DEVELOPING BRIGHT FUTURES
OUR VISION:
TO BE RECOGNIZED AS
THE PROVIDER OF CHOICE -
WHERE PEOPLE
COME FIRST.
Charlotte Radiology is the largest independent subspecialized radiology practice in the Southeast. Our team of 90+ physicians and 20+ advanced care practitioners provides state-of-the-art diagnostic and interventional radiology services for our patients, referring physicians and hospital partners.

We serve 18 hospitals and operate 15 breast imaging centers, 13 outpatient imaging centers, three vein centers, two vascular and interventional clinics, and several mobile imaging units. We provide comprehensive screening and diagnostic breast imaging services, including 3D mammography. Charlotte Radiology physicians collectively interpret or perform more than 1.5 million imaging studies and image-guided procedures each year.

We are considered among the top performing radiology groups in the country, but it’s not just our size and scope that matter. We recognize our true value to patients is not merely as “film readers,” but as consultants and advisers.

Charlotte Radiology has made significant investments in human resources and information technology. Subspecialty radiologists are available for consultation with our clinical colleagues 24 hours a day. We have reduced report turnaround times annually since 2012, particularly for the Emergency Department, where we are able to provide contemporaneous subspecialty interpretations all day, every day.

Our physicians work with hospital partners to ensure they always have the most advanced imaging technology to serve all our communities’ needs.

We maintain a strict quality assurance program and data analytics to measure patient outcomes related to imaging procedures.

Charlotte Radiology has a proud history of supporting charitable outreach within our community. We provide more than $5 million annually in free services for uninsured patients and support organizations who care for our community, including Care Ring, Susan G. Komen, The Lung Cancer Initiative of North Carolina and Levine Cancer Institute’s Project Pink.

Our physicians are actively engaged in research with the Levine Cancer Institute and other departments. We fully support the Carolinas HealthCare System’s (CHS) educational mission. As a clinical campus of the UNC School of Medicine, a number of our radiologists have received academic appointments and are committed to medical student and resident education. Our radiologists serve in leadership roles in local, state and national medical societies.

In the following pages, we have highlighted a few of our contributions to our medical community.

Thank you for the privilege of working with you to serve your patients. It’s an honor we are proud to earn every day.

Robert L. Mittl, Jr., MD, President  
Mark D. Jensen, CEO
Comprised of more than 90 subspecialized radiologists in the areas of Body Imaging, Breast Imaging, Diagnostic Radiology, Emergency Imaging, Interventional Radiology, Mammography, Musculoskeletal, Neuroradiology, Nuclear Medicine & Pediatric Radiology.

24/7 COVERAGE provided for 14 hospitals in North Carolina.

Over 1.5 MILLION STUDIES read annually.

Largest private radiology practice in the Southeast.

95% of outpatients surveyed would recommend our services & centers.

DONATED $5,000,000 worth of services and support to uninsured patients.

Quarterly report card provided to hospital leadership.

Recognized by Charlotte Business Journal and Charlotte Magazine with “Top Doctors” & “Physicians of the Year.”

Women served in 15 states by our Belk Mobile Mammography partnership.

Our sites and technology are ACR Accredited.

“Touchstone Award Winner” at the CHS Quality & Service Sharing Day.

Our sites and technology are ACR Accredited.
CONNECTED TO CAROLINAS HEALTHCARE SYSTEM
For nearly 50 years, Charlotte Radiology and Carolinas HealthCare System (CHS) have partnered to care for the residents of Mecklenburg County. Today, we cover their hospitals in six counties, including their flagship hospital, Carolinas Medical Center and Levine Children’s Hospital. Our partnership with CHS includes a joint venture – Carolinas Imaging Services (CIS). These freestanding centers – located in Ballantyne, Huntersville, Matthews, Rock Hill (coming soon) and SouthPark – offer CT, MRI, X-ray and ultrasound in a convenient, cost-conscious, outpatient setting while maintaining the exceptional care standards of CHS and Charlotte Radiology.

ADDITIONAL HOSPITAL AND PRACTICE PARTNERSHIPS
In addition to CHS hospitals, we provide Carolinas HealthCare System Medical Group (CHSMG) with imaging guidance to ensure appropriate utilization of imaging while ensuring patient access. Our over-read services for plain film X-rays for CHSMG total more than 120,000 reads a year. Our radiologists also serve on-site at Richmond Memorial Hospital in Rockingham and Davis Regional Medical Center in Statesville, and we provide 24/7 subspecialty coverage to these outlying hospital systems. Finally, Charlotte Radiology has expanded our mobile imaging initiatives with mobile MRI, ultrasound and mammography via contracts with Insite Imaging, outlying hospitals and corporate partnerships.

CORPORATE PARTNERSHIPS
Many women struggle to find the time to make a mammography appointment. Fortunately, we have been able to bring services closer to them. Through corporate partnerships, our mobile breast center program has blossomed. We provide mobile mammography services to more than 80 employer groups in multiple states using three specially equipped vans. Approximately 40% of women seen at corporate visits have never had a mammogram or are more than 2 years overdue for a screening mammogram. Additionally, our team visits employee health fairs and provides “Lunch and Learn” educational programs so that employees can be empowered at a time when they and their families are shouldering more of the cost of healthcare.

BELK GIVES ON THE GO MOBILE MAMMOGRAPHY PROGRAM™
Program Highlights:
- $6 million investment by Belk in breast cancer education and screening.
- Partners include Belk, Foundation For The Carolinas and Charlotte Radiology.
- Travels to NC, SC, GA, MS, LA, TX, OK, AR, AL, MD, MO, TN, FL, KY & VA.
- Screened approximately 9,000 women since 2013.
- Over 3 years of service, 46 new cases of breast cancer were detected.
DEDICATED LEADERSHIP

2016 BOARD OF DIRECTORS

ROBERT L. MITTL, JR., MD  
President & Chairman of the Board

A. VAN MOORE, JR., MD  
Vice President

C. PETER CHANG, MD  
Treasurer

JONATHAN D. CLEMONS, MD

ROSS J. BELLAVA, MD

GARY J. DEFLIPP, MD

MARK K. FROHWE, MD

ERIC A. WANG, MD

VERNON D. BYRD, MD

ROBIN L. STACY-WUPHOKES, MD

KENNETH A. WOLFSON, MD

ADMINISTRATIVE LEADERSHIP TEAM

MARK JENSEN  
Chief Executive Officer

KATIE ROBBINS  
Director of Marketing & Practice Relations & Customer Experience Officer

JULIE SZEKER, J.D.  
Chief Administrative Officer & Chief Compliance Officer

LINDA COX  
Director of Risk Management

MARK FARMER  
Director of Operations & Mammography

JENNIFER HICKS  
Director of Finance

JASON MCCULLOUGH  
Director of Quality

KAYLA MEYER  
Director of HR

ZACH RORABAUGH  
Director of Operations & Imaging

MICHAEL SANCHEZ  
Director of Information Technology & Security Officer

REBECCA WOOD  
Director of Compliance & Credentialing & Compliance & Privacy Officer

JONATHAN D. CLEMENTE, MD

ROSS J. BELLAVIA, MD

GARY J. DEFLIPP, MD

MARK K. FROHWE, MD

VERNON D. BYRD, MD

ROBYN L. STACY-HUMPHRIES, MD

KENNETH A. WOLFSON, MD

CHARLOTTE RADIOLOGY
Charlotte Radiology’s physicians make up one of the nation’s leading groups in the field of radiology. They have played active roles in the American College of Radiology (ACR) at both the state and national level, and have aided in the development of the local and national advocacy group called RADPAC, ultimately shaping legislative relationships for our industry. Some of the organizations we are involved in include:

- National & State American College of Radiology
- Society of Interventional Radiology
- Society of Breast Imaging
- American Medical Association
- Medical Group Management Association
- National & State Radiology Business Management Association
- North Carolina Medical Group Managers
- Health Care Compliance Association
- NC Business Group on Health
- Cabarrus County Medical Society
- Mecklenburg County Medical Society

National Partnerships Establishing Best Practices
Charlotte Radiology is a founding member of Strategic Radiology (SR), a consortium of 25 large, clinically advanced radiology groups that are geographically dispersed. Representing more than 1,300 radiologists, these groups are uniquely suited to a collaborative model in which data and best practices are shared, clinical practice information is interchanged, and certain practice expenses are consolidated. SR’s goal is higher quality and more cost-efficient delivery of medical imaging. Through SR’s Subspecialty Telerad Partners program, Charlotte Radiology has extended after-hours pediatric imaging services for our own community. Charlotte Radiology participates in the SR Patient Safety Organization (PSO), the nation’s first radiology-specific PSO that will advocate for quality and safety analyses for patients.
<table>
<thead>
<tr>
<th>HOSPITALS</th>
<th>OUTPATIENT IMAGING CENTERS</th>
<th>CHARLOTTE RADIOLOGY BREAST CENTERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 Carolinas HealthCare System Anson</td>
<td>19 Carolinas Imaging Services–Ballantyne</td>
<td>37 Ballantyne Breast Center</td>
</tr>
<tr>
<td>02 Carolinas HealthCare System Blue Ridge–Morganton</td>
<td>20 Carolinas Imaging Services–Huntersville</td>
<td>38 Huntersville Breast Center</td>
</tr>
<tr>
<td>03 Carolinas HealthCare System Blue Ridge–Valdese</td>
<td>21 Carolinas Imaging Services–Matthews</td>
<td>39 Matthews Breast Center</td>
</tr>
<tr>
<td>04 Carolinas Medical Center</td>
<td>22 Carolinas Imaging Services–Rock Hill (coming soon)</td>
<td>40 Medical Center Plaza Breast Center</td>
</tr>
<tr>
<td>05 Carolinas HealthCare System Lincoln</td>
<td>23 Carolinas Imaging Services–SouthPark</td>
<td>41 Monroe Breast Center</td>
</tr>
<tr>
<td>06 Carolinas HealthCare System Mercy</td>
<td>24 Carolinas HealthCare System NorthEast MRI Center</td>
<td>42 Morehead Medical Plaza Breast Center</td>
</tr>
<tr>
<td>07 Carolinas HealthCare System NorthEast</td>
<td>25 Carolinas HealthCare System Steele Creek</td>
<td>43 Pineville Breast Center</td>
</tr>
<tr>
<td>08 Carolinas HealthCare System Pineville</td>
<td>26 Carolinas HealthCare System Waxhaw</td>
<td>44 Randolph Road Breast Center</td>
</tr>
<tr>
<td>09 Carolinas HealthCare System Union</td>
<td>27 CHS Imaging–Copperfield</td>
<td>45 Rock Hill Breast Center</td>
</tr>
<tr>
<td>10 Carolinas HealthCare System University</td>
<td>28 CHS Imaging–Denver</td>
<td>46 SouthPark Breast Center</td>
</tr>
<tr>
<td>11 Davis Regional Medical Center</td>
<td>29 CHS Imaging–Indian Trail</td>
<td>47 University Breast Center</td>
</tr>
<tr>
<td>12 Levine Children’s Hospital</td>
<td>30 CHS Imaging–Kannapolis</td>
<td>48 Prosperity Church Breast Center</td>
</tr>
<tr>
<td>13 FirstHealth Richmond Memorial Hospital</td>
<td>31 Morehead Imaging Center–CMC Campus</td>
<td>49 Mobile Breast Centers (3)*</td>
</tr>
<tr>
<td>14 Scotland Health Care System</td>
<td>32 Scotland Health Care System Imaging Center</td>
<td>50 Mooresville Breast Center (coming soon)</td>
</tr>
<tr>
<td>15 Carolinas Rehabilitation–Main</td>
<td>33 Charlotte Radiology Mobile MRI Centers (2)*</td>
<td></td>
</tr>
<tr>
<td>16 Carolinas Rehabilitation–Mount Holly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17 Carolinas Rehabilitation–NorthEast</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 Carolinas Specialty Hospital</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>34 Vein &amp; Vascular Center at Concord</td>
<td></td>
</tr>
<tr>
<td></td>
<td>35 Vein &amp; Vascular Center at SouthPark</td>
<td></td>
</tr>
<tr>
<td></td>
<td>36 Vein &amp; Vascular Center at Huntersville</td>
<td></td>
</tr>
<tr>
<td></td>
<td>34 VIS Clinic-Concord</td>
<td></td>
</tr>
</tbody>
</table>
COMMITTED TO OUR COMMUNITY

Charlotte Radiology has a long and dedicated history of charitable contribution; our community support includes:

- We support multiple local charitable events sponsored by the Carolinas Healthcare Foundation (CHF), including Project Pink for screening mammography and our latest pilot Project Pink Plus for women needing diagnostic mammography services and coverage.

- Annually, we partner with the Charlotte Knights for their “Pink Knights Ball Game,” which has raised more than $10,000 each year for the Carolinas Breast Cancer Fund.

- Our annual signature event is “Pink Pint Night” at the NoDa Brewing Company, which raised more than $30,000 for mammography and breast cancer care in 2015.

- Our team provides countless hours of support and patient education at area health fairs and community events to promote healthy lifestyles.

- Charlotte Radiology supports several local organizations who provide funding and care for our community, like Susan G. Komen, Ballantyne Rally for the Cure and Care Ring.

- In recent years, we have partnered with the Levine Cancer Institute and the NC Lung Cancer Partnership to host the “Free to Breathe Walk” in Charlotte.
WHAT IS IMAGING 3.0™?
Charlotte Radiology has embraced Imaging 3.0™, the American College of Radiology’s (ACR) vision for the future of radiology.

- Imaging 1.0 began with the discovery of X-rays in 1895.
- Imaging 2.0 began in 1980s with the rapid expansion in the volume of medical imaging that was driven by technological advances in ultrasound, CT and MRI.
- ACR’s Imaging 3.0™ refocuses the practice of radiology from maximizing the volume of imaging to maximizing the value of imaging for the patient and our healthcare community.

CUSTOMER EXPERIENCE
At the heart of Imaging 3.0™ is customer experience. Charlotte Radiology is mapping out every step of customer experience, striving to enhance each step.

- Radiologists are available 24/7/365 for consultation on the appropriate selection of medical imaging based on clinical scenario and a review of the patients’ prior imaging history.
- We are developing web-based scheduling options for patients.
- We have standardized CT and MRI protocols across the CHS system to minimize clinical variability between facilities, and to optimize image acquisition and interpretation.
- For our outlying hospital partners, we provide guidance on imaging protocol standardization, radiation dose optimization, and provide primary interpretations of studies.
- Patient safety is a paramount concern. We have made tremendous strides towards reducing CT radiation dose to patients without compromising imaging quality.
- Our superb nursing team helps us effectively manage procedure-related pain and sedation.
- Several of our MRI sites now offer patient-selected ambient lighting and music (“Caring Suites”) which significantly reduce anxiety.
- Easy access to images and reports enables better collaboration between physicians and better communication with patients about their imaging results and recommendations.
- Through PACS, medical images are available in real time to our referring clinicians. Using the local HIE Carolinas CareConnect, our finalized reports are available to physicians within minutes through the Electronic Health Record (EHR), and to patients within 72 hours through the MyCarolinas Portal. Reports are also available in patient portals at Richmond Memorial and Scotland Memorial.
COLLABORATION

Charlotte Radiology collaborates closely with our hospital partners and referring practices on a number of important clinical initiatives across the service lines.

Here are just a few examples of how we have partnered with our clinical colleagues to bring the best care to our patients:

- **Levine Cancer Institute**: CT Lung Cancer Screening Program, UroNav MR Guided Prostate Biopsy Navigation, Development of “Biopsy Centers of Excellence.”

- **Southeast Radiation Oncology**: SIR-Spheres” (Selective Internal Radiation of Liver Tumors), CMC NorthEast “Eagle” Committee to share best practices in interventional oncology.

- **CMC Hepatobiliary Service**: Transarterial Chemoembolization (TACE) for Liver Tumors.

- **CHS NorthEast Wound Care Center**: Peripheral Arterial Intervention for Limb Salvage.

- **Sanger Heart & Vascular Institute**: Advanced Adult and Pediatric Cardiac CT and MR Imaging.


Charlotte Radiology physicians are actively involved in almost 20 hospital committees and participate in more than 1,000 multidisciplinary conferences annually.

EDUCATION

Although Charlotte Radiology is an independent practice, we have fully supported the educational and research mission of Carolinas HealthCare System. Eight of our radiologists have received faculty appointments with the Charlotte campus of the University of North Carolina School of Medicine. Radiologists have given didactic lectures to medical trainees and provided one-on-one sessions in the department with rotating medical students or residents on our popular clinical clerkship. Several of our physicians serve as co-principle investigators on clinical research projects.

MICHAEL J. KELLEY, MD
Director of Education, Department of Radiology, Carolinas Medical Center; Clinical Professor of Radiology

ROBERT LOPEZ, MD
Clinical Professor of Radiology and Chair of Quality Management

MICHAEL MEUSE, MD
Associate Clinical Professor of Radiology

ROSS J. BELLARIA, MD
Assistant Clinical Professor of Radiology

ADRIENNE BEAN, MD
Assistant Clinical Professor of Radiology

ADRIENNE BEAN, MD
Assistant Clinical Professor of Radiology

ROBERT LOPEZ, MD
Clinical Professor of Radiology and Chief of Quality Management

ERIC A. WANG, MD
Assistant Clinical Professor of Radiology

MARC A. MANCUSO, MD
Associate Professor of Radiology

MICHAEL MEUSE, MD
Associate Clinical Professor of Radiology

JONATHAN D. CLEMENTE, MD
Assistant Clinical Professor of Radiology

ERIC A. WANG, MD
Assistant Clinical Professor of Radiology
Charlotte Radiology and CHS work closely together to select state-of-the-art medical imaging technology. In 2015, we installed three Siemens Force CT scanners, which are not only faster - allowing us to scan some pediatric patients without sedation - but enable us to significantly reduce radiation doses. We are involved in planning for the installation of the first intraoperative MRI at CMC and a new inpatient 3T MRI at CHS NorthEast. We are developing a system-wide "3D advanced imaging visualization lab" that will support the ever-increasing complexity of cases that we encounter with a particular focus on pediatric congenital heart disease. The 3D lab will eventually support other CHS service lines, such as oncology and the neurosciences. Finally, our outpatient offices will soon be able to help patients calculate accurate benefits and exam costs through Recondo, an estimation software program that accounts for charge master data and managed care contracts.

APPROPRIATENESS
With healthcare costs rising, Charlotte Radiology is sensitive to patients and their families bearing more of the upfront costs of their medical care. We believe that patients deserve the best value for their dollars spent on imaging. Radiologists can play a large role in selecting appropriate imaging and ultimately lowering overall costs and improving outcomes. In 2013, we introduced an imaging guidance smartphone app for use by clinicians. We are currently working closely with our hospital partners in CHS to select a robust Clinical Decision Support (CDS) tool by 2017, to ensure the right patient receives the right study at the right time for the right indication. Additionally, our breast imaging patients are benefiting from the latest technologies, including tomosynthesis (3D mammography), and subspecialized radiologists, as the recent data below reflects we call back fewer patients for biopsies while still detecting more cancers than the national average.

### ACR MAMMOGRAPHY DATABASE

<table>
<thead>
<tr>
<th>Biopsies Performed</th>
<th>Cancer Detection Rate Per 1,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charlotte Radiology</td>
<td>1.46% 5.17</td>
</tr>
<tr>
<td>National Mammo Data</td>
<td>1.66% 3.66</td>
</tr>
</tbody>
</table>

**Behind the Scenes in Breast Imaging**

Serving more than 100,000 women per year, Charlotte Radiology provides state-of-the-art care, including digital mammography, tomosynthesis, breast MRI and computer-aided detection.

Charlotte Radiology is implementing Ikonopedia, a comprehensive suite of breast imaging software tools. This innovative system allows us to generate standardized reports for diagnostic and screening breast imaging studies, a Mammography Quality Standards Act (MQSA) Management System, and includes an automated patient follow-up manager that tracks and notifies patients of their results. Our mammographers employ a state-of-the-art speech recognition system that has increased the speed and accuracy of dictated diagnostic reports.
REDUCING AND OPTIMIZING RADIATION DOSE
Medical imaging accounts for most of the U.S. population’s exposure to ionizing radiation. Over the past several years, we have made significant progress in reducing our patients’ radiation dose from CT scans through state-of-the-art imaging technology. We aim to use the lowest radiation dose possible while still achieving the highest-quality diagnostic imaging for our patients. We have developed age- and weight-based CT protocols for our pediatric patients. We participate in the ACR Dose Index Registry (DIR), a database that allows us to compare our CT dose indices to regional and national benchmarks. In 2015, we implemented Radimetrics, an enterprise software platform that provides us with advanced radiation dose and contrast analytics, cumulative patient radiation dose tracking, interactive dosimetry, protocol management, and benchmarking. In 2016, we plan to expand Radimetrics to include interventional radiology and the cardiac catheterization labs.

CT AND MRI IMAGING PROTOCOL STANDARDIZATION
In 2015, we embarked on a massive project to standardize all of our CT and MRI imaging protocols across the CHS system to bring us into compliance with new Joint Commission requirements. By having standard protocols, we are able to minimize clinical variability and waste and to deliver a uniform product to our referring physicians who rely on imaging to manage their patients’ care.

MRI SAFETY
Patient safety is a top priority for Charlotte Radiology and our hospital partners. We maintain the strictest standards for patient safety within the MRI environment, exceeding Joint Commission requirements. We are able to effectively manage patients who experience claustrophobia, anxiety or emotional distress, or those who require urgent or emergent medical care while undergoing MRI. We are collaborating with our Sanger Heart & Vascular Institute (SHVI) colleagues to develop a protocol for safely performing MRI on patients with cardiac pacemakers, which we hope to implement in 2016.
**ACTIVELY ASSESSING QUALITY**

Charlotte Radiology’s Quality Management (QM) department has four full-time employees dedicated to a range of quality issues, including peer review, case discrepancy monitoring, education, hospital committees, clinical services, image quality and billing compliance.

**Major Quality Initiatives:**

- All of our eligible sites undergo ACR Facility Accreditation.
- All of our physicians are ABR-certified and eligible physicians maintain “certificate of added qualification” in their radiology subspecialty.
- Active participation in ACR and CMS programs like PQRS value-based reimbursement, ACR RADPEER and the Dose Index Registry.
- Benchmark and dashboard metrics via Strategic Radiology’s 20+ national radiology groups, which includes work groups focused on continuous improvements.
- Standard quality process algorithm aligned with SR’s Patient Safety Organization.
- Internally developed Quality Database tracking outcomes:
  - Lung, liver, thyroid and bone biopsy success rates.
  - Port-a-cath placement success/infection rates.
  - Lumbar puncture complication rates.
  - Thoracentesis complication rates.

---

**DEFINING AND MEASURING QUALITY**

**Peer Review Compliance**

- **100%** Peer Review Compliance
- **12,000+ Cases per Quarter**

**Infection Control PICC Line Pre-Procedure**

- **99.9%** Compliance

**Critical Findings Reporting**

- **97-98.2%** Reporting for Past 3 Years
- **98%** Code Stroke Reporting Compliance
REPORTING ON QUALITY

Working with CHS IT, we have implemented “Primordial,” a software solution that has improved our radiologists’ efficiency through comprehensive work list designs, distribution and internal communications. Primordial provides us with advanced analytics to monitor productivity and turnaround times and allows for peer review for quality management and compliance.

Our QM team prepares semi-annual Physician Quality & Performance Summaries for individual radiologists and has developed a “Quarterly Facility Report Card” serving hospitals and facilitating Joint Commission requirements.

CONTEMPORANEOUS READING INITIATIVE

A true measure of radiology’s value to patients’ positive outcome is not just the ability to provide high-quality diagnostic images, but the ability to quickly communicate accurate reports with actionable recommendations once the study is completed.

In 2012, Charlotte Radiology made a significant financial investment in technology and manpower to provide our referring physicians with final reports in as short a time as possible.

Through sophisticated voice recognition software and self-editing 99% of our cases, we have improved our turnaround times dramatically and are considered to be among the top performing groups in the country. We are proud to report a median turnaround time of 11 minutes for Emergency Department studies. Over 90% of studies performed at hospitals and outpatient imaging sites, like Carolinas Imaging Services (CIS), receive a final report in the EHR in less than an hour. 99.7% of all imaging studies are read in under 24 hours.

Our Breast Centers typically complete screening mammogram reads in less than three days on average, and a subspecialized radiologist in breast imaging sees every diagnostic breast center patient to deliver results or next steps in real time.

Our goal is to eliminate all preliminary interpretations and provide 100% subspecialty reads.

The graph below compares our performance at five hospitals in Mecklenburg and Union counties, showing the impact of the Contemporaneous Reading Initiative (CRI).
QUALITY: PATIENT SATISFACTION

CAROLINAS IMAGING SERVICES
Overall Patient Satisfaction

- Press Ganey Mean: 96%
- CIS Mean: 97%

CHARLOTTE RADIOLoGY VEIN & VASCULAR CENTERS
Overall Patient Satisfaction

- Press Ganey Mean: 96.5%
- Vein Center Mean: 98%

CHARLOTTE RADIOLoGY BREAST CENTERS
Overall Patient Satisfaction Score

- Overall patient satisfaction: 98.6%
- Likelihood to return: 98.7%

Charlotte Radiology is committed to measuring and assessing patient satisfaction data in all areas of our practice. In our outpatient centers, including Carolinas Imaging Services sites, Vein & Vascular Centers and Breast Centers, we measure many different aspects of the patient experience, including care team communication, responsiveness to patients’ needs, patient wait times, and willingness to recommend our practice. In some cases, we are able to benchmark our outpatient results against other radiology practices via Press Ganey. Input is reviewed regularly by our leadership team and each location’s site lead and used to improve our services.
QUALITY: REFERRING PHYSICIAN SATISFACTION

Charlotte Radiology surveys its referring physicians every three years, engaging this key audience to uncover opportunities for improvement. After our 2009 survey, our radiologists recognized the need for faster results and better communication. Major investments were made in voice recognition, improved operational processes, and access to after-hours and weekend subspecialized radiologists. The positive impact on our referring physicians is noted above in both our 2012 and 2015 survey results.
SUBSPECIALTY CARE

Not just any radiologist is reading your patient’s case, but often one with vast experience in subspecialty care. Charlotte Radiology’s physicians trained for years to be radiologists, and many went on to further receive fellowships or additional training in specific areas of the body and imaging. This subspecialized focus allows for a higher quality of care.

BODY IMAGING
Our body imagers have teamed up with the Levine Cancer Institute and CHSMG’s pulmonologists to build a CT Lung Cancer Screening program. Additionally, body imagers work closely with Sanger Heart & Vascular Institute as our cardiac imaging programs continue to grow.

BREAST IMAGING
With 12 centers and three mobile breast centers, Charlotte Radiology has become the first choice for breast imaging among more than 100,000 women in our market. Our mobile program is serving patients throughout the Southeast. We were the first in our area to offer patients a dedicated breast MRI, digital mammography and, most recently, tomosynthesis, which has reduced our callback rates by 35 percent.

EMERGENCY AND OVERNIGHT IMAGING
Our dedicated team of overnight emergency radiologists includes fellowship-trained neuroradiologists and pediatric radiologists. All Emergency Department and stat inpatient cases are interpreted contemporaneously, including plain films and final interpretation provided for all studies.

INTERVENTIONAL RADIOLOGY, INTERVENTIONAL ONCOLOGY AND PAs
The Vascular & Interventional Specialists (VIS) of Charlotte Radiology constitutes a unique subset of radiologists that use minimally invasive techniques to treat a broad scope of conditions, including uterine fibroids, peripheral vascular disease, DVTs, acute ischemic strokes and liver tumors. Patients are first seen and evaluated in one of our VIS clinics. The program is backed up by more than 20 physician assistants whose critical roles allow for our interventional radiologists to focus on more advanced cases. These physicians also offer consultations and insurance-covered treatments for varicose and spider veins at our Vein & Vascular Centers.
MUSCULOSKELETAL IMAGING
These fellowship-trained radiologists provide a wide range of diagnostic and therapeutic services in support of the orthopedic service line, including the Levine Cancer Institute. Our radiologists provide primary interpretations on CT and MR imaging studies for the Carolina Panthers and other professional and college athletics. Musculoskeletal radiologists provide daily coverage at our CIS-SouthPark location, where patients receive imaging and joint injections tailored to their needs in a convenient, freestanding center.

NEURORADIOLOGY
This team of experts provides 24/7/365 coverage to ensure patients have access to acute neurointerventional care for strokes and trauma. Our neuroradiologists participate in the full range of adult and pediatric neuroscience service line activities, including the CHS stroke program, providing emergency CT/MRI evaluation of patients presenting with acute stroke symptoms, the comprehensive epilepsy program, pediatric neurology, and the brain tumor program.

NUCLEAR MEDICINE
Charlotte Radiology’s nuclear medicine radiologists work closely with physicians to provide accurate staging of diseases like cancer, Alzheimer’s and Parkinson’s disease. They use PET imaging to track the success of treatments and therapies for these diseases, ultimately dictating patients’ treatment plans.

PEDIATRIC IMAGING
One size does not fit all when it comes to pediatric imaging. Dose management and rightsizing the care for children is a major focus for pediatric radiologists, who are fellowship-trained and work alongside the technologists at Levine Children’s Hospital to closely follow the ACR’s Image Gently program. Additionally, we have added cardiac pediatric imagers and expanded pediatric coverage into the evening hours.

TELERADIOLOGY
Since 1991, Charlotte Radiology has offered after-hours, specialty care coverage via our teleradiology team, including coverage for neurology cases. We have partnered with Strategic Radiology Subspecialty Telerad Partners, adding an additional layer of experts to our program, including extended pediatric coverage. Our work flow solutions, IT capabilities and deep bench of physicians have allowed us to be a seamless extension for quality imaging for partners.
OUR VISION:
TO BE RECOGNIZED AS
THE PROVIDER OF CHOICE -
WHERE PEOPLE
COME FIRST.