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S M I I L

SOUTHWEST MEDICAL IMAGING

ANNUAL
QUALITY REPORT

2025



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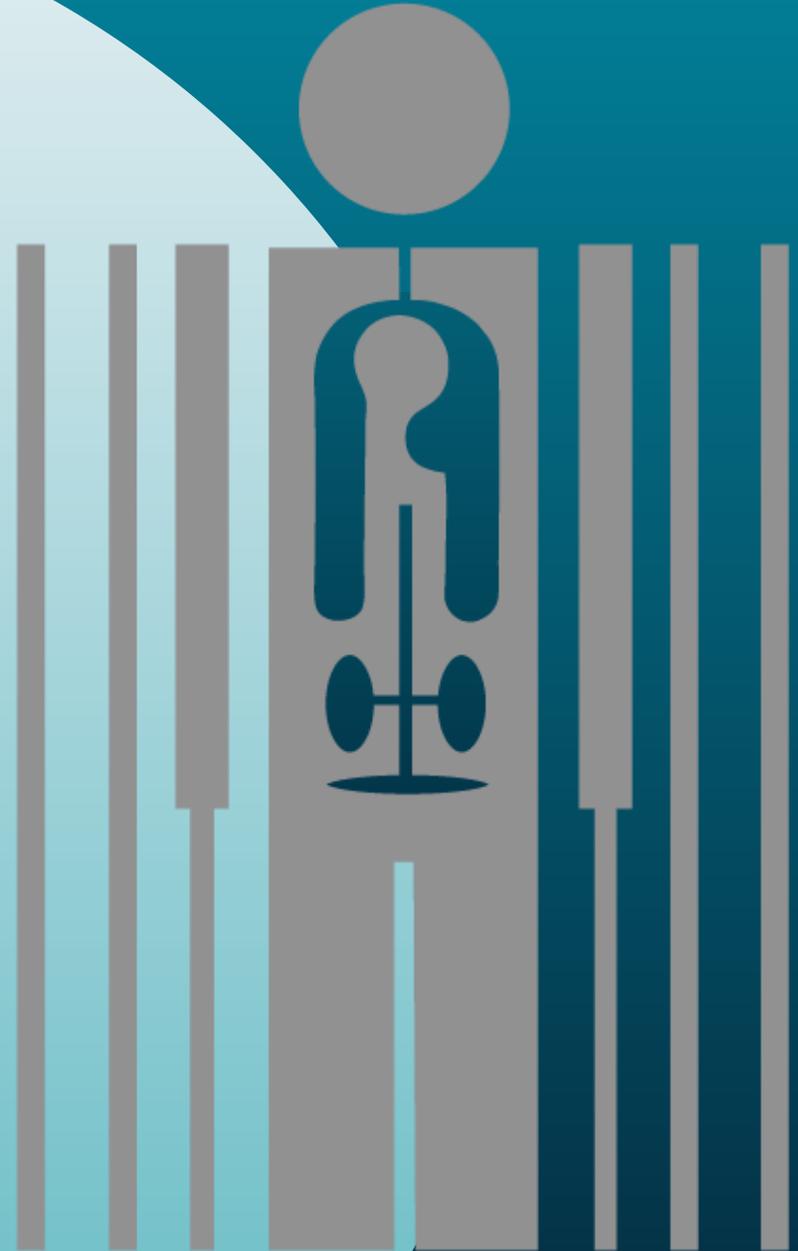


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By The Numbers

700
EMPLOYEES



16
LOCATIONS



\$22.8+

MILLION INVESTED OVER THE LAST 5 YEARS IN EQUIPMENT UPGRADES BENEFITTING PATIENT SAFETY & COMFORT, REDUCING DOSE, AND IMAGE QUALITY IMPROVEMENT



100%

OF MAMMOGRAPHY LOCATIONS OFFER 3D MAMMOGRAMS



988

SURVIVORS SERVED IN-PERSON AT THE AMERICAN CANCER SOCIETY MAKING STRIDES AGAINST BREAST CANCER EVENT, SPONSORED BY SMIL



43%

OF TEAM MEMBERS AT SMIL WITH 5+ YEAR TENURE



634,127

EXAMS COMPLETED IN OUR IMAGING CENTERS



97.12%

PATIENT SURVEY OVERALL SATISFACTION WITH SMIL (AVERAGE ON A 5 POINT SCALE)



\$36,582

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



67,544

NUMBER OF SCREENING MAMMOGRAMS PERFORMED IN 2025

WELCOME

SMIL BOARD



DR. RONALD SHILL
PRACTICE PRESIDENT



DR. NISHANT VERMA
PHYSICIAN BOARD CHAIRMAN



DR. BERNADETTE DIEGNAN
PHYSICIAN MEMBER



CARRIE RANSIL
CHIEF EXECUTIVE OFFICER



GARY BAKER
OUTSIDE MEMBER



JESSICA MONTGOMERY
OUTSIDE MEMBER

The SMIL Leadership Team is pleased to share the results of our quality, safety, and patient experience initiatives over the past year. SMIL continues to focus on giving our patients the best, highest quality, and safest experience possible in medical imaging. We do this through a methodical approach to our operational delivery systems, by not cutting corners for profits, and ensuring fully credentialed and registered technologists operate our equipment on-site vs. remotely.

We are excited to share with you our latest achievements, our plans to improve quality and safety further, and our commitment to pursuing excellence in patient care.

OUR MISSION

TO BE LEADERS IN MEDICAL IMAGING THROUGH QUALITY, INNOVATION, AND SERVICE

OUR VISION

TO BE THE PREFERRED PROVIDER OF MEDICAL IMAGING IN THE SOUTHWEST

OUR VALUES

INTEGRITY - WE DO WHAT IS RIGHT
SERVICE - WE PROVIDE CARING SERVICE
EXCELLENCE - WE DELIVER THE BEST
ENGAGEMENT - WE RESPECT AND VALUE OTHERS

SMIL LEADERSHIP



AJ BRAGA

VICE PRESIDENT OF IT



JENNIFER GREENING

CHIEF FINANCIAL OFFICER



JENNIFER MOHLER

CHIEF REVENUE CYCLE OFFICER
CHIEF COMPLIANCE OFFICER



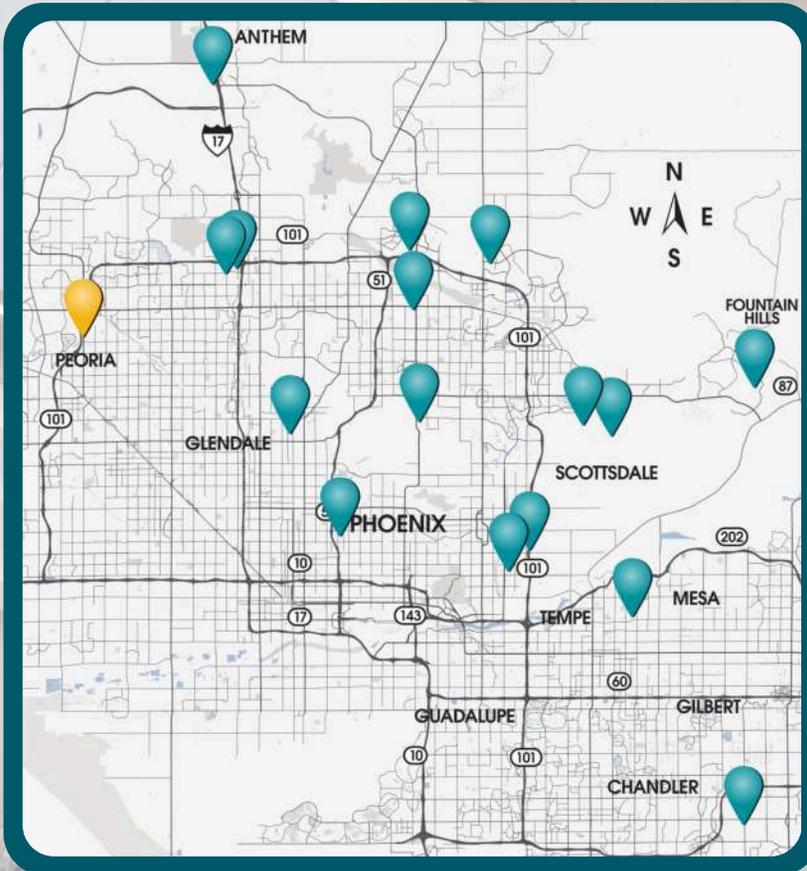
MEGAN STUFF

CHIEF OPERATIONS OFFICER

SERVICE LOCATIONS

WE'VE GOT YOU

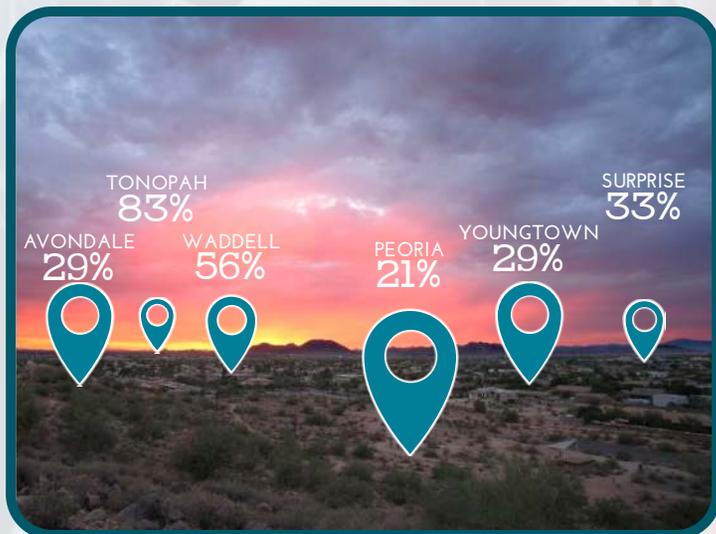
Covered



- North Scottsdale
- South Scottsdale
- Fountain Hills
- Central Phoenix
- North Phoenix
- Mesa
- Gilbert
- Paradise Valley
- Peoria

OPERATIONAL ADVANCEMENTS

SMIL opened our newest center in Peoria last year, resulting in exam growth throughout the West Valley including a **40% increase** in PET exam capacity.



TROPHON INVESTMENTS

\$94,000+ invested in Trophon high level disinfection upgrades improving tracking capability and increased patient safety.

MRI/CT ADVANCED IMAGING SOFTWARE SOLUTIONS

HeartFlow FFR-CT

Advanced cardiac CT analysis for assessment of coronary artery disease.

NeuroQuant MS

MRI analytics to quantify brain structures and lesion burden compared with normative databases.

Prostate OnQ

Multiparametric prostate MRI analysis to evaluate volume, metrics, and biomarkers.

NURSE PACEMAKER PROGRAM

650 patients with Pacemakers successfully completed their needed MRIs thanks to our Nursing team's Pacemaker oversight program.



SUBTLE MEDICAL

SMIL implemented Subtle Medical machine learning solutions to improve image quality and reduce scan time, allowing SMIL to expedite patient care.

PATIENT OUTREACH & EDUCATION

“WW__D?” This social media campaign aimed to remind our wider community that anyone can be affected by breast cancer -- whether personally or while supporting loved ones facing cancer or through screenings -- and to offer suggestions for encouragement, advocacy, and proactiveness.

Our goal was to promote inclusion by addressing friends, siblings, spouses, offspring, and parents; both as patients and caretakers.

434,221 impressions

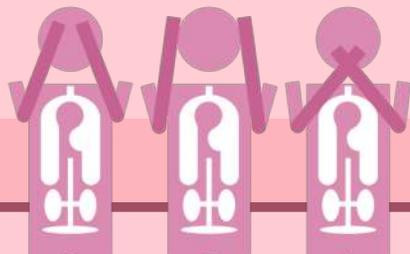
62,105 engagements (likes/reactions, comments, and shares)

7.38% average engagement rate

19% increase in screening mammograms during October



Our Breast Expert Team also addressed uncommon issues about breast health in a series called 'Taboo[b]s'.



If You See Skin Changes on Your Breast

Redness, rashes or thickened skin can feel uncomfortable to discuss. But these changes can be important signs. Speak with your doctor, early attention is important.





BREAST HEALTH



The SMIL Breast Nurse Navigator Program
All SMIL Breast Centers of Excellence provide nationally certified, in-person Nurse Navigation support. Nurse Navigators help guide patients through exam recommendations from Physicians, Surgeons, and Radiologists, offering clarity and compassionate support throughout their journey.

SMIL is proud to be named as an ACR Comprehensive Breast Center distinguishing our accomplishments in attaining the highest level of certification in all of our locations.
19 Mammography and Ultrasound Locations
5 Stereotactic Locations
7 MRI Breast Locations

- 39 | Combined years of experience of our Nurse Navigators
- 948 | Patients guided utilizing SMIL's Nurse Navigator program in 2025
- 284 | Providers utilized SMIL's Breast Navigator service in 2025 to better serve their patients

PRIORITIZE *You!*
To improve timely access to screening mammograms, SMIL launched the 'Prioritize You' campaign. Patients with normal results receive a text prompt to immediately schedule their next annual exam. This streamlined approach has resulted in over **7,800** screening appointments booked.

Our new Peoria location began serving patients in 2025, providing the following breast health exams:

- 2,971 | Screening Mammograms
- 1,392 | Diagnostic Mammograms
- 1,455 | Diagnostic Ultrasounds
- 390 | Breast Biopsies

- 19+ | Average years of experience of our Mammographers
- 12+ | Average years of experience of our Breast Sonographers

QUALITY & PATIENT



Crash cart and contrast reaction equipment standardization companywide

2017

SMIL Emergency Response Readiness Timeline

SMIL Nurses provide dedicated patient care, assuring safety and quality within our most complex procedures. From reviewing patient allergies and history, performing sedation support, and following up with patients' post-exam exams, our nurses provided

12,000+

Nursing personal touch-points to patients in 2025.

2018



Drug standardization and par level assessments completed



Contrast reaction and medication guides optimized for quick reference

2019

5th Annual SMIL Safety Week
SMIL provides training and guidance each summer during our featured Safety Week. Topics include:

- SMIL Nurses Crash Cart Training
- Secure Information Transfer
- Fall Prevention
- Emergency Preparedness
- Patient ID & Transfer techniques

SAFETY SPOTLIGHT

SMIL continues to enhance our emergency response processes through the years. Our key focus has been to equip staff with quick access to critical information and tools needed to deliver exceptional care during emergencies.



SMIL Nurse Crash Cart Road Show training throughout all SMIL locations enacted

EXPERIENCE *Matters!*

Average years of experience:

- 13+ MRI Technologists
- 15+ CT Technologists
- 20+ Radiographers
- 14+ Ultrasound Techs
- 19+ Nuclear Med/PET Techs
- 19+ Mammographers
- 11+ Tech Assistants

2021

2022

2025



Nursing staff integrated in crash cart assessment and training

In 2025, SMIL's operational improvements reduced Breast imaging scheduling timelines, decreasing wait times and enabling faster diagnosis and treatment. Improvements in days to schedule:

- 23 Day decrease in Screening Mammograms
- 14 Day decrease in Diagnostic Mammograms and Ultrasound
- 5 Day decrease in MRI Breast Biopsy



Drug boxes streamlined with color coded reaction guidance and escalation aids. ER physicians led hands-on emergency response training for all frontline staff who are first on scene during critical events.

MRI SAFETY



"Stay Cool, Scan Smart"



MRI safety at SMIL isn't a one-time, check-the-box exercise — it's woven into the very fabric of our culture. For nine years and counting, MRI Safety Week has been a cornerstone of education and awareness. Each year brings a fresh focus, while reinforcing the knowledge and practices that keep our patients and teams safe.

A staple of MRI Safety week is the live, on-site safety demonstrations. These safety demos pack a power punch, truly showing the force of MRI machines.

In 2025, for the first time, these demos were filmed to have a greater reach.



740	impressions on Instagram
839	impressions on Facebook
1,461	impressions on LinkedIn
3,040	total reach

100%	of SMIL staff know that the MAGNET IS ALWAYS ON
100%	percent of staff know these critical MRI safety symbols
500%	increase in MRI Safety Officers at SMIL



100% of MRI accidents are preventable

The Magnet is Always On!

PERFORMANCE OPTIMIZATIONS

Script Aid

SMIL implemented a secure patient information submission system that allows patients and referring offices to easily send required documents. This streamlined process has improved workflows across multiple departments, enhanced patient satisfaction, and accelerated the time to schedule appointments.

- + Enables accurate scheduling from the start
- + Increases security for sensitive patient information
- + Provides care teams with accurate patient medical device information at time of scheduling
- + Expedites insurance authorization
- + Safeguards information with a direct connection to providers
- + Allows patients to send all manner of information, including images directly to SMIL providers
- + Decreases unnecessary e-mails requesting information



Over 25,000 Script Aid texts sent in 2025

Contact Center Patient Outreach

Over 7,820 patients were contacted by our scheduling team to encourage participation in screening mammograms and to maintain compliance with annual screening guidelines. Through a combination of live calls and texting campaigns, we emphasized the importance of early detection.

INFORMATION TECHNOLOGY

Expansion of Radiology Network

To maintain high standards of patient care and operational efficiency, we expanded our radiology network to include additional radiologist groups. This initiative ensures:

- **Timely Reads:** Broaden coverage prevents delays in report turnaround, especially during peak volumes or specialty-demand periods.
- **Seamless Integrations:** Implementing robust interoperability between PACS, RIS, and EHR systems allows smooth workflow across multiple groups without disrupting existing processes.
- **Quality Assurance:** Establishing standardized quality review protocols for all reads, including peer review and performance metrics, maintains diagnostic accuracy and consistency across the network.
- **Scalable Collaboration:** Flexible scheduling and load balancing among groups optimizes resource utilization while preserving service-level agreements.

SMIL's Commitment to Patient Data Security

At SMIL, safeguarding patient data is our highest priority. To ensure the confidentiality, integrity, and availability of sensitive information, SMIL IT has implemented multiple layers of advanced security measures:

- **Industry-Leading MDR Protection**
 - We utilize the highest-rated Managed Detection and Response (MDR) solutions to proactively detect and neutralize threats.
- **Enhanced Cybersecurity Layers**
 - In addition to MDR, SMIL has introduced monthly external vulnerability scanning and continuous monitoring to identify and address potential risks before they can impact operations.
- **Defense Against Emerging Threats**
 - These measures strengthen our resilience against ransomware, phishing attacks, and other evolving cyber threats, ensuring compliance with healthcare security standards and protecting patient trust.

100% of SMIL staff receive ransomware training to better identify and address questionable external phishing that could put your data at risk!

PATIENT SATISFACTION

97.12%

of SMIL Patients score their **overall satisfaction** as Good or Very Good

97.96%

of SMIL Patients score **staff professionalism** as Good or Very Good

96.63%

of SMIL Patients score their **wait time experience** as Good or Very Good

92.00%

of survey comments relay **positive sentiments**

Patient Portal

Allowing patients to access and control their information and data any time of the day.

74,000

average log-ins monthly

SMIL Follow-up Assurance Program

SMIL uses Artificial Intelligence to scan radiologist reports for follow-up exam recommendations, helping ensure timely patient care. Proactively scheduling necessary imaging improves referring physician efficiency, enhances patient care, and increases overall customer satisfaction. Without this automation, many necessary follow-up exams may have been delayed or missed.

Follow-up Exams Scheduled in 2025:

316	PET
1,180	MR
2,009	CT
2,644	US
1,927	MAMMO

Without this automation, necessary follow-up exams may not have been scheduled appropriately.

PROVIDER SERVICES

ENHANCING PROVIDER WORKFLOWS WITH SMIL MEDICAL IMAGING

At SMIL, we are committed to finding solutions to make imaging referrals seamless and efficient for our partnering physicians and their staff. We offer HIPAA-safe tools, resources, and support to streamline your office workflow and patient management.

REFERRING PROVIDER TOOLS



SMIL Direct Document Drop-Off:
Allow your office staff and patients to submit orders and supporting documents electronically – No login or EMR required.



ScriptSender Web Ordering:
Submit your imaging orders and supporting documents electronically.



Patient Status Reports:
Receive nightly reporting of your SMIL requests from Ordered and Scheduled, to Exam Complete and Report Finalized; including cancellations and no-shows.



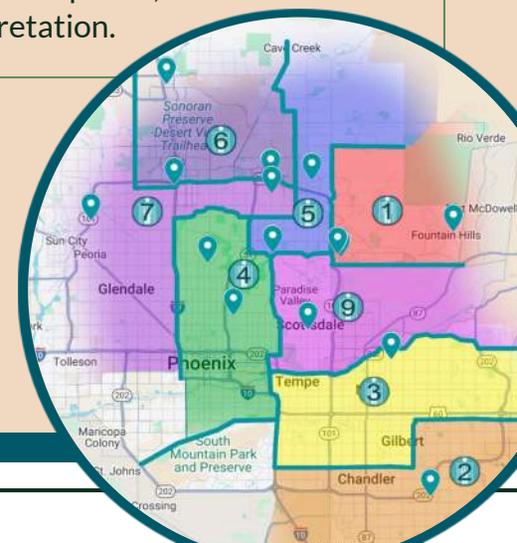
IntelConnect PACS Provider Portal:
Access your SMIL images and reports in real-time.



Provider Support Team:
Eliminate time spent on hold or chasing missed calls with trusted support, just an email away. Our knowledgeable Provider Support Representatives are available via email to help with urgent requests and inquiries, and to personally assist with escalation requests for STAT and priority scheduling and interpretation.

THE IMPACT OF PROVIDER RELATIONS REPRESENTATIVES

Our team serves as the primary point of contact for referring providers to improve efficiency, communication, and confidence for providers and staff. Provider Relations Representatives work proactively to become familiar with your workflow, providing personalized support to meet the specific needs of each office. Their goal is to strengthen collaboration to improve the overall referral experience, so you can focus on your patients.



SMIL RESEARCH

The SMIL Research Institute is supported by a dedicated and highly experienced team with expertise across all phases of clinical research.

Our experience covers:

- imaging
- pharmaceutical
- medical device studies

Offering:

- full-service study management
- patient recruitment
- regulatory oversight
- data management
- image submission and handling

In addition to providing clinical trial services for sponsors, community physicians, and SMIL physician investigators, we actively support the development of scholarly articles, abstracts, and book chapters for peer-reviewed journals and educational publications.

MRI-PDFF (Proton Density Fat Fraction) is the noninvasive gold standard for quantifying liver fat, and we deliver it with accuracy you can trust. Our advanced MRI-PDFF imaging provides **precise, reproducible fat quantification** across the entire liver, supporting confident diagnosis, disease monitoring, and treatment response – without biopsy, radiation, or contrast.

- Quantitative, whole-liver fat assessment
- Highly reproducible for longitudinal follow-up
- Noninvasive and patient-friendly
- Ideal for NAFLD/NASH evaluation and clinical trials
- Interpreted by experienced subspecialty radiologists

Whether you're managing metabolic liver disease, tracking therapeutic response, or supporting research, **MRI-PDFF gives you objective data – fast, reliable, and clinically actionable.**

RESEARCH STATISTICS

95.64% of SMIL Research patients score their overall satisfaction as Good or Very Good

330 Current research studies

100+ Research collaborators

6100+ exams completed within the SMIL Research Institute in 2025

ImmunoPET

The future of metastatic prostate cancer detection is here. Advances in diagnostic imaging are transforming how metastatic lesions are identified and treated. By pairing precision molecular imaging agents labeled with positron-emitting radionuclides to targeted therapies, clinicians can more accurately identify patients who are most likely to benefit from treatment. PET imaging delivers critical insights into target expression, supporting smarter, more personalized care decisions. ImmunoPET elevates this approach even further – combining the exceptional specificity of antibodies with the sensitivity and resolution of PET to drive confidence in diagnosis and treatment planning.

REVENUE CYCLE

Guided by our values of Integrity, Service, Excellence, and Engagement, we make it easy for patients to stay connected through their preferred communication method – whether by text, email, or paper.

Our approach not only enhances patient satisfaction but drives measurable results:

38% of text messages and **58%** of emails result in payment, meaning **32%** of patient balances after insurance are paid without ever sending a paper statement. It's a clear reflection of our commitment to efficiency, innovation, and *Seeing You Well*.

Clean Claim Rate
97.38%

Industry standard goal= 95%



Net Collection Rate - Recent 180 Days
98.93%

Industry standard goal= 95%

Days to file a claim from receipt of charge
2 days

Industry standard goal = <7 days



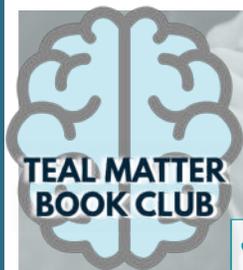
Days in AR (based on recent 180 days)
21 days

Industry standard goal = <35 days



TEAM DEVELOPMENT/CULTURE/LEADERSHIP

Community and culture go hand in hand, and at SMIL they are both essential fibers of our organization. We are committed to cultivating a strong internal culture that connects and supports our team, while also extending that same spirit outward – focusing on how we can better serve, engage with, and positively impact the community around us.



SMIL Clubs



Seeing YOU Succeed
SMIL Mentorship Program



Community Impact and Sponsorships

SMIL Southwest Medical Imaging Community Connections

46,355 Meals packed for Feed My Starving Children
4,554 Food Boxes packed for St. Mary's Food Bank
\$3,500+ Supplies collected for local Title 1 Schools



hfma

- AZ Prostate Cancer Coalition
- AZCCC - Breast Cancer Symposium
- The Honor Ball (HonorHealth Foundation)
- Arizona Society of Radiology Technologists
- HFMA - Arizona Women Lead HERe Conference
- American Heart Association - Go Red for Women
- Desert Mission Morning of Gold Breakfast (HH Foundation)
- Arizona Girl Scouts - AZ Cactus Pine Council
- ACS - Making Strides Against Breast Cancer
- Arizona State University - Devil Docs
- NICU Tea (HH Foundation)
- Navi Nurses



Commitment to Leadership

- ACR-RBMA Practice Leadership Forum
- RBMA Sync Conference
- RBMA Paradigm Conference
- Replicant AI Advisory Board
- Cassling Advisory Council



NAVI NURSES



THANK YOU FOR CHOOSING



SMIL

SOUTHWEST MEDICAL IMAGING

Seeing You Well