



# 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.

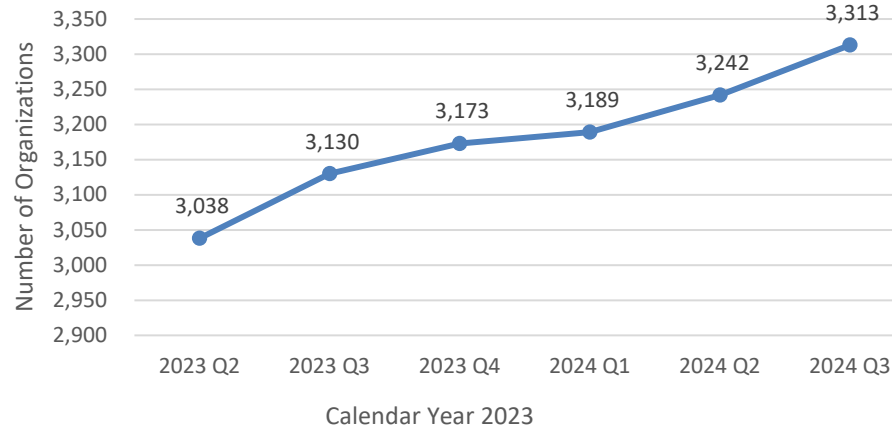
At a Glance									
2023-2024 <sup>a</sup>									
HIE Category		Quarter 4 (Oct-Dec)	Quarter 1 (Jan-Mar)	Quarter 2 (Apr-June)	Quarter 3			Quarter Total	Total <sup>b</sup>
					July	August	September		
<b>Participation</b>									
Signed Participation Agreements <sup>c</sup>	Ambulatory	12	16	9	7	12	6	25	2,496
Nursing Facility Connectivity Program <sup>d</sup> (N=225)	Nursing Homes Integration with Real Time Medical Systems	6	9	1	0	1	0	1	153
<b>Point of Care</b>									
Manual Portal Queries		3,234,579	3,147,704	3,183,411	1,078,241	1,083,745	1,046,158	3,208,144	56,134,047
In Context Alerts <sup>e</sup>		3,635,769	4,365,669	3,839,279	633,631	784,524		1,418,155	234,166,134
Prescription Drug Monitoring Program (PDMP) <sup>f</sup>	Total Views <sup>f</sup>	5,546,582	5,449,088	5,617,339	2,005,336	2,003,026	1,956,051	5,964,413	104,096,146
	In-Context Views <sup>g</sup>	5,052,037	4,922,932	5,103,989	1,837,486	1,840,886	1,804,704	5,483,076	103,063,243
Images Viewed		89,062	90,502	104,718	39,386	38,338	39,335	117,059	1,250,571
Public Health Alerts <sup>h</sup>		2,898	3,939	14,085	2,818	4,739	4,925	12,482	163,316
<b>Care Coordination</b>									
Organizations Live with CEND <sup>i</sup>	Ambulatory	55	66	35	45	129	312	486	2,076
	Long Term Care/Post Acute	8	7	0	2	44	142	188	465
	Payers	9	0	1	11	23	28	62	112
	Hospitals	1	3	2	8	31	51	90	213
CEND Notifications	Ambulatory	14,904,948	16,937,409	13,663,381	5,248,677	6,107,378	6,121,055	17,477,110	175,138,096
	Long Term Care/Post Acute	280,570	360,149	363,925	281,101	290,703	290,662	862,466	3,874,970
	Payers	8,456,054	9,643,370	8,107,912	2,890,195	3,250,609	4,260,202	10,401,006	93,417,143
	Hospitals	9,210,474	8,719,831	7,952,699	3,311,682	3,444,290	3,610,343	10,366,315	914,795,833
Secure Text Messages sent <sup>j</sup>		246,916	258,447	175,741	109,193	106,212	107,488	322,893	7,868,393
<b>Consumer Participation</b>									
Consumer Opt-Outs		186	209	207	56	61	77	194	14,285
Adjusted Maryland Patient Identifiers <sup>k</sup>		5,628,268	5,640,751	5,421,599				4,934,891	

Notes:

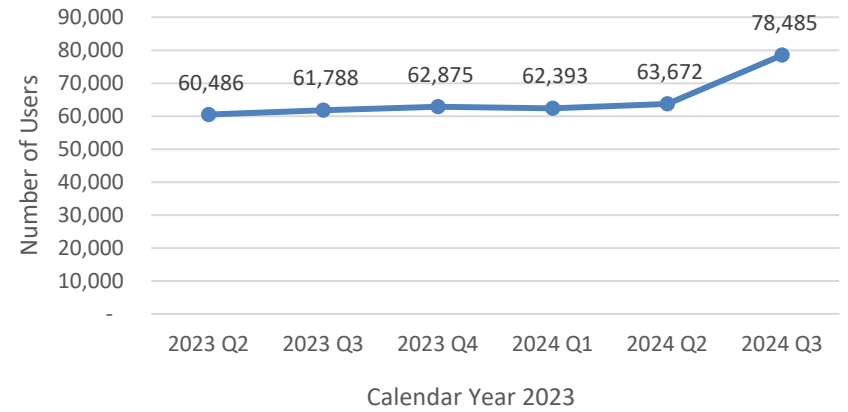
- a. Quarter data only reflects new numbers for the quarter
- b. The totals are cumulative since service was started
- c. Practices and facilities sign a participation agreement with CRISP in order to query the CRISP Portal; includes participation agreements signed by parent and affiliate organizations
- d. Part of a state health improvement program required by CH790/791 (2021)
- e. User queries delivered in the EHR workflow. Due to the migration from encounter notification services (ENS) to CRISP Event Notification Delivery (CEND), data is unavailable for September 2024 due to a configuration issue associated with the migration.
- f. Periodic deactivation of 90-day-inactive users accounts may result in lower user totals
- g. PDMP data viewed directly in the user's EHR
- h. Alerts delivered in-context to providers based on patient lists generated by MDH for specific public health diseases
- i. CRISP migrated from ENS to CEND in September 2024. Data prior to September 2024 reflects ENS data.
- j. Direct messaging is a secure and encrypted e-mail service that supports electronic communication between physicians, nurse practitioners, physician assistants, and other healthcare providers
- k. This is not a system generated number. CRISP applies a reporting algorithm that takes into consideration reporting anomalies in the data

# CRISP Portal

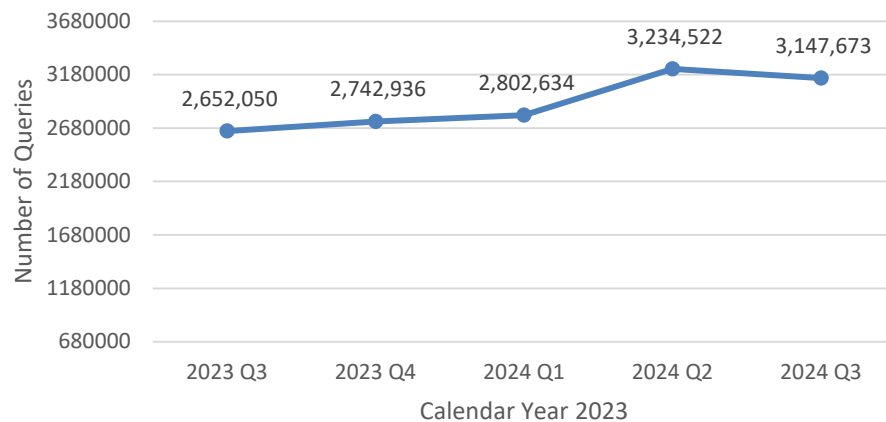
## Adoption



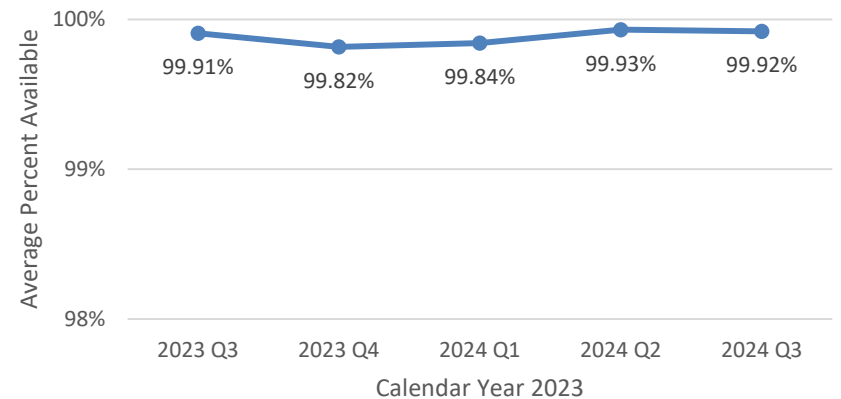
## Users



## 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.

CRISP Portal Queries by Provider Type										
Calendar Year	2023-2024									
Provider Type	Quarter 4		Quarter 1		Quarter 2		Quarter 3		Total	Quarterly Average
	#	%	#	%	#	%	#	%	#	#
Ambulatory	608,903	19%	655,000	21%	725,513	23%	709,004	22%	2,698,420	674,605
Hospital	2,342,073	72%	2,164,107	69%	2,168,478	68%	2,227,665	69%	7,459,358	1,864,840
Long Term Care	41,773	1%	48,782	2%	45,858	1%	47,053	1%	183,466	45,867
Pharmacy	141,342	4%	157,335	5%	151,170	5%	132,474	4%	582,321	145,580
Payor	55,418	2%	72,689	2%	78,338	2%	83,769	3%	290,214	72,554
Other	45,013	1%	49,760	2%	14,054	0%	11,715	0%	120,542	30,136
<b>Total</b>	<b>3,234,522</b>	<b>29%</b>	<b>3,147,673</b>	<b>28%</b>	<b>3,183,411</b>	<b>28%</b>	<b>3,211,680</b>	<b>28%</b>	<b>11,334,321</b>	<b>2,833,580</b>

**Definitions:**

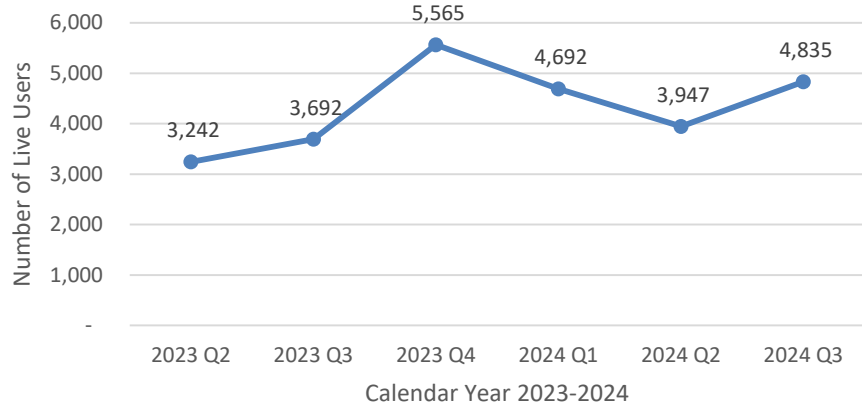
**CRISP Portal:** A standalone web-based system that contains patient health information from Maryland hospitals and other providers connected to the HIE; information available via the portal includes patient demographics, laboratory results, radiology reports, discharge summaries, operative and consult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

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

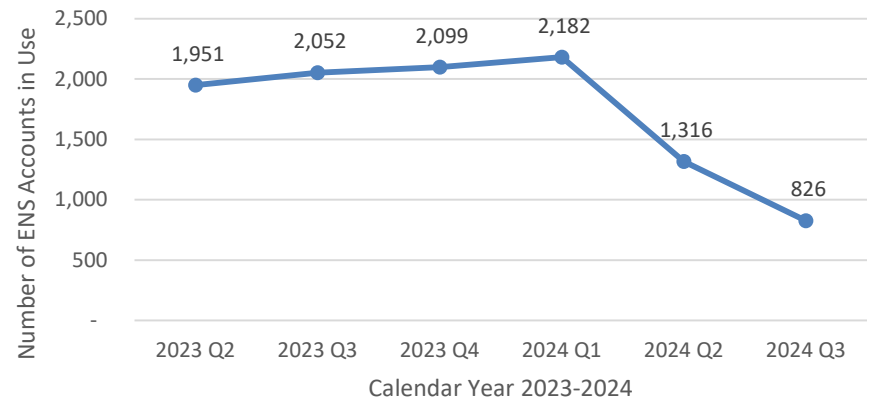
\*"Other" includes all account types on Quarter Data tab that are not specifically broken out here.

\*"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)

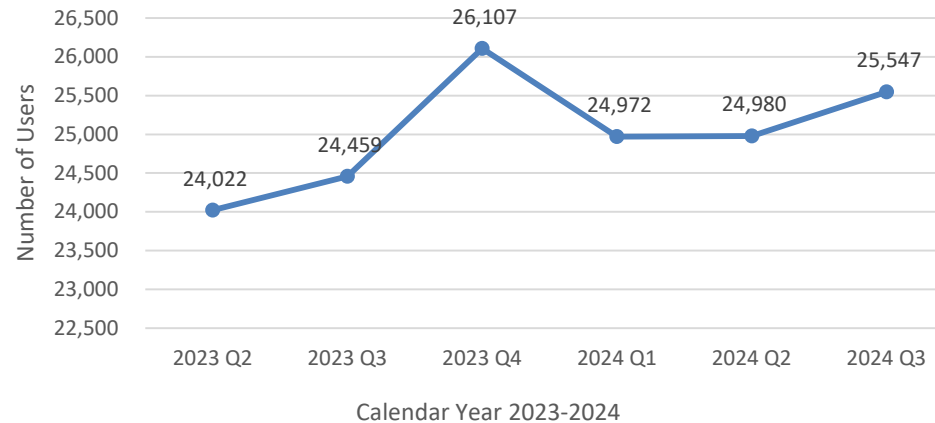
CEND / Panel Processor Accounts - User Level



CEND



Unique Users Who Queried PDMP



**Notes:**

**CEND / 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

**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.

**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.