

inner strength one family s experience with cysti File PDF

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Cystic fibrosis (CF) is a complex, lifelong genetic disorder that profoundly impacts the lives of those diagnosed and their families. For the Johnson family, their journey with cystic fibrosis has been a testament to resilience, unwavering hope, and the extraordinary inner strength that emerges in the face of adversity. This in-depth account explores their experiences, the challenges they faced, the strategies they employed to cope, and the lessons they learned along the way.

Understanding Cystic Fibrosis: The Johnson Family's Perspective

What is Cystic Fibrosis?

Cystic fibrosis is a hereditary disease affecting the lungs, pancreas, and other organs. It is characterized by thick, sticky mucus buildup, leading to respiratory and digestive issues. The condition requires lifelong management, frequent medical interventions, and a robust support system.

The Diagnosis: A Turning Point

The Johnsons first learned of their daughter Emma's diagnosis at birth. The news was overwhelming, but it marked the beginning of their journey toward understanding, acceptance, and resilience.

The Initial Shock and Emotional Turmoil

The Family's Reaction

When Emma was diagnosed, the Johnson family experienced a whirlwind of emotions:

- Shock and disbelief
- Fear of the unknown
- Guilt and self-blame
- Sadness over the challenges Emma would face

Processing the Diagnosis

They sought support from healthcare professionals, support groups, and mental health counselors to process their feelings and gain a clearer understanding of CF. This phase underscored the importance of emotional resilience and seeking help.

Building Inner Strength Through Knowledge and Acceptance

Educating Themselves About CF

The Johnsons committed to learning everything about cystic fibrosis:

- Understanding the disease progression
- Learning about treatment options
- Connecting with other families facing similar challenges

This knowledge empowered them, transforming fear into informed action.

Acceptance and Moving Forward

Acceptance was a gradual process. Recognizing that CF was a part of Emma's life helped the family focus on what they could control—her care, emotional support, and quality of life.

Developing a Support System and Routine

Medical Team and Care Plan

The Johnsons built a dedicated medical team comprising pulmonologists, nutritionists, and therapists. They established a daily routine that included:

- Medication schedules
- Physiotherapy sessions
- Nutritional plans

Family and Community Support

Support from relatives, friends, and local support groups played a vital role. Sharing experiences fostered a sense of community and provided emotional sustenance.

Overcoming Challenges and Adapting Strategies

Managing Daily Health Needs

The family faced ongoing challenges such as:

- Frequent hospital visits
- Managing infections
- Ensuring proper nutrition

They learned to adapt their daily schedules and stay flexible in their approach.

Dealing with Emotional and Psychological Strain

The constant stress took a toll. To cope, they:

- Practiced mindfulness and relaxation techniques
- Attended family therapy sessions
- Maintained open communication among family members

Educational and Social Challenges

Emma faced limitations at school and social activities. The family advocated for her rights, ensuring she received necessary accommodations and support.

Celebrating Small Victories and Finding Joy

Milestones and Achievements

Despite the hurdles, the Johnsons celebrated Emma's milestones:

- First successful treatment period
- Participation in school activities
- Improved lung function tests

Creating Positive Memories

They prioritized family outings, hobbies, and moments of laughter to foster a positive environment.

Recognizing joy in everyday life reinforced their inner resilience.

The Role of Hope and Future Planning

Maintaining Hope

The Johnsons found strength in hope—hope for advances in treatment, for Emma's health, and for a future where CF might be better managed or even cured.

Long-term Planning

They prepared for the future by:

- Discussing Emma's education and career aspirations
- Planning financial and healthcare needs
- Ensuring Emma's independence and self-care skills

Lessons Learned and Wisdom Gained

Resilience is a Family Effort

The entire family's collective strength, patience, and positivity were crucial in navigating the journey.

The Power of Education and Support

Knowledge and community support provided the foundation for effective management and emotional well-being.

Inner Strength Comes from Within

Despite external challenges, the Johnson family discovered that their greatest resource was their inner strength—resilience, hope, and love.

Conclusion: An Inspiring Journey of Inner Strength

The Johnson family's experience with cystic fibrosis exemplifies how inner strength can transform adversity into a catalyst for growth. Their journey underscores the importance of education, support, resilience, and hope. Through their unwavering commitment and emotional endurance, they continue to face each day with courage, inspiring others to find their own inner strength in life's most challenging moments. Their story serves as a powerful reminder that while we cannot always control

the circumstances we face, we can control our response?fostering resilience that sustains us through even the toughest battles.

Inner Strength: A Family?s Resilient Journey Through Cystic Fibrosis

Introduction

When a family faces a diagnosis like cystic fibrosis (CF), their entire world shifts. It?s a journey marked by challenges, resilience, hope, and the profound discovery of inner strength. This article explores the deeply personal experience of one family navigating CF, highlighting their struggles, triumphs, and the essential role of inner strength in overcoming adversity. Through their story, we aim to shed light on what it truly means to face a chronic illness with courage, perseverance, and unwavering hope.

Understanding Cystic Fibrosis: The Medical Context

Before delving into the family?s experience, it?s crucial to understand CF as a medical condition.

What is Cystic Fibrosis?

Cystic fibrosis is a hereditary, genetic disorder that primarily affects the lungs and digestive system. It is caused by mutations in the CFTR gene, leading to the production of thick, sticky mucus that clogs airways and impairs organ function.

Symptoms and Challenges

- Respiratory issues: Chronic cough, lung infections, wheezing, and difficulty breathing.
- Digestive problems: Malabsorption, poor weight gain, greasy stools.
- Other complications: Elevated sweat chloride levels, sinus infections, and potential liver issues.

The Lifelong Journey

CF is a lifelong condition with no current cure, but advancements in treatment have significantly improved quality of life and life expectancy. Managing CF involves daily therapies, medication regimens, nutritional support, and frequent medical visits.

The Family?s Story: An In-Depth Look

The Diagnosis: A Shock That Changed Everything

The family's journey began with a routine newborn screening, which flagged potential CF. Confirmatory tests followed, revealing their infant daughter's diagnosis. The news was shocking—an unexpected, life-altering development.

“We were overwhelmed with emotion—fear, confusion, but also a fierce determination to fight,” recalls the mother.

The initial days were filled with questions: What does this mean for her future? How will we manage her health? The family's response set the foundation for their resilience.

Facing the Reality: Emotional and Psychological Impact

The diagnosis triggered a whirlwind of emotions:

- Grief and loss: Mourning the life they envisioned for their child.
- Anxiety: Concerns about her health, hospitalizations, and long-term prognosis.
- Guilt: Wondering if they could have prevented it, despite knowing CF is hereditary.

Recognizing these feelings, the family sought counseling and joined support groups, understanding that emotional resilience was pivotal in their journey.

Building Inner Strength: Pillars of Resilience

The family's experience underscores that inner strength isn't innate; it's cultivated through conscious effort, support systems, and mindset shifts. Here are key components that helped them persevere:

- Education and Knowledge

Understanding CF empowered the family to make informed decisions and advocate for their daughter. They:

- Attended medical consultations actively.
- Educated themselves about treatment options.
- Connected with other families and online communities.

This knowledge fostered confidence and reduced feelings of helplessness.

- Support Networks

Support from healthcare professionals, family, friends, and peer groups was instrumental. They found solace in:

- Support groups sharing similar experiences.
- Counseling services addressing emotional well-being.
- Connecting with other families through CF foundations.

These networks provided reassurance, practical advice, and emotional sustenance.

- Routine and Discipline

Managing CF requires strict routines:

- Administering medications (e.g., pancreatic enzymes, antibiotics).
- Performing physiotherapy and airway clearance.
- Ensuring optimal nutrition and hydration.

Discipline in maintaining these routines built a sense of control and efficacy.

- Positive Mindset and Hope

Despite setbacks, maintaining optimism was vital:

- Celebrating small milestones.
- Focusing on progress rather than limitations.
- Setting achievable goals for her health and development.

This outlook fostered resilience and inspired perseverance.

Overcoming Challenges: A Family's Strategies

Navigating Medical Complexities

The family faced frequent hospitalizations due to respiratory infections. They adopted strategies

such as:

- Tracking symptoms meticulously.
- Ensuring timely medical intervention.
- Staying proactive with preventive treatments like vaccinations.

Managing Daily Life

Balancing treatment routines with everyday activities required creativity and flexibility:

- Incorporating physiotherapy into daily routines.
- Adjusting diet plans to meet her evolving needs.
- Ensuring her social and educational needs were met.

Emotional Resilience

The emotional toll was significant. They practiced:

- Open communication about fears and feelings.
- Mindfulness and stress-reduction techniques.
- Celebrating resilience and courage within the family.

The Role of Medical Advances and Supportive Treatments

The family's journey was bolstered by medical advancements that offered new hope:

- CFTR modulators: Personalized medications targeting specific mutations.
- Enhanced physiotherapy techniques: Use of devices and methods to clear mucus more effectively.
- Nutritional therapies: High-calorie diets and enzyme supplements.

These innovations underscored the importance of staying informed and proactive, reinforcing their inner resolve.

Looking Ahead: The Power of Inner Strength in Chronic Illness Management

The family's experience highlights that inner strength is a dynamic, vital resource. It enables

families to:

- Adapt to evolving health needs.
- Maintain hope amidst uncertainty.
- Foster resilience in children and caregivers alike.

Their journey demonstrates that inner strength is built through education, support, discipline, and hope, transforming adversity into a testament of human resilience.

Lessons Learned and Final Reflections

Through their story, several lessons emerge:

- Empowerment through knowledge: Educating oneself is the first step toward control.
- Support systems matter: Connecting with others reduces feelings of isolation.
- Routine fosters resilience: Discipline in daily care creates stability.
- Positive outlook sustains hope: Celebrating progress fuels resilience.
- Inner strength is cultivated, not innate: It grows through experience, mindset, and perseverance.

The family's journey with cystic fibrosis exemplifies that, despite the formidable challenges, inner strength can transform a life dictated by illness into one filled with resilience, hope, and purpose.

Conclusion

Living with cystic fibrosis is undeniably challenging, but as this family's story illustrates, inner strength is the cornerstone of navigating such adversity. Their experience serves as a powerful testament to the human spirit's capacity for resilience—showing that with knowledge, support, discipline, and hope, families can not only cope but thrive in the face of chronic illness. Their journey is a beacon for others walking similar paths, emphasizing that in the heart of every struggle lies an inner strength waiting to be nurtured and celebrated.

Question How did the family discover their child's cystic condition and what were their initial reactions? The family first noticed symptoms during routine check-ups and after medical evaluations, they learned their child had cystic fibrosis. Their initial reactions ranged from shock to concern, but they quickly shifted focus to seeking treatment and support. What role did inner strength play in the family's journey with cystic fibrosis? Inner strength was crucial in helping the family navigate daily challenges, maintain hope, and stay resilient through medical treatments and emotional ups and downs, ultimately fostering a positive outlook despite difficulties. How did the family support each other emotionally throughout the treatment process? They maintained open

communication, shared their feelings, and leaned on each other for support. They also joined support groups and sought counseling, which strengthened their emotional resilience and unity. What advice would the family give to other families facing similar health challenges? They advise staying informed, maintaining a strong support system, practicing patience, and cultivating inner strength to face uncertainties with hope and determination. In what ways has their experience with cystic fibrosis changed their perspective on family and life? Their experience has deepened their appreciation for family bonds, taught them the importance of perseverance, and reinforced the value of inner strength in overcoming life's obstacles together.

Related keywords: inner strength, family support, cystic fibrosis, resilience, health journey, emotional endurance, medical challenges, family bonding, overcoming adversity, chronic illness

ABCS OF EXPERIENCE RATING NCCI

abcs of experience rating ncci is an essential concept for employers and insurance professionals navigating the world of workers' compensation insurance. Understanding how the National Council on Compensation Insurance (NCCI) calculates experience ratings can significantly impact a company's insurance premiums and safety strategies. This comprehensive guide aims to demystify the fundamentals of experience rating with NCCI, providing clarity on its purpose, methodology, benefits, and key considerations. Whether you are new to workers' compensation insurance or seeking to optimize your existing policy, grasping the ABCs of NCCI experience rating is vital for effective risk management and cost control.

What Is Experience Rating in NCCI?

Experience rating is a method used by workers' compensation insurance providers, particularly NCCI, to adjust an individual employer's premium based on their prior claims history. Essentially, it aims to reward safe workplaces and incentivize employers to implement safety measures.

Definition and Purpose

Experience rating is a formula that modifies an employer's manual premium ? the base rate for their industry and payroll ? to reflect their own loss history. The primary goals are:

- To promote workplace safety
- To differentiate premiums based on actual risk
- To encourage employers to reduce workplace injuries

- To ensure equitable premium costs across different businesses within the same industry

How It Differs from Manual Premium

While the manual premium is a standard rate determined by industry classification and payroll, the experience modification factor (or ?mod?) adjusts this rate up or down. A company with a history of few or no claims will benefit from a lower mod, reducing their premium, whereas a company with frequent or severe claims may face higher costs.

The Role of NCCI in Experience Rating

The NCCI is a non-profit organization that collects, analyzes, and maintains workers? compensation insurance data across many states. It develops and administers the experience rating formulas used by most states, making it a central authority in setting fair and consistent rating standards.

NCCI?s Responsibilities

- Collects and processes employer claims data
- Develops classification codes for industries
- Calculates experience modification factors
- Provides guidelines and tools for insurers and employers
- Ensures compliance with state-specific regulations

States Using NCCI

NCCI?s model primarily serves states like:

- Florida
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Missouri
- North Carolina
- South Carolina
- Tennessee
- and others

It's important for employers to verify their state's specific rules, as some states have their own experience rating organizations.

Understanding How Experience Rating Is Calculated

The calculation of an employer's experience modification involves several components, primarily focusing on their claims history, payroll, and industry classification.

Key Components of the Calculation

- **Claim Data:** All reported and paid claims within a specific period, typically the last three years.
- **Expected Losses:** The average loss costs for similar companies within the same industry classification.
- **Actual Losses:** The employer's actual claims costs during the period.
- **Loss Development Factors:** Adjustments to account for claims that may develop or settle over time.
- **Rating Values:** The specific modifiers applied based on the employer's claims history relative to expectations.

Steps in the Calculation Process

- **Data Collection:** Gather all relevant claims data for the past three years.
- **Determine Expected Losses:** Use industry averages to estimate what a typical company in the same classification would incur.
- **Calculate Actual Losses:** Sum the employer's reported claims, adjusting for any development.
- **Compute the Loss Ratio:** Divide actual losses by expected losses.
- **Apply the Experience Modification Formula:** Use NCCI's formulas and tables to derive the employer's mod factor.

Interpreting the Experience Modification Factor (Mod)

The resulting mod factor influences the employer's premium:

- **Mod**
- **Mod = 1.0:** Industry average safety record, no adjustment.
- **Mod > 1.0:** Worse-than-average safety record, leading to an increase in premium.

For example, a company with a mod of 0.75 pays 75% of the standard premium, while one with 1.25

pays 125%.

Benefits of Experience Rating

Implementing and understanding experience rating offers multiple advantages:

- Cost Savings: Safer companies pay less over time.
- Risk Management: Encourages employers to invest in safety programs.
- Fairness: Reflects individual employer's claims history rather than industry averages.
- Competitive Edge: Reduces insurance costs, allowing for better pricing or investment.

Key Considerations and Common Questions

How Is the Experience Modification Factor Used?

Insurance providers apply the mod to the manual premium, adjusting the final premium accordingly. It's typically shown on the policy declaration page.

How Often Is the Experience Modification Updated?

Most states update the mod annually, based on claims data from the previous three years.

What Are the Limitations of Experience Rating?

- It may not fully account for temporary safety improvements.
- Large claims can disproportionately affect the mod.
- New businesses don't have prior claims history for accurate rating.

How Can Employers Improve Their Experience Rating?

- Implement comprehensive safety and training programs.
- Reduce workplace injuries.
- Manage claims proactively.
- Regularly review safety procedures and compliance.

Conclusion

Understanding the ABCs of experience rating with NCCI is crucial for employers looking to manage

their workers? compensation costs effectively. By actively engaging with their claims data, safety programs, and understanding how their safety record influences their premiums, businesses can not only reduce expenses but also foster safer workplaces. The NCCI's role ensures that the experience rating system remains fair, consistent, and transparent, ultimately benefiting both insurers and employers. Whether you are a seasoned safety manager or a new employer navigating insurance policies, grasping the fundamentals of experience rating is an essential step toward financial and operational excellence in workplace safety.

ABCs of Experience Rating NCCI: A Comprehensive Guide for Employers and Industry Professionals

Experience rating NCCI has become an essential component of workers? compensation insurance, shaping how premiums are calculated and how businesses are incentivized to prioritize safety. Whether you're an employer navigating insurance options or an industry professional seeking to understand the nuances of workers? compensation, grasping the fundamentals of experience rating NCCI is crucial. This article delves into the core concepts, mechanics, and implications of experience rating within the NCCI framework, providing a clear and detailed overview for readers at all levels of familiarity.

What is Experience Rating NCCI?

Experience rating, particularly as administered by the National Council on Compensation Insurance (NCCI), is a method used to adjust workers? compensation insurance premiums based on an individual employer?s claim history. Instead of paying a standard rate, a company's premium is modified to reflect its past safety record, encouraging safer workplace practices.

NCCI is a leading organization that collects and analyzes workers? compensation data across numerous states, establishing pricing and rating systems that promote fairness and incentivize safety. The experience rating component is a key part of this system, allowing insurers and regulatory bodies to differentiate between safer and riskier employers.

The Purpose and Benefits of Experience Rating

Understanding the purpose of experience rating helps clarify its importance:

- **Incentivizes Safety:** Employers with fewer or less costly claims benefit from reduced premiums, motivating investments in safety programs.
- **Fair Premiums:** It ensures that premium costs are aligned with actual risk, preventing safe employers from subsidizing higher-risk companies.
- **Market Stability:** By encouraging safety, experience rating helps reduce overall injury rates,

leading to a healthier workforce and more stable insurance markets.

How Does Experience Rating Work?

At its core, experience rating adjusts an employer's basic premium—often called the manual premium—based on their experience modification factor (also known as mod or EMR). The process involves several steps:

- Calculating the Manual Premium: Based on the employer's classification codes and the rate tables established by NCCI.
- Determining the Experience Modification: Using the employer's claims history over a specified period.
- Applying the Modification to the Premium: Adjusting the manual premium by the experience mod to arrive at the final premium.

This process ensures that employers with better-than-average safety records pay less, while those with poorer records pay more.

The Components of Experience Rating

Experience rating involves various components that collectively determine the employer's mod:

- Pure Premium and Loss Costs
 - Pure Premium: The expected cost of claims for a given classification, based on historical data.
 - Loss Costs: The amount insurers expect to pay for claims, excluding expenses like administration.
- Expected Losses and Actual Losses
 - Expected Losses: The projected claims costs for an employer based on industry averages.
 - Actual Losses: The real claims incurred by the employer during the rating period.
- The Experience Modification Factor

- Calculated by comparing actual losses to expected losses.
- A mod of 1.0 indicates average risk.
- A mod less than 1.0 signifies a safer-than-average employer.
- A mod greater than 1.0 indicates higher-than-average claims.

The Experience Modification Calculation

The process of calculating the experience mod is complex and involves statistical analysis. Here's a simplified overview:

- Data Collection: Claims data for the employer over a 3-year period (excluding the most recent year).
- Loss Adjustment: Losses are adjusted for inflation, favorable or unfavorable development, and other factors.
- Expected Losses Calculation: Based on industry averages for similar employers.
- Actual Losses Comparison: Actual losses are compared to expected losses.
- Rating Formula Application: A formula derived from statistical models computes the mod, which can be refined through various adjustments.

The goal is to produce a mod that accurately reflects the employer's safety performance, with adjustments to ensure fairness and stability.

Types of Experience Modifications

NCCI uses different types of modifications depending on the employer and industry:

- Experience Modification (Experience Mod): The standard adjustment reflecting the individual employer's claims history.
- Manual Class Mod: Adjusts classification codes based on specific experience.
- Group Experience Rating: Applies to groups of related employers, often small businesses, to pool their risk.
- Large Deductible Program: For employers with significant deductibles, affecting experience rating calculations.

Factors Influencing the Experience Mod

Various factors can impact the employer's mod, including:

- Claim Frequency and Severity: Number of claims and total costs.
- Type of Claims: Severity of injuries and whether they are catastrophic or minor.
- Claims Management: Effectiveness of claims handling and safety programs.
- Industry Risk Profile: Some industries inherently have higher risks, influencing baseline expectations.

The Impact of Experience Rating on Premiums

Once the experience mod is calculated, it directly affects the employer's premium:

- Premium Formula: $\text{Final Premium} = \text{Manual Premium} \times \text{Experience Mod}$
- Adjustment Range: The experience mod typically ranges from below 0.8 to above 1.2, but can sometimes be outside this range due to exceptional claims history.
- Premium Discounts and Penalties: Employers with mods below 1.0 enjoy discounts, while those above pay premiums reflecting higher risk.

Practical Examples

- A manufacturing company with an EMR of 0.85 pays 15% less than the manual premium.
- A construction firm with an EMR of 1.25 pays 25% more than the manual premium.

This differential underscores the importance of safety and claims management in controlling insurance costs.

Challenges and Criticisms of Experience Rating

While experience rating promotes safety and fairness, it faces some challenges:

- Data Accuracy: Reliable claim data is essential; errors can lead to unfair mods.
- Lag Effect: The three-year look-back period may delay recognition of improvements or deteriorations in safety.
- Industry Variability: Some industries inherently have higher claim frequencies, making fair comparisons difficult.
- Potential for Risky Behavior: Employers might underreport claims or adopt risky practices to improve their mod, although regulatory oversight seeks to minimize this.

Regulatory and Administrative Aspects

States regulate experience rating practices, often through legislation or NCCI-approved rules. Key aspects include:

- Appeals Process: Employers can challenge their mod calculations if errors are suspected.
- Minimum and Maximum Mod Limits: To prevent extreme adjustments.
- Reporting Requirements: Regular claims reporting and data verification.

The Future of Experience Rating NCCI

Advancements in data analytics and technology are shaping the future of experience rating:

- Real-Time Data Collection: Potential for more dynamic and responsive rating systems.
- Use of Big Data: Incorporating broader safety metrics and workplace data.
- Enhanced Risk Management Tools: Employers can leverage insights from their claims data to proactively improve safety.

Conclusion

The ABCs of experience rating NCCI encompass a sophisticated yet vital framework that aligns insurance premiums with an employer's safety record. By understanding the components, calculation methods, and implications of experience modifications, employers and industry professionals can better manage their safety programs, control costs, and foster safer workplaces. As the landscape evolves with technological innovations and regulatory changes, staying informed about experience rating practices remains essential for navigating the workers' compensation insurance market effectively.

Question What is the ABCs of experience rating in NCCI? The ABCs of experience rating in NCCI refer to understanding the foundational concepts? Accruals, Benefits, and Credits? that determine how an employer's workers' compensation experience modification factor is calculated. How does NCCI calculate experience modification using the ABCs? NCCI uses the ABCs to assess an employer's claim history (Accruals), the benefits paid out, and applicable credits to adjust their workers' compensation insurance premiums, helping to reflect their actual risk. **Why is understanding experience rating important for employers?** Understanding experience rating helps employers manage their workers' compensation costs, improve safety programs, and potentially reduce insurance premiums through favorable experience modifications. **What role do accruals play in NCCI's experience rating?** Accruals represent the reserve amounts set aside for outstanding claims, impacting the calculation of an employer's claimed incurred losses and overall experience modification. **How do benefits influence the experience modification in NCCI's system?** Benefits paid out for claims are factored into the experience rating to reflect the actual costs associated with an

employer's claims history, influencing the modification factor. What are credits in the context of NCCI experience rating? Credits are adjustments applied to an employer's experience modification to account for favorable safety programs or other positive risk management practices. How can employers improve their experience rating according to the ABCs? Employers can improve their experience rating by reducing claims through safety initiatives, effectively managing claims, and implementing risk mitigation strategies that positively impact accruals, benefits, and credits. Are there specific formulas associated with the ABCs in NCCI's experience rating? Yes, NCCI uses detailed formulas that incorporate accruals, benefits paid, and credits to calculate the experience modification factor, which influences insurance premiums. How often does NCCI update the experience ratings based on the ABCs? NCCI typically updates experience ratings annually, reflecting the latest claims data, benefit payments, and credits to ensure accurate premium adjustments. Where can employers find resources to better understand the ABCs of experience rating? Employers can consult NCCI's official publications, training webinars, and their online resources or contact their insurance agents for detailed guidance on the ABCs of experience rating.

Related keywords: experience rating, NCCI, ABCs of experience rating, workers' compensation, premium calculation, risk assessment, manual classification, payroll reporting, experience modification factor, rating bureau

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