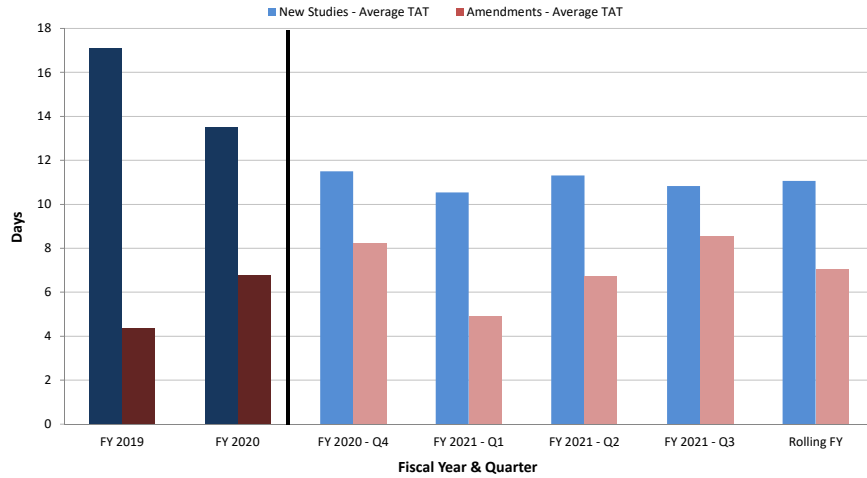


Clinical Research Calendar Review and Analysis Office (CRAO) Metrics

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



New Studies - Average TAT
of New Studies Reviewed

Previous Fiscal Years	
FY 2019	FY 2020
17.08	13.51
311	353

Amendments - Average TAT
of Amendments Reviewed

4.34	6.75
1775	1484

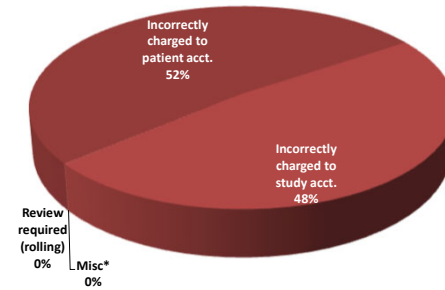
Rolling Fiscal Year				
FY 2020 - Q4	FY 2021 - Q1	FY 2021 - Q2	FY 2021 - Q3	Rolling FY
11.50	10.53	11.30	10.83	11.06
81	75	76	64	296

8.23	4.90	6.73	8.53	7.03
390	416	366	354	1526

*Outliers excluded from the data

Clinical Research Billing Issues Reporting

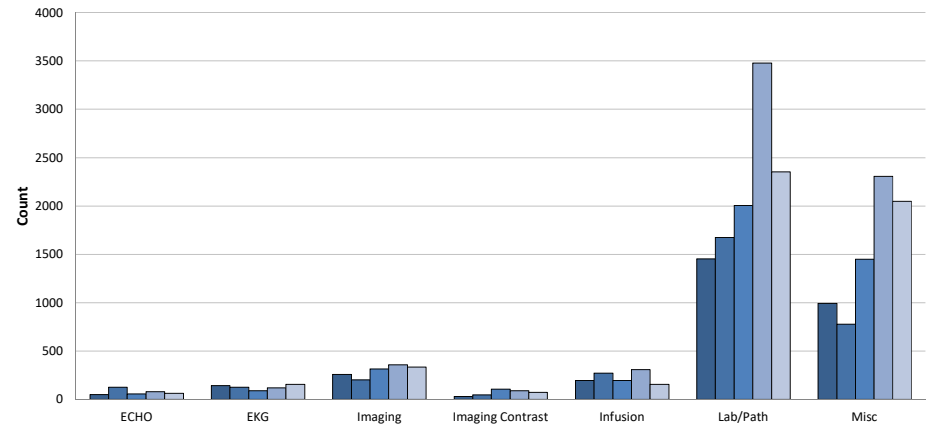
FY 2021 - Q3 Billing Issues Distribution



CRB Issues Received	Fiscal Year & Quarter				
	FY 2020 - Q3	FY 2020 - Q4	FY 2021 - Q1	FY 2021 - Q2	FY 2021 - Q3
CRB Issues Received	3131	3234	4219	6746	5184
Incorrectly charged to patient acct.	1726	1702	1377	1813	2684
Incorrectly charged to study acct.	1395	1522	2826	4918	2498
Misc*	10	10	16	15	2
Review required (rolling)	0	0	0	0	0

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

Clinical Research Billing Issues by Service



Total CRB Issues Received	Fiscal Year & Quarter				
	FY 2020 - Q3	FY 2020 - Q4	FY 2021 - Q1	FY 2021 - Q2	FY 2021 - Q3
Total CRB Issues Received	3131	3234	4219	6746	5184
ECHO	52	127	56	82	63
EKG	145	127	92	120	156
Imaging	260	204	314	360	336
Imaging Contrast	30	46	106	90	75
Infusion	195	274	197	309	155
Lab/Path	1454	1676	2004	3479	2352
Misc	995	780	1450	2306	2047