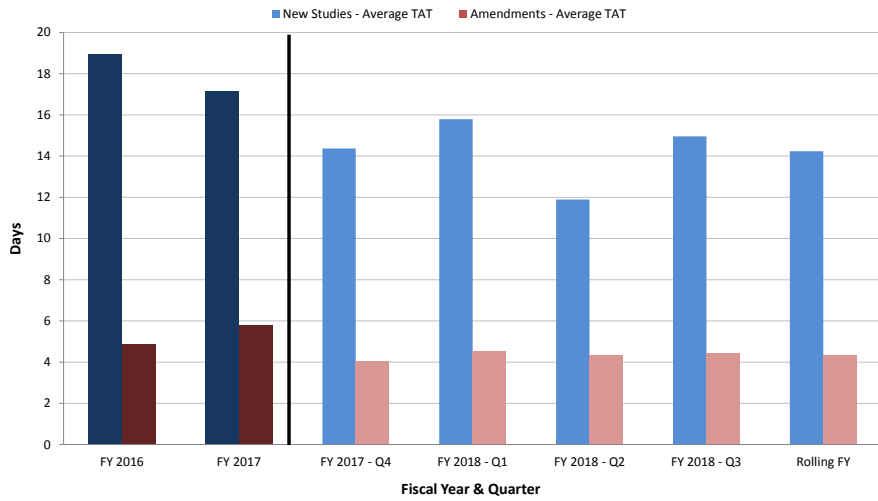


# Clinical Research Calendar Review and Analysis Office (CRAO) Metrics

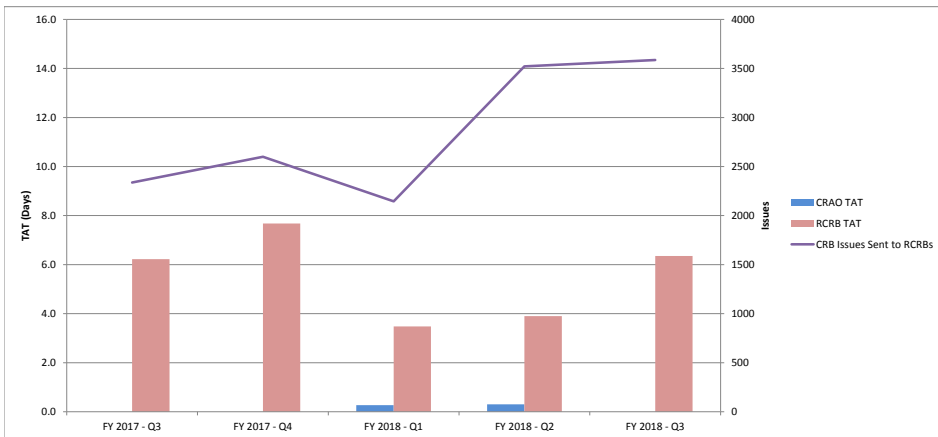
## New Studies & Amendment Average CRAO Turnaround Time (TAT): Target Goal = 7 Days



	Previous Fiscal Years		Rolling Fiscal Year				
	FY 2016	FY 2017	FY 2017 - Q4	FY 2018 - Q1	FY 2018 - Q2	FY 2018 - Q3	Rolling FY
New Studies - Average TAT	18.97	17.16	14.37	15.79	11.89	14.96	14.24
# of New Studies Reviewed	311	304	57	106	102	94	359
Amendments - Average TAT	4.87	5.82	4.05	4.55	4.36	4.44	4.35
# of Amendments Reviewed	1299	1606	404	458	376	338	1576

\*Outliers excluded from the data

## CRAO & RCRB Turnaround Times

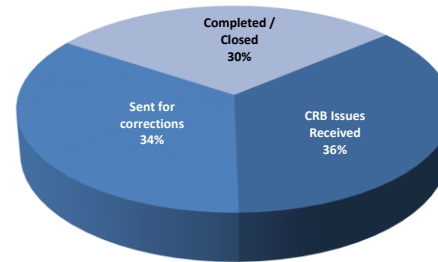


	Fiscal Year & Quarter				
	FY 2017 - Q3	FY 2017 - Q4	FY 2018 - Q1	FY 2018 - Q2	FY 2018 - Q3
CRB Issues Sent to RCRBs	2337	2599	2145	3521	3586
CRAO TAT	0.0	0.0	0.3	0.3	0.0
RCRB TAT	6.2	7.7	3.5	3.9	6.4

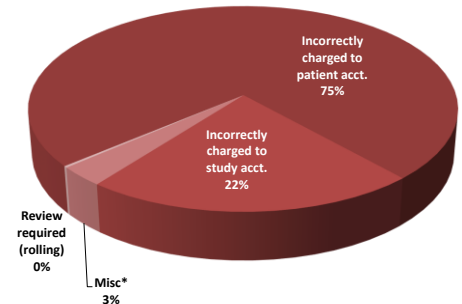
Effective 12/31/17

## Clinical Research Billing Issues Reporting

### FY 2018 - Q2 Billing Issues Distribution



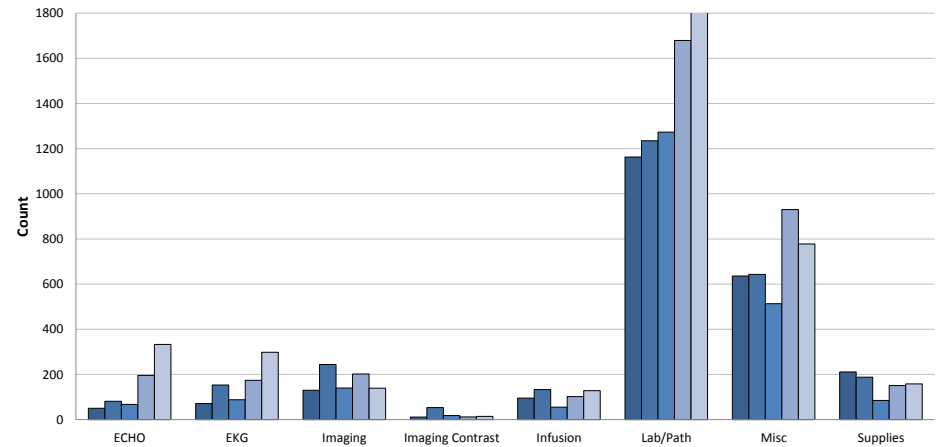
### FY 2018 - Q2 Billing Issues Distribution



	Fiscal Year & Quarter				
	FY 2017 - Q3	FY 2017 - Q4	FY 2018 - Q1	FY 2018 - Q2	FY 2018 - Q3
CRB Issues Received	2367	2730	2239	3446	3721
Sent for corrections	2318	2599	1978	3521	3589
Completed / Closed	2465	2676	1998	3494	3077
Incorrectly charged to patient acct.	1141	1431	1408	2093	2775
Incorrectly charged to study acct.	1142	1201	733	1312	829
Misc*	84	98	98	41	117
Review required (rolling)	9	0	3	29	9

\*Category includes: Medications, Office Visits, Ophthalmology, Enrollment, etc.

## Clinical Research Billing Issues by Service



	Fiscal Year & Quarter				
	FY 2017 - Q3	FY 2017 - Q4	FY 2018 - Q1	FY 2018 - Q2	FY 2018 - Q3
Total CRB Issues Received	2367	2730	2239	3446	3721
ECHO	50	81	67	196	333
EKG	71	153	88	174	298
Imaging	130	244	140	202	139
Imaging Contrast	11	53	18	12	14
Infusion	95	133	55	102	128
Lab/Path	1163	1235	1273	1679	1873
Misc	636	643	513	930	778
Supplies	211	188	85	151	158

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