

# Clinical Practice Solutions Center

## Quick Start Guide

June 2019



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# What is Clinical Practice Solutions Center?

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**The Clinical Practice Solution Center (CPSC)™** is a collaborative effort between Vizient and the Association of American Medical Colleges (AAMC), formerly known as Faculty Practice Solutions Center.

CPSC broadens the base of members—from purely AAMC/Council of Teaching Hospitals and Health Systems (COTH) faculty practice organizations by adding community-based practice plans and makes available metrics and benchmarking data from anywhere a provider sees patients (including in-patient encounters), as long as the organization submits the proper billing and scheduling data.

CPSC measures, monitors, and drives clinical and financial performance based upon provider billing activity in both the ambulatory and inpatient setting.

The evolution of FPSC to CPSC offers the same key benefits members are accustomed to plus enhanced capabilities for academic and community practice plans.

## Key Concepts

- Enhances management of clinical practice and revenue cycle performance
- Provides productivity data for insights into department, specialty and provider performance
- Benchmarking at the department, specialty, provider level and key analytic methodologies
- Annual Medicare fee schedule impact analysis to quantify potential impact on bottom line
- Analyze patient access trends and provider efficiency

## Key Features

- Summary dashboard that provides data at the overall practice, department, specialty and provider level
  - Improved interface and functionality for ease of use
  - Coming soon: Benchmarking indicators for community-based medical groups
-

# Accessing the Solution

Supported Browsers	
Internet Explorer	Version 9 or higher
Google Chrome	Version 42.0 or higher
Safari	Not officially supported

For the best experience, verify that your browser meets the minimum requirements.

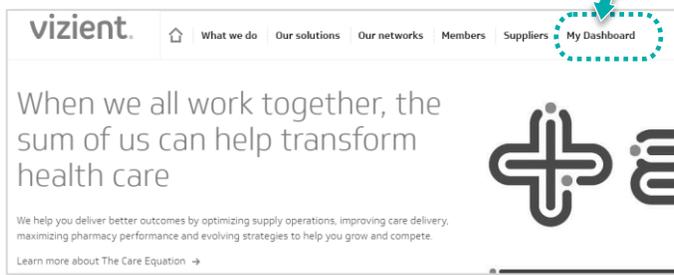
As a member, you have access to the Clinical Practice Solutions Center. You can log in to the analytics solution from the URL, from your Vizient™ dashboard, or from the CPSC website.

## Log in with the CPSC Analytics URL

1. Using your Internet browser, go to the following web address:  
<https://cpscanalytics.vizientinc.com>
2. Enter your CPSC login information and click next.

## Log in from your Vizient dashboard

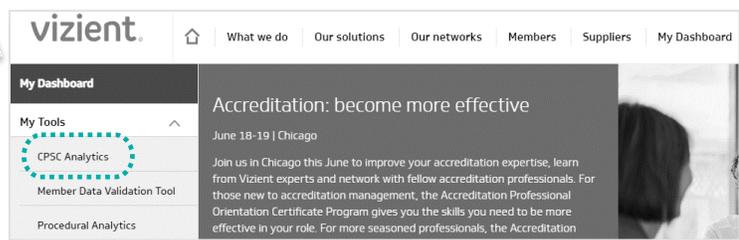
Using your Internet browser, go to the following web address: <https://vizientinc.com>. The Vizient Inc. Home Page displays. Click **My Dashboard**.



1. Enter your Vizient login information.
2. Click **Submit**.

Your **My Dashboard** page is displayed.

3. From the left navigation bar, click the **My Tools** drop-down.
4. Click **CPSC Analytics**.

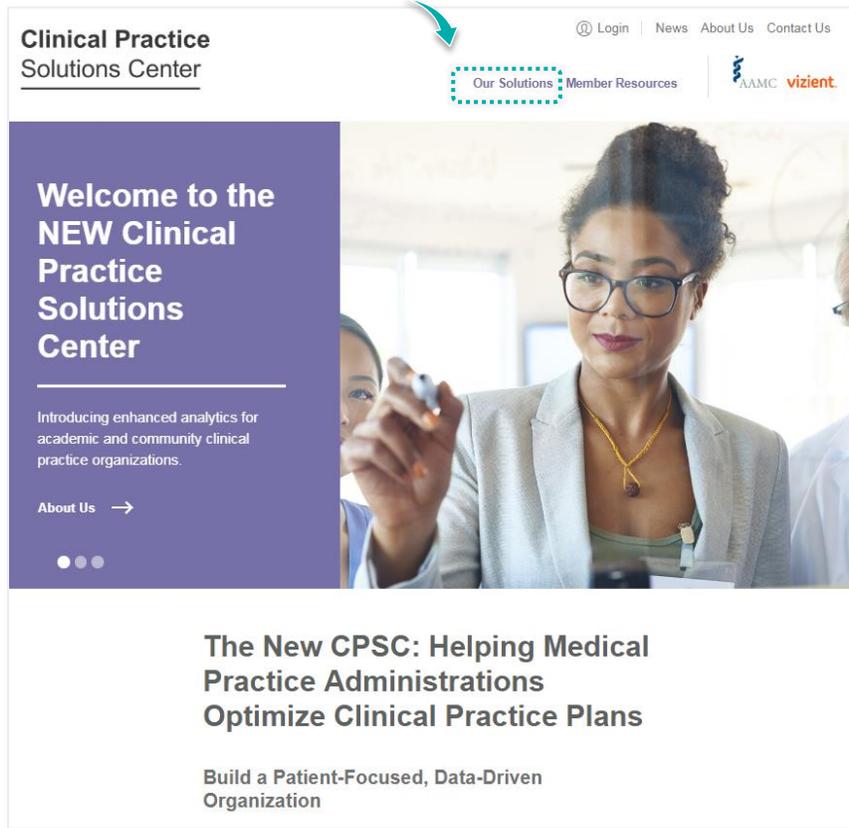


Note that your menu items may be different from the one shown.

## Log in through the CPSC website

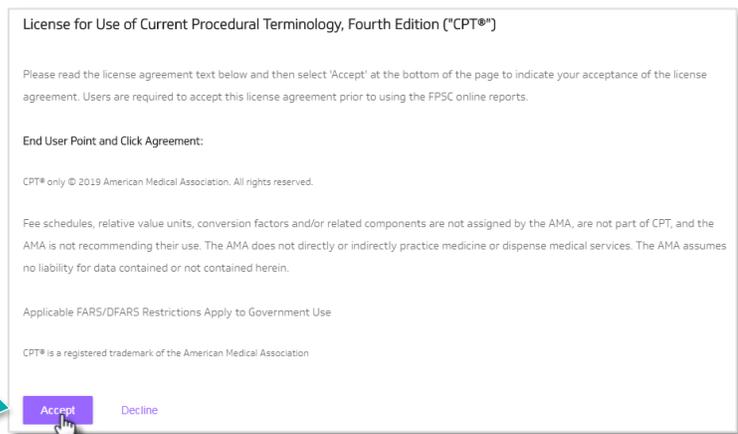
Using your internet browser, go to the following web address: <http://www.clinicalpracticesolutionscenter.org>

The CPSC home page displays. Click **Our Solutions**, then click the link for the CPSC analytics solutions.



After logging in, read the License for Use of Current Procedural Terminology.

Click **Accept**.

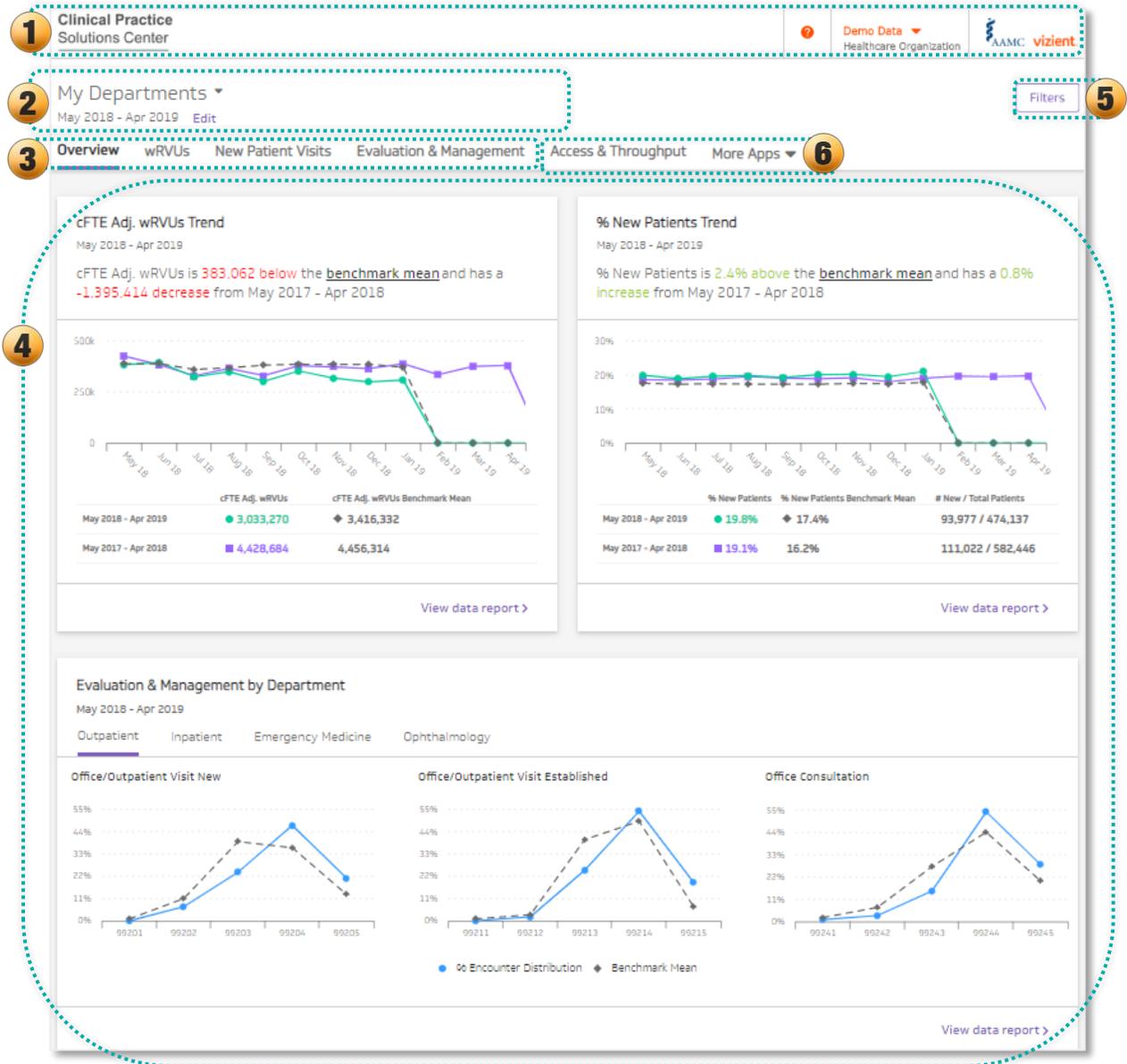


The CPSC analytics solution displays the **Overview** dashboard, described in the next section, [Clinical Practice Solutions Center \(CPSC\)](#).

# Clinical Practice Solutions Center (CPSC)

## Overview of the CPSC Dashboard

After logging in, the **CPSC Analytics** solution displays the **Overview** dashboard. The dashboard summarizes your departments' benchmarking data on the following tiles: wRVUs, New Patient Visits, and Evaluation & Management. The following sections of the dashboard are described.



# 1 Header

In the header, click to accomplish the following tasks:



Return to the CPSC Overview page.

Click Help to email support or to access educational materials, including links to videos, the CPSC Quick Start Guide and the Methodology Fact Sheet.

Log out of CPSC analytics.

Go to the AAMC or Vizient website.

# 2 Department and Date Range

Customize your view of the metrics by department and time period. You can set up parameters on any of the data sets.

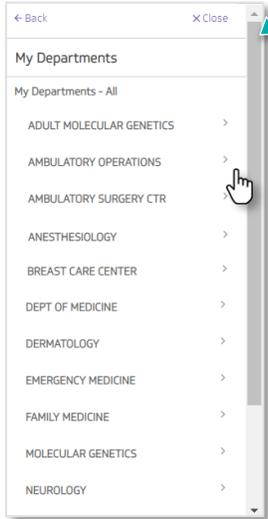
## My Departments

By default, CPSC displays the most recent 12 months of data for all of your departments' combined.

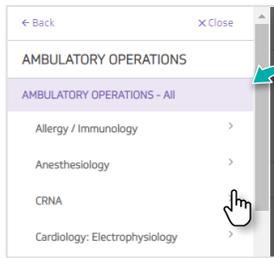


You can drill to data at the department, specialty, and provider levels.

Click the **My Departments** drop-down.



Click on a department. A list of specialties within that department displays.



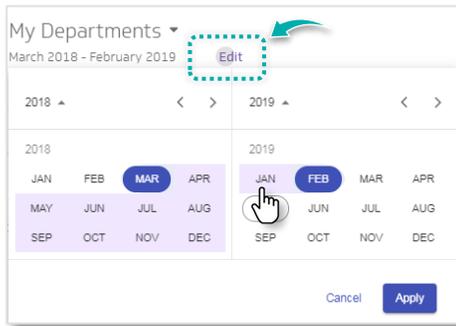
To view all of the data combined, click **All**.

Continue clicking on the arrow to select your view:

- Department
- Specialty
- Provider

## Date Range

By default, the most recent 12 months' data is displayed. Use the drop-down calendar to customize the time period.



1. Next to the date range, click **Edit**.
2. In the drop-down calendar, select the beginning and ending dates you want.
3. Click **Apply**.

The metrics will refresh within the new date.

## 3 Navigate to metric details and data reports

Report links provide quick access to your metric summaries and data reporting of key performance indicators.



Each link accesses details for the metric.

## 4 Key Performance Indicators

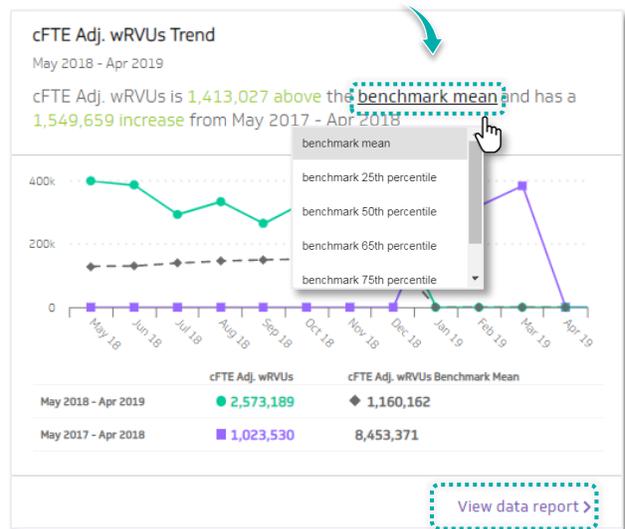
The following tiles summarize metrics provided for professional fee billing measures. For details about metrics and Current Procedure Terminology (CPT) codes, refer to the Methodology Fact Sheet under Help.

### Provider Productivity (wRVU)

Provider work Relative Value Units (wRVUs) are compared to the CPSC Median Work RVU per 1.0 Clinical Fulltime Equivalent (CFTE) benchmarks. The specialty level WRVU benchmark is multiplied by the clinician's CFTE (as reported in the CPSC) to create an expected value.

- **wRVU** - The amount of effort required of a provider in performing a given service relative to other services
- **cFTE** - represents the proportion of the provider's time spent in patient-facing clinical care, follow-up, and documentation required for that care.

To change the benchmark mean, click benchmark mean and select the percentile you want from the drop-down.

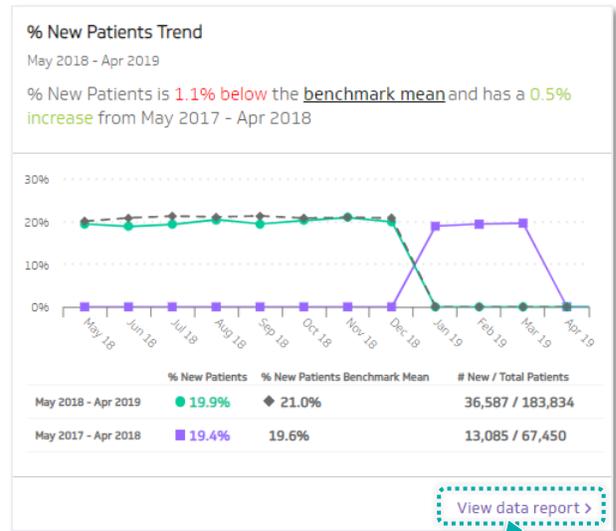


Click to access metric details and a summary of the data.

## % New Patient Visits

The % **New patients** trend measures the percentage of new patients over total patients:

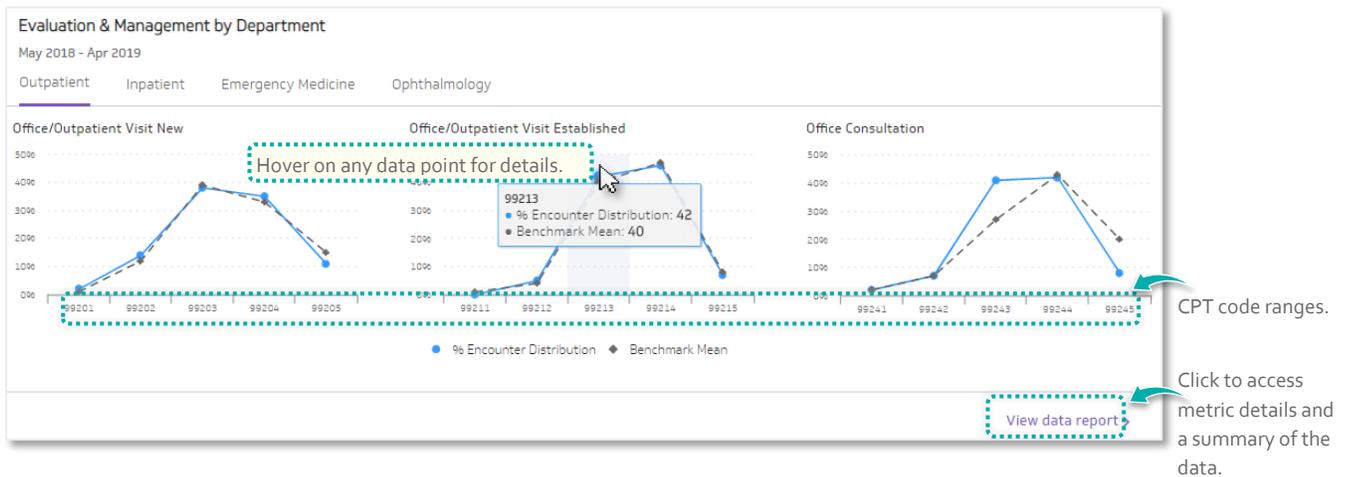
- **Numerator:** Number of new patient visits as identified in the CPSC using specified CPT codes
- **Denominator:** Number of all patient visits as identified in the CPSC using specified CPT codes



Click to access metric details and a summary of the data.

## Evaluation & Management

The **Evaluation & Management** summary tile: The opportunity dashboard metric displays the difference between the distribution across commonly used E&M CPT code ranges and CPSC benchmark distribution.

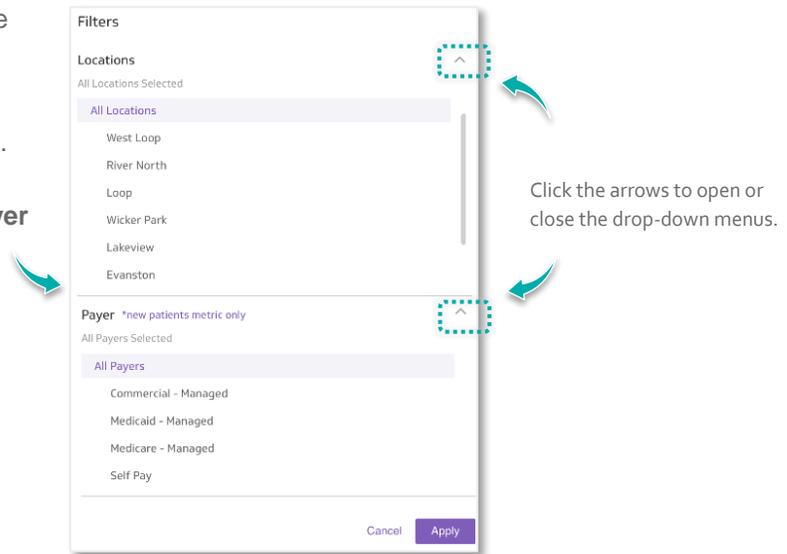


## 5 Filter

You can add filters to the summary tiles. The available filters vary per organization.

1. Under the header, click Filters .
2. Click to select from **Locations** and **Payer** filters.
3. Click **Apply**.

The dashboard summaries refresh with the filtered data.



## 6 Additional Resources

Click to open the [Access & Throughput](#) solution.

[Access & Throughput](#) 

[More Apps](#) 

Click to open [Clinical Activity and Revenue Cycle Reports](#).

# Metric Summaries and Data Reports

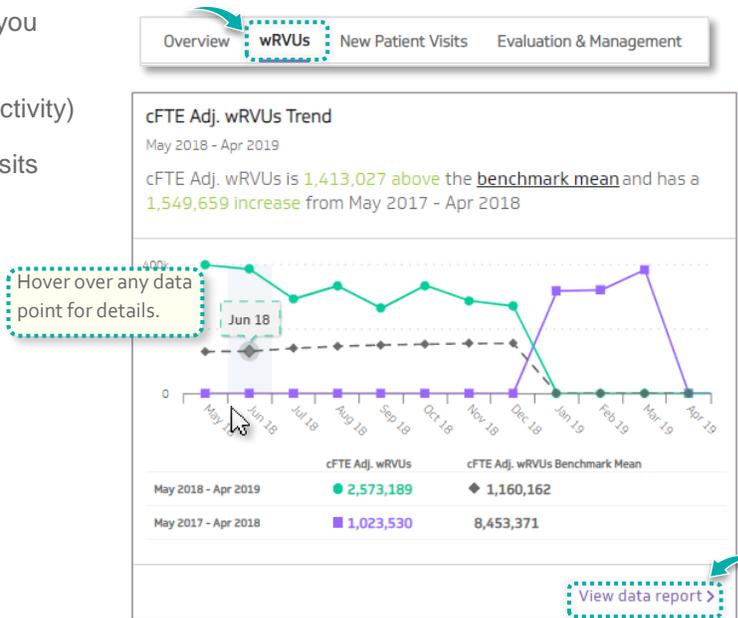
## View Metric Summaries

From the CPSC Overview dashboard, you can access metric details and export a report.

Access the summary and detail either through a report link or from the **View data report** link in a summary tile:

Click the **report link** you want:

- wRVUs (Productivity)
- New Patient Visits
- Evaluation & Management



Or, in the summary tile of the metric you want, click **View data report**.

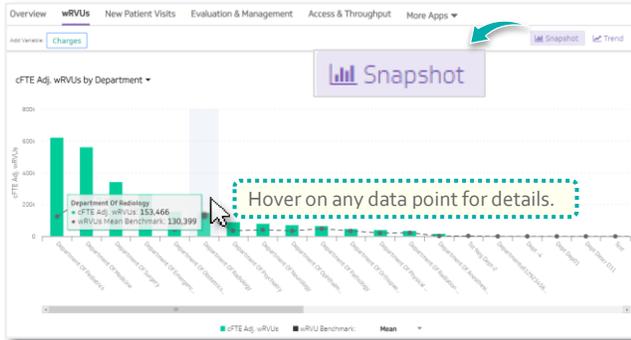
The metrics display in a graphical representation and a summary table. You can change views or add a variable to customize your report, described in the next sections.

## wRVUs (Provider Productivity) Data Report

Click the **wRVUs** report link, or from the **wRVU** summary tile, click **View data** report.

### Snapshot View

By default the metrics display by department, specialty, or provider in **Snapshot** view.

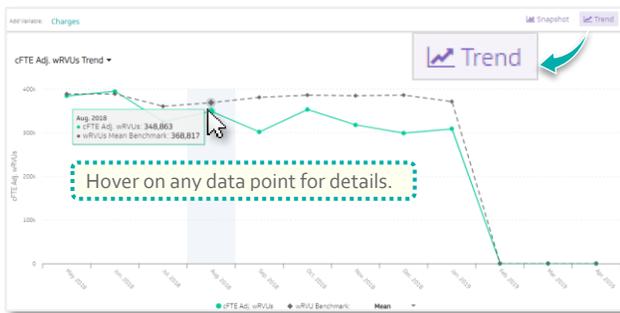


Click to add the variable of **Charges**.



### Trend View

Click **Trend** to view data for the most recent 12 months.



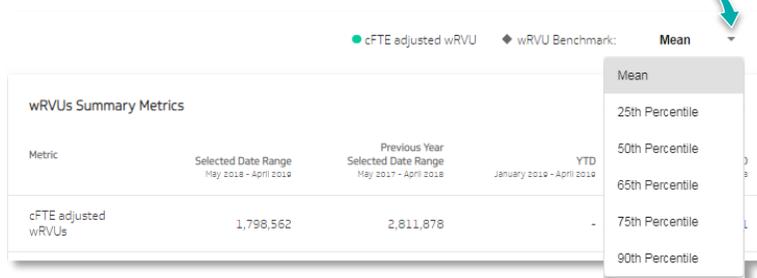
Click to add the variable of **Charges**.



### Toggle the Percentile

By default, the graphics display the mean.

To change the percentile, just under the graph click the **Mean** drop down and select the percentile you want.



The graphs and metric details will refresh with the percentile you choose.

**Note:** the **Snapshot** and **Trend** selection will apply to the Summary and Detail Reports, described in the next section.

## Summary and Detail Reports

The graphical display reflects the summary and details in the tables below.

### wRVUs Summary Metrics

displays productivity data for the selected date range

Metric	Selected Date Range May 2018 - April 2019	Previous Year Selected Date Range May 2017 - April 2018	YTD January 2018 - April 2019	Previous Year YTD January 2018 - April 2018	Recent Month December 2018	Previous Year Recent Month December 2017
cFTE Adj. wRVUs	2,573,189	1,023,530	-	1,023,530	271,464	0
wRVUs Benchmark Mean	1,160,162	8,453,371	-	2,109,238	155,196	793,017
Actual wRVUs	1,284,918	487,766	-	487,766	143,719	0
Charges	280,294,576	106,674,613	-	106,674,613	30,665,652	0
cFTE	400.47	1590.57	-			

Click to export the summary to CSV.

If the **snapshot** view is selected on the graphic, metric details are displayed for department, specialty, or provider.

Groups	cFTE Adj. wRVUs ↓	wRVU Benchmark (Mean)	Actual wRVUs	cFTE	Imputed/Reported cFTE (Mean)	Charges	Variance from Benchmark (Mean)	Previous Date Range cFTE Adj. wRVUs	cFTE Adj. wRVUs Difference from Previous Date Range
Department Of Pediatrics	624,396	124,317	154,595	48.71	0%	\$27,075,881	+ 500,079	254,590	+ 369,806
Department Of Medicine	561,372	250,151	271,024	92.40	0%	\$49,588,383	+ 311,221	238,742	+ 322,631
Department Of Surgery	342,395	224,436	230,049	60.22	0%	\$58,814,858	+ 117,959	132,199	+ 210,196

Export to CSV

**Note:** To drill to the next organization level, click on a group name. To sort the metrics, click on any column header.

If the **trend** view is selected on the graphic, metric details are shown by **month**.

Year ↑	Month	cFTE Adj. wRVUs	wRVU Benchmark (Mean)	Actual wRVUs	cFTE	Charges	Variance from Benchmark (Mean)	Previous Date Range cFTE Adj. wRVUs ↑	cFTE Adj. wRVUs Difference from Previous Date Range
2018	May	384,174	388,718	254,041	539.50	\$44,741,826	-4,545	425,512	-41,339
2018	June	394,971	388,718	255,173	539.50	\$45,077,170	+ 6,253	383,580	+ 11,391
2018	July	324,846	360,502	232,941	518.05	\$40,710,684	-35,655	329,718	-4,872
2018	August	348,863	368,817	258,166	533.32	\$45,627,478	-19,954	365,290	-16,427
2018	September	301,764	381,038	227,449	550.91	\$40,114,798	-79,274	329,915	-28,151

**Note:** To sort the metrics, click on any column header to sort.

## Export a report

To the summary metrics and details report, click **Export**.

Export to...

**Note:** You can export to CSV (and, coming soon, to PDF).

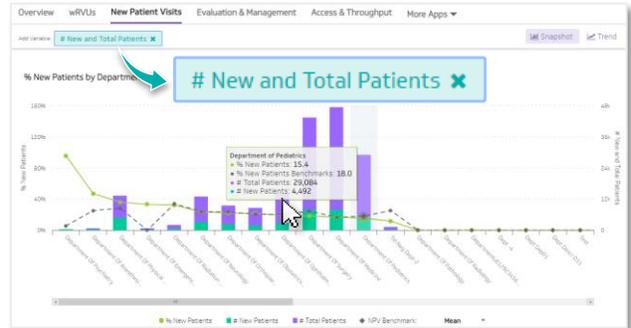
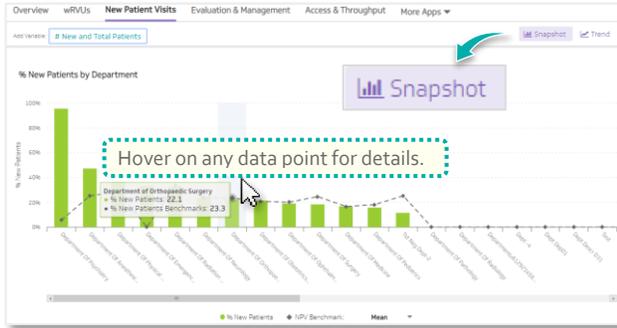
# New Patient Visits Data Report

Click the **New Patient Visits** report link, or from the New Patient Visits summary tile, click **View data report**.

## Snapshot View

By default the metrics display by department, specialty, or provider in **Snapshot** view.

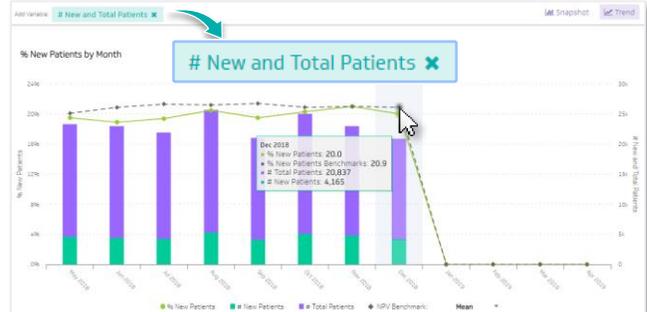
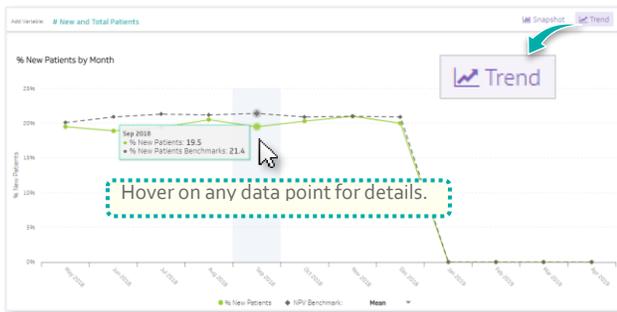
Click to add the variable of **#New and Total Patients**.



## Trend View

Click **Trend** to view data for the most recent 12 months.

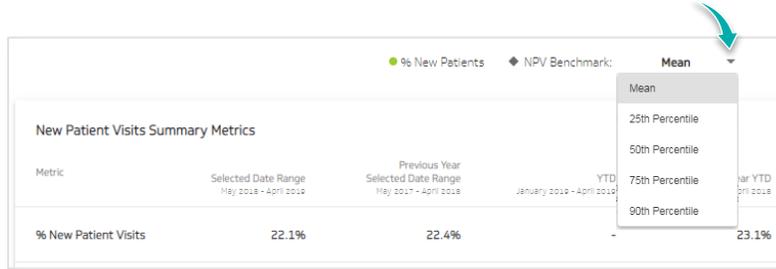
Click to add the variable of **# New and Total Patients**:



## Toggle the Percentile

By default, the graphics display the mean.

To change the percentile, just under the graph click the **Mean** drop down and select the percentile you want.



The graphs and metric details will refresh with the percentile you choose.

**Note:** the **Snapshot** and **Trend** selection will apply to the Summary and Detail Reports, described in the next section.

## Summary and Detail Reports

### New Patient Visits Summary

**Metrics** displays the new and total patients' totals and benchmark.

Metric	Selected Date Range May 2018 - April 2018	Previous Year Selected Date Range May 2017 - April 2018	YTD January 2018 - April 2018	Previous Year YTD January 2018 - April 2018	Recent Month December 2018	Previous Year Recent Month December 2017
% New Patient Visits	19.9%	19.4%	-	19.4%	20.0%	0.0%
NPV Benchmark Mean	21.0%	19.6%	-	19.6%	20.9%	0.0%
# of New Patients	36,587	13,085	-	13,085	4,165	0
# of Total Patients	183,834	67,450	-	67,450	20,165	0

Click to export the summary to CSV.

Groups	% New Patient Visits ↓	# of New Patients	Total # of Patients	NPV Benchmark Mean	Variance Mean	Previous Dates % New Patients May 2017 - April 2018	% New Patient Visits Difference from Previous Date Range
Department of Psychiatry	95.6%	345	361	5.7%	- 89.9%	88.8%	+ 6.8%
Department of Anesthesiology	47.1%	371	787	25.2%	+ 21.9%	47.3%	-0.2%
Department of Physical Med	36.1%	4,809	13,315	28.2%	+ 7.9%	0.0%	+ 36.1%
Department of Emergency Medicine	33.2%	243	732	0.0%	+ 33.2%	32.7%	+ 0.5%

If the **snapshot** view is selected on the graphic, metric details are displayed for department, specialty, or provider.

**Note:** To drill to the next organization level, click on a group name. To sort the metrics, click on any column header.

If the **trend** view is selected on the graphic, metric details are shown by **month**.

Year ↑	Month	% New Patient Visits	# of New Patients	# of Total Patients	NPV Benchmark Mean	Variance from Benchmark Mean	Previous Dates % New Patients May 2017 - April 2018	% New Patient Visits Difference from Previous Date Range
2018	May	19.5%	4,551	23,342	20.1%	-0.6%	0.0%	+ 19.5%
2018	June	18.9%	4,364	23,027	20.9%	-2.0%	0.0%	+ 18.9%
2018	July	19.4%	4,249	21,939	21.3%	-2.0%	0.0%	+ 19.4%
2018	August	20.5%	5,259	25,674	21.2%	-0.7%	0.0%	+ 20.5%

### Export a report

To export the summary metrics and details report, click **Export**.

Export to...

**Note:** You can export to CSV (and, coming soon, to PDF).

## Evaluation & Management Data Report

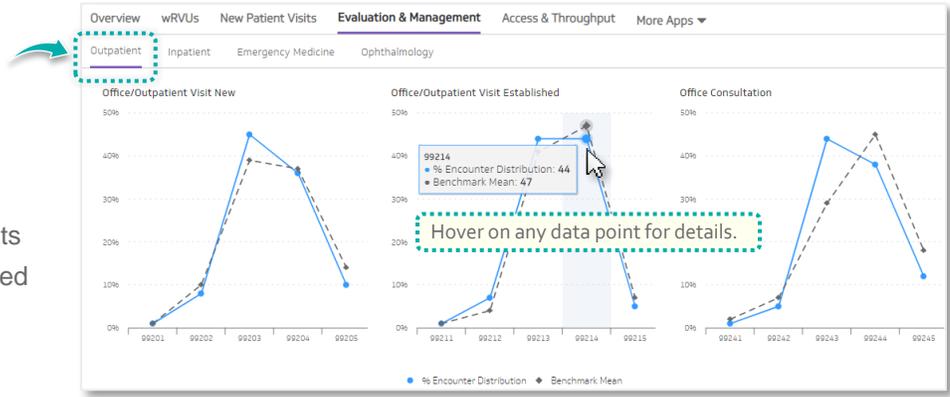
Click the **Evaluation & Management** report link, or from the **Evaluation & Management** summary tile, click **View data** report.

The metric summaries and details for Evaluation & Management display.

### Outpatient View

In the Evaluation and Management view, select **Outpatient**.

**Outpatient View** displays visits by new patients and established patients for outpatient encounters.



### Inpatient View

In the Evaluation and Management view, select **Inpatient**.

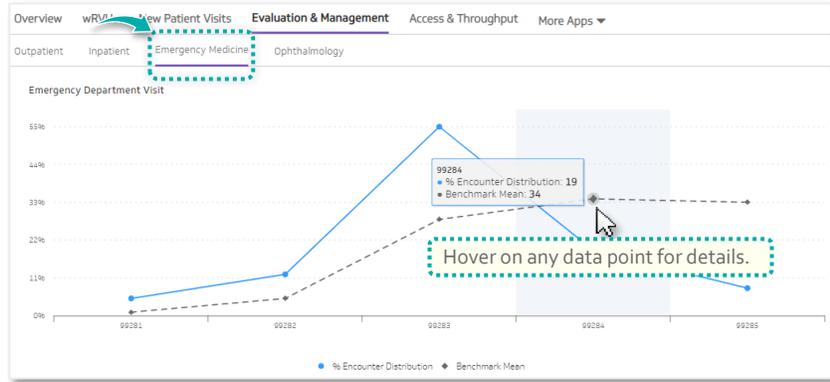
**Inpatient View** displays visits by new patients and established patients for inpatient encounters.



## Emergency Medicine View

In the Evaluation and Management view, select **Emergency Medicine**.

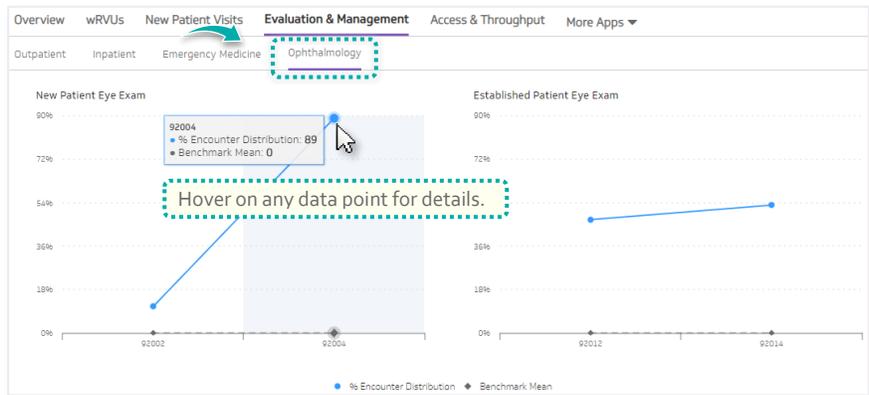
**Emergency Medicine** displays visits to the emergency department.



## Ophthalmology View

In the Evaluation and Management view, select **Ophthalmology**.

**Ophthalmology** displays visits by new patients and established patients.



## Summary and Detail Reports

### E&M Summary

The E&M Summary reflects the E&M view selected: Inpatient, Outpatient, Emergency Medicine, or Ophthalmology.

Inpatient E&M Summary		Initial Hospital Care 99221 - 99223			Subsequent Hospital Care 99231 - 99233			Hospital Discharge Day 99238 - 99239	
Metrics	99221	99222	99223	99231	99232	99233	99238	99239	
# of Encounters	934	4747	12801	8103	59904	52312	1624	8871	
% Encounter Distribution	5%	26%	69%	7%	50%	43%	15%	85%	
CPSC Benchmark Mean	14%	34%	52%	Click to export the summary to CSV.					

Inpatient E&M Break Down by Department		Initial Hospital Care 99221 - 99223			Subsequent Hospital Care 99231 - 99233			Hospital Discharge Day 99238 - 99239	
Groups	Metrics	99221	99222	99223	99231	99232	99233	99238	99239
Cardiovascular Institute	# of Encounters	0	0	4	3	3	4	0	0
	% Encounter distribution	0%	0%	100%	30%	30%	40%	0%	0%
	CPSC Mean	17%	35%	48%	9%	46%	45%	66%	34%
DERMATOLOGY	# of Encounters	0	0	0	0	1	0	0	0
	% Encounter distribution	0%	0%	0%	0%	100%	0%	0%	0%
	CPSC Mean	18%	36%	47%	11%	52%	36%	61%	39%
DEPT OF MEDICINE	# of Encounters	146	3086	9240	1831	47130	36958	1336	8273
	% Encounter distribution	1%	25%	74%	2%	55%	43%	14%	86%
	CPSC Mean	11%	31%	57%	7%	51%	42%	48%	52%
FAMILY MEDICINE	# of Encounters	1	0	0	0	0	0	1	0
	% Encounter distribution	100%	0%	0%	0%	0%	0%	100%	0%
	CPSC Mean	15%	37%	48%	10%	52%	39%	66%	34%

### E&M Break Down

The E&M Break Down reflects the department, specialty, or provider level selected.

**Note:** To drill to the next organization level, click on a group name. To sort the metrics, click on any column header.

### Export a report

To export the summary metrics and details report, click **Export**.

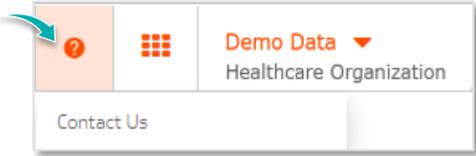
**Note:** You can export to CSV (and, coming soon, to PDF).



# Need Help?

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If you need assistance using CPSC Analytics, click the **Help** icon in the header, then **Contact Us** to open an Outlook email to **CPSCSupport@vizientinc.com**



Links to tutorials and educational materials will be listed under the **Help** icon as they become available.

# Clinical Practice Solutions Center

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