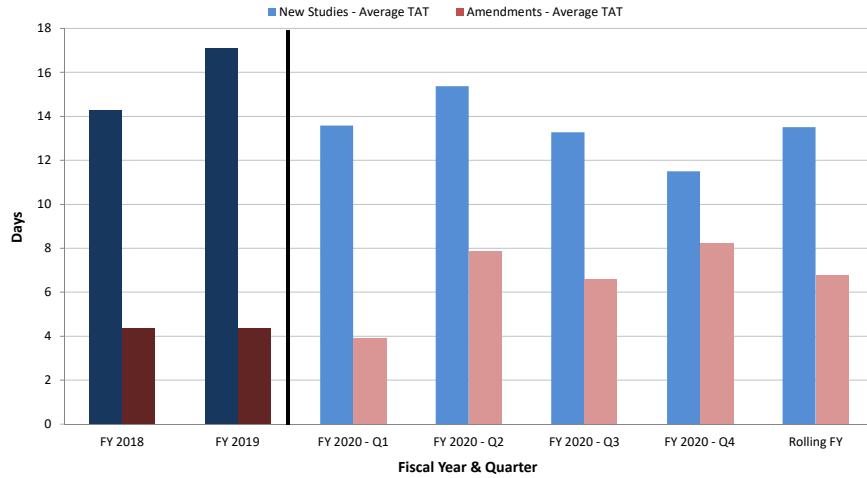


Clinical Research Calendar Review and Analysis Office (CRAO) Metrics

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



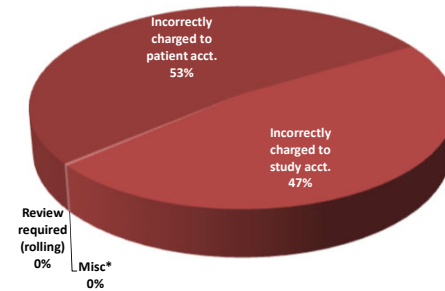
	Previous Fiscal Years	
	FY 2018	FY 2019
New Studies - Average TAT	14.28	17.08
# of New Studies Reviewed	384	311
Amendments - Average TAT	4.37	4.34
# of Amendments Reviewed	1590	1775

	Rolling Fiscal Year				
	FY 2020 - Q1	FY 2020 - Q2	FY 2020 - Q3	FY 2020 - Q4	Rolling FY
New Studies - Average TAT	13.57	15.37	13.27	11.50	13.51
# of New Studies Reviewed	83	96	93	81	353
Amendments - Average TAT	3.90	7.87	6.60	8.23	6.75
# of Amendments Reviewed	332	385	377	390	1484

*Outliers excluded from the data

Clinical Research Billing Issues Reporting

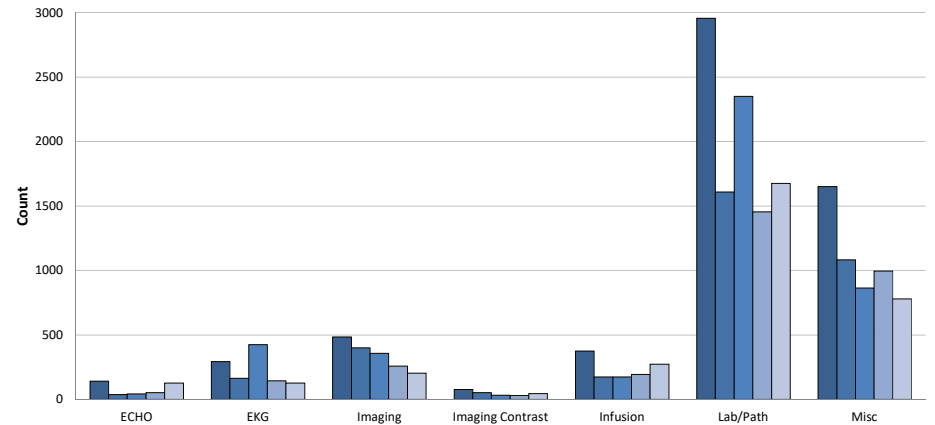
FY 2020 - Q4 Billing Issues Distribution



	Fiscal Year & Quarter				
	FY 2019 - Q4	FY 2020 - Q1	FY 2020 - Q2	FY 2020 - Q3	FY 2020 - Q4
CRB Issues Received	5981	3523	4246	3131	3234
Incorrectly charged to patient acct.	2504	1786	2271	1726	1702
Incorrectly charged to study acct.	3439	1708	1920	1395	1522
Misc*	38	29	55	10	10
Review required (rolling)	0	0	0	0	0

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

Clinical Research Billing Issues by Service



	Fiscal Year & Quarter				
	FY 2019 - Q4	FY 2020 - Q1	FY 2020 - Q2	FY 2020 - Q3	FY 2020 - Q4
Total CRB Issues Received	5981	3523	4246	3131	3234
ECHO	142	39	44	52	127
EKG	293	164	424	145	127
Imaging	485	401	358	260	204
Imaging Contrast	78	53	34	30	46
Infusion	376	174	174	195	274
Lab/Path	2956	1609	2349	1454	1676
Misc	1651	1083	863	995	780