



Provider Contacts Tool



Provider Contacts Overview

- Allows ASPIRE sites to update provider information for the purpose of sending feedback emails
- Allows linking of provider information from multiple sites
- Generates individual provider dashboards
- The Provider Contacts tool cannot be populated until data has been submitted to MPOG Central. There will be no provider information available until a site has successfully transferred to the Coordinating Center.

Accessing Provider Contacts



- Can access via the MPOG Desktop Application Suite or MPOG [website](#).





Login to MPOG

Log in with your username and password below.

[Forgot your password?](#)

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HEALTHCARE TECHNOLOGY

An audit trail of all user activity is maintained for this system as it provides access to protected health information. Authorized access is limited only to those with a need to know for the purposes of patient care, billing, medical records review, or quality assurance.

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- Clicking on the link will open the login screen.
- An additional level of access is needed to populate the Provider Contacts Tool.
- If your ASPIRE username and password does not work at this point, please contact the coordinating center (support@mpog.zendesk.com) to obtain access.



- The AIMS Staff ID, First Case Date, Last Case Date, Case Count, Mapped Staff Role, and Staff Role columns of the Provider Contacts Tool will be auto-populated based upon case information in the MPOG database.
- First and last name, email address, and NPI need to be manually entered into the Provider Contacts Tool or imported via CSV or Excel.

Provider Contact Information

Institution: University of Michigan Health - Ann Arbor Excel / CSV Import Batch Activation

Show 10 entries at a time Export Search: Send Feedback?: All Role: Attending/Resident/Fellow/Assistant/CRNA Show all AIMS_Staff_IDs

| <input type="checkbox"/> Send Feedback? | AIMS Staff ID | First Case Date | Last Case Date | Case Count | Mapped Staff Role | Staff Role | First Name | Last Name | Email Address | NPI | Specialty Dashboards | MOCA4 | Account Status |
|---------------------------------------------------------|---------------|-----------------|----------------|------------|---------------------|-------------------------------------|------------|---------------------|-------------------------------|-------------------------------|-----------------------------------------------|-------|------------------------|
| <input type="checkbox"/> Archive | | 11/13/2005 | 3/12/2023 | 1928 | Anesthesia Resident | Anesthesia Resident | OB seven | ZzReadily Available | Click to Edit | Click to Edit | Pediatric, Obstetric, Cardiac | No | Account does not exist |
| <input type="checkbox"/> Archive | | 5/12/2006 | 3/12/2023 | 1456 | Anesthesia Resident | Anesthesia Resident | OB 17 | ZzReadily Available | Click to Edit | Click to Edit | Pediatric, Obstetric, Cardiac | No | Account does not exist |
| <input type="checkbox"/> Archive | | 11/13/2005 | 3/12/2023 | 2009 | Anesthesia Resident | Anesthesia Resident | OB eight | ZzReadily Available | Click to Edit | Click to Edit | Click to Edit | No | Account does not exist |
| <input type="checkbox"/> Archive | | 5/18/2006 | 3/12/2023 | 1000 | Anesthesia Resident | Anesthesia Resident | OB 27 | ZzReadily Available | Click to Edit | Click to Edit | Pediatric, Obstetric, Cardiac | No | Account does not exist |

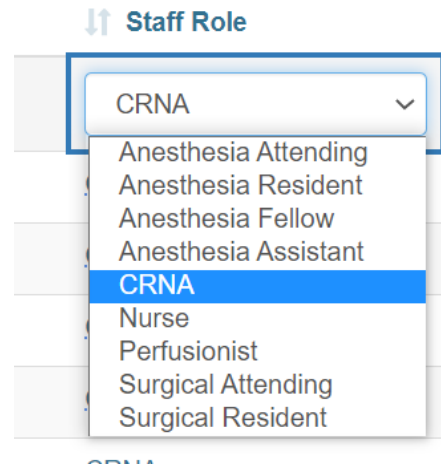
NPI numbers

- NPI numbers are needed to link provider data to ensure that as sites convert from one electronic health record to another and as health systems merge, provider performance can be measured.
- To enter an NPI number, select the NPI field in the row to update.
 - **Note:** Direct entry is best for updating a small number of rows, however, the import option is best for bulk loading NPIs – see slides 11 & 12 for more information.
- Some options to help populate NPIs:
 1. Collaborate with the credentialing department to populate this list.
 2. Enlist help from the anesthesiology department administrative team to maintain NPIs in Provider Contacts.
 3. Contact your IT department to query your local provider database to obtain an updated list of all anesthesia provider NPIs.

Managing Staff Roles

- Some sites have a single AIMS variable for anesthesia providers that is then mapped to the MPOG staff role concept: **Staff Level – Unable to Determine Anesthesia Provider**.
- In these instances, MPOG will display ‘Unknown’ in the ‘Mapped Staff Role’ column and rely on the site to populate the actual staff role in the seventh column.
- This column allows for provider feedback to include comparisons by role.

- If the 'Staff Role' and the 'Mapped Staff Role' columns match and are indicative of the providers' actual roles in the clinical setting, no additional entry is required for the 'Staff Role' column.
- If the 'Mapped Staff Role' column is displaying incorrectly for a provider, you can update the 'Staff Role' directly within the Provider Contact tool
 - i.e. if the mapped staff role displaying for a CRNA is "Attending" you can update it to read "CRNA" under the staff role column.



Managing Feedback Email Recipients

- An 'Active' provider is defined as one who receives feedback emails.
- To update a provider's [Send Feedback?] status click the selection box on left hand side.
 - 'Yes' status means that the provider will receive feedback emails
 - 'No' status means that the provider will not receive feedback emails
 - 'Archive' status means that the provider no longer works at your institution and will not receive feedback emails.
- A prompt will then show in the top left corner where you can click 'Yes', 'No', or 'Archive' to update provider status

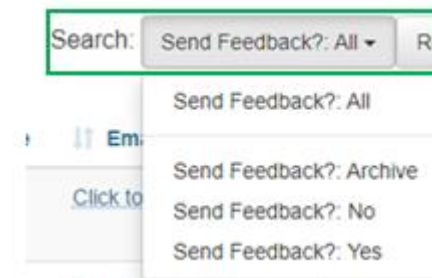
Change the selected providers' [Send Feedback?] status to / /

- Change the status for multiple providers by selecting multiple rows or select all rows by clicking the checkbox next to **“Send Feedback?”**
- You can change the provider’s status from Yes, No, or Archive. For example, if a provider no longer practices at your institution, change status from ‘Yes’ to ‘Archive’. If that provider returns later, you can change the status back to ‘Yes’.

The screenshot shows a table of provider contacts. At the top right, there is a search bar with a dropdown menu set to "Send Feedback?: All", which is highlighted with a green box. Below the search bar, the table has several columns: "Send Feedback?", "AIMS Staff ID", "First Case Date", "Last Case Date", "Case Count", "Mapped Staff Role", "Staff Role", "First Name", "Last Name", "Email Address", "NPI", "Specialty Dashboards", and "MOCA4". The "Send Feedback?" column contains checkboxes and the word "Archive". The table lists several providers, including those with roles like "Anesthesia Resident" and "Anesthesia Attending".

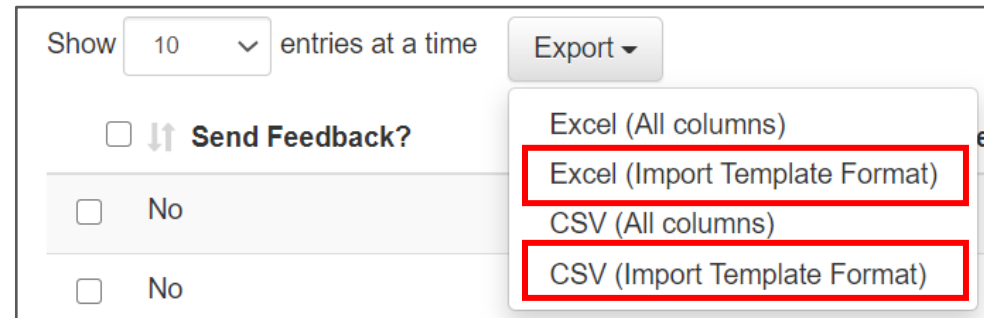
| <input type="checkbox"/> Send Feedback? | AIMS Staff ID | First Case Date | Last Case Date | Case Count | Mapped Staff Role | Staff Role | First Name | Last Name | Email Address | NPI | Specialty Dashboards | MOCA4 |
|-----------------------------------------|---------------|-----------------|----------------|------------|----------------------|----------------------|-------------|-----------|---------------|---------------|-------------------------------|-------|
| <input type="checkbox"/> Archive | 7342 | 2/11/2004 | 12/15/2004 | 142 | Anesthesia Resident | Anesthesia Resident | | | | Click to Edit | Pediatric, Obstetric, Cardiac | No |
| <input type="checkbox"/> Archive | 37225 | 2/4/2015 | 4/24/2018 | 4 | Anesthesia Attending | Anesthesia Attending | Laura | Test | Click to Edit | Click to Edit | Pediatric, Obstetric, Cardiac | No |
| <input type="checkbox"/> Archive | 1073 | 7/4/2004 | 12/31/2015 | 7513 | Anesthesia Attending | Anesthesia Attending | Sarah | Walton | Click to Edit | Click to Edit | Pediatric, Obstetric, Cardiac | No |
| <input type="checkbox"/> Archive | 6238 | 8/3/2007 | 8/6/2019 | 6709 | Anesthesia Attending | Anesthesia Attending | Olubukola | Nafiu | Click to Edit | 1104946276 | Pediatric | No |
| <input type="checkbox"/> Archive | 38293 | 10/5/2022 | 3/10/2023 | 557 | Anesthesia Attending | Anesthesia Attending | Christopher | Smith | Click to Edit | 1518199140 | Pediatric, Obstetric, Cardiac | No |
| <input type="checkbox"/> Archive | 39486 | 7/24/2019 | 6/17/2020 | 1160 | Anesthesia Attending | Anesthesia Attending | Andrew | Prussack | Click to Edit | 1629458559 | Pediatric, Obstetric, Cardiac | No |

You can also filter the provider contacts list by feedback status:



Exporting a List

- To send the technical lead a list of the AIMS Staff IDs to obtain the corresponding first and last names, it may be useful to **export** the current list from the Provider Contacts Tool. To do so, click on 'Export,' and then 'Import Template Format' (CSV or Excel).

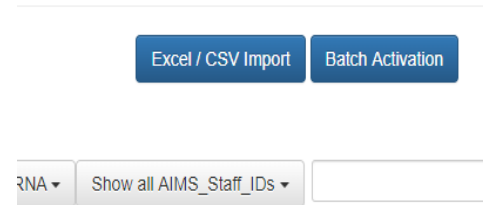


The screenshot shows a user interface for the Provider Contacts Tool. At the top, there is a 'Show' dropdown menu set to '10' and the text 'entries at a time'. To the right is an 'Export' dropdown menu. Below the 'Show' menu is a 'Send Feedback?' section with a checkbox and two 'No' options. The 'Export' dropdown menu is open, showing four options: 'Excel (All columns)', 'Excel (Import Template Format)', 'CSV (All columns)', and 'CSV (Import Template Format)'. The 'Excel (Import Template Format)' and 'CSV (Import Template Format)' options are highlighted with red boxes.

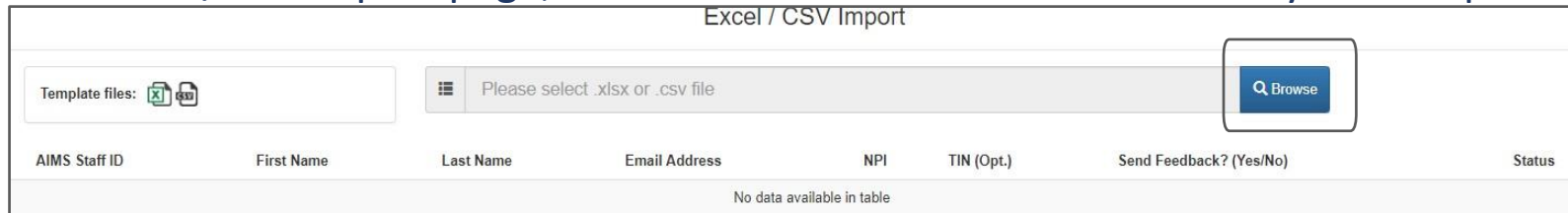
*The “All Columns” options will export all columns in the Provider Contacts Tool and should be used to obtain information only. The ‘all columns’ format will not work when trying to import first/last names, emails, and NPI numbers into the Provider Contacts Tool.

Mass Import

- Update the template with the provider information and save to your computer.
- Open the saved document using the “Excel/CSV Import” button. Select the format you wish to use for import. The import tool will only accept files using one of these two templates. **Errors will result from using a modified version of either of these templates**






- Return to the Excel/CSV Import page, select ‘Browse’ and locate the file on your computer and click ‘Open.’



- The Provider Contacts tool will begin to update information from the selected file and will notify of any errors. Correct any errors as needed and then click ‘Submit.’

Further details regarding Account Status are shown for each provider in the last column:

- **Activated**: Activation email has been sent and provider has successfully set up their account.
- **Not Activated**: Activation email has not been sent
- **Activation Email Sent**: Activation email sent successfully. Provider has yet to click on the activation link to set up his or her account.
- **Activation Email Expired**: To resend an activation email, click ‘Activation Email Expired’ in the last column and follow the prompt

| Account Status |
|--------------------------------------------------------------------------------------------------------------|
| Activated |
| Activated |
| Activated |
| Activated |
| Activated |
| Account does not exist  |
| Account does not exist  |
| Activated |
| Activated |
| Activation email expired  |

Activation email expired 



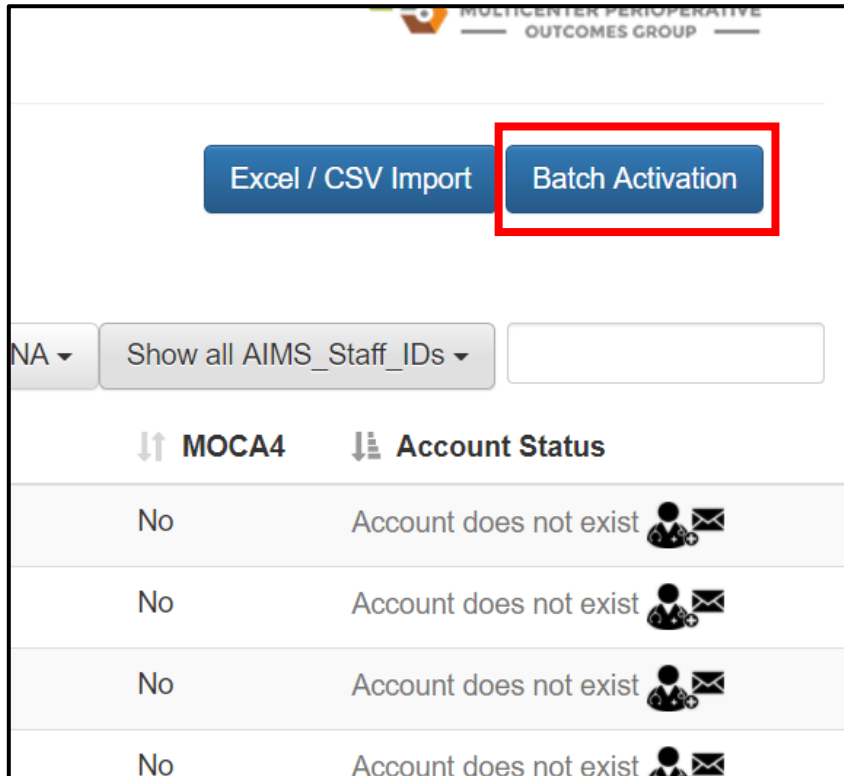
www.aspirecqi.org says

Are you sure you want to resend an activation email to

OK

Cancel

Batch Activation




- To send an activation email to all providers who have yet to receive one and to those who have let their activation email expire, you can use the Batch Activation button in the top right corner.
- Click 'Send' when prompted.

- Information regarding a provider's MOCA 4 Status is also available using the Provider Contact tool by clicking the information icon within the MOCA column

| ↓ MOCA4 |
|---------|
| Yes ⓘ |
| Yes ⓘ |
| Yes ⓘ |

ASPIRE MOCA 4 Status

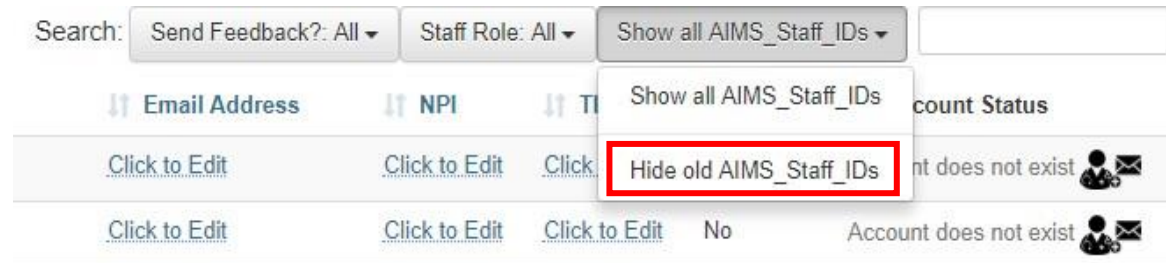


- Date of Enrollment: 4/10/2019 1:04:07 PM
- Measures: NMB01,NMB02,TEMP03,BP01,BP02
- Start Month: 05/2019
- Email Received: 19
- Attastation Count: 0
- Attested Months:

OK

For sites with a legacy and IM Instance:

- Sites who convert from MPOG's Legacy Production method to Import Manager may see 2 AIMS Staff IDs listed for each provider in the Provider Contacts tool.
- To manage the AIMS Staff IDs affiliated with Import Manager only, select 'Hide old AIMS_Staff_IDs' in the dropdown menu seen below.



- Please enter NPIs for the Legacy instance to enable linking of provider data over time.