



SMIL

SOUTHWEST MEDICAL IMAGING
AFFILIATED WITH RADIOLOGY PARTNERS

QUALITY

REPORT

2021-2022

TABLE ^{OF} CONTENTS

4 SMIL BOARD

5 SMIL LEADERSHIP

6 SERVICE LOCATIONS

7 PATIENT SATISFACTION

8 PERFORMANCE OPTIMIZATIONS

9 PROVIDER SERVICES

10 - 11 MRI SAFETY AT SMIL

12 ARTIFICIAL INTELLIGENCE SPOTLIGHT

13 PATIENT ENGAGEMENT & EDUCATION

14 SMIL RESEARCH INSTITUTE

15 AIR RECON DL MRI OPTIMIZATION

16 TEAM DEVELOPMENT

17 REVENUE CYCLE

18 RADIOLOGY PARTNERS

19 RADIOLOGISTS



SOUTHWEST MEDICAL IMAGING

AFFILIATED WITH RADIOLOGY PARTNERS

57 RADIOLOGISTS

11 CENTER LOCATIONS

NUMBER OF SCREENING MAMMOGRAMS PERFORMED IN 2021

54,316



42%

EMPLOYEES AT SMIL 5 YRS+ TENURE

6 HOSPITALS SERVED

100%

OF MAMMOGRAPHY LOCATIONS OFFER 3D MAMMOGRAMS

514 EMPLOYEES



PATIENT SURVEY OVERALL SATISFACTION WITH SMIL AVERAGE ON 5-POINT SCALE

4.87

\$4.16 MILLION

INVESTED IN EQUIPMENT UPGRADES BENEFITTING PATIENT SAFETY COMFORT, REDUCING DOSE AND INCREASING QUALITY OF IMAGES

OVER 1 Million

EXAMS INTERPRETED BY SMIL RADIOLOGISTS (SMIL IMAGING CENTERS AND HONOR HEALTH)

454,293

EXAMS OUR IMAGING CENTERS COMPLETED

\$24,152

DOLLARS DONATED TO AMERICAN CANCER SOCIETY FOR BREAST CANCER RESEARCH, EDUCATION AND SUPPORT

402

SURVIVORS SERVED IN-PERSON AT THE AMERICAN CANCER SOCIETY MAKING

STRIDES AGAINST BREAST CANCER EVENT (13,000 PARTICIPANTS TOTAL)



MICHAEL DOUGLAS



CHIEF EXECUTIVE OFFICER

DR. RON NEWBOLD



PRACTICE PRESIDENT

DR. ROD OWEN



CHAIRMAN

DR. JARED ALLEN



LOIS UNIAT



OUTSIDE BOARD MEMBER

DR. MALEEK JAMAL



OUTSIDE BOARD MEMBER

WELCOME

The radiologists and the SMIL Executive Team continued to implement process improvement initiatives throughout 2021, building on the company's strong operational base and focusing on our Mission: To be the leaders in medical imaging through Quality, Innovation, and Service.

Throughout the pandemic, SMIL continued our world-class patient care, keeping patient, employee, and caregiver safety initiatives at the forefront of our efforts. We worked closely with our decades-long partner, HonorHealth™, and our passionate referral community to ensure SMIL stayed abreast of the ever-changing landscape in dealing with COVID while delivering best-in-class radiology services.

In the ensuing pages, you will find our expanded areas of service, initiatives around improved infrastructure, the patient experience, IT, Team Development, Research, Revenue Cycle, and others. We are truly excited about all areas and look forward to sharing these accomplishments with you.

The SMIL Board and Executive Team invite you to learn about our latest achievements, our plans to further improve quality, and our commitment to pursuing excellence in patient care.



CARRIE RANSIL



CHIEF FINANCIAL OFFICER

CHARLIE RIVERS



CHIEF INFORMATION OFFICER

MELISSA SINGER-PRESSMAN



CHIEF CLINICAL RESEARCH OFFICER
CHIEF COMPLIANCE OFFICER

JENNIFER MOHLER



VICE PRESIDENT OF REVENUE CYCLE

MEGAN STUFF



VICE PRESIDENT OF OPERATIONS

MISSION

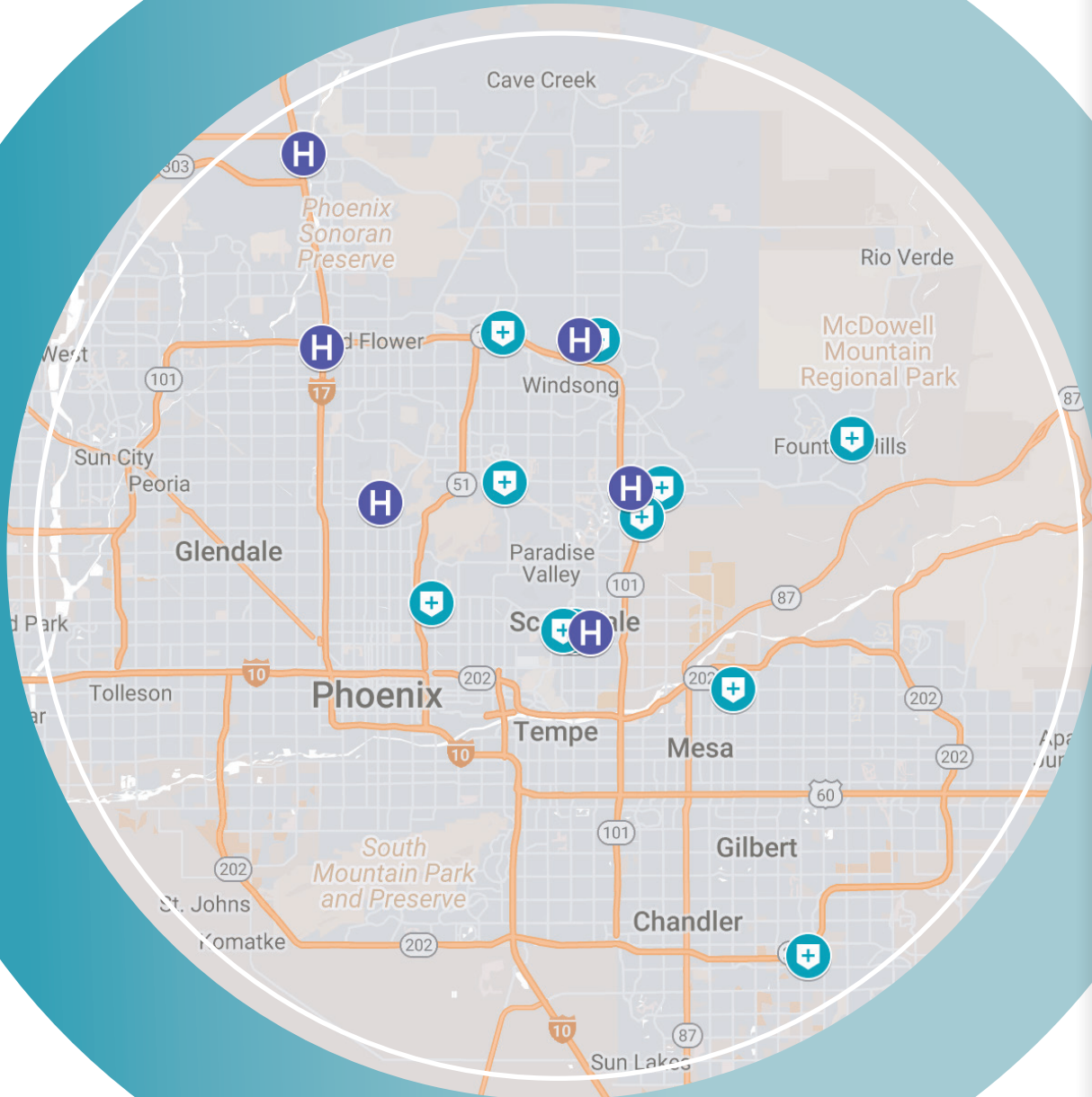
To be leaders in medical imaging through Quality, Innovation, and Service.

VISION

To be the preferred provider of medical imaging in the Southwest.

VALUES

- I - INTEGRITY** | We do what is right
- S - SERVICE** | We provide caring service
- E - EXCELLENCE** | We deliver the best
- E - ENGAGEMENT** | We respect and value others



WE'VE GOT YOU COVERED

CENTER LOCATIONS

SCOTTSDALE

MESA

FOUNTAIN HILLS

GILBERT

PHOENIX

PARADISE VALLEY

HOSPITAL PARTNERSHIPS

HONORHEALTH™ DEER VALLEY MEDICAL CENTER

HONORHEALTH™ JOHN C. LINCOLN MEDICAL CENTER

HONORHEALTH™ SCOTTSDALE OSBORN MEDICAL CENTER

HONORHEALTH™ SCOTTSDALE SHEA MEDICAL CENTER

HONORHEALTH™ SCOTTSDALE THOMPSON PEAK MEDICAL CENTER

HONORHEALTH™ SONORAN CROSSING MEDICAL CENTER

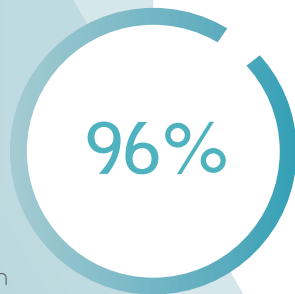
PATIENT SATISFACTION



SMIL PATIENTS SCORE THEIR OVERALL SATISFACTION AS GOOD OR VERY GOOD



SMIL PATIENTS SCORE STAFF PROFESSIONALISM AS GOOD OR VERY GOOD



SURVEY COMMENTS RELAY POSITIVE SENTIMENTS



SMIL PATIENTS SCORE THEIR WAIT TIME EXPERIENCE AS GOOD OR VERY GOOD

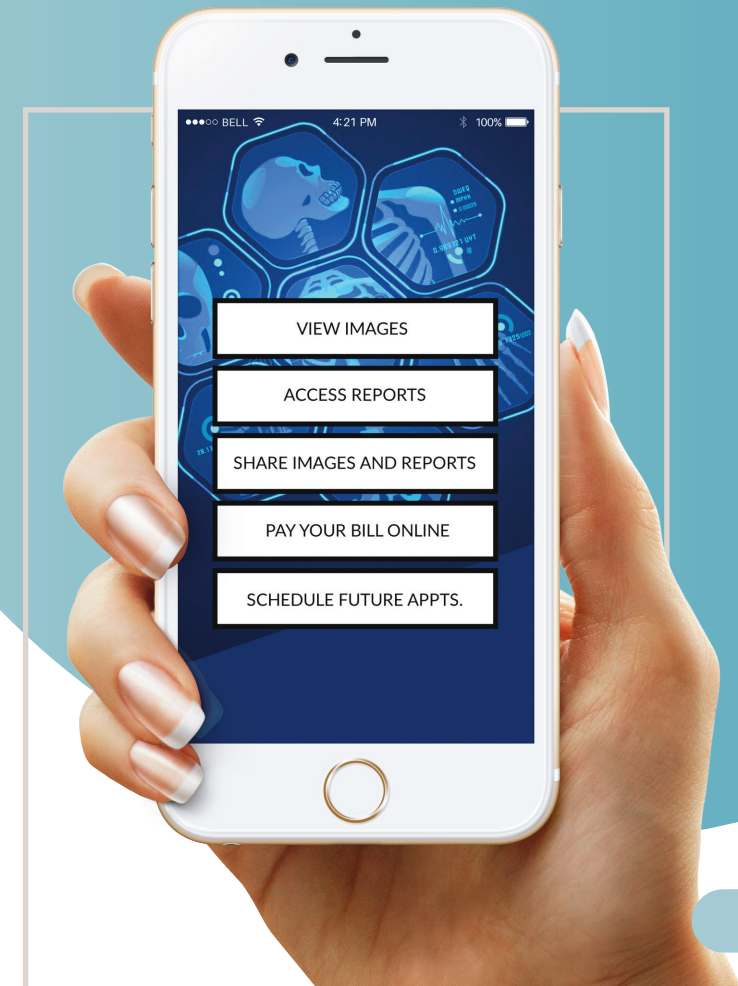
While 2021 saw an average decrease of 4.5% in patient satisfaction scoring in Healthcare settings during the pandemic, SMIL experienced stable or increased satisfaction numbers in this time frame.

(Press Ganey, Nov 9, 2021. 'The Pandemic Influenced a National Decrease in Likelihood to Recommend'.)



PATIENT PORTAL

We implemented our Patient Portal to allow better access to results. Within the first year, we had over 25,000 patients using the portal to check results, view images, share information with their providers and more.



PERFORMANCE OPTIMIZATIONS

SMIL's Pandemic Response

100% of Patients prescreened throughout Pandemic prior to entering centers

90% of Call Center staff transitioned to home office to maintain high quality patient care

PRISM

SMIL's latest in-house software innovation, PRISM, sends screening mammography patients their results via text message. Better, faster communication improves both patient care and peace of mind.

Average Text Results Sent per Month
4,300

Median Number of Minutes to Send Text Results
102

PET Dose Reductions

Investing in additional equipment has allowed our PET Centers to decrease scan time and lower patient dose

% REDUCTION IN F-18 FDG DOSE SINCE 2019

41.5%
Scottsdale

10.4%
Gilbert

Automated Document Scanning

90%

First pass accuracy rates using Optical Character Recognition (OCR) and Fax Lookup Automation scanned with our software, increasing efficiency and accuracy.

Report Turn-Around Time

SMIL's target is for 90% of routine outpatient imaging center exams to have completed reports within 24 hours. Our current median report turn-around-time in minutes by department:

CT: 52 min

MRI: 82 min

PET: 41 min

ULTRASOUND: 14 min

MAMMOGRAPHY: 45 min

XRAY: 29 min

Call Center Efficiency

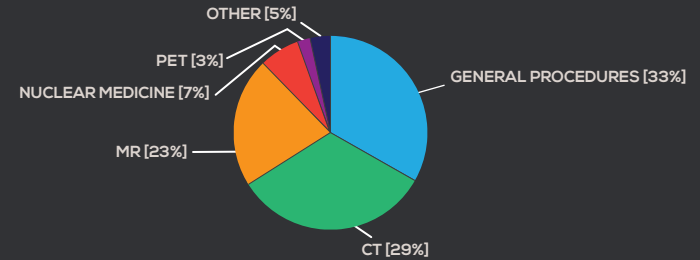
30% DECREASE IN CALL HANDLING TIME UTILIZING GENESYS PURECLOUD

PROVIDER SERVICES

SMIL Scorecards are a 'report card' of SMIL's performance presented to our referring physician partners. They combine the data from the SMIL's Patient Satisfaction Survey, Report Turn Around Time (TAT) and Exam Volume Metrics into a visual snapshot unique to a single provider, practice group or payor. Our Physician Relations Representatives utilize SMIL Scorecards to engage and educate physicians about our services, helping them feel supported and solidifying trust.



DR. JANE DOE



MODALITY	TURN AROUND TIME (MIN.)
CT	154
FLUOROSCOPY	33
GENERAL PROCEDURES	34
MR	49
NUCLEAR MEDICINE	29
PET	57
ULTRASOUND	478

93%
% of surveyed patients very likely to recommend SMIL



SMIL continues to be a proud sponsor of ASU® Sun Devils® Athletes. We maintain a strong presence through print, web, and radio advertising.

SMIL is also a member of the ASU® Devil Docs®, providing exclusive imaging services and reads to ASU® Athletes.

We've got ASU® football in our blood.



A TIMELINE OF MRI SAFETY AT SMIL

100% of MRI accidents are preventable; at SMIL, we take MRI safety seriously and are committed to safe practices.

SMIL initiated our first MRI Safety week to promote best practices within the department and raise awareness. Held on the anniversary of the tragic accident in 2001 that resulted in the death of 6-year-old Michael Colombini in a New York Hospital.

SMIL began educating patients on risk vs. benefit of gadolinium contrast, including medication guideline letters pre-exam.



Addition of MR Safety Officer Megan Stuff, Vice President of Operations, RT (R)(CT)(MR)(MRSO)

First hands on demonstrations exhibited during our 2nd annual MRI Safety Week at SMIL for all staff to see. Showing to all how powerful the physics of an MRI can be. Remember...the magnet is ALWAYS on!

2018



2017

SMIL installs live safety cameras outside MRI doors and sets up MRI safety zones within all centers as per ACR recommendation.

SMIL sends out its first companywide training regarding MRI Safety with our "The Magnet is Always On" messaging, teaching all facility staff why MRI safety is so important.

SMIL initiated our Magnetic Resonance Safety Officer (MRSO) program. Introducing the Kanal Method; a scientific method of focusing and standardizing efforts in MRI safety was implemented. This method helps determine how MRI personnel can safely image a patient with certain medical devices. We are able to say 'yes' to scanning certain devices with greater frequency and confidence and far better patient outcomes.

Addition of MR Safety Officer Taniesja Vollrath, MR/CT Modality Manager, RT (R)(CT)(MR)(MRSO)



SMIL provided MRI safety training to Scottsdale SWAT departments to assist in educating law enforcement of the risks of MRI when entering facilities.

Tier 2 updated MRI safety training created for MR techs and staff working within the MRI suites. Zones are outlined and defined at all centers, allowing patients and staff easy visual guidance for their safety.



Addition of Dr. Jared Allen, MRMD

SMIL celebrated its 5th annual MRI Safety week with an updated slogan, "SMIL-Safety you can see" with new messaging and posters throughout the centers. Our updated informational posters highlighted to patients why it was so important to change clothing prior to entering the MRI suite.



2019

2021

Over 600 MRI compatible pacemaker exams performed safely

2020

Addition of Dr. Steven Wise, MRMD



Addition of two MRI Safety Officers

Nearly 300 neurostimulator exams performed safely

SWAT



600

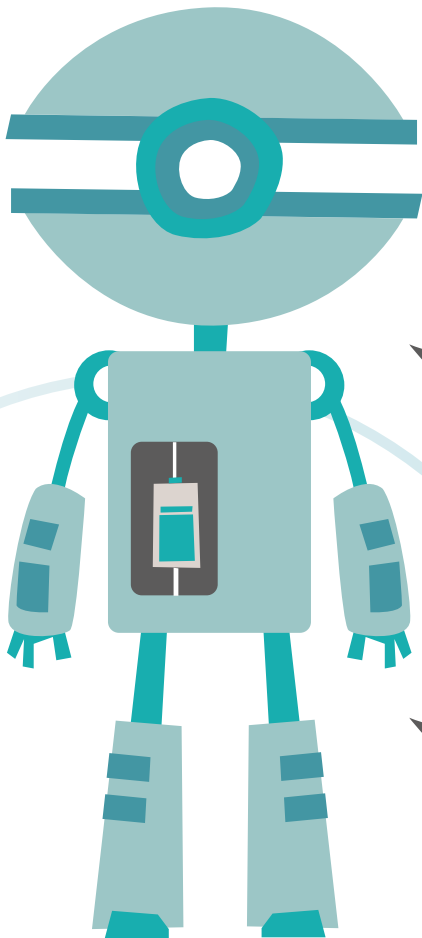
300

MRI safety demonstration kits are created for all centers to provide visual aids for new staff during training.

SMIL introduced the first MR Medical Directors (MRMDs) to the SMIL MRSO team

ARTIFICIAL INTELLIGENCE SPOTLIGHT

In 2021 SMIL co-developed an artificial intelligence application utilizing a natural language processing tool to identify exam follow-up recommendations within radiology reports. This tool scans the radiology reports to capture recommended follow-ups by modality and accompanying timeframe for each patient. When follow-up is recommended, the system then determines if a follow-up appointment has been scheduled. If a patient has not been scheduled for the recommended follow-up exam(s), it automatically triggers a request to be sent to the referring physician for an order.



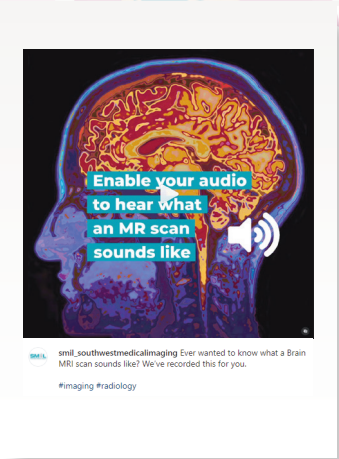
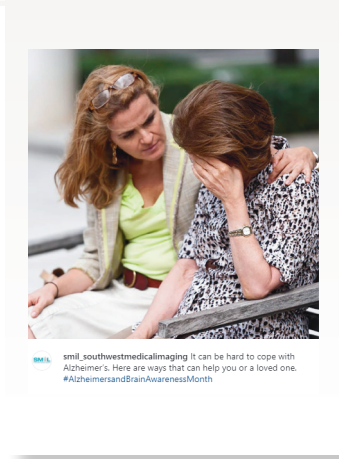
> OVER 2,500 REMINDERS WERE SENT TO REFERRING PHYSICIANS IN THE FIRST 6 MONTHS ■

> EARLY RESULTS OF THIS PROCESS SHOWED OVER 80% OF PATIENTS THAT HAD NOT BEEN SCHEDULED FOR FOLLOW-UP, WERE SCHEDULED BASED ON THE AUTOMATED REMINDER SENT TO PHYSICIANS ■

> AS OF 2022, 100% OF SMIL REPORTS ARE BEING PROCESSED THROUGH THIS SYSTEM ■

PATIENT ENGAGEMENT AND EDUCATION

SMIL utilizes social media for patient outreach and education, reaching followers with interesting, engaging and eye-catching posts. In 2021, SMIL increased its presence to reach 631,300 people through social media.



The SMIL Breast Nurse Navigator program is available to all breast imaging patients. The program is offered at any of SMIL's Breast Centers of Excellence, which are staffed with experienced nurses and breast patient experts. Each Breast Nurse Navigator is nationally certified by the National Consortium of Breast Centers.

SMIL's Breast Nurse Navigators use expert listening and communication skills to provide exceptional care and guidance. Navigators act as a liaison between the patient and multiple members of their healthcare team, offering a better understanding during a confusing and complex journey.

Breast Nurse Navigators help bring together the recommendations of the referring physician, breast surgeon and Radiologist in a supportive, face-to-face environment. This program leads to greater satisfaction for patients and their families.



SMIL's Nurse Navigators offer a combined 16 years of Navigating experience

803 patients have been guided utilizing SMIL's Nurse Navigator program in 2021



RESEARCH STATISTICS

- 4.7 (out of 5) satisfaction rating in patients over the last 5 years
- 4.8 (out of 5) satisfaction rating from our research collaborators over the last 5 years
- Active participant in numerous phase 0-IV clinical trials
- Over 350 active collaborative research studies within our department, worked through partnerships in the Valley and across the US.
- Over 27 years of successful and efficient clinical trials, as the first independent imaging center to establish a Research Institute throughout our community

QUALITY RESEARCH ADVANCES PATIENT CARE

The SMIL Research Institute's mission is to make a difference by investigating medical imaging's role in the diagnosis and treatment of diseases as well as promoting the translation of that research to enhance human health. We have a number of novel research studies and are excited to be starting more in the next year! Below are some highlights:

STRIVE

is a prospective, multicenter, observational study, sponsored by Grail, for women undergoing screening mammography (digital or tomosynthesis) to validate a blood test for detection of invasive breast cancer and other cancers. We enrolled 4,738 women at four SMIL Imaging Centers within North Scottsdale, South Scottsdale and Gilbert. We will continue to collect outcomes data for at least five years on all participants.

THE TOMOSYNTHESIS MAMMOGRAPHIC IMAGING SCREENING TRIAL (TMIST)

is being conducted in collaboration with the ECOG-ACRIN Cancer Research Group. This study is intended to determine whether tomosynthesis should replace digital mammography for breast cancer screening. In this instance, the protocol calls for us to follow subjects out 5 years for development of any breast cancer. This study is currently enrolling in North Scottsdale.

TORAY

sponsored by Toray International America (TIAM), is a study to analyze serum miRNA from women referred for breast biopsy with abnormal breast imaging classified as BI-RADS® 3, 4, and 5. Results from the blood tests will be compared to clinical data to evaluate the miRNA technology. We are enrolling patients for Toray at the North Scottsdale and Gilbert locations.

We are a leader in supporting MR Elastography (MRE) research studies. MRE is a maturing technology that has shown the highest diagnostic accuracy in non-invasive staging of liver fibrosis. MRE studies are currently being conducted at our Gilbert and Paradise Valley locations.

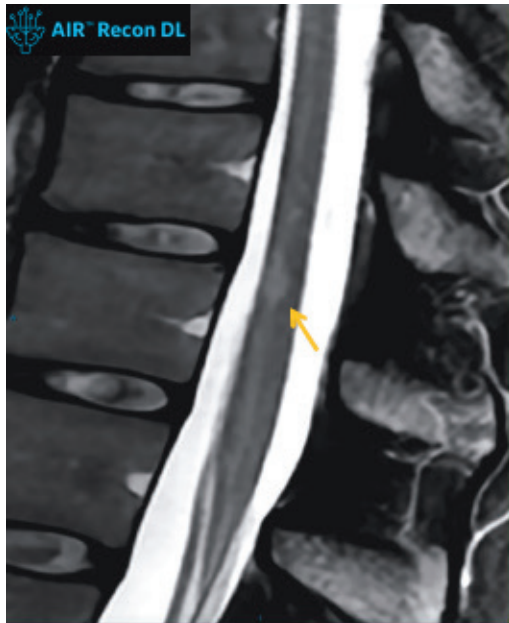
We are honored to participate in these studies that keep SMIL on the leading edge of innovation.

AIR RECON DL MRI OPTIMIZATION

OUR MISSION STATEMENT

To be leaders in medical imaging through
Quality, Innovation and Service.

This statement isn't something that we simply profess, but instead drives our decisions. We've partnered with GE Healthcare to improve our quality, innovation and service pertaining to MRI. AIR Recon DL is a deep learning based algorithm that improves signal to noise ratio (SNR) and image quality while shortening MRI exam times which exponentially improves patient experiences. MRIs can be anxiety inducing, or uncomfortable depending on the patients' condition. Shortening scan times while increasing quality is an obvious win for everyone involved.



30-50%
SCAN TIME REDUCTION

- increases patient satisfaction
- enables disinfection/cleaning between patients
- allows more patients per day

TIME SAVINGS UTILIZING AIR RECON DL SOFTWARE

EXAM	MIN BEFORE	MIN AFTER	% REDUCTION
HAND	31	12	61.3
KNEE	13	10	23.1
LUMBAR	27	10	63.0
HIPS	59	18	69.5



MENTORSHIP

SMIL implemented a mentorship program in 2016. The mission statement of the programs is:

"BUILDING A SUPPORT NETWORK THROUGH MENTORSHIP THAT CAN TRANSFORM LIVES AND CAREERS WHILE ENHANCING EMPLOYEE ENGAGEMENT."

The program utilizes various types of mentorship from flash mentors to traditional one-on-one coaching.



Seeing YOU Succeed
SMIL Mentorship Program

33 MENTORS

66 MENTEES

88%
ROLLING SATISFACTION RATE WITH PROGRAM

TEAM DEVELOPMENT

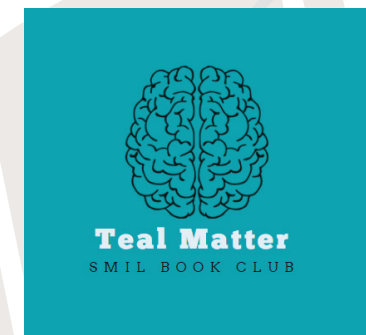
SMIL is known for home grown leaders and experts, and celebrates this success often. We encourage staff to invest in themselves and one another.

TOASTMASTERS LITE

A great way to build confidence, improve communication and practice active listening is through Toastmasters. SMIL offers a Toastmasters "lite" program to anyone in the company. The club was formed in 2018 and even through the challenges of COVID, the club is still going strong. Toastmasters is often associated with public speaking, but participating in such a program also enhances active listening skills, leadership skills and overall confidence.

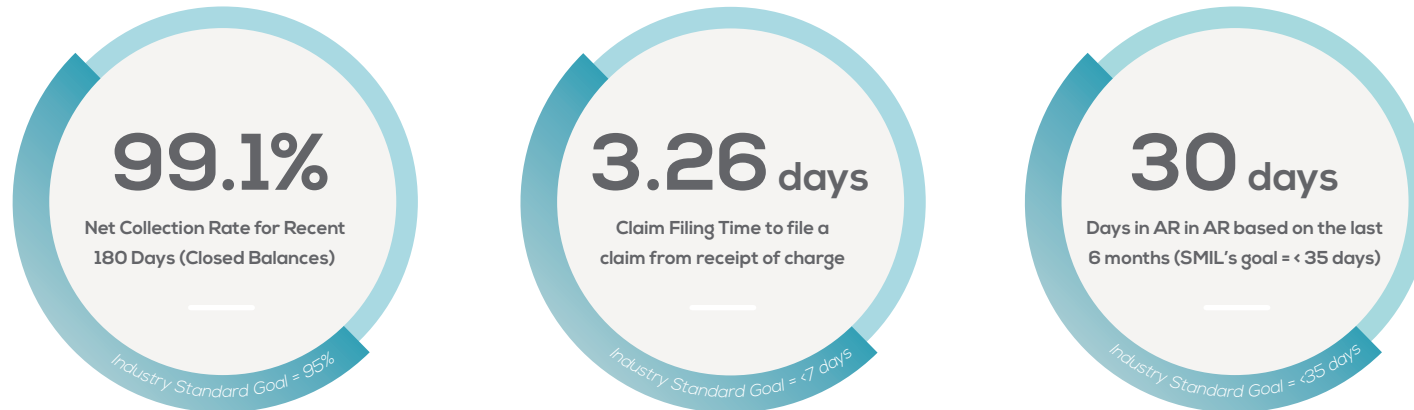
SELF-DEVELOPMENT BOOK CLUBS

Book clubs are important as they lead to a deeper understanding of the book context, develop relationships through conversations, and provide an opportunity to safely fail and celebrate successes. Teal Matter, SMIL Book Club focuses on leadership books and opens the club to anyone in the company.



REVENUE CYCLE

In order to be the preferred provider of medical imaging in the Southwest, we recognize the need to optimize and enhance the patient experience at all points of interaction, including during the billing and collections process. Bringing the full suite of revenue cycle functions back in house is one way we have ensured excellent patient care doesn't stop when patients leave our imaging center.



eviCore

The prior authorization process can be an obstacle to timely patient care. To create efficiencies in this area the SMIL team partnered with eviCore, a large Radiology Benefit Management company, to automate the creation of authorization cases through a program called IntelliPath.

As of the February 2021 go live date:

Our team created over 10,000 cases with a 65% Artificial Intelligence (AI) approval rating and a final overall approval rating of 79%.

PRIOR AUTH DECISION	TOTAL CASES	% OF TOTAL CASES	APPROVED TOTALS	% APPROVED
AI APPROVED	6633	65%	6633	
MD APPROVED	849	8%	849	
RN APPROVED	589	6%	589	
SURVEY APPROVED	8	0%	8	
DENIAL	1980	19%		
WITHDRAWN	170	2%		
	10229		8079	79%





The physicians of Southwest Medical Imaging (SMIL) joined Radiology Partners in December 2017. As a national practice, Radiology Partners provides the radiologists of SMIL the benefits of scale as well as tools and resources to continue their long standing history of delivering quality services to their patients and communities.

Radiology Partners (RP) was founded in 2012 with a mission to transform radiology. This bold goal is achieved by building a culture that brings together the best radiologists, best leaders, best clinical value and best radiology services.

Today, RP is made up of more than 2700 radiologists across the country – each empowered to identify solutions for real impact. Radiology Partners provides the investments and support to create an effective network and collaborative partnership, all with the shared mission to elevate patient care and ultimately transform radiology.

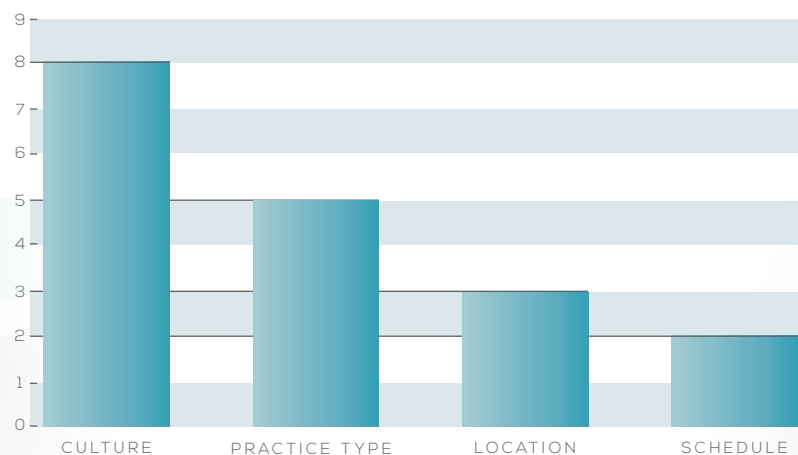


TRANSFORMING RADIOLOGY™

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RADIOLOGISTS WITHIN SMIL

TOP REASONS RADIOLOGISTS JOIN SMIL



Our Radiologists have trained at the top institutions in the country and read within their Sub Specialty over 80% of the time:

- Oncology & Nuclear Medicine
- Cardiothoracic & Cross Sectional Body
- Neuroradiology
- Breast Imaging
- Vascular and Interventional
- Musculoskeletal
- Pediatric Imaging
- General and ER Radiology

- IT Support available 24x7 to radiologists
- Physicians are encouraged to take on leadership roles
 - Clinical
 - Administrative
 - Research
- 14 elected leadership opportunities within SMIL
- 14 elected leadership opportunities within the Honor Health Mentoring to ensure new radiologists are successful



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