QUALITY ASSURANCE AND CONTINUOUS QUALITY IMPROVEMENT

Our rigorous credentialing process and our equally rigorous quality assurance program are a part of our company wide drive for continuing quality improvement. In 2007 Rely Radiology elected to participate in a quality assurance program designed and administrated by the American College of Radiology.

The ACR’s RADPEER™ program began in 2002; Since that date more than 10,000 radiologists and more than 1200 Radiology groups are participating in the program. It is against this standard we measure our performance.

Currently we review 1% of all the examinations we interpret each month. With our large volume this amounts to approximately 1300 examinations or more reviewed in real time by peer evaluation of comparison images during the course of routine image interpretation. At month’s end, all scores other than complete agreement or insignificant discrepancy are collated. Each physician is presented with a monthly summary of their reviews and then, if the reviewee challenges the review, a second review is performed. A final score is then entered. The final scores are then transmitted to the American College of Radiology for statistical analysis.

When the data are returned to us, we are able to evaluate the performance of the entire group as well as each individual physician. Any physician outliers are contacted and plans made for more focused future review and remedial action if needed. Fortunately, we have had few occasions to invoke this policy with the performance of our group is consistently at or below the national average error rate.

Detailed information concerning our QA/CQI program can be obtained by contacting us directly.