*v*RAD'S QUALITY ASSURANCE PROGRAM

Highest Quality in Radiology – Positive Impact on Patient Care

A robust Quality Assurance (QA) program has been the foundation of vRad since the practice was formed in 2001. We are focused on continuous quality improvements based on 5 key elements:

1. Stringent radiologist hiring practices – rigorous clinical testing during pre-hire screening

2. Subspecialist utilization – can maximize use of subspecialists using patented technology assigning the right studies to the right radiologists

3. *v*Rad Quality Assurance Program – stringent QA program under the direction of a *v*Rad Medical Director, the Director of QA and the Quality Assurance Committee

4. Performance Reviews and Accountability – regular performance reviews for every radiologist based on key metrics such as: speed, miss rate, number of complaints and compliments, overall ranking score and more

5. Client Portal and Reporting – easy, online access to submit and manage QA cases using direct client feedback

In addition, our practice integrates peer review, standardized monitoring of quality metrics and active clinical oversight and management. *v*Rad believes these best practices, along with its patented and proprietary workflow assignment technology, generate more accurate reads and faster turnaround times.

"Our medical staff demands reliability and consistency in radiology services. We know they are satisfied currently due to the low number of issues raised around imaging. And when there is an issue or a question, it is resolved in a timely fashion. This kind of attention and responsiveness from our vRad medical director and the remote radiologists is an important part of our partnership."

Bruce D. San Filippo, MD, Chief Medical Officer, Memorial Medical Center

Our Quality Definition

vRad defines quality by accuracy and efficiency: accuracy of radiologic interpretations and efficiency that meets clients' needs and expedites time to diagnosis and treatment.

Accuracy
vRad is proud of the high accuracy rate we have maintained despite increases in volume of studies read – more than 5 million studies annually. The consistency of our accuracy has remained noteworthy at 99.7%.

Efficiency
vRad has consistently maintained average emergent turnaround times (TAT) of under 20 minutes; stroke reports are under 9.5 minutes. Our patented workflows, including custom protocols for stroke and trauma cases, and our U.S.-based, 24/7 Operations Center resources – who minimize operational and administrative distractions for our physicians – are key to our turnaround time performance.

For information on vRad, call **800.737.0610** or go to **www.vrad.com.**

CONTACT US

All Eyes on *v*Rad Quality

vRad's QA Program is under the direction of vRad's Medical Director and the Director of QA – both of whom also provide clinical leadership and manage the QA Committee. Comprised of practicing *v*Rad radiologists who encompass a wide range of subspecialties, they are selected because of their demonstrated high quality of interpretations.

We rely on both internal and client-driven data and insight to ensure we're maintaining the highest industry quality standards.

Our watchful eye

Members of vRad's Quality Assurance Review Committee over-read 1 percent of randomly selected final interpretations daily. This ensures that we maintain performance accuracy that exceeds industry standards.

vRad's Quality Assurance Program ensures continuous improvement and helps our clients demonstrate quality to their patients, referring physicians and other key stakeholders. With vRad, accuracy rates aren't an unknown; quality is measurable and demonstrable.
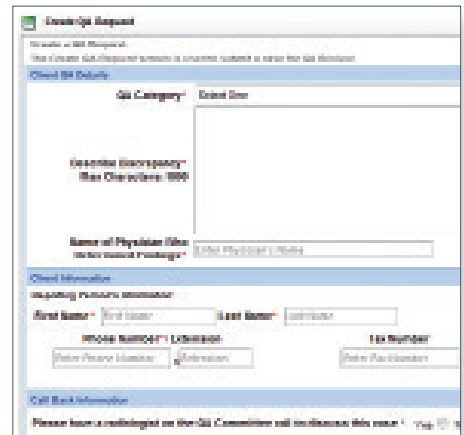
Client's watchful eye

If a vRad client disagrees with a preliminary or final report issued by a vRad interpreting radiologist, they submit the discrepancy through the vRad QA client portal. The online client portal for reporting and tracking suspected discrepancies was designed for ease of use, ensuring maximum participation and driving a stronger overall QA program. On the portal clients can:

• Submit and manage QA cases online

• Check case status in real-time

• View case details

• View and download QA reporting, by radiologist, and by facility

Easy, online process to capture client-identified discrepencies

*v*Rad Snapshot

• Founded 2001

• 500+ U.S. board-certified and eligible radiologists, majority subspecialty trained

• 2,100+ facilities and radiology groups served across the U.S.

• 7.2 million+ studies interpreted, 2.8 billion+ images processed annually on our platform

• 10,000+ cases evaluated by AI daily to identify critical pathologies for escalation

• U.S.-based, 24/7 operations and technical support center

• 20 patents for workflows, data normalization, and computer assisted diagnostics

• Patented workflows deliver average TATs for stroke under 7 min., trauma under 12 min.

• QA program emphasizing performance improvement since 2004 delivers 99.7% accuracy

Find out how vRad's QA program can help you optimize your own QA and Peer Review resources. Contact vRad today at 800.737.0610 or go to www.vrad.com.

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