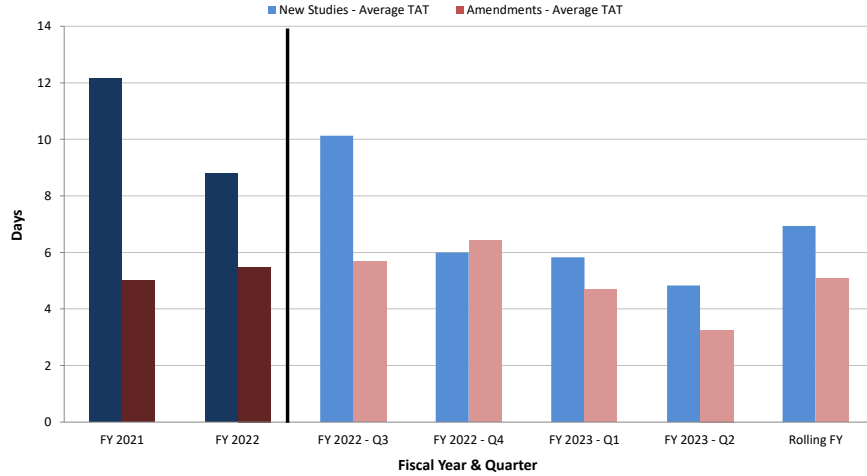


# Clinical Research Calendar Review and Analysis Office (CRAO) Metrics

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



New Studies - Average TAT  
# of New Studies Reviewed

Previous Fiscal Years	
FY 2021	FY 2022
12.17	8.81
74	284

Amendments - Average TAT  
# of Amendments Reviewed

5.00	5.49
369	1409

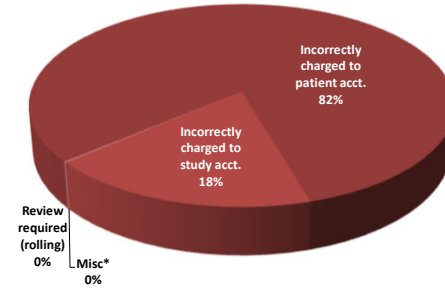
Rolling Fiscal Year				
FY 2022 - Q3	FY 2022 - Q4	FY 2023 - Q1	FY 2023 - Q2	Rolling FY
10.13	6.00	5.83	4.83	6.94
83	67	71	59	280

5.67	6.43	4.70	3.26	5.08
406	370	330	334	1440

\*Outliers excluded from the data

## Clinical Research Billing Issues Reporting

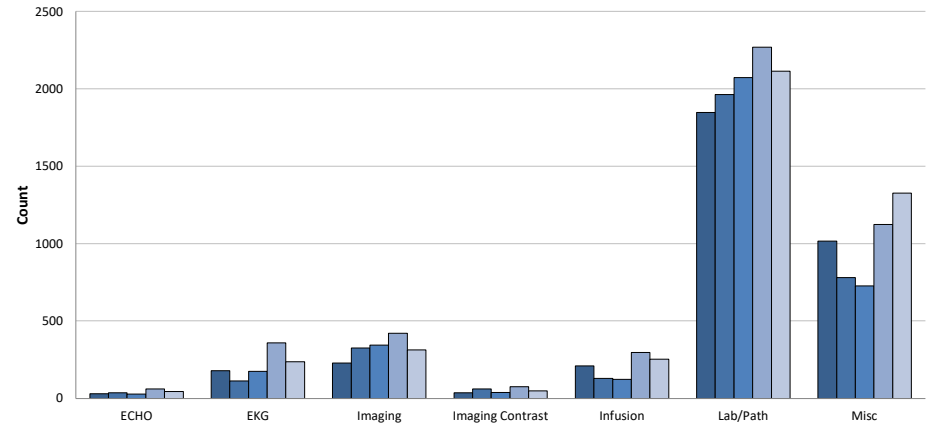
### FY 2023 - Q2 Billing Issues Distribution



CRB Issues Received	Fiscal Year & Quarter				
	FY 2022 - Q2	FY 2022 - Q3	FY 2022 - Q4	FY 2023 - Q1	FY 2023 - Q2
CRB Issues Received	3515	3545	3402	4605	4334
Incorrectly charged to patient acct.	2129	2484	2848	3904	3534
Incorrectly charged to study acct.	1411	918	643	698	793
Misc*	5	0	14	3	7
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 2022 - Q2	FY 2022 - Q3	FY 2022 - Q4	FY 2023 - Q1	FY 2023 - Q2
Total CRB Issues Received	3545	3402	3505	4605	4334
ECHO	30	35	27	60	44
EKG	179	112	174	359	236
Imaging	228	325	343	421	313
Imaging Contrast	35	60	38	76	49
Infusion	210	128	123	296	252
Lab/Path	1847	1962	2073	2269	2114
Misc	1016	780	727	1124	1326