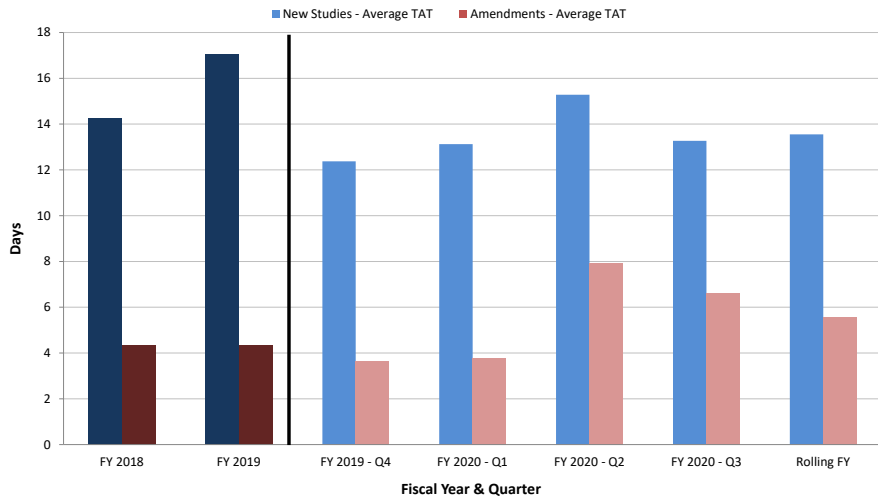


Clinical Research Calendar Review and Analysis Office (CRAO) Metrics

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



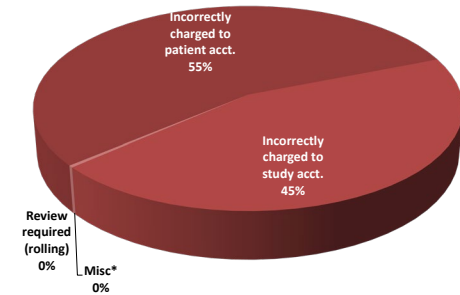
	Previous Fiscal Years	
	FY 2018	FY 2019
New Studies - Average TAT	14.28	17.08
# of New Studies Reviewed	384	311
Amendments - Average TAT	4.37	4.34
# of Amendments Reviewed	1590	1775

	Rolling Fiscal Year				
	FY 2019 - Q4	FY 2020 - Q1	FY 2020 - Q2	FY 2020 - Q3	Rolling FY
New Studies - Average TAT	12.37	13.12	15.28	13.27	13.55
# of New Studies Reviewed	89	83	96	93	361
Amendments - Average TAT	3.63	3.77	7.94	6.60	5.59
# of Amendments Reviewed	350	332	385	377	1444

*Outliers excluded from the data

Clinical Research Billing Issues Reporting

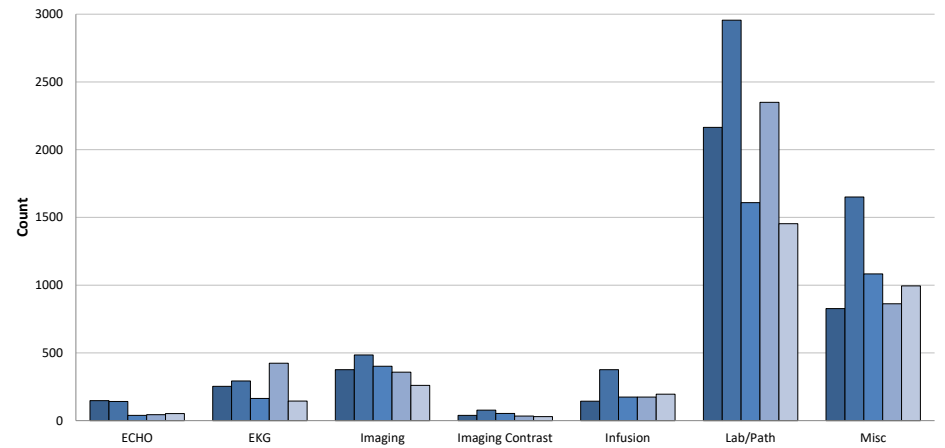
FY 2020 - Q3 Billing Issues Distribution



	Fiscal Year & Quarter				
	FY 2019 - Q3	FY 2019 - Q4	FY 2020 - Q1	FY 2020 - Q2	FY 2020 - Q3
CRB Issues Received	3952	5981	3523	4246	3131
Incorrectly charged to patient acct.	2378	2504	1786	2271	1726
Incorrectly charged to study acct.	1481	3439	1708	1920	1395
Misc*	93	38	29	55	10
Review required (rolling)	9	0	0	0	0

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

Clinical Research Billing Issues by Service



	Fiscal Year & Quarter				
	FY 2019 - Q3	FY 2019 - Q4	FY 2020 - Q1	FY 2020 - Q2	FY 2020 - Q3
Total CRB Issues Received	3952	5981	3523	4246	3131
ECHO	148	142	39	44	52
EKG	253	293	164	424	145
Imaging	376	485	401	358	260
Imaging Contrast	39	78	53	34	30
Infusion	144	376	174	174	195
Lab/Path	2165	2956	1609	2349	1454
Misc	827	1651	1083	863	995