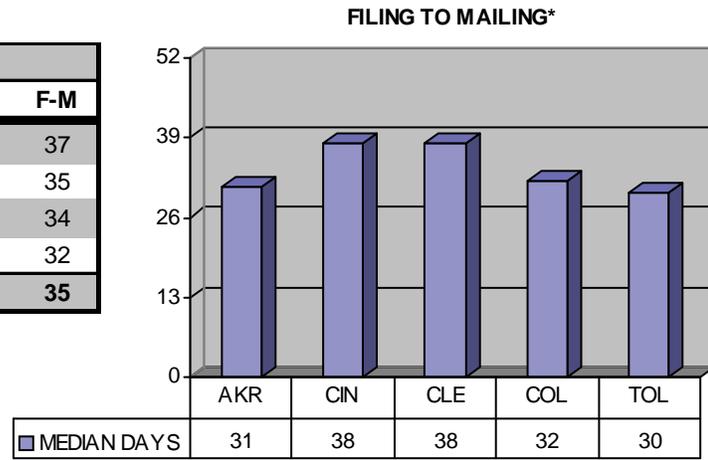
DHO Performance and Non-Compliant Claims

DHO Performance

District hearing officers heard a total of 89,486 allowance claims during CY 2008. Of those, 71,339 qualified for inclusion in time studies. On average, all IC offices performed within the statutory and benchmark limits set forth in HB 107 and HB 413. The IC performance is set at 38 days. This performance measure is based on the difference between the two statutory periods *Filing to Hearing* and *Filing to Receipt* (45 – 7).

DHO ALLOWANCE MEDIAN DAYS						
2008	F-R	R-H*	F-H	H-M	R-M	F-M
1st QTR	1	31	34	2	34	37
2nd QTR	1	29	31	2	32	35
3rd QTR	1	28	30	2	31	34
4th QTR	1	27	29	2	30	32
Y-T-D	1	29	31	2	32	35

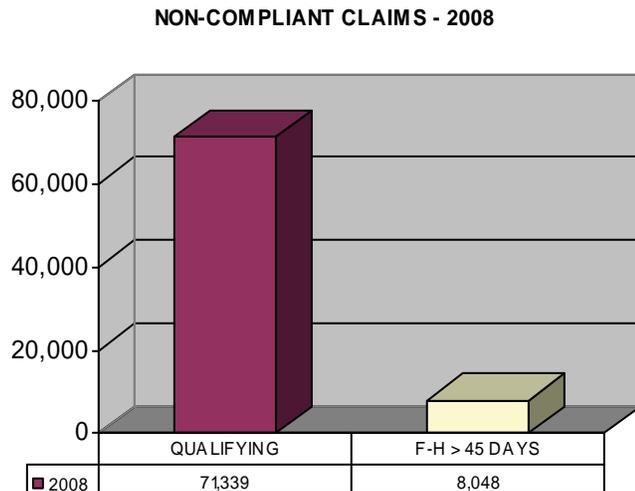
* IC Benchmark = 38 days



Non-Compliant Claims

HB413 dictates that an appeal or motion to a DHO must be heard within a 45-day period. This is inclusive of the statutory 7-day period the BWC has to forward the claim data to the IC.

Of the qualifying 2008 Allowance claims heard, 8,048 claims, or 11%, were beyond the statutory 45-day *Filing Date to Hearing Date* time frame. For 2008 there were 5,895 Allowance claims heard, or 8.3%, that were beyond the 38-day *Receipt Date to Hearing Date* benchmark reflecting IC performance. This reflects a 23% decrease in the volume of non-compliant claims with an improvement of approximately three percentage points in the rate of non-compliance compared to 2007 performance.

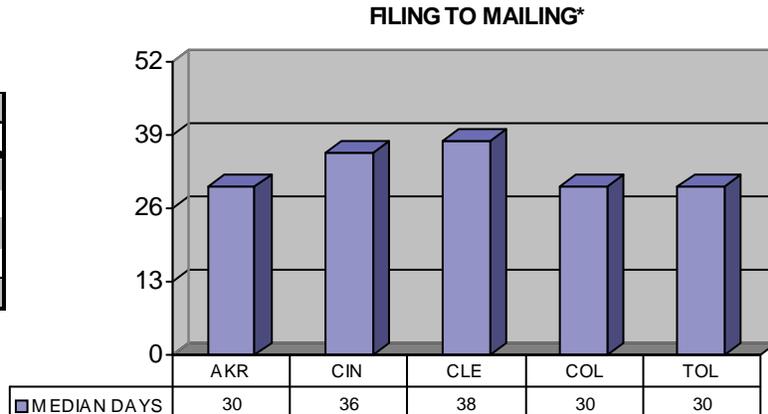


SHO and Commission Performance

SHO Performance

Staff hearing officers heard a total of 40,352 appeal claims during CY 2008. Of those, 33,082 qualified for inclusion in time studies. On average, all IC offices performed within the statutory and benchmark limits.

SHO APPEAL MEDIAN DAYS			
2008	F-H	H-M	F-M
1st QTR	29	3	33
2nd QTR	28	2	31
3rd QTR	29	3	33
4th QTR	28	3	30
Y-T-D	29	3	32



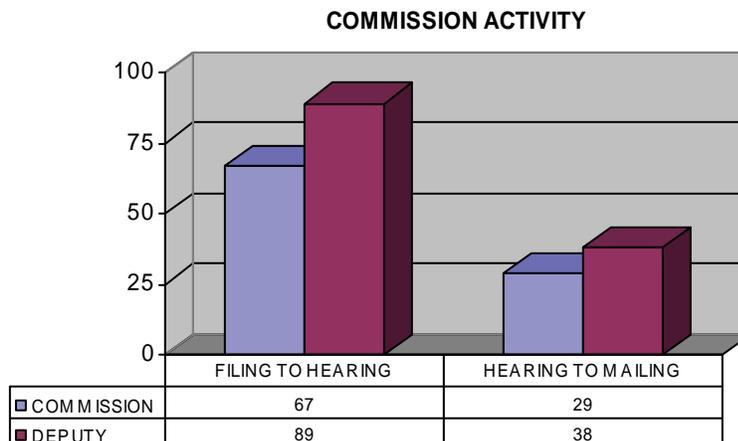
* Benchmark = 52 days

Commission Performance

For hearings conducted during CY 2008, the combined venue average for the period *Filing of Appeal to Hearing Date* is 73 days. This is a 20-day improvement from the CY 2007 average of 93 days.

The combined venue average for the period *Hearing to Mailing Date* is 31 days. This is an improvement of 12 days from the CY 2007 average of 43 days.

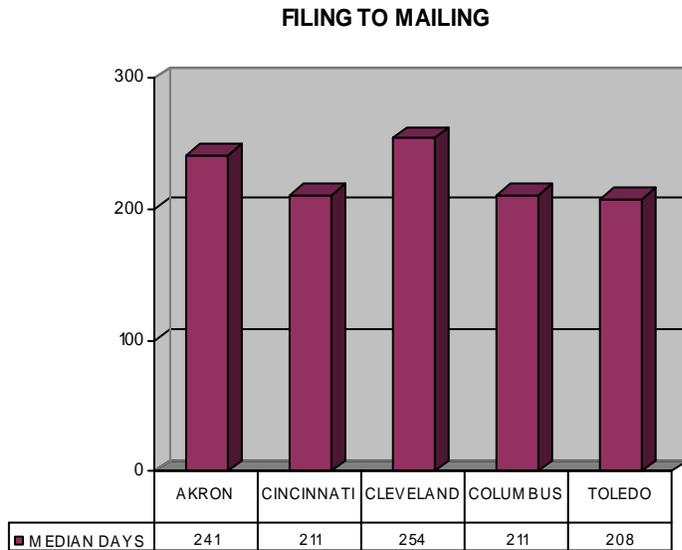
The combined venue average for the *Filing of Appeal to Mailing of Order* time frame is 104 days, a 33-day improvement from the CY 2007 rate.



PTD and SHO Refusal Order Performance

PTD Performance

A total of 3,167 PTD claims were heard during CY 2008. A total of 2,840 qualified for inclusion in the time studies (90%). Only those claims in which a decision is final in nature are tracked. Decisions involving a continuance or referral are not used in the calculation of the performance estimate.



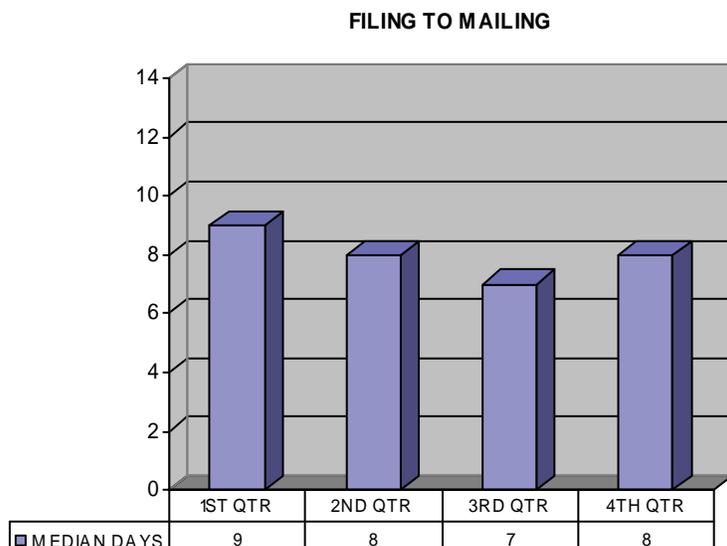
During CY 2008, PTD applications were adjudicated within approximately 221 days of the application filing date. This reflects a 40-day improvement from CY 2007 performance.

PTD hearings are typically taken under advisement with a final order published at a later date. Statewide, final orders were published within five (5) days of the hearing during CY 2008.

SHO Refusal Order Performance

Appeals to SHO orders are discretionary in nature and processed centrally by the Commission Level Hearing Section in Columbus. Per mandate, if an appeal is refused, it is to receive a refusal order within 14-days of the appeal filing date.

On average, refusal orders were issued within 8 days of the appeal filing date throughout CY 2008. This is unchanged from CY 2007 performance. Statewide, 90 percent of orders were issued within 14 days of appeal filing.



Hearing Spike and Court Cases

Hearing Spike

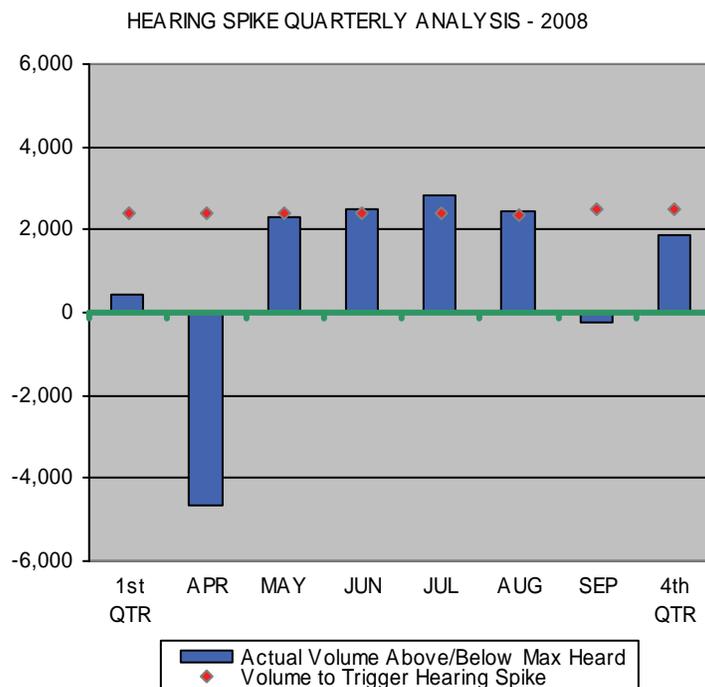
The Hearing Spike Analysis is compiled in conformance with the directives set forth in HB413 and IC Resolution 96-1-05. Per this directive, a hearing spike occurs when the volume of claims ready for hearing at the end of any given month exceeds the maximum number of DHO/SHO claims heard in any of the preceding twelve calendar months by fifteen percent. A hearing spike occurred in the months of June, July, and August during CY 2008.

The diagram shown at right presents three key elements:

ZERO LEVEL (green line) – this floor represents the maximum heard total (per the statute) at the end of each respective quarter

DIAMOND MARKER (red markers) – represents the volume of claims above the maximum heard total that would have triggered a hearing spike at the end of each quarter

BAR MARKER (blue bars) – represents the actual volume of *claims ready for hearing* that were above or below the 12-month maximum heard total at the end of the respective quarter



The volume for *Claims Ready for Hearing* at the end of CY 2008 was 18,407 claims. This is 1,852 claims (11%) above the maximum heard total but 631 claims below the volume that would result in a hearing spike.

STATISTICAL OVERVIEW

INVENTORY

	2008	2007
BWC New Claims Filed	180,832	199,725
IC Motions/Appeals Filed (first level only)	180,595	178,973

HEARING ACTIVITY

Claims Heard	177,223	178,172
DHO Venue	123,707	125,086
SHO Venue	53,180	52,811
COM Venue	336	275
Claims Heard Per Day (DHO & SHO)	725	732
DHO Heard Per Day	507	515
SHO Heard Per Day	218	217
Continuances: Prior to Hearing	29,582	29,378
Continuances: At Hearing	12,771	13,759

MEDICAL ACTIVITY

Specialist Examinations Performed	3,786	3,098
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PERFORMANCE

DHO Allowance Timeframes (F-M)	35 days	34 days
Non-Compliant DHO Claims	8,048	10,456
SHO Appeal Timeframes (F-M)	32 days	32 days
Refusal Orders (F-M)	8 days	8 days
Commission Appeal Timeframes (F-M)	104 days	137 days

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