Definitive Healthcare Training Guide

Thank you for subscribing to Definitive Healthcare’s online database of intelligence on hospitals and healthcare providers. Definitive Healthcare updates information on hospitals, IDNs, ACOs, physician groups, ambulatory surgery centers, long term care facilities, imaging centers, Canadian hospitals and health regions, and physicians daily. We provide over 15 unique searches to access data on hospitals as well as over 30 searches to access data on other healthcare providers, all with similar filters to refine your search results to the criteria you desire. In addition, all search results, along with additional fields, can be exported into Excel. Other features of our database include the ability to modify a search, save a search, and create an email alert to be automatically notified about a change or an addition of information in relation to a specific search.

Getting to Know the Product

After logging into the product at www.definitivehc.com, you will see that our database has up to 10 different tabs, depending on your current subscription:

1. Home
   - Most Recent News and Intelligence on hospitals and health providers
   - Recently Added and Modified Request for Proposals (RFP)
   - Quick links to new data added in the last week, new product features to the database, and sales and marketing resources to download
   - Access most recently viewed accounts in the database
2. Hospitals: Search for Hospitals, IDNs, Executives, Technology and more using a variety of filters. For these searches, you can export your search results, the Executives for the hospitals in the search results, or the Financials for hospitals in your search results. Additionally, clicking on the hyperlinked name of each hospital will take you to the Hospital’s Profile. Our searches include:
   - Hospital Search
3. **Hospital Analytics:** Analyze Procedure and Diagnosis volume by Provider, Network, State, ICD-9 Code and more. You can choose to filter by ICD-9 Code, CPT/HCPCS Code, DRG Code, Revenue Center, as well as other hospital criteria. Our searches include:

- Inpatient Procedure Analytics
- Outpatient Procedure Analytics
- Inpatient Diagnosis Analytics (Primary Only)
- Inpatient Diagnosis Analytics (Including Secondary)
- Outpatient Diagnosis Analytics
- Revenue Center Inpatient Analytics
- Revenue Center Outpatient Analytics
- Patient Origination Analytics

4. **Connected Care:** Search for ACOs, HIEs, and Payors, as well as Executives, News pieces, and Technology at the respective organizations. Our searches include:

- ACO Search
- HIE Search
- Payor Search
- Executive Search
- News/Intelligence Search
5. **Physician Groups**: Search for Physician Groups, Executives, Technology and more using several filters. Similar to the Hospitals tab, our searches for Physician Groups include:
   - Physician Group Search
   - News/Intelligence Search
   - Executive Search
   - Technology Search

6. **Surgery Centers**: Search for Ambulatory Surgery Centers, Executives, and Outpatient Procedures using several filters. Our searches include:
   - Ambulatory Surgery Center Search
   - News/Intelligence Search
   - Executive Search
   - Procedure Analytics

7. **Imaging**: Search for Imaging Centers and Executives using several filters. Our searches include:
   - Imaging Center Search
   - Executives Search

8. **Long Term Care**: Search for Skilled Nursing Facilities, Home Health Agencies, Hospices, Executives, and more using a variety of filters. Our searches include:
   - Skilled Nursing Facility Search
   - SNF Executive Search
   - SNF Quality Search
   - SNF Diagnosis Analytics
   - Home Health Agency Search
   - HHA Quality Search
   - Hospice Search
9. **Physicians:** Search for individual Physicians, as well as procedural information, drugs prescribed and more using a variety of filters. Our searches include:
   - Physician Search
   - Procedure Market Analytics
   - Drug Market Analytics
   - Durable Medical Equipment Market Analytics
   - Meaningful Use
   - Technology Search
   - Open Payments

10. **Canada:** Search for Canadian Hospitals and Health Regions, Executives, and more using a variety of filters. Our searches include:
   - Hospital Search
   - Executives Search
   - Technology Search
   - RFP Search

Additionally, in the top, left-hand corner, you will find the following links:

   - 🏠 Return to the Home Page
   - ⚙️ Account Settings: Change your password, update your home page customization (territory), and view any saved searches and alerts created
   - 📚 Help Center: Contact DHC Support, view the glossary, access DHC Training guide and product tips
   - ✉️ CRM Integration: Learn about how DHC can integrate with Salesforce and other CRM systems
   - ⚠️ Logout of the product
Getting Started

To help you get started with using our database, below are sample instructions for how to obtain specific search results and how to export them into Excel. These instructions utilize examples to illustrate how a search is done – you can utilize similar processes for all of the searches and reports in the database. Also included are instructions for modifying a search, saving a search, and creating an email alert.

### Obtaining your Desired Search: Examples

#### Search Example A: Find Hospitals with Net Patient Revenues between $10M and $49M

1. Click on the ‘Hospitals’ Tab
2. Select ‘Hospital Search’
3. Scroll to the ‘Financial Metrics’ section
4. Next to ‘Net Patient Revenues’, select ‘$10M-$19M’ and ‘$20M-$49M’
   a. Note: In order to select both options, after selecting the first hold down the ‘ctrl’ key to select the second
5. Click ‘Search’ and your results will come up on the next screen
6. From the search result screen you have a variety of options
   a. View an individual hospital profile by clicking on the Hospital Name (you can also do the same for the highlighted IDN)
   b. Sort the results by clicking on any of the column headers
   c. Save the Search or Create an Email alert by clicking the options on the top right hand side of your screen
   d. Export the data to Excel by clicking the “Export to Excel” link at the top left of the page
Search Example B: Find All IT Executives at Hospitals and IDNs

1. Click on the ‘Hospitals’ Tab
2. Select ‘Executive Search’
3. Next to ‘Functional Group’, select ‘Information Technology’
4. Next to ‘Position Level’, select ‘C-Level’, ‘Manager/Director’, and ‘Vice President’
   a. Note: In order to select both options, after selecting the first, hold down the ‘ctrl’ key to select the second and the third
5. Click ‘Search’

Search Example C: EMR/EHR RFPs

1. Click on the ‘Hospitals’ Tab
2. Select ‘RFP Search’
3. Next to ‘RFP Category’, select ‘Electronic Health/Medical Records’
4. Click ‘Search’

Search Example D: Analyze Outpatient Procedures by Providers in CA for specific CPT/HCPCS codes

1. Click on the ‘Hospital Analytics’ Tab
2. Select ‘Outpatient Procedures Analytics’
3. Under ‘Procedure Criteria’, you have the option to filter your results by procedure. Choose one option from the following:
   a. Type the CPT description next to ‘CPT/HCPCS Short Description’. With this filter, you can only select one CPT code per search.
   b. Next to ‘CPT/HCPCS Code – Begins With’, type in ‘710’ to include all CPT codes beginning with 710 in your search results (71010, 71020, 71035, etc.)
c. If you want a variety of CPT codes included in your search results, next to ‘CPT/HCPCS Code’ type in all complete codes you desire, separated by commas. Example: ‘71020, 87086, 81001.’ (There is no maximum)
6. Under ‘Hospital Criteria’, refine your search by hospital demographic
   a. Next to ‘State’, select ‘CA’
7. Click ‘Search’
   a. Your search results will analyze procedures with the CPT code(s) you selected by Hospitals in California
8. Similar to the other Search results, you can export data to excel or view a detailed hospital profile for any of the results

Search Example E: Analyze Inpatient Diagnosis Trends by ICD-9 code at a specific hospital

1. Click on the ‘Hospital Analytics’ Tab
2. Select ‘Inpatient Diagnosis Analytics (Primary Only)’
3. Select the ‘All-Payor Trends’ tab
4. Under ‘View By’, you have the option to filter your results by procedure. To view all ICD-9 codes, select ‘ICD-9 Code’
5. Under ‘Hospital Criteria’, type in the name the hospital of interest in the box next to ‘Hospital Name’
6. Click ‘Search’
   a. Your search results will analyze charges, payments, and claims by ICD-9 code for the two most recent years of data available, at the specific hospital you selected
Search Example F: EMR Technology at Physician Groups in a Network

1. Click on the ‘Physician Groups’ Tab
2. Select ‘Technology Search’
3. Next to ‘Technology Category’, select ‘Electronic Health Records’
4. Next to ‘Part of Network’, select ‘Yes’
5. Click ‘Search’

Exporting your Search Results into Excel: Examples

Export A: Financials for Hospitals with Net Patient Revenues between $10M and $49M

1. [Complete the steps under Search A: Hospitals with Net Patient Revenues between $10M and $49M, as seen above]
2. From the Search Results Page, click on the ‘Report Builder’ tab
3. Customize your report by looking through the Data Fields section and drag-and-drop any desired fields into the Preview of Your Report. You can remove any metrics by hovering over the column header and an X will show up to remove the column.
4. Once you have finished customizing your report, click Export on the top right to export your report.

Export B: Contact Info for All IT Executives

5. [Complete the steps under Search B: All IT Executives at Hospitals and Health Systems, as seen above]
6. From the Search Results Page, click on the ‘Report Builder’ tab
7. In the new window that appears, select the Report Type as ‘Hospital Executive Information’
8. Customize your report by looking through the Data Fields section and drag-and-drop any desired fields into the Preview of Your Report. You can remove any metrics by hovering over the column header and an X will show up to remove the column.
9. Once you have finished customizing your report, click Export on the top right to export your report.

Export C: Hospital Finance Executives for EMR/EHR RFPs

1. [Complete the steps under Search C: EMR/EHR RFPs, as seen above]
2. At the top left of the page, click on ‘Export to Excel’
3. In the new window that appears, below ‘Step 1: Select the Dataset you would like to Export’, choose ‘Export Finance Executives (Hospital Only)’
4. Below, ‘Step 2’, under ‘Selected Fields’, the fields ‘Executive Name’, ‘Title’, as well as all contact information are automatically listed
   a. If you would like to remove a field from the ‘Selected Fields’ list, click and drag that field to the ‘Available Fields’ list
   b. Similarly, if you would like to add a field from the ‘Available Fields’ list to the ‘Selected Fields’ list, click and drag that field to the ‘Selected Fields’ list
5. After adding/removing any fields to/from the ‘Selected Fields’ list, click ‘Export’

Other Features

Modify your Search

1. After running a search, if you decide you would like to add a filter to the search or change a search term within a filter, click on the ‘Modify search’ icon on the top right side of the page
   a. You will see the search page with the criteria from your initial search still selected
2. Select or Change any search term as desired
a. Note: if you would like to remove a filter from your search, we recommend running an entirely new search by selecting the search below the appropriate tab at the very top of the page
3. Click ‘Search’

Save your Search

1. After running a search that you would like to save, click on the ‘Create saved search’ icon on the top right side of the page
2. Enter a name for your search and click ‘Ok’
3. To run your saved search, click on the ‘Account Setting’ icon at the very top of the page and click select ‘View Saved Searches/Alerts’
4. Click ‘Delete’ next to the appropriate search if not longer needed

Create Email Alerts

This feature is useful as an alternative to running a specific search daily to determine if there are any new search results.

1. After running a search for which you would like to be notified daily of any new results, click on the ‘Create email alert’ icon on the top right side of the page, below the green ‘Search Options’ box
2. Enter a name for your email alert and click ‘Ok’
   a. You will receive a daily email containing any new results for your search
3. To view all results in your email alert, click on the ‘Account Settings’ icon followed by ‘View Saved Searches / Alerts’
4. To delete your email alert, click on the ‘My Searches/Alerts’ tab at the very top of the page
   a. Click ‘Delete’ next to the appropriate search
Contact Us

We are here to make sure you get the most out of your investment. If at any time you are having trouble with a search, would like to see the data in a different format, or just want to bounce best practice ideas off of us, please do not hesitate to reach out to us.

We can be reached via the following methods:

Email: support@definitivehc.com

Phone Support: 888.307.4107, Select option #2