Module 11: Provider Contacts Tool

Provider Contacts Overview
The Provider Contacts Tool allows ASPIRE sites to update provider information for the purpose of sending feedback emails. If opting out of ASPIRE and the feedback emails, the Provider Contacts tool does not need to be populated. It is important to note that the Provider Contacts tool cannot be populated until data has been submitted to MPOG Central. There will be no case information available until a site has successfully transferred to the Coordinating Center.

1. Access Provider Contacts via the MPOG Suite or via the link:
https://www.aspirecqi.org/AppSuite//UserManagement/Index/
2. Clicking on the link will open the login screen. An additional level of access is needed to populate the User Management 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.

3. Upon login, the web application will display as follows:
4. The *AIMs Staff ID, First Case Date, Last Case Date, Case Count, Mapped Staff Role, and Staff Role* columns of the User Management Tool (Provider Contacts) will be auto-populated based upon case information in the MPOG database. The technical team lead at your site as they should be able to assist with pulling the corresponding names for the AIMS Staff IDs listed. To send the technical lead a list of the AIMS Staff IDs, it may be useful to export the current list from the Provider Contacts tool. To do so, click on ‘Export,’ and select ‘Excel’ or ‘CSV,’ whichever format you prefer. The list will then export to an Excel or CSV document that you can send on to retrieve additional provider information such as first names, last names, and NPIs.

**Please note:** this export cannot be imported in the same format. There is an option to import an Excel document using the template found under ‘Excel/CSV Import.’ See step 11 for import instructions.

5. Once the AIMS Staff ID has been linked to an individual, please update the remaining 4 columns (shown below) with the appropriate information- First Name, Last Name, Email, National Provider Identification (NPI) number. Only rows with active provider information need to be completed- i.e. providers who have left the organization (inactive) do not need to populate the historical data.
6. 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 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 user management 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).

7. Information regarding a provider’s MOCA 4 Status is also available through the user management tool by clicking the information icon within the MOCA column.
Managing Feedback Email Recipients

8. An ‘Active’ provider is defined as one who receives feedback emails. To update a provider’s status to Active or Inactive, click the selection box on left hand side. A prompt will then show in the bottom left corner where you can click Yes or No to update provider status. See image below.

You can change the status for multiple providers by selecting multiple rows or select all rows by clicking the top box next to “Send Feedback”

9. 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 send 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 in last column and follow the prompt.
10. 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.

![Batch Activation Button]

Click “Send” when prompted to do so:

![Batch Activation Confirmation]

**Mass Import**

11. To update information for a large group of providers, importing using the provided templates may be the best option. To access the templates, click on the ‘Excel/CSV Import’ button in the right corner of the web page.

![Excel/CSV Import Button]
12. The Excel/CSV import page will then open. Templates can be found in the left corner of the new page. 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.**

13. Update the template with the provider information and save to your computer. 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.’

**Multiple AIMS Staff IDs**

14. 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_SStaff_IDs’ in the dropdown menu seen below.