# Live DEMO of the AMGA Online Survey Platform

*10.21.20*

# Speaker Introduction

**Elizabeth Siemsen, Director, AMGA Consulting**

- Over 20 years of experience in healthcare with broad exposure to all elements of a healthcare system, including physician group practices
- Areas of expertise include strategic planning and deployment, performance improvement, data analytics, health system operations and leader development

**Danielle DuBord, Consultant, AMGA Consulting**

- 15+ years of experience in analytical problem-solving, operational planning/systems implementation
- Focus on data analytics, survey development and benchmarking

# AGENDA

01 INTRODUCTION

02 DEMONSTRATION

03 USER GUIDE

# 05 ACCESSING SUPPORT

For technical assistance:

- Contact amgasurveysupport@amga.org

For custom reports:

- Additional data cuts and benchmarks available
- Contact ddubord@amgaconsulting.com for quote

For survey and site improvement ideas:

- Contact amgasurveysupport@amga.org

# AMGA Surveys User Guide:

## *How to Navigate AMGASurveys.org*

AMGA

## AMGA Surveys

AMGA is excited to launch our new online database:

AMGASurveys.org

The new platform makes it easy to access survey data from anywhere and updated functionality lets you customize your data search, with new graphics options for displaying the data.

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## 01 ACCESSING THE SITE

Login instructions

## 02 ACCESSING THE DATA

Benchmarks, filtering and basic site navigation

## 03 ACCESSING NEW FEATURES

Display options

## 04 ACCESSING RESOURCES

Survey and site documentation

## 05 ACCESSING SUPPORT

Contact us

# 01 ACCESSING THE SITE

Visit AMGASurveys.org:

- At the Login Page **[1]**
  - Click **Login** in upper right corner
  - Username and Password are your existing AMGA credentials provide with purchase or additional account setup
  - Click on **Contact Us** to access additional resources

1

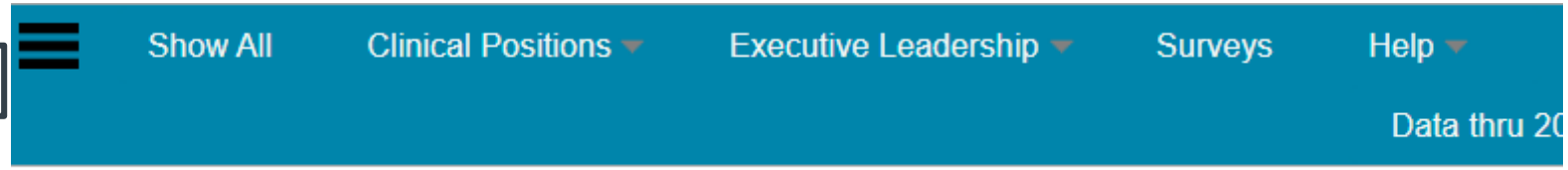
- Online data can be accessed on any device with internet access
- Optimal screen resolution is 1920x1080

# 02 ACCESSING THE DATA – Landing Page

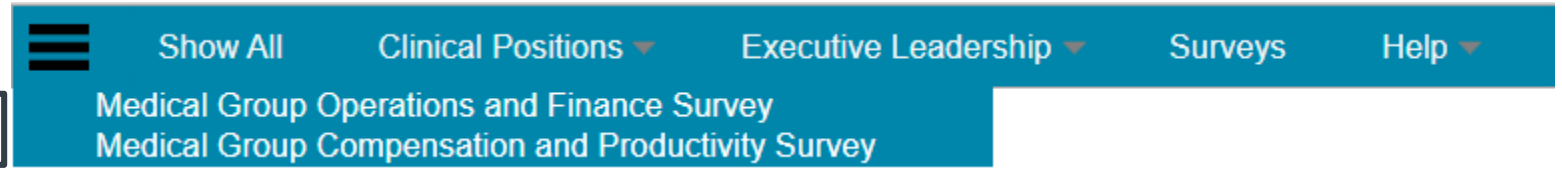
Once you login the site, it will default to the Compensation and Productivity Survey, if you have access to both. If your access is limited to the Operations and Finance survey, then it will go immediately to the landing page

Movement between the two surveys is easily done using the “hamburger” in the upper left corner of the screen

1




2




[1] Click on hamburger and select from the list of survey options

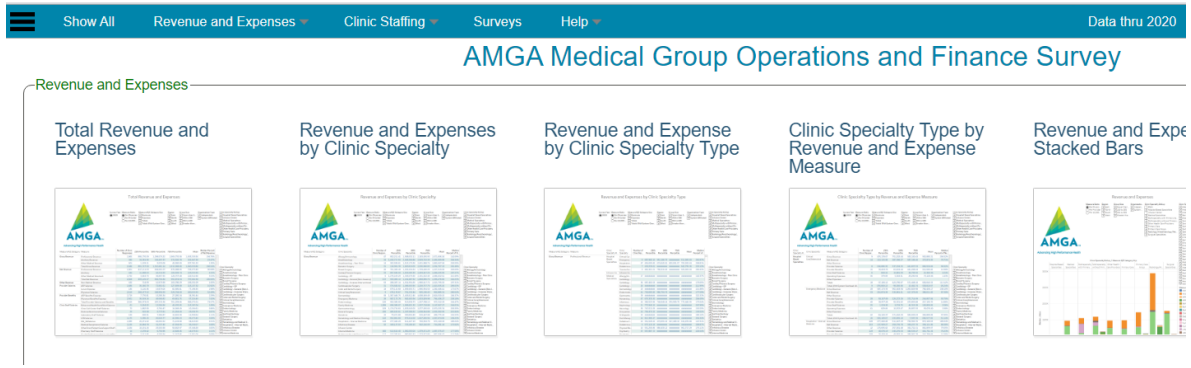
[2] This will take you to the landing page of the selected survey

# 02 ACCESSING THE DATA – Landing Page

There are two options for navigating the landing page:

- Chart Thumbnails [1]
- Navigation Bar [2]

1

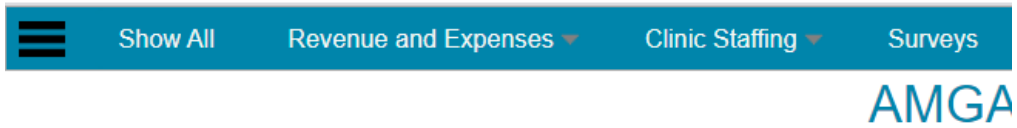



Click on thumbnail image to access reports or charts [2]

Two sections:

- Revenue and Expenses
- Clinic Staffing

2




Click on Navigation Bar items to access site materials [2] from anywhere in the site:

- Show All: Link back to the homepage
- Revenue and Expenses: To access tables and graphs pertaining to revenue and expense details
- Clinic Staffing: To access tables and graphs pertaining to clinic staffing levels
- Surveys: To access PDFs of entire survey report
- Help: To access support

# 02 ACCESSING THE DATA – Tables and Graphs

The data table has two main sections:

- [1] Filtering options – seven options for customization
- [2] Data output – displays the data for any specialties selected

1

2

Show All | Revenue and Expenses | Clinic Staffing | Surveys | Help | Data thru 2020 | User :esiemsen@amgaconsulting.com | Admin | Logout

## Total Revenue and Expenses

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Survey Year
- (•) 2020

Measure Ratio
- (•) Per Physician
- ( ) Per Provider
- ( ) Per 10,000 wRVU

Measure R/E Category Grp
- [x] Revenues
- [x] Expenses
- [x] Totals
- [x] Totals With System Overhead All...

Region
- [x] (All)
- [x] East
- [x] North
- [x] South
- [x] West

Group Size
- [x] (All)
- [x] Fewer than 150
- [x] 150 to 300
- [x] 301 to 500
- [x] Greater than 500

Organization Type
- [x] (All)
- [x] Independent
- [x] System Affiliated

Clinic Specialty Rollup
- [x] (All)
- [x] Hospital Based Specialties
- [x] Infusion Center
- [x] Medical Specialties
- [x] Multispecialty with Primary C...
- [x] Multispecialty without Primar...
- [x] Other Health Care Providers
- [x] Primary Care
- [x] Radiology/Anesthesiology/Pat...
- [x] Surgical Specialties

Clinic Specialty
- [x] (All)
- [x] Allergy/Immunology
- [x] Anesthesiology
- [x] Anesthesiology – Pain Clinic
- [x] Bariatric Surgery
- [x] Breast Surgery
- [x] Cardiac/Thoracic Surgery
- [x] Cardiology – EP

| Measure R/E Category | Measure | Number of Clinic Responses | 25th Percentile | 50th Percentile | 75th Percentile | Mean | Median Percent of Net Revenue |
|---|---|---|---|---|---|---|---|
| Gross Revenue | Professional Revenue | 1,865 | 890,776.59 | 1,298,576.22 | 1,909,770.58 | 1,635,335.56 | 194.76% |
| | Ancillary Revenue | 382 | 34,381.56 | 156,497.57 | 374,520.78 | 321,847.20 | 23.47% |
| | Other Medical Revenue | 601 | 1,159.11 | 9,033.08 | 40,000.00 | 227,761.22 | 1.35% |
| | Total Gross Revenue | 2,486 | 891,747.50 | 1,310,461.14 | 1,915,098.68 | 1,640,030.86 | 196.54% |
| Net Revenue | Professional Revenue | 1,901 | 417,111.53 | 604,601.07 | 870,088.65 | 735,373.49 | 90.68% |
| | Ancillary | 444 | 11,688.63 | 42,216.59 | 108,509.74 | 123,033.69 | 6.33% |
| | Other Medical Revenue1 | 1,752 | 3,663.73 | 36,857.55 | 128,757.48 | 122,912.60 | 5.53% |
| | Total Net Revenue | 2,608 | 459,125.37 | 666,756.84 | 955,874.94 | 797,682.58 | 100.00% |
| Other Revenue | Non-Medical Revenue | 432 | 714.99 | 10,970.58 | 103,786.29 | 136,331.09 | 1.65% |
| Provider Salaries | APP Salaries | 1,686 | 36,340.70 | 72,801.61 | 127,839.08 | 115,137.32 | 10.92% |
| | Locum Expense | 185 | 3,116.36 | 19,876.00 | 82,585.81 | 77,198.35 | 2.98% |
| | Physician Salaries | 2,619 | 268,477.52 | 349,994.93 | 529,704.00 | 430,633.93 | 52.49% |

# 02 ACCESSING THE DATA – Tables – Rev & Exp

The top section contains the filtering options for the user to customize the view

Click to select or deselect filtering options

Show All | Revenue and Expenses | Clinic Staffing | Surveys | Help | Data thru 2020 | User :esiemsen@amgaconsulting.com | Admin | Logout

1 2 3 4 5 6 7

Total Revenue and Expenses

Survey Year: 2020

Measure Ratio: Per Physician; Per Provider; Per 10,000 wRVU

Measure R/E Category Grp: Revenues; Expenses; Totals; Totals With System Overhead All...

Region: (All); East; North; South; West

Group Size: (All); Fewer than 150; 150 to 300; 301 to 500; Greater than 500

Organization Type: (All); Independent; System Affiliated

Clinic Specialty Rollup: (All); Hospital Based Specialties; Infusion Center; Medical Specialties; Multispecialty with Primary C...; Multispecialty without Primar...; Other Health Care Providers; Primary Care; Radiology/Anesthesiology/Pat...; Surgical Specialties

Clinic Specialty: (All)

| Measure R/E Category | Measure | Number of Clinic Responses | 25th Percentile | 50th Percentile | 75th Percentile | Mean | Median Percent of Net Revenue |
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Options include:

[1] Survey Year

[2] Measure Ratio

[3] Measure R/E Category

[4] Region

[5] Group Size

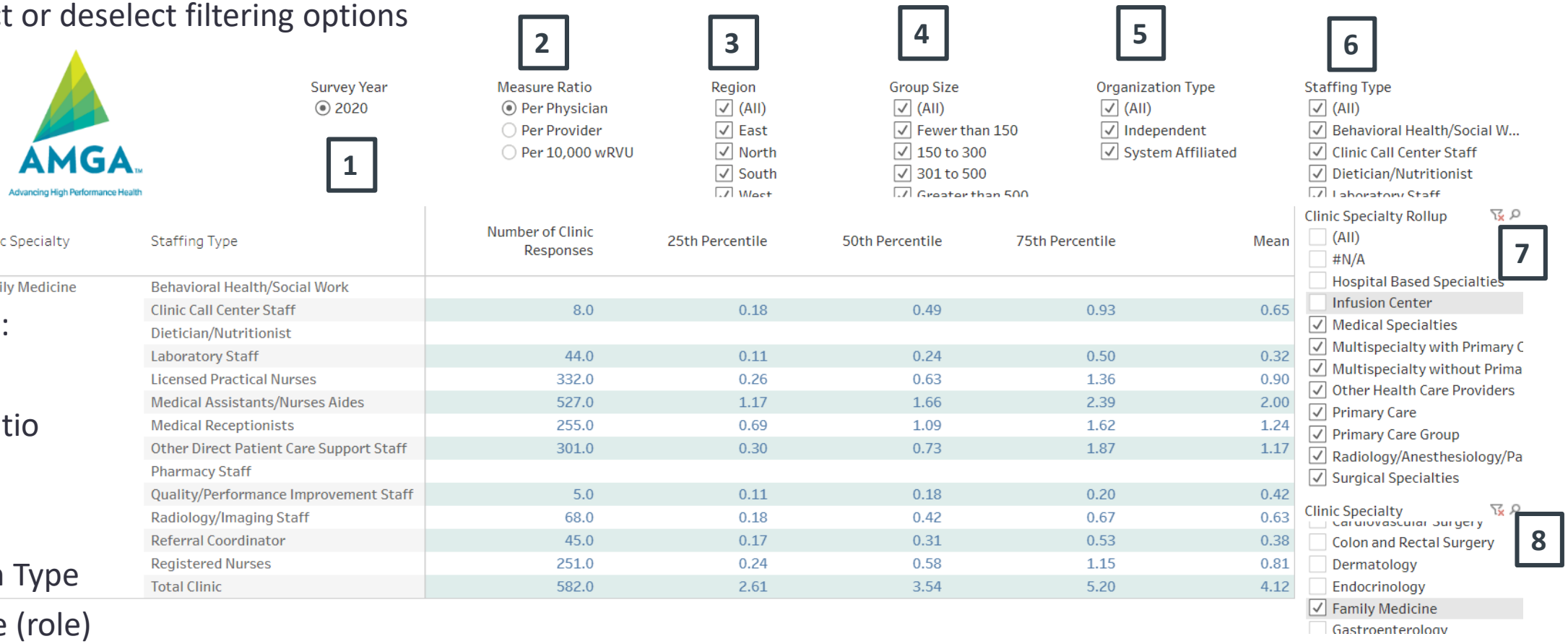
[6] Organization Type

[7] Clinic Specialty Rollup & Clinic Specialty

# 02 ACCESSING THE DATA – Tables - Staffing

The top section contains the filtering options for the user to customize the view

Click to select or deselect filtering options




| Clinic Specialty Rollup | Clinic Specialty | Staffing Type | Number of Clinic Responses | 25th Percentile | 50th Percentile | 75th Percentile | Mean |
|---|---|---|---|---|---|---|---|
| Primary Care | Family Medicine | Behavioral Health/Social Work | | | | | |
| | | Clinic Call Center Staff | 8.0 | 0.18 | 0.49 | 0.93 | 0.65 |
| | | Dietician/Nutritionist | | | | | |
| | | Laboratory Staff | 44.0 | 0.11 | 0.24 | 0.50 | 0.32 |
| | | Licensed Practical Nurses | 332.0 | 0.26 | 0.63 | 1.36 | 0.90 |
| | | Medical Assistants/Nurses Aides | 527.0 | 1.17 | 1.66 | 2.39 | 2.00 |
| | | Medical Receptionists | 255.0 | 0.69 | 1.09 | 1.62 | 1.24 |
| | | Other Direct Patient Care Support Staff | 301.0 | 0.30 | 0.73 | 1.87 | 1.17 |
| | | Pharmacy Staff | | | | | |
| | | Quality/Performance Improvement Staff | 5.0 | 0.11 | 0.18 | 0.20 | 0.42 |
| | | Radiology/Imaging Staff | 68.0 | 0.18 | 0.42 | 0.67 | 0.63 |
| | | Referral Coordinator | 45.0 | 0.17 | 0.31 | 0.53 | 0.38 |
| | | Registered Nurses | 251.0 | 0.24 | 0.58 | 1.15 | 0.81 |
| | | Total Clinic | 582.0 | 2.61 | 3.54 | 5.20 | 4.12 |

Options include:

[1] Survey Year

[2] Measure Ratio

[3] Region

[4] Group Size

[5] Organization Type

[6] Staffing Type (role)

[7] Clinic Specialty Rollup

[8] Clinic Specialty

# 02 ACCESSING THE DATA – Tables and Graphs

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Data output section displays benchmarks to reflect all selections made in the page

Organization of data defaults to alphabetical, in specialty type groupings

- Click on column heading to change order

| Measure R/E Category | Clinic Specialty | Number of Clinic Responses | 25th Percentile | 50th Percentile | 75th Percentile | Mean | Median Percent of Net Revenue |
|---|---|---|---|---|---|---|---|
| Gross Revenue | Allergy/Immunology | 47 | 852,211.41 | 1,568,032.11 | 2,183,035.93 | 1,571,606.24 | 142.09% |
| | Anesthesiology | 34 | 1,432,717.55 | 2,049,268.86 | 2,929,722.39 | 2,456,089.98 | 304.34% |
| | Anesthesiology – Pain Clinic | 14 | 302,599.61 | 1,515,170.26 | 2,431,988.74 | 1,863,047.04 | 226.55% |
| | Bariatric Surgery | 31 | 116,991.39 | 1,620,819.05 | 2,226,966.83 | 1,554,767.13 | 181.46% |
| | Breast Surgery | 20 | 791,383.49 | 1,252,434.24 | 1,729,426.25 | 1,227,519.29 | 205.69% |

[1] Click on the +/- to show/hide display options:

Measure R/E Category: show to see measures

[2] Different tables include different cuts and roll-ups of the data

1

| Measure R/E Category | Clinic Specialty |
|---|---|
| Gross Revenue | Allergy/Immunology |
| | Anesthesiology |
| | Anesthesiology – Pain Clinic |

2

| Measure R/E Category | Measure | Clinic Specialty Rollup | Clinic Specialty |
|---|---|---|---|
| Gross Revenue | Professional Revenue | Hospital Based Specialties | Critical Care/Intensi |
| | | | Emergency Medicin |
| | | | Hospitalist – Interna |
| | | | Pediatrics and Adol |
| | | | Trauma Surgery |
| | | Infusion Center | Infusion Center |
| | | Medical Specialties | Allergy/Immunology |
| | | | Cardiology – EP |

| Measure R/E Category | Measure | Clinic Specialty |
|---|---|---|
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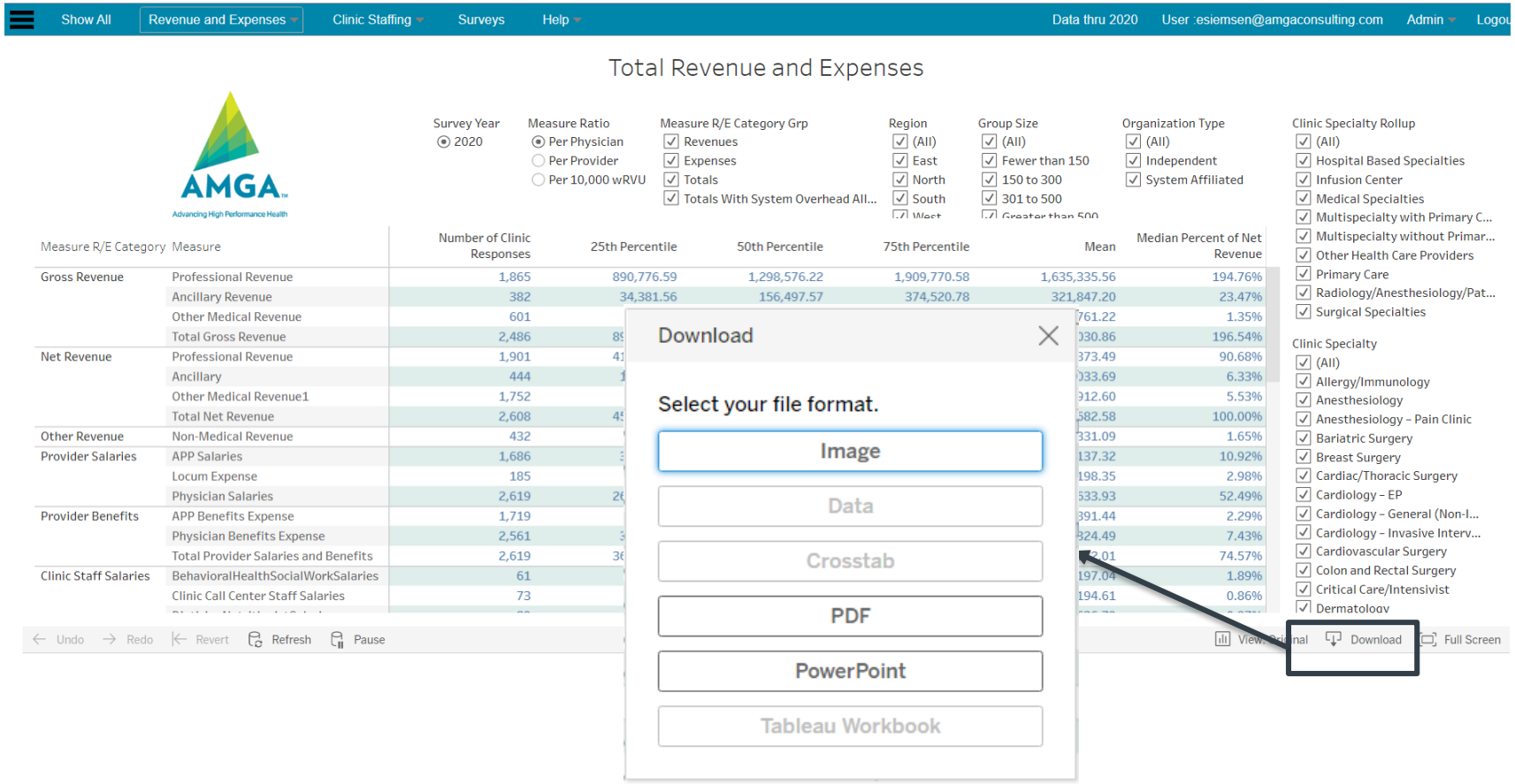



Click on **Download** in lower right corner to export the tables

Charts or tables can be downloaded in multiple file formats

- Click on file format choice to create download file
  - Select Crosstab option for download to match screen format

# 04 ACCESSING RESOURCES

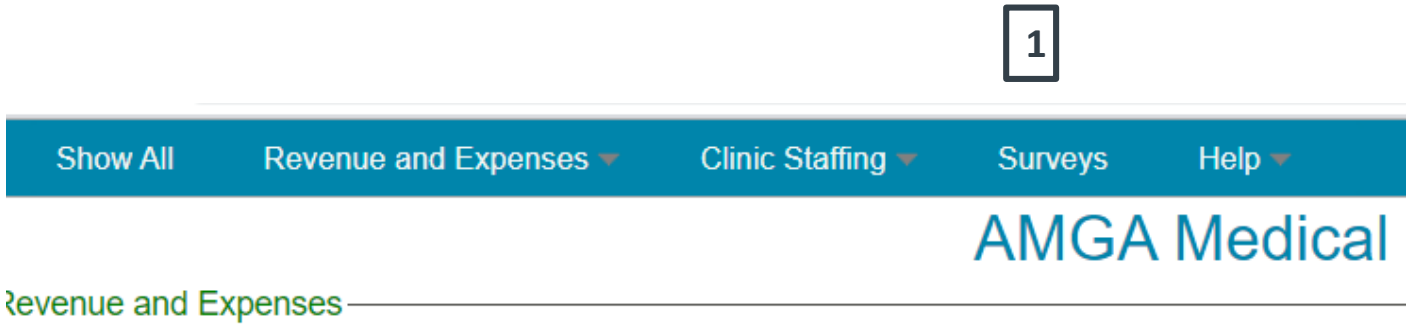
Click on **Surveys** in the navigation bar [1] to access additional survey documentation

- Click on thumbnail image [2] to open document
- Documents include:
  - PDF version of survey reports
  - User Guide
  - License Agreement
- [3] Survey reports include features to navigate, search, zoom in, print and download

# 04 ACCESSING RESOURCES

Click on **Help** in the navigation bar [1] to access additional support documentation

- Documents include:
  - Survey Methodology
  - User Guide
  - Definitions
  - User License Agreement



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