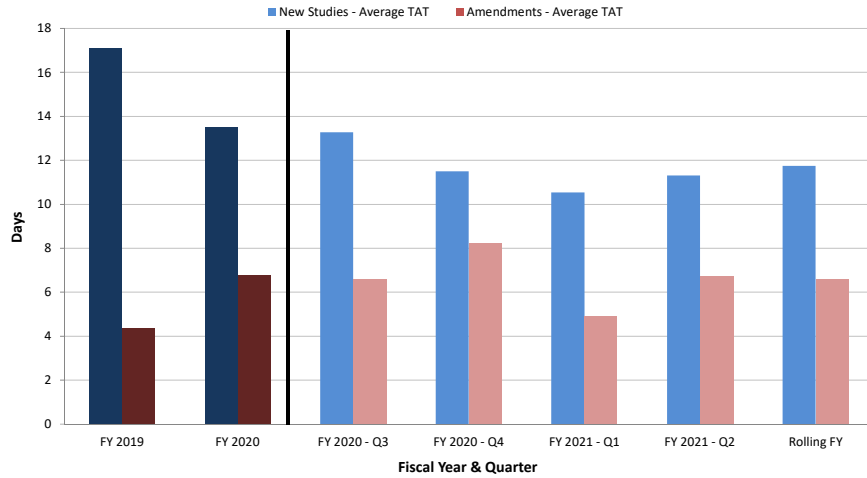


# Clinical Research Calendar Review and Analysis Office (CRAO) Metrics

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



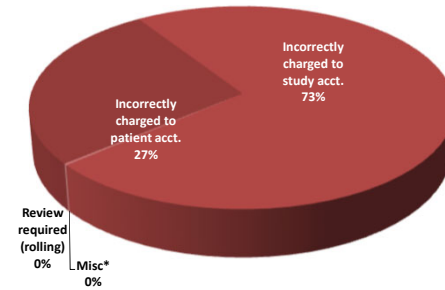
	Previous Fiscal Years	
	FY 2019	FY 2020
New Studies - Average TAT	17.08	13.51
# of New Studies Reviewed	311	353
Amendments - Average TAT	4.34	6.75
# of Amendments Reviewed	1775	1484

	Rolling Fiscal Year				
	FY 2020 - Q3	FY 2020 - Q4	FY 2021 - Q1	FY 2021 - Q2	Rolling FY
New Studies - Average TAT	13.27	11.50	10.53	11.30	11.74
# of New Studies Reviewed	93	81	75	76	325
Amendments - Average TAT	6.60	8.23	4.90	6.73	6.59
# of Amendments Reviewed	377	390	416	366	1549

\*Outliers excluded from the data

## Clinical Research Billing Issues Reporting

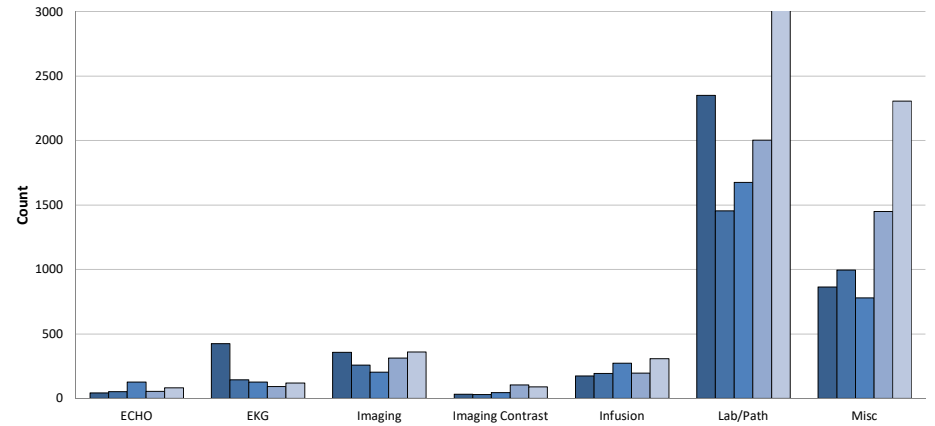
### FY 2021 - Q2 Billing Issues Distribution



	Fiscal Year & Quarter				
	FY 2020 - Q2	FY 2020 - Q3	FY 2020 - Q4	FY 2021 - Q1	FY 2021 - Q2
CRB Issues Received	4246	3131	3234	4219	6746
Incorrectly charged to patient acct.	2271	1726	1702	1377	1813
Incorrectly charged to study acct.	1920	1395	1522	2826	4918
Misc*	55	10	10	16	15
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 2020 - Q2	FY 2020 - Q3	FY 2020 - Q4	FY 2021 - Q1	FY 2021 - Q2
Total CRB Issues Received	4246	3131	3234	4219	6746
ECHO	44	52	127	56	82
EKG	424	145	127	92	120
Imaging	358	260	204	314	360
Imaging Contrast	34	30	46	106	90
Infusion	174	195	274	197	309
Lab/Path	2349	1454	1676	2004	3479
Misc	863	995	780	1450	2306