MARYLAND Health Care Commission

CRISP Quarterly Report

The Chesapeake Regional Information System for our Patients (CRISP), the State-Designated health information exchange (HIE), submits quarterly status reports to the Maryland Health Care Commission (MHCC). The quarterly reports provide updates on the use of HIE services. The MHCC releases quarterly reports to update stakeholders and the public.

At a Glance

Q1 to Q4 2025

Participation	Total Quarter 1 (Jan-March)	Total Quarter 2 (April-June)	Total Quarter 3 (July-Sept)	October	November	December	Total Quarter 4 (Oct-Dec)	Total
Ambulatory Signed Participation Agreements	5	26	7	2	8	3	13	2,553
Nursing Facility Connectivity Program (N=222)	3	9	0	0	0	0	0	166

Point of Care	Total Quarter 1 (Jan-March)	Total Quarter 2 (April-June)	Total Quarter 3 (July-Sept)	October	November	December	Total Quarter 4 (Oct-Dec)	Total
Manual Portal Queries	3,552,547	3,630,260	3,805,627	1,392,883	1,219,302	1,291,198	3,903,383	74,436,089
In Context Alerts	6,372,156	5,982,614	8,410,028	3,023,212	2,805,503	2,336,386	8,165,101	251,140,754
PDMP - Total Views	6,199,466	6,334,493	6,455,164	2,318,730	1,982,908	2,224,205	6,525,843	129,055,047
PDMP - In-Context Views	5,719,302	5,880,558	6,023,915	2,173,588	1,846,981	2,061,774	6,082,343	126,185,038
Images Viewed	141,476	161,069	162,539	63,233	56,605	35,879	155,717	2,032,441
Public Health Alerts	19,197	20,400	5,626	2,340	3,311	5,237	10,888	232,422

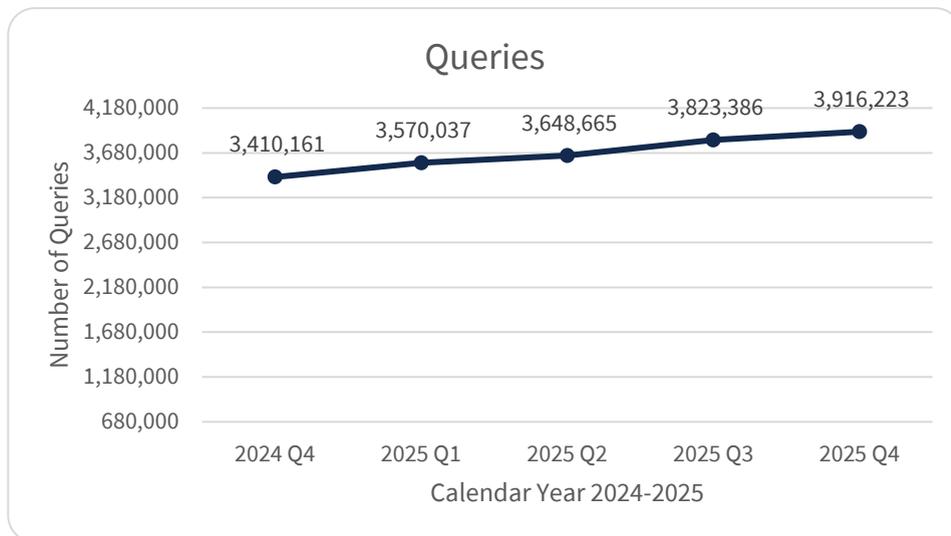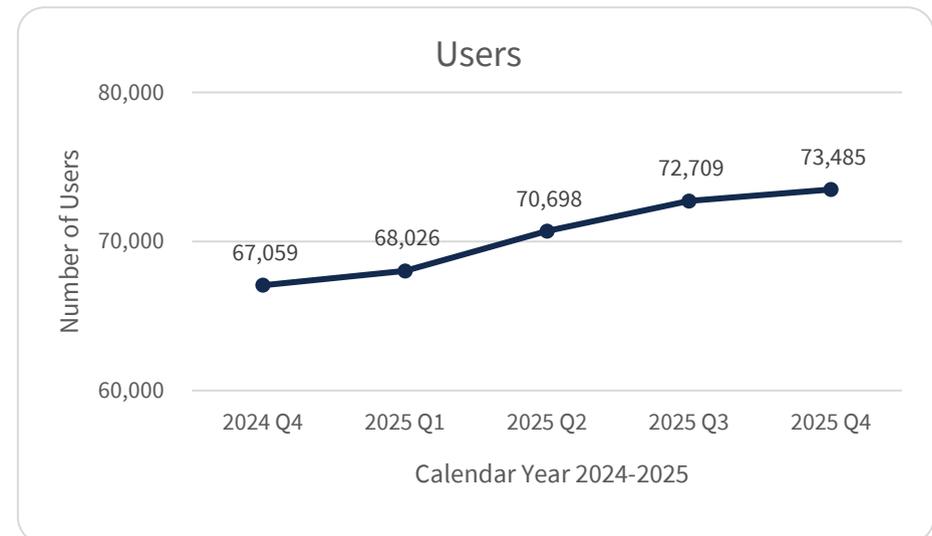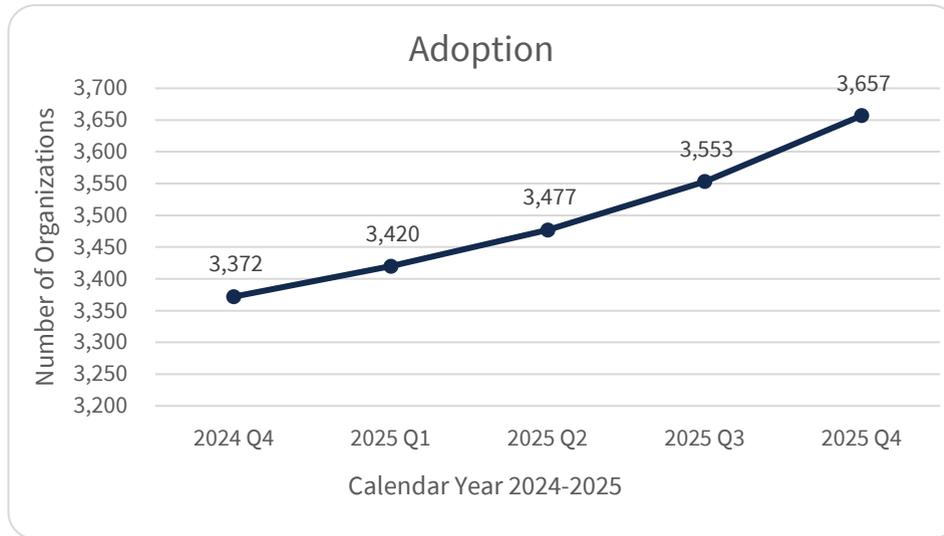| CEND	Total Quarter 1 (Jan-March)	Total Quarter 2 (April-June)	Total Quarter 3 (July-Sept)	October	November	December	Total Quarter 4 (Oct-Dec)	Total
Live - Ambulatory	43	46	60	7	0	0	7	2,418
Live - Long Term Care/Post Acute	5	22	14	2	0	0	2	525
Live - Payers	3	0	1	0	0	0	0	118
Live - Hospitals	6	5	0	1	0	0	1	230
Notifications - Ambulatory	23,370,825	27,436,768	28,670,489	10,481,225	9,170,196	10,152,551	29,803,972	304,148,156
Notifications - Long Term Care/Post Acute	1,092,742	1,212,872	1,275,934	452,584	406,367	434,609	1,293,560	9,705,742
Notifications - Payers	21,109,836	22,497,810	24,444,208	9,118,503	8,114,356	8,955,851	26,188,710	202,690,670
Notifications - Hospitals	12,849,275	14,461,636	14,784,002	5,295,026	4,589,211	5,006,853	14,891,090	983,544,657

Consumer Participation	Total Quarter 1 (Jan-March)	Total Quarter 2 (April-June)	Total Quarter 3 (July-Sept)	October	November	December	Total Quarter 4 (Oct-Dec)	Total
Consumer Opt-Outs	189	210	266	84	90	72	246	14,958
Adjusted Maryland Patient Identifiers	5,538,729	5,448,264	5,473,658					--*

Notes:

1. Quarter data only reflects new numbers for the quarter. The totals are cumulative since service was started.

2. Practices and facilities sign a participation agreement with CRISP in order to query the CRISP Portal; includes participation agreements signed by parent and affiliate organizations.

3. In-context means viewed directly in the provider's EHR.

4. Prescription Drug Monitoring Program (PDMP) has periodic deactivation of 90-day-inactive users accounts, which may result in lower user totals.

5. Public health alerts are delivered in-context to providers based on patient lists generated by MDH for specific public health diseases.

6. CEND (CRISP Event Notification Delivery) solution is an internally operated system designed to offer real-time alerts for patients' hospital encounters.

7. The Adjusted Maryland Patient Identifiers is not a system generated number. CRISP applies a reporting algorithm that takes into consideration reporting anomalies in the data.

*CRISP is reviewing the reporting algorithm for Q4 and making adjustments. Updated data will be available in approximately 6 weeks from the publication of this report.

CRISP Portal

Adoption

Number of Organizations / Calendar Year 2024-2025

- 2024 Q4: 3,372
- 2025 Q1: 3,420
- 2025 Q2: 3,477
- 2025 Q3: 3,553
- 2025 Q4: 3,657

Users

Number of Users / Calendar Year 2024-2025

- 2024 Q4: 67,059
- 2025 Q1: 68,026
- 2025 Q2: 70,698
- 2025 Q3: 72,709
- 2025 Q4: 73,485

Queries

Number of Queries / Calendar Year 2024-2025

- 2024 Q4: 3,410,161
- 2025 Q1: 3,570,037
- 2025 Q2: 3,648,665
- 2025 Q3: 3,823,386
- 2025 Q4: 3,916,223

Availability

Average Percent Available / Calendar Year 2024-2025

- 2024 Q4: 99.93%
- 2025 Q1: 99.89%
- 2025 Q2: 100.00%
- 2025 Q3: 99.84%
- 2025 Q4: 100.00%

Definitions:

CRISP Portal: A standalone web-based system that contains patient health information from Maryland hospitals and other providers connected to the HIE; information available via the portal includes patient demographics, laboratory results, radiology reports, discharge summaries, operative and consult notes, and medication fill history.

Participation Agreement: Providers sign a participation agreement with CRISP in order to query the CRISP Portal.

Users: Includes all users of CRISP during the quarter from the HIE portal and InContext launches through an EHR.

Queries: Number of searches within the CRISP Portal per quarter.

Availability: The percent of hours that the portal is live out of all possible hours in a quarter.

Percent Available: The percent of hours that the portal is available during the quarter.

CRISP Portal Queries by Provider Type

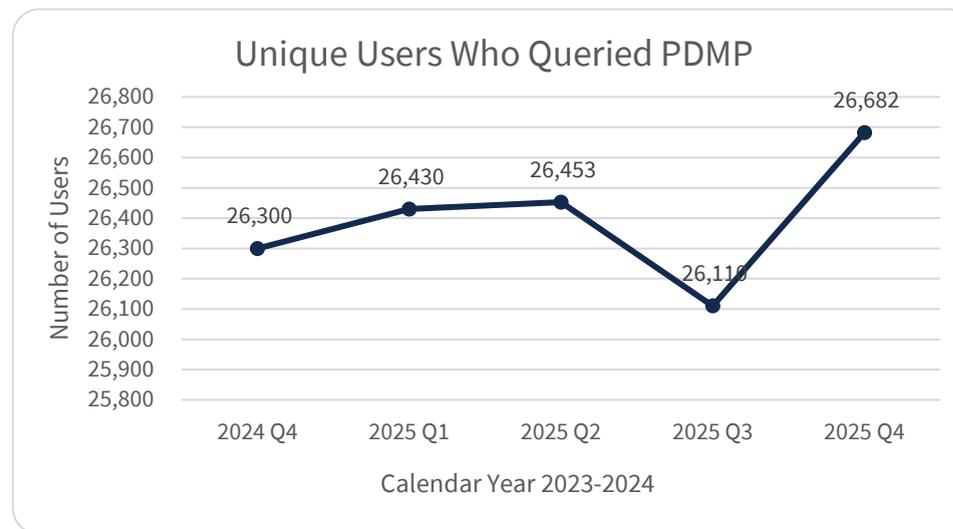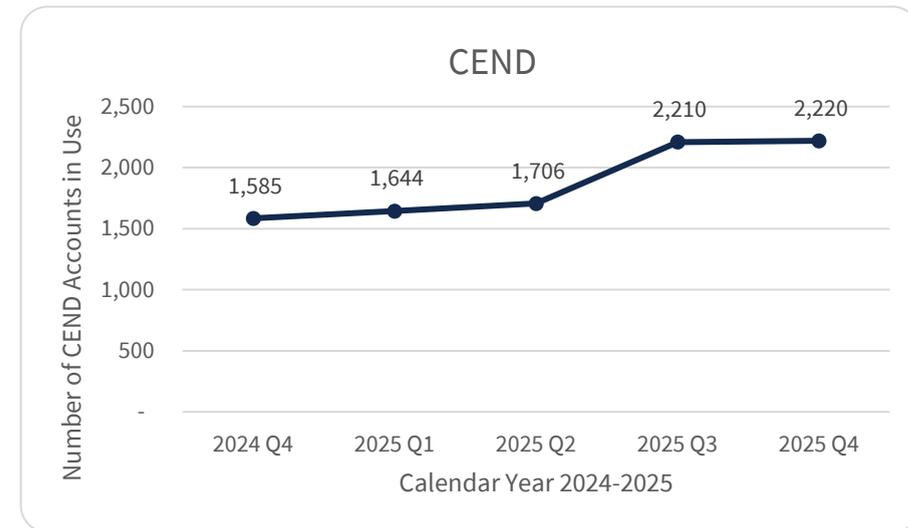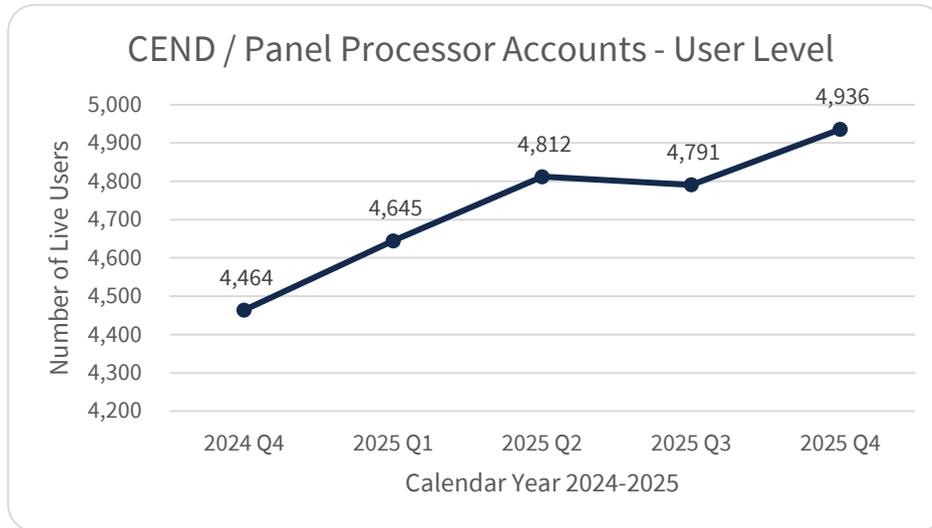| Provider Type	Q1 2025 #	Q1 2025 %	Q2 2025 #	Q2 2025 %	Q3 2025 #	Q3 2025 %	Q4 2025 #	Q4 2025 %	Total #	Quarterly Average
Ambulatory	789,022	22%	794,365	22%	819,195	21%	809,701	21%	3,212,283	803,071
Hospital	2,510,691	70%	2,592,441	71%	2,740,071	72%	2,827,106	72%	10,670,309	2,667,577
Long Term Care	55,417	2%	51,041	1%	51,239	1%	54,219	1%	211,916	52,979
Pharmacy	124,975	4%	123,781	3%	118,979	3%	128,512	3%	496,247	124,062
Payor	82,486	2%	82,765	2%	87,879	2%	89,687	2%	342,817	85,704
Other	7,446	0%	4,272	0%	6,023	0%	6,952	0.2%	24,693	6,173
Total	3,570,037	24%	3,648,665	24%	3,823,386	26%	3,916,177	26%	14,958,265	3,739,566

Definitions:
CRISP Portal: A standalone web-based system that contains patient health information from Maryland hospitals and other providers connected to the HIE; information available via the portal includes patient demographics, laboratory results, radiology reports, discharge summaries, operative and consult notes, and medication fill history.
Queries: Number of searches within the CRISP Portal per quarter.
Other: All account types on Quarter Data tab that are not specifically broken out here.
Hospital: All queries from HIE Portal where account type is hospital and all queries from Incontext App or ULP SSO.

CRISP CEND and PDMP

CEND / Panel Processor Accounts - User Level

Number of Live Users vs. Calendar Year 2024-2025

- 2024 Q4: 4,464
- 2025 Q1: 4,645
- 2025 Q2: 4,812
- 2025 Q3: 4,791
- 2025 Q4: 4,936

CEND

Number of CEND Accounts in Use vs. Calendar Year 2024-2025

- 2024 Q4: 1,585
- 2025 Q1: 1,644
- 2025 Q2: 1,706
- 2025 Q3: 2,210
- 2025 Q4: 2,220

Unique Users Who Queried PDMP

Number of Users vs. Calendar Year 2023-2024

- 2024 Q4: 26,300
- 2025 Q1: 26,430
- 2025 Q2: 26,453
- 2025 Q3: 26,116
- 2025 Q4: 26,682

Definitions:
CEND / Panel processor Accounts - User Level: De-duplicated number of users credentialed to receive alerts via the Portal or credentialed to submit panels via Panel Processor.
CRISP Event Notification Delivery (CEND): A system that notifies providers when one of their patients has an encounter at a Maryland hospital, which includes patient admission discharge, and transfer activity. CEND replaced Encounter Notification Services (ENS) in September 2024. There was consolidation and cleanup during the migration that resulted in a decrease in numbers. CRISP moved from ENS to CEND in September 2024.
Prescription Drug Monitoring Program (PDMP): Records of all dispensing of controlled dangerous substances (CDS) available in CRISP query portal; periodic deactivation of 90-day-inactive users accounts may result in lower user totals. Users include prescribers, pharmacists and their delegates.
Unique Users: Inclusive of all unique users who queried the PDMP; prior reporting was limited to users of the web-based portal.