





## **Quarterly Performance Scorecard Q4 2014**

Final Reports 100% final reports (no preliminary reads)  Turnaround Time  Emergency Department:  Stroke Protocol < 20 min 91% (11 min)  STAT	Performance Metric	RQI Standard¹	Radisphere Performance
Turnaround Time   Emergency Department:	Final Reports		
Stroke Protocol   <20 min   91% (11 min)     STAT   <30 min   94% (28 min)     Inpatient:	Final Reports	100% final reports (no preliminary reads)	100% final reports (no preliminary reads)
Stroke Protocol   \$20 min   91% (11 min)     STAT   \$30 min   94% (28 min)     Inpatient:               STAT   \$30 min   92% (38 min)     Expedited   \$4 hours   87% (2 hrs 15 min)     Routine   \$48 hours   94% (9 hrs 37 min)     Outpatient:               Expedited   \$4 hours   90% (2 hrs 26 min)     Routine   \$24 hours   94% (9 hr 29 min)     Communication                   Consultations 24x7   \$40 min   90% (47 min)     Critical Finding Communication   \$98% (19 min)     Specialization	Turnaround Time		
STAT	Emergency Department:		
STAT	Stroke Protocol	<20 min	91% (11 min)
STAT	STAT	<30 min	94% (28 min)
Expedited         <4 hours	Inpatient:		
Routine	STAT	<30 min	92% (38 min)
Outpatient:         Expedited         <4 hours	Expedited	<4 hours	87% (2 hrs 15 min)
Separation   Sep	Routine	<18 hours	94% (9 hrs 37 min)
Routine < 24 hours 94% (9 hr 29 min)  Communication  Consultations 24x7 < 60 min 90% (47 min)  Critical Finding Communication² < 60 min 98% (19 min)  Specialization  MR Subspecialist Reads 100% 92%  PET Subspecialist Reads 100% 100%  Women's Imaging Subspecialist Reads 100% 100%  Pediatric Imaging Subspecialist Reads 100% 27%  Diagnostic Accuracy  Prospective Double-Blind Peer Review > 1% 1.4%  Clinically Significant Error Rate < 2% Exceeded  Utilization  Follow-up Imaging Rate < <10% 4%	Outpatient:		
Consultations 24x7 < <60 min 90% (47 min) Critical Finding Communication² <60 min 98% (19 min)  Specialization  MR Subspecialist Reads 100% 92%  PET Subspecialist Reads 100% 100%  Women's Imaging Subspecialist Reads 100% 100%  Pediatric Imaging Subspecialist Reads 100% 27%  Diagnostic Accuracy  Prospective Double-Blind Peer Review >1% 1.4%  Clinically Significant Error Rate <2% Exceeded  Utilization  Follow-up Imaging Rate <10% 4%	Expedited	<4 hours	90% (2 hrs 26 min)
Consultations 24x7       <60 min	Routine	<24 hours	94% (9 hr 29 min)
Critical Finding Communication <sup>2</sup> <60 min 98% (19 min)  Specialization  MR Subspecialist Reads 100% 92%  PET Subspecialist Reads 100% 100%  Women's Imaging Subspecialist Reads 100% 100%  Pediatric Imaging Subspecialist Reads 100% 27%  Diagnostic Accuracy  Prospective Double-Blind Peer Review >1% 1.4%  Clinically Significant Error Rate <2% Exceeded  Utilization  Follow-up Imaging Rate <10% 4%	Communication		
Specialization  MR Subspecialist Reads  100%  PET Subspecialist Reads  100%  Women's Imaging Subspecialist Reads  100%  Pediatric Imaging Subspecialist Reads  100%  27%  Diagnostic Accuracy  Prospective Double-Blind Peer Review  >1%  Clinically Significant Error Rate  <2%  Exceeded  Utilization  Follow-up Imaging Rate  <10%  4%	Consultations 24x7	<60 min	90% (47 min)
MR Subspecialist Reads  100%  PET Subspecialist Reads  100%  Women's Imaging Subspecialist Reads  100%  Pediatric Imaging Subspecialist Reads  100%  27%  Diagnostic Accuracy  Prospective Double-Blind Peer Review  > 1%  1.4%  Clinically Significant Error Rate  Very Subspecialist Reads  100%  27%  Exceeded  Utilization  Follow-up Imaging Rate    100%  4%	Critical Finding Communication <sup>2</sup>	<60 min	98% (19 min)
PET Subspecialist Reads  100%  100%  Women's Imaging Subspecialist Reads  100%  Pediatric Imaging Subspecialist Reads  100%  27%  Diagnostic Accuracy  Prospective Double-Blind Peer Review  >1%  1.4%  Clinically Significant Error Rate  Villization  Follow-up Imaging Rate  >100%  100%  100%  27%  1.4%  4%	Specialization		
Women's Imaging Subspecialist Reads  100%  Pediatric Imaging Subspecialist Reads  100%  27%  Diagnostic Accuracy  Prospective Double-Blind Peer Review  >1%  1.4%  Clinically Significant Error Rate  <2%  Exceeded  Utilization  Follow-up Imaging Rate  <10%  4%	MR Subspecialist Reads	100%	92%
Pediatric Imaging Subspecialist Reads  100%  27%  Diagnostic Accuracy  Prospective Double-Blind Peer Review  >1%  1.4%  Clinically Significant Error Rate  <2%  Exceeded  Utilization  Follow-up Imaging Rate  <10%  4%	PET Subspecialist Reads	100%	100%
Prospective Double-Blind Peer Review >1% 1.4%  Clinically Significant Error Rate <2% Exceeded  Utilization  Follow-up Imaging Rate <10% 4%	Women's Imaging Subspecialist Reads	100%	100%
Prospective Double-Blind Peer Review >1% 1.4%  Clinically Significant Error Rate <2% Exceeded  Utilization  Follow-up Imaging Rate <10% 4%	Pediatric Imaging Subspecialist Reads	100%	27%
Clinically Significant Error Rate <2% Exceeded  Utilization  Follow-up Imaging Rate <10% 4%	Diagnostic Accuracy		
Utilization Follow-up Imaging Rate <10% 4%	Prospective Double-Blind Peer Review	>1%	1.4%
Follow-up Imaging Rate <10% 4%	Clinically Significant Error Rate	<2%	Exceeded
	Utilization		
Mammography Recall Rate <sup>3</sup> 8-14% 10%	Follow-up Imaging Rate	<10%	4%
	Mammography Recall Rate <sup>3</sup>	8-14%	10%

 $<sup>1. \</sup>textit{ The Radiology Quality Institute's complete set of performance standards is available at www.radiologyqualityinstitute.com} \\$ 

<sup>2.</sup> Average time until a critical finding is acknowledged by the referring physician.

<sup>3.</sup> The mammography recall rate is calculated on an annual basis in January for the previous 12 months. This recall rate is based on the number of instances that a patient is called back for additional studies as a result of having screening mammography performed.