



American Society for
Gastrointestinal Endoscopy

GI OPERATIONS **BENCHMARKING**

Benchmarking Users Guide



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Gastrointestinal Endoscopy

GI OPERATIONS BENCHMARKING

Getting Started

▶ Overview

- This guide describes how to get started with the GI Operations Benchmarking platform.
- View the following pages for illustrated descriptions of how to enter data, view comparisons and run reports.

▶ Logging in

- All users can access the benchmarking platform from the asge.org website, using your existing username and password.
- If you do not have an existing user name and password, you can create one from the asge.org website.
 - Go to <https://www.asge.org/account/login?ReturnUrl=/> and select the “Create an Account” button to provide your information. An email will be sent to you that will include an activation link. Once you activate your ASGE account you may complete the GI Operations Benchmarking Platform Registration Form.
- The link to the GI Operations Benchmarking page is:
 - <https://www.asge.org/home/practice-support/gi-operations-benchmarking>
- Users can login/logout of the platform as often as desired.

▶ Support

- Once you have logged in, click on the **Site Help** link in the top right corner of the benchmarking site to access support documentation and contact information.
- You can also email operationsbenchmarking@asge.org with any questions.

Main Menu

The Main Menu is the access point to navigate through all areas of the site.

Tab & Menu Navigation:

- ▶ **Enter Data** is the tab for answering all of the questions. Click on the gray question groups in each section to begin entering data for your GI unit. Questions can be answered in any order.
- ▶ **Question Comparisons** is the tab for comparing your answers to other participants on a question-by-question basis.
- ▶ **Run Reports** is the tab for downloading dynamic reports containing statistical charts, graphs and tables in Power Point and Excel formats.



The screenshot shows the main menu of the ASGE GI Operations Benchmarking website. At the top, there is a navigation bar with tabs: Home, Enter Data, Question Comparisons, and Run Reports. The current user is identified as 'Unit: DB Test' and the year is '2017'. Below the navigation bar, there is a central instruction: 'Click on each section below to enter data for the Endoscopy Unit.' with links to 'Download List of Questions here' and 'View Benchmarking User's Guide here'. The main content area is divided into eight sections, each with a list of questions and a progress indicator:

- Demographics:** List Profile (0 of 4 questions answered)
- Endoscopy Unit Characteristics:** Facility Details, Case Time/Scheduling, Advanced Procedures, List Inventory (0 of 31 questions answered)
- Labor:** Physician Labor, Clinical Labor, Non-Clinical Labor (0 of 24 questions answered)
- Patient Volumes:** Annual Patient Encounters, Procedure Volume, Limitations/Complications/Review Events, Procedure Sedation (0 of 26 questions answered)
- Revenue and Expenses:** Revenue, Expenses, Payer and Contract Mix (0 of 22 questions answered)
- Ancillary Services:** Pathology, Anesthesia and Research (0 of 7 questions answered)
- Quality Improvement & Regulatory Compliance:** Quality Improvement, Regulatory Compliance (0 of 2 questions answered)
- Review My Results:** Facility KPIs, Labor KPIs, Financial KPIs, Procedure KPIs

Below the sections is a 'Progress Report' section featuring a bar chart comparing progress for 2016 and 2017. The 2016 bar shows 25% completion, and the 2017 bar shows 0% completion. A red warning icon and text state: 'You have 11 unanswered required questions. You have completed 0% of the questions. To qualify for access to question comparisons and reports, you must answer all required questions and meet an overall completion rate of 70%.' At the bottom, it says 'Powered by Dynamic Benchmarking, LLC. All rights reserved. Terms of Service'.








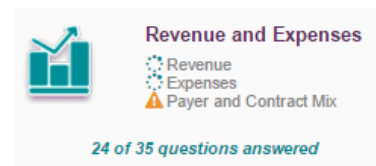
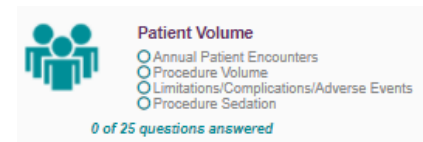
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Tracking your Progress by Question Group

There are several ways to review your data entry progress.

Status icons display next to each question subgroup indicating your progress.

-  Indicates all questions have been answered.
 - No further action needed.
-  Indicates no questions have been answered.
 - Click on this link to begin answering the questions in this question group.
-  Indicates some questions have been answered.
 - Click on this link to continue / finish answering questions in this question group.
-  Indicates there are unanswered “required” questions.
 - Click on the link to return to this question group and answer the required questions (required questions are indicated by the red *). If left unanswered, access to comparisons and reports will be denied – even if you have met the % completion required for results access).
-  Indicates there is a numeric question with an answer outside of a defined range.
 - Click on the link to return to this question group to review (and if necessary, edit) your entries for the questions flagged (these questions will have a yellow background and a warning indicator).



Under each question group, question tallies indicate the number of questions you have answered in that section.

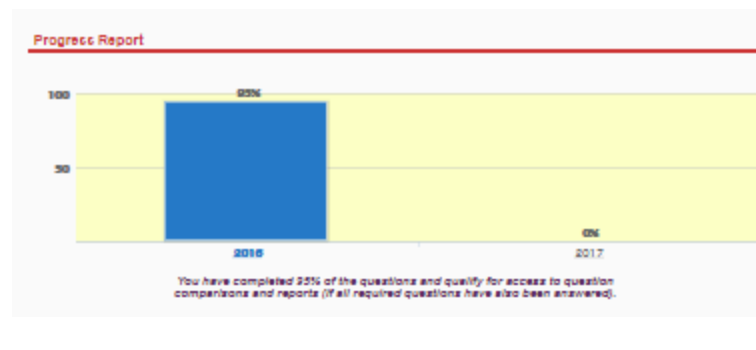
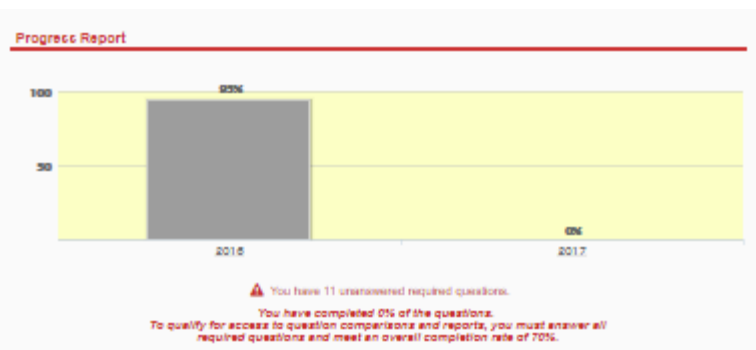


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Tracking your Overall Progress

Track your overall progress by year by viewing the progress graph at the bottom of the gateway page.

- ▶ The active year is highlighted in blue. Your progress statement will indicate the minimum percentage completion for accessing comparisons and reporting.
- ▶ It is necessary to answer **all required questions** and complete a minimum of **70%** of the questions to gain access to results.



Question Organization

Questions are carefully organized into major categories.

- ▶ Each category has sub-categories called question groups.
- ▶ Complete the questions in any order.
- ▶ Be sure to click the “Save/Submit Data” or “Save/Submit Data & Next” button at the bottom of **EVERY** page before moving to another question group to assure your answers are saved.



Demographics

- ✓ Unit Profile

4 of 4 questions answered



Endoscopic Unit Characteristics

- ✓ Facility Details
- ✓ Case Time/Scheduling
- ✓ Advanced Procedures
- ⊛ Unit Inventory

28 of 29 questions answered



Labor

- ✓ Physician Labor
- ✓ Clinical Labor
- ✓ Non-Clinical Labor

29 of 29 questions answered



Patient Volume

- ✓ Annual Patient Encounters
- ✓ Procedure Volume
- ⊛ Limitations/Complications/Adverse Events
- ⊛ Procedure Sedation

18 of 25 questions answered



Revenue and Expenses

- ✓ Revenue
- ✓ Expenses
- ⚠ Payer and Contract Mix

23 of 28 questions answered



Ancillary Services

- ⊛ Pathology, Anesthesia and Research

5 of 6 questions answered



Quality Improvement & Regulatory Compliance

- ⊛ Quality Improvement
- ⊛ Regulatory Compliance

0 of 8 questions answered



Review My Results

- Facility KPIs
- Labor KPIs
- Financial KPIs
- Procedure KPIs



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Entering Data

- ▶ As you enter data, the entry box turns green, indicating that new data has been provided and must be saved by clicking the **Save/Submit Data** or **Save/Submit Data & Continue** button at the bottom of every page.

- ▶ Required questions are noted with a large, red asterisk. *

>> Type of Services Offered * Endoscopy Unit ▼

- ▶ Some questions have the option of checking “n/a”, indicating that the question does not apply, and still counting that question towards your overall progress.

☰ Inpatient Advanced Procedures Performed n/a
Enter the number of advanced procedures performed on an inpatient basis.
If the unit does not perform advanced procedures, check n/a.

- ▶ Some numeric questions are set with expected answer ranges. If you should enter a value outside of the expected range, you will see a warning message appear.

Enter percent of revenue received from research contracts.

>> Percent of Revenue from Other Contracts
Enter percent of revenue received from other contracts. n/a

>> Revenue by Contract Mix Total
This field is automatically calculated and displays the sum of the percentages entered above. Your total should equal 100%. n/a

⚠ Your total should equal 100% - check your entries above.

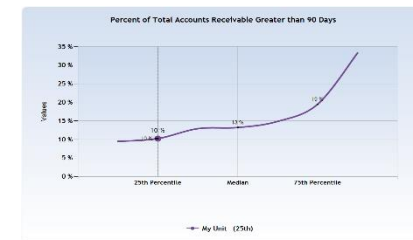
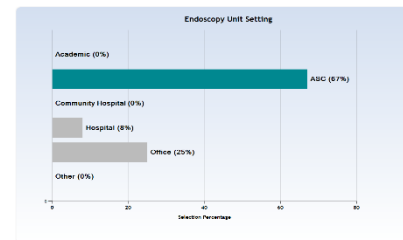
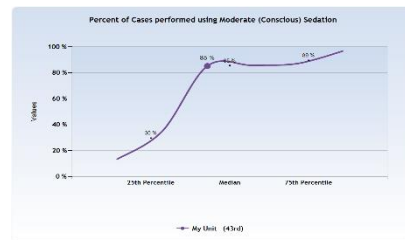
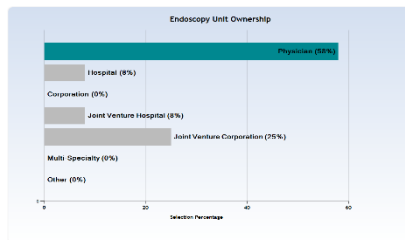


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Question Comparisons and Dynamic Reporting

The following platform features become available when results are released (once enough units have entered their data).



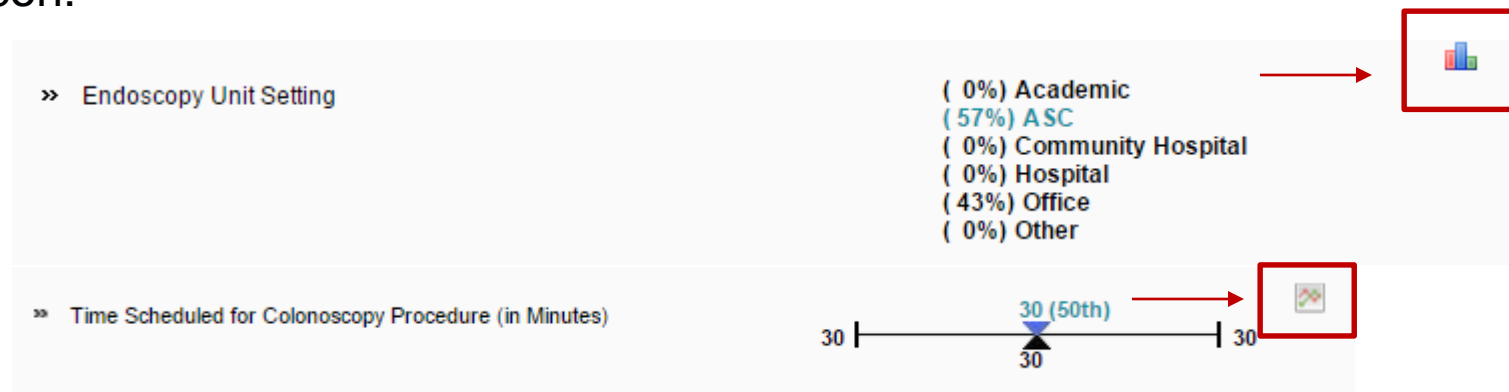
Comparing Your Unit to Your Peers

Click on the **Question Comparisons** tab or menu bar to access comparison data for all questions.

- ▶ Select any gray question group to access questions for comparison.

View on-demand popup charts by clicking on the icons.

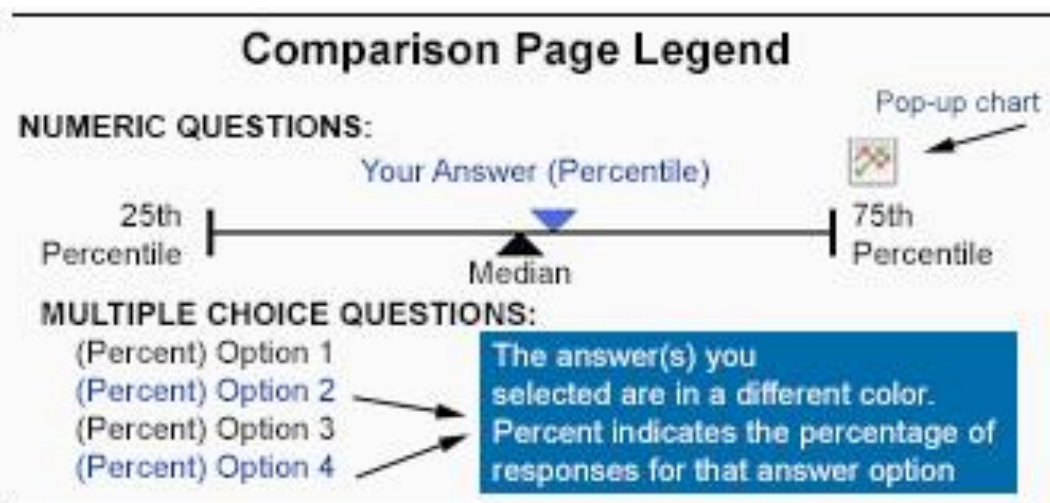
- ▶ For numeric questions, get popup charts by clicking on line graph icon:
- ▶ For multiple choice questions, get popup charts by clicking on the bar chart icon:



Line Chart Legend

Understanding comparison results:

- ▶ **Multiple choice questions:** View all answer options with their associated percentages. Your answers are indicated in blue.
- ▶ **Numeric questions:** View a line chart displaying the 25th, median and 75th percentiles with your answer shown as a blue arrow above the line.



Using Filters

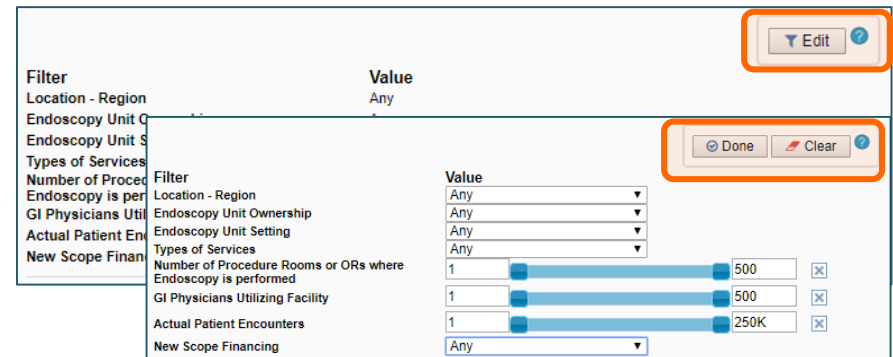
We have created filters to allow you to drill down in the data.

- ▶ Select any filter or combination of filters to compare your unit to a subset of data.
- ▶ If your filter selection returns too few accounts, you will see this informational message:

Your filter settings are not currently active because not enough accounts match the selection. Results are currently displayed without filter settings.

Anonymity

- ▶ By limiting the number of accounts returned, it is impossible for account identity to be determined and anonymity of data is always protected.
- ▶ If your filters do not return enough accounts, simply change your filter settings by:
- ▶ Widening the range of a numeric filter
- ▶ Turning off a filter by clicking on the X
- ▶ Selecting a different filter option



Filter	Value
Location - Region	Any
Endoscopy Unit Ownership	Any
Endoscopy Unit Setting	Any
Types of Services	Any
Number of Procedure Rooms or ORs where Endoscopy is performed	1 - 500
GI Physicians Utilizing Facility	1 - 500
Actual Patient Encounters	1 - 250K
New Scope Financing	Any

Buttons: Edit, Done, Clear

Click **Edit** to activate the filters

- ▶ **Numeric filters:** Click Add to activate sliders. Use slide bar to set a numeric range by moving the blue squares or enter a number in boxes.
- ▶ **Single-select filters (if available):** Choose one answer from the drop down menu.
- ▶ **Multi-select filters (if available):** Check the items you wish to include.

Reports

Click the **Run Reports** tab from the Main Menu

- ▶ Choose from a list of downloadable reports, PowerPoint & Excel, that contain dynamically generated benchmarking charts and tables.
- ▶ Filter settings from **Question Comparisons** will carry over, however, they can easily be modified if desired.













Reports can then be used to prepare for meetings, capture historical snapshots and communicate with others.

Click on any report in the list below to generate dynamic, personalized charts and graphs.
Be sure to use the filters for true comparative insight.

Select and Set Filters...

Filter	Value
Location - Region	Any
Endoscopy Unit Ownership	Any
Endoscopy Unit Setting	Any
Type of Services	Any
Number of Procedure Rooms or ORs where Endoscopy is performed	Any
GI Physicians Utilizing Facility	Any
Actual Patient Encounters	Any
New Scope Financing	Any

Download Reports - Click on any report below to download and save...

- 
GI Operations Benchmarking Summary Report
 This report includes key operational, financial and personnel data in a numerical spreadsheet format.
- 
Facility KPI Report
 This report includes Facility Key Performance Indicators (KPIs) in charts and graphs.
- 
Labor KPI Report
 This report includes Labor Key Performance Indicators (KPIs) in charts and graphs.
- 
Financial KPI Report
 This report includes Financial Key Performance Indicators (KPIs) in charts and graphs.
- 
Procedure KPI Report
 This report includes Procedure Key Performance Indicators (KPIs) in charts and graphs.
- 
Demographics Report
 This report includes information on Location, Unit Setting and Unit Ownership.
- 
Endoscopic Unit Report
 This report includes information on number of rooms, case time/scheduling and scope/automated washer usage.
- 
Labor Report
 This report includes information on clinical/non-clinical FTEs.
- 
Patient Volume Report
 This report includes information on number of patient encounters, procedure volume, complications/adverse events and sedation.
- 
Financial Report
 This report includes information on patient services revenue, accounts receivable, expenses, clinical/non-clinical FTE salary and payer mix.
- 
Ancillary Services Report
 This report includes information on Pathology, Anesthesia and Research relationships and services.
- 
Quality Improvement and Regulatory Compliance Report
 This report includes information on accreditation, endwriter usage and reporting for Medicare's new Quality Payment Program.



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Thank you for viewing this User Guide.

If you have further questions about benchmarking or
the online platform, contact ASGE at:

operationsbenchmarking@asge.org