

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.

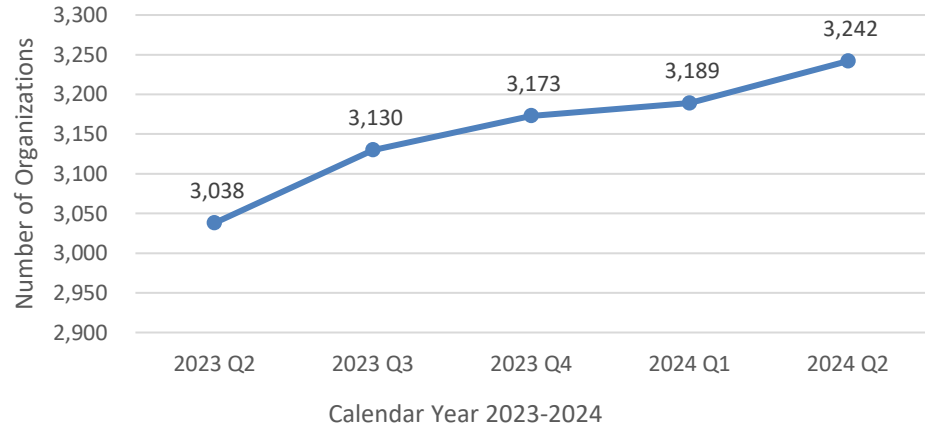
At a Glance									
HIE Category		2023-2024^a							Total^b
		Quarter 3 (July-Sept)	Quarter 4 (Oct-Dec)	Quarter 1 (Jan-Mar)	Quarter 2			Quarter Total	
					April	May	June		
Participation									
Signed Participation Agreements ^c	Ambulatory	71	12	16	2	3	4	9	2,471
Nursing Facility Connectivity Program ^d (N=225)	Nursing Homes Integration with Real Time Medical Systems	6	6	9	0	0	1	1	152
Point of Care									
Manual Portal Queries		2,802,634	3,234,579	3,147,704	1,092,124	1,104,572	986,715	3,183,411	52,925,903
In Context Alerts ^e		3,500,443	3,635,769	4,365,669	1,490,958	1,108,242	1,240,079	3,839,279	232,747,979
Prescription Drug Monitoring Program (PDMP) ^f	Total Views ^f	5,432,667	5,546,582	5,449,088	1,767,634	2,011,365	1,838,340	5,617,339	98,131,733
	In-Context Views ^g	4,923,724	5,052,037	4,922,932	1,587,500	1,827,704	1,688,785	5,103,989	97,580,167
Images Viewed		91,158	89,062	90,502	36,293	36,029	32,396	104,718	1,133,512
Public Health Alerts ^h		2,898	2,898	3,939	5,021	5,596	3,468	14,085	150,834
Care Coordination									
Organizations Live with Encounter Notification Service (ENS) ⁱ	Ambulatory	60	55	66	33	1	1	35	1,590
	Long Term Care/Post Acute	41	8	7	0	0	0	0	277
	Payers	0	9	0	1	0	0	1	50
	Hospitals	0	1	3	0	2	0	2	123
ENS Notifications	Ambulatory	15,264,482	14,904,948	16,937,409	4,772,723	4,750,411	4,140,247	13,663,381	140,183,876
	Long Term Care/Post Acute	202,710	280,570	360,149	120,779	127,376	115,770	363,925	2,150,038
	Payers	8,320,289	8,456,054	9,643,370	2,690,194	2,767,741	2,649,977	8,107,912	83,016,137
	Hospitals	12,457,317	9,210,474	8,719,831	2,820,981	2,945,246	2,186,472	7,952,699	904,429,518
Secure Text Messages sent ^j		264,598	246,916	258,447	89,093	86,648	86,165	175,741	7,222,607
Consumer Participation									
Consumer Opt-Outs		244	186	209	71	68	68	207	14,092
Adjusted Maryland Patient Identifiers ^k		5,703,620	5,628,268	5,640,751				5,421,599	

Notes:

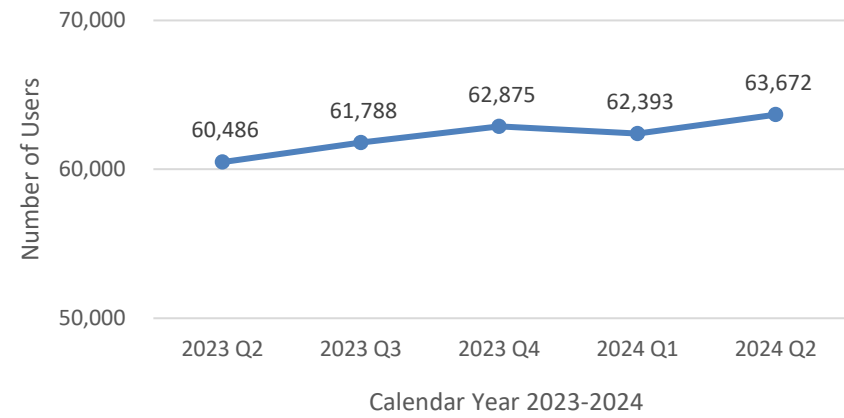
- Quarter data only reflects new numbers for the quarter
- The totals are cumulative since service was started
- Practices and facilities sign a participation agreement with CRISP in order to query the CRISP Portal; includes participation agreements signed by parent and affiliate organizations
- Part of a state health improvement program required by CH790/791 (2021)
- User queries delivered in the EHR workflow
- Periodic deactivation of 90-day-inactive users accounts may result in lower user totals
- PDMP data viewed directly in the user's EHR
- Alerts delivered in-context to providers based on patient lists generated by MDH for specific public health diseases
- ENS Live is counted at the organization level (practice, facility, payer organization, and hospital site)
- Direct messaging is a secure and encrypted e-mail service that supports electronic communication between physicians, nurse practitioners, physician assistants, and other healthcare providers
- This is not a system generated number. CRISP applies a reporting algorithm that takes into consideration reporting anomalies in the data

CRISP Portal

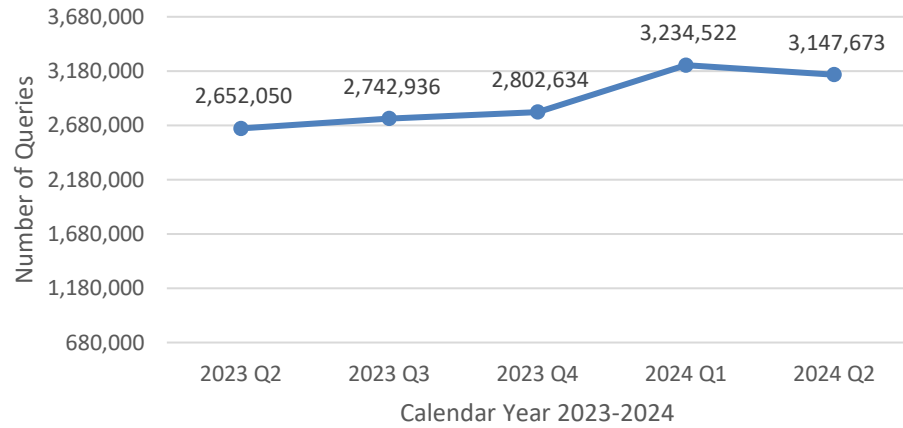
Adoption



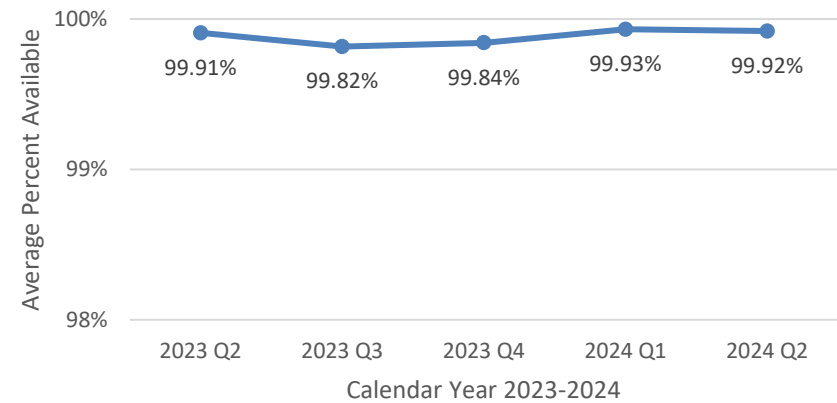
Users



Queries



Availability



Notes:

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										
Calendar Year	2023-2024									
Provider Type	Quarter 3		Quarter 4		Quarter 1		Quarter 2		Total	Quarterly Average
	#	%	#	%	#	%	#	%	#	#
Ambulatory	609,620	22%	608,903	19%	655,000	21%	725,513	23%	2,599,036	649,759
Hospital	1,903,726	68%	2,342,073	72%	2,164,107	69%	2,168,478	68%	7,069,277	1,767,319
Long Term Care	39,345	1%	41,773	1%	48,782	2%	45,858	1%	175,758	43,940
Pharmacy	146,633	5%	141,342	4%	157,335	5%	151,170	5%	596,480	149,120
Payor	60,045	2%	55,418	2%	72,689	2%	78,338	2%	266,490	66,623
Other	43,265	2%	45,013	1%	50,456	2%	14,054	0%	152,788	38,197
Total	2,802,634	26%	3,234,522	30%	3,148,369	29%	3,183,411	29%	10,859,829	2,714,957

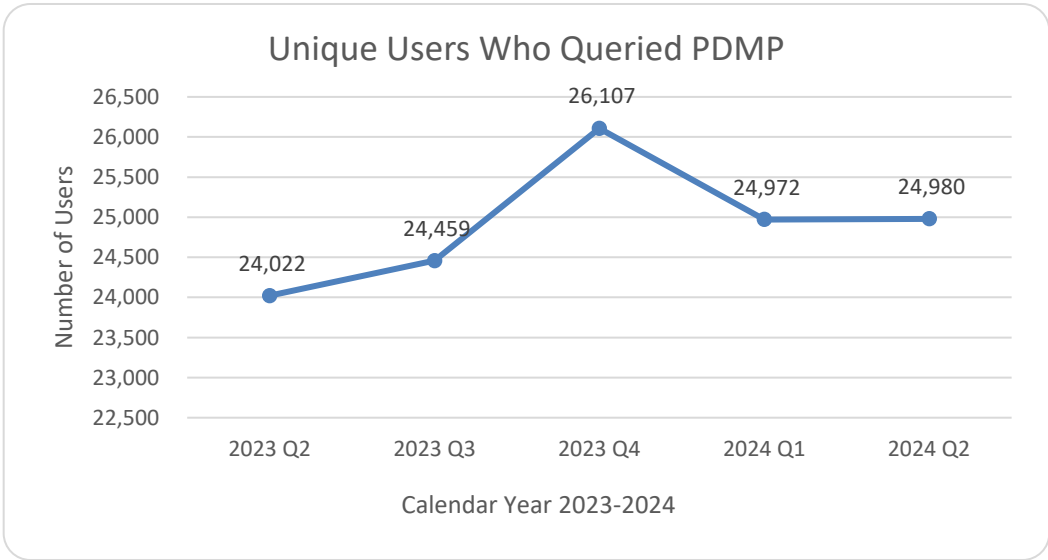
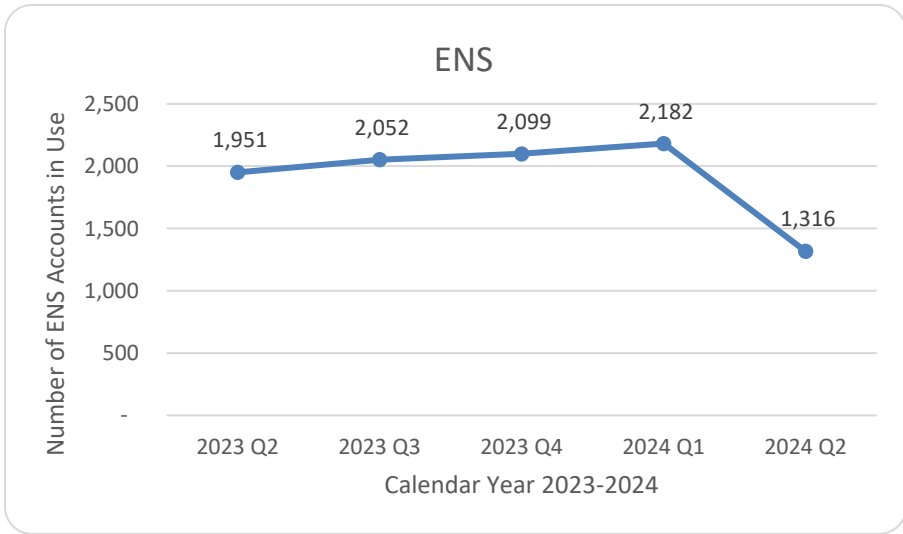
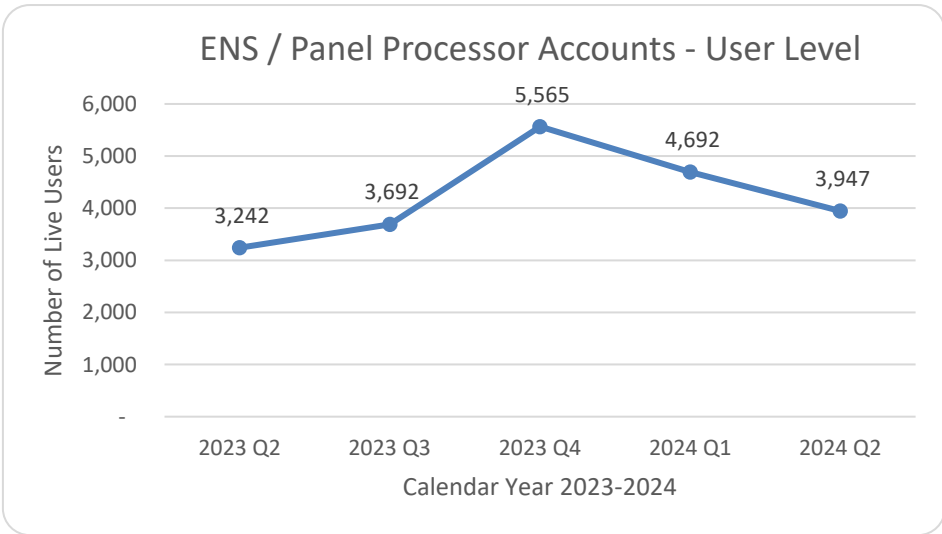
Definitions:

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" includes all account types on Quarter Data tab that are not specifically broken out here.

"Hospital" includes all queries from HIE Portal where account type is hospital and all queries from Incontext App or ULP SSO (ULP SSO deprecated as of 2023-Q3)



Notes:

Direct Message Accounts: A secure and encrypted e-mail service that supports electronic communication between health care providers

ENS / Panel processor Accounts - User Level: De-duplicated number of users credentialed to receive ENS alerts via the Portal or credentialed to submit panels via Panel Processor

Encounter Notification System (ENS): 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

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.