Client Situation:
- Radiology department was #1 concern in annual medical staff survey
  - Limited subspecialty access
  - Inconsistent turnaround times

Radisphere Solution:
- 56 radiologists privileged at hospital
  - 1 Interventional Specialist onsite covering 100% of diagnostic IR needs and part of medical staff leadership
  - 40 Emergency Department Specialists
  - 13 Neuroradiologists
  - 8 Musculoskeletal Imaging Specialists
  - 4 Body Radiologists
  - 4 Women’s Imaging Specialists
  - 3 Cardiac Radiologists
  - 2 Pediatric Radiologists
  - 1 PET/Nuclear Medicine Specialist
- Contracted service level commitments on turnaround times and critical findings compliance

Impact:
- Eliminated $500k in extra fees
- 96% of final report TATs exceeded service commitments:
  - Hyper acute and STAT TATs avg. 22 minutes
  - Expedited TATs avg. 1:27 minutes
  - Routine TATs avg. 6:56 minutes
- Grew MRI and CT by 6% through better service, more subspecialty and analytics to identify leakage (YOY Q1 2012 vs. Q1 2011)
- 98% of patients said radiology services met or exceeded their expectations
- Happy Medical Staff: Physician satisfaction scores improved 107%

Radisphere Solution (cont’d):
- Business intelligence analytics to drive growth and ensure appropriate utilization
- Marketing programs to drive growth and increase community outreach