

NYRC PERFORMANCE ANALYSIS – FOR PERIOD OCTOBER 1 TO DECEMBER 31, 2024 & ANNUAL REVIEW

	PERFORMANCE INDICATORS	To whom it applies	Person responsible for collecting	Source of Data	Performance Target	Result for Dates: October 1 – December 31, 2024 & Annual Stats
A	# of final reports Delivered on or before their due date	Persons Served Stake Holders	Management	IME Centric	95% on time	Goal was met. # of final reports Delivered on or before their due date 96.24% on time Annual average: 96.75% on time
B	# of requests for clarification on a report from referral source	Persons Served Stake Holders	Management	IAR's and IME Centric	Less than 2% of reports received requests for clarification from the Stake Holders	Goal was met Q4: 16 total requests received, 0.01% Annually: 0.02%
C	Quality Assurance (QA) Audit of Medical Consultants to achieve scores above 80%	Persons Served Stake Holder	Management	IME Centric	95% of Assessor (QA) audits of medical consultants score above 80%	Goal was met in Q4. 100% of assessor audits scored above 80%. Annual average: 97.75%
D	# of reports where the fee charged by the assessor is more than the fee billed to the referral source	NYRC	Management Daniella Guerriero	Contribution margin report	Not to exceed 2% of referrals	Goal was met - 1.2% of fee charged by the assessor exceeded the fee billed to the referral source for the quarter and 0.39% annually.

E	<p>Increase referrals by doubling Atlantic Canada referrals in 2024 compared to 2023</p> <p>Increase our NYRC SABS related work by 10% in Ontario from previous year</p> <p>Increase NYRC disability insurance work annually by 20% from previous year</p> <p>Increase KRA by 15% from previous year</p>	Persons Served Stake Holders	Management	Info Centric	<p>Increase referrals by doubling Atlantic Canada referrals in 2024 compared to 2023</p> <p>Increase our NYRC SABS related work by 10% in Ontario and 40% in ATL. Canada</p> <p>Increase NYRC disability insurance/employer work annually by 20% from previous year</p> <p>Increase KRA by 15% from previous year</p>	<p>Annual Goal not met Although we saw 70% growth in 2024, we did not double the referrals (250 compared to 147 in 2023)</p> <p>Annual goal met Current growth in Ontario SABS is 13% in 2024 compared to 2023.</p> <p>Current growth in Atl. Canada Sabs up 68%, 37 in 2024 vs. 22 in 2023)</p> <p>Goal was met. 49% growth with 127 in 2024 and 85 in 2023.</p> <p>Annual Goal Met 18.5% growth in 2024 (721) compared to 2023 (608).</p>
F	Connect quarterly with all major insurers that hold a market share of at least 2 %	Persons Served Stake Holders	Management/BD Dept.	BD Communication and stat reports	Connect quarterly with all major insurers that hold a market share of at least 2%	Goal was met
G	Actively recruit new expert assessors with the goal of increasing our		Brittney to look at active number of new assessors			<p>Goal met</p> <p>Of the 103 new assessors</p>

	active roster by 10%, with a key focus in the following areas: neurology, psychiatry, OT, neuropsychology and catastrophic assessors		onboarded and deemed “active” within the first 3 months on onboarding versus the current number of assessors on the roster.			added in 2024, 53 of them were “active”. Therefore active roster grew by 10.6%
H	Increase the number of clients and assessors using the NYRC Portal by 20%	Persons Served Stake Holders	Management/BD Dept.	Management and IT	Increase the number of clients and assessors using the NYRC Portal by 20%	Goal met 33% for 2024
I	Satisfaction surveys completed by Persons Served	NYRC Stake holders Persons Served	Management	Surveys	“very satisfied” and “satisfied” ratings achieved 95% of the time	Goal was met in all categories both in Q4 and annually.
J	Demonstrate attendance at work-related tradeshows and events	NYRC	Management	Certificates, recording in Management Meeting Minutes	Demonstrate attendance at industry related events/tradeshows	Goal was met <ul style="list-style-type: none"> • WICC Breakfast Event – Nov 14th • APTLA – Nov 22nd • OIAA Holiday – Dec 4th • CDL – Nov 22nd
K	Demonstration of knowledge/information transferred to staff and assessors	NYRC	Management	Emails, seminars; Workshops and minutes to show knowledge/information transfer, quarterly	Provide Semi-annual training/knowledge transfer on relevant topics	Goal was met <ul style="list-style-type: none"> - Quarterly Newsletter to assessors - Enrollment of certain assessors into ExamWorks University.

				newsletter		
L	% of medical documents delivered to assessors 15 BD prior to assessment – no less than 5%.	Persons Served Stake Holders	Management	IME Centric	Documents to be sent on time for 95% of the cases.	Goal was met 13 cases where doc sent late to the assessor. 98% of docs sent in time for 2024.
M	# of reports billed within 24 hours of release to the referral source	Persons Served Stake Holders	Management	Info Centric	97% of time within one business day	Goal was met – 98.61 % of reports were billed within 24 hours for the quarter and 98.98% annually
N	Maintain an average annual score of 95% on the dashboard	Persons Served Stake Holders	Management	Info Centric	Maintain an average annual score of 95% on the dashboard. *Include metrics on assessments booked within 24 hours	Goal not met. In Q4 we averaged 87% on the dashboard, with 79% of referrals booked within 24 hours. The annual dashboard average was 89%.
O	Ensure 90% of reports are received from assessors by the 7 th business day	NYRC (Tracking)	Management	Info Centric	# of cases where reports are received greater than 7 BDs post assessment date should not exceed 10%	Goal was met. 91.18% received by 7 BD, 8.82% received after 7 BD Annual average: 92.84 % on time, 7.17% received after 7 BD
P	# of no-shows/late cancels for assessments	Persons Served Stake Holder	Management	IME Centric	# of no-shows & late cancels to be less than 8%	Goal was met – Percentage of no show/late cancellation average was 5.14% for the quarter and 6.28% annually

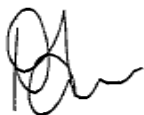
Q	# of complaints/breaches of privacy logged with Privacy Officer	NYRC Persons served Stake holders	Daniella Guerriero	IAR's	100% compliance with FIPPA and PIPEDA regulations.	Goal was met 0 Complaints/breaches
R	Ensure 85% staff retention annually.	NYRC Persons served Stake holders	Management	Human Resources	Ensure 85% staff retention annually.	Goal was met. One new staff member joined the team in Q4, replacing one that resigned (was covering Mat leave). 95% retention.

PERFORMANCE ANALYSIS – October 1 to December 31, 2024 and Annually

The majority of our performance goals were met, with some still in progress (annual goals). The following goal have not or are currently not being met:

E. Annual Goal was not met for doubling the number of referrals in Atlantic Canada from 2023 to 2024. Although we saw 70% growth in 2024, we did not double the referrals (250 in 2024 compared to 147 in 2023)

N. Goal was not met for the dashboard in Q4 or annually, largely due to waiting on assessors to respond over the holidays for Q4, along with transition of staff in both June and Sept/October within the Intake department.



Daniella Guerriero B.A., (Hons), FIS, CHRP
President
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