



## 2020 VALUE REPORT CARD

BASED ON 2019 SERVICES AND MEASURES

DIGITAL VERSION



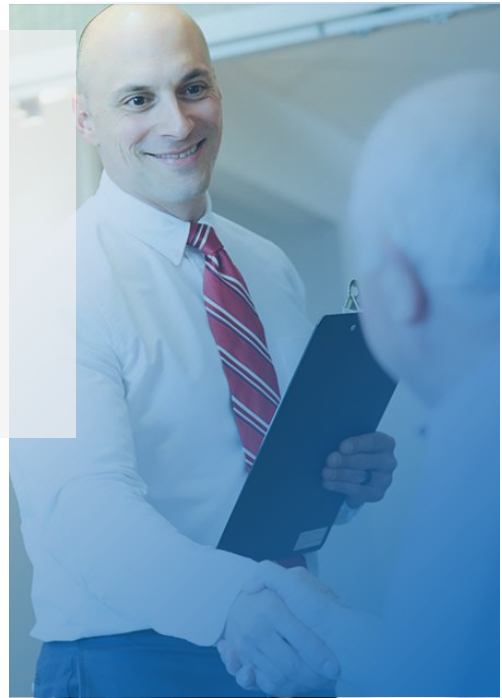
# Radiologic Associates of Fredericksburg

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To contact the RAF Physician Concierge, please call (540) 741-7566

# SERVICES

Radiologic Associates of Fredericksburg is committed to providing services of the highest value to our community by focusing on three core components: Compliance, Satisfaction, and Quality



## COMPLIANCE

- ✓ RAF physicians attend an annual physician coding in-service.
- ✓ 100% of technologists complete radiation safety training at the time of hire.
- ✓ 100% of providers and staff complete annual HIPAA Privacy and Security training.
- ✓ RAF has a dedicated compliance committee that assesses compliance metrics including coding accuracy, medical necessity, and regulatory and statutory conformance.

- RAF Physicians are evaluated through a Physician Workplace Relationship survey, which is designed to assess employee perception of physician workplace relationships.

Of 34 RAF Physicians, 23.5% scored above a 95% rating, and 41.2% scored above 90%. The median score for all RAF Physicians was 89% in 2018. The next survey will be given in 2021.

## SATISFACTION

- RAF physicians regularly meet with other specialists to develop programs that increase the quality of clinical services.
- OnBase successfully indexed 149,767 faxes at Medical Imaging of Fredericksburg, LLC locations, enhancing referring physician communication from orders to results.

## CLINICAL QUALITY

As demonstration of our continuous quality improvements, RAF physicians actively participate in community and healthcare conferences and committees, to include:

- ✓ TAVR
- ✓ VHVI Symposium and Conferences
- ✓ Primordial
- ✓ General, Breast, and Thoracic Cancer Conferences, to include MWHC Annual Conference
- ✓ Regional Cancer Conference
- ✓ Protocol Standardization Committee

Facilities served by RAF strive to meet rigorous quality standards, and have achieved accreditation from many healthcare accrediting bodies, including the American College of Radiology (ACR), the Accreditation Association for Ambulatory Healthcare (AAAHC), and the Intersocietal Accreditation Commission (IAC).

Facilities served by RAF have achieved accreditation by the ACR in areas including:

- ✓ Clinical Correlation
- ✓ MRI Safety Questionnaire
- ✓ PMs
- ✓ Professional Requirements/CMEs
- ✓ Report Review
- ✓ Mammography Machine
- ✓ Ultrasound (Breast, OB, GYN, General, Vascular)
- ✓ Breast MR
- ✓ MRI
- ✓ CT (Centers of Excellence included)



In partnership with Mary Washington Healthcare, Medical Imaging of Fredericksburg, LLC and all five of its outpatient facilities were designated as a Diagnostic Imaging center of Excellence by the American College of Radiology (ACR-DICOE) in 2018, making it the first and only in Virginia.

Virginia Interventional and Vascular Associates (VIVA) has achieved accreditation through AAAHC and IAC, ensuring patients receive high-quality care in an environment that meets or exceeds nationally-recognized standards.



RAF participates in the Mary Washington Health Alliance, an Accountable Care Organization (ACO). This group of healthcare providers works together to achieve cost and quality improvements, and a better approach to coordinated patient care.

RAF radiologists have earned the designation as one of Radiology Business Journal's "Exemplary 80" radiology practices, based on criteria including:

- ✓ Procedure volume
- ✓ Radiologist and employee FTEs
- ✓ Number of imaging centers
- ✓ Number of hospitals served

# MEASURES

Radiologic Associates of Fredericksburg continuously evaluates performance through specific compliance, satisfaction, and quality measures.

## Compliance

RAF's Compliance Program includes:

- ❖ Diagnostic and Coding Accuracy
- ❖ Evaluation of High Procedure Growth
- ❖ Assurance of Exam Billing Appropriateness

## Satisfaction

### EMPLOYEE SATISFACTION



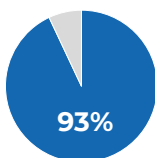
**4.29** out of **5.00**

Medical Imaging of Fredericksburg, LLC  
Employee Satisfaction Pulse Survey

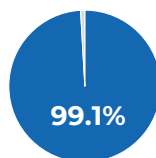
### MIF

Medical Imaging of Fredericksburg employee satisfaction ranked at 4.29 out of 5.00 on the most recent pulse survey.

### PATIENT SATISFACTION



MIF, LLC



VIVA

### MIF & VIVA

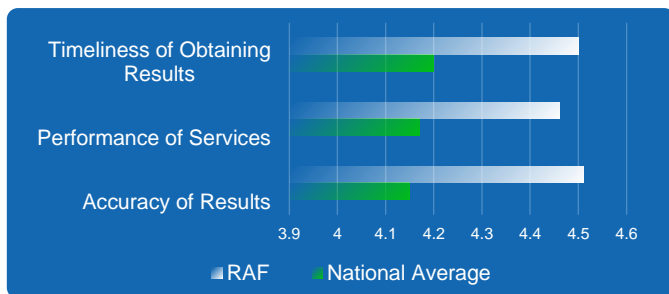
On average, 2019 Patient Satisfaction Scores were reported in the 93<sup>rd</sup> percentile for MIF, LLC (via Press Ganey) and at 99.1 percent for VIVA.

The 2019 goal for MIF, LLC and VIVA was 94%.



## REFERRING PHYSICIAN SATISFACTION

RAF actively reaches out to referring physicians to gain valuable feedback on ways to better serve referring physicians and patients. In addition to sending regular surveys to referring physicians, RAF physicians also make frequent visits to referring physician offices, with a total of 53 offices visited in 2019.



## MWH MEDICAL STAFF SURVEY

- ✓ Radiology services achieved the highest performance scores in the 2018 Press Ganey Medical Staff Survey at Mary Washington Hospital.

## Quality Payment Program

QPP (Quality Payment Program) refers to the program previously known as QRUR: CMS calculated quality and cost measures. Data is used to determine quality of care delivered during a performance period compared to peers. Scores result in a negative, neutral, or positive payment adjustment to Medicare Part B FFS payments. RAF reviews QPP reports annually to identify opportunities to improve quality and cost of care.

- ✓ RAF QRUR scores are equal or better than specialty peer categories. RAF has achieved its goal of performing above the national benchmark. As part of Mary Washington Health Alliance’s NextGen APM, RAF successfully reached QPP status.



✓ = meets or exceeds national benchmark and/or internal goals



# Quality

## HOSPITAL COMPARE

	National Average	Mary Washington Hospital	Stafford Hospital
Percentage of patients who came to the ED with stroke symptoms who received brain scan results within 45 minutes of arrival. <i>(higher percentages are better)</i>	72%	73% ✓	No data available* <sup>(1)</sup>
Outpatient CT scans of the chest that were "combination" (double) scans. <i>(lower percentages are better)</i>	1.4%	0.0% ✓	0.0% ✓
Outpatient CT scans of the abdomen that were "combination" (double) scans. <i>(lower percentages are better)</i>	6.9%	0.8% ✓	0.6% ✓
Outpatients with brain CT scans who got a sinus CT scan at the same time. <i>(lower percentages are better)</i>	1.2%	0.5% ✓	1.4%

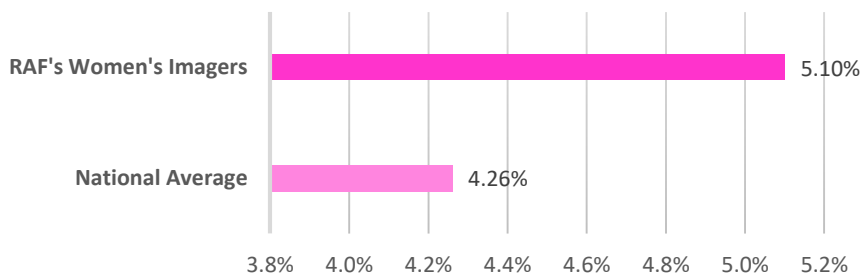
\*: not a stroke center

1: the number of cases/patients is too few to report

Data collected from Hospital Compare (CMS), July 2019.

## Breast Cancer Detection

- ✓ In 2019, our women's imagers achieved an average **5.1%** breast cancer detection rate, surpassing the 2019 national average of **4.26%**.



## COVERA HEALTH DIAGNOSTIC CENTER OF EXCELLENCE

Radiologic Associates of Fredericksburg outpatient facilities have been recognized by Covera Health as Diagnostic Centers of Excellence, based on evidence of RAF's standard of excellence in clinical quality.



✓ = meets or exceeds national benchmark and/or internal goals