



CRISP Quarterly Report

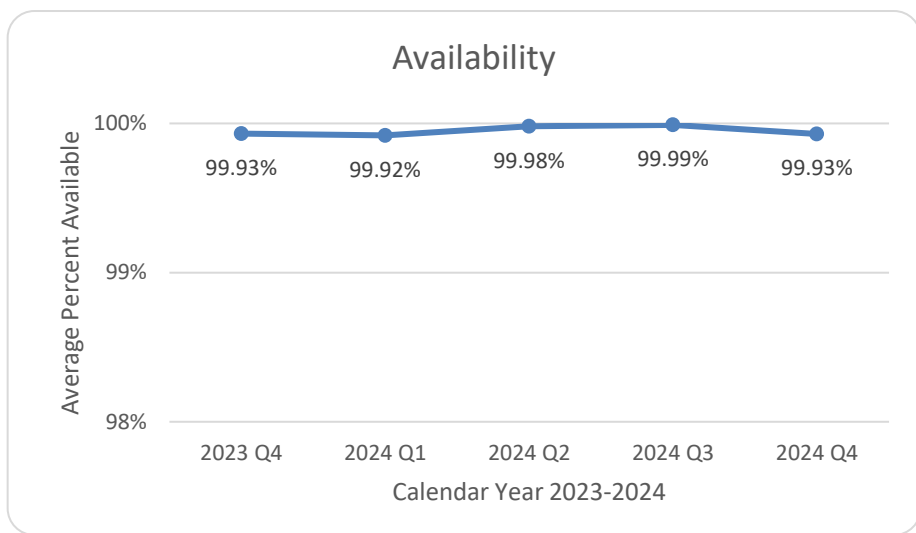
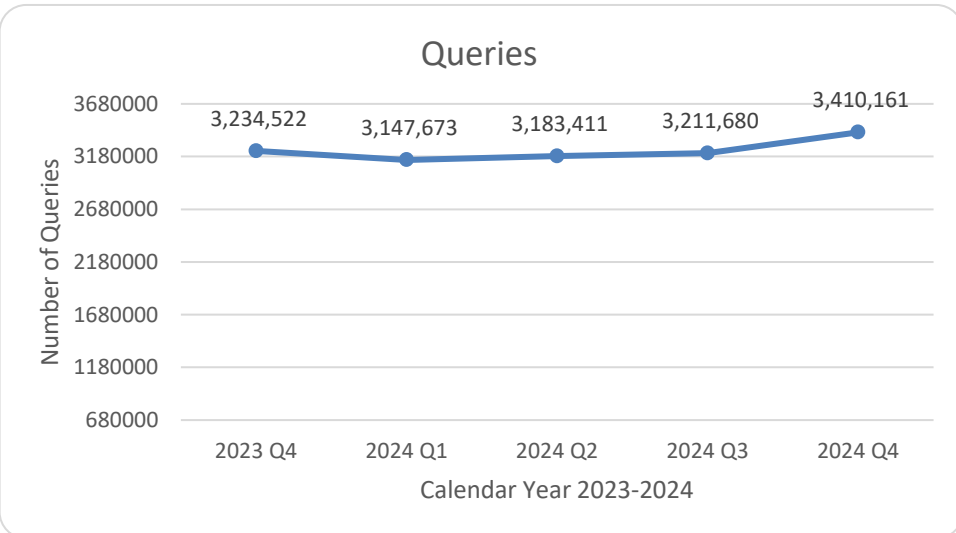
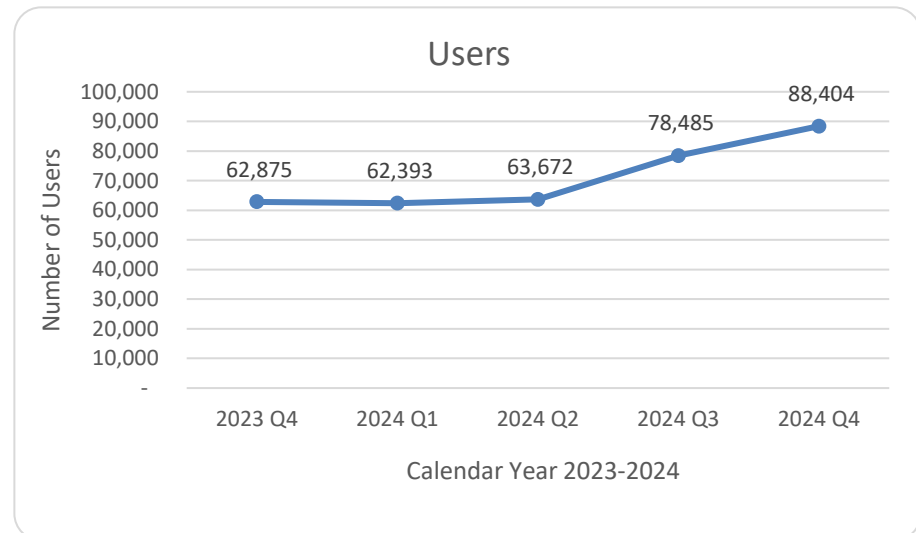
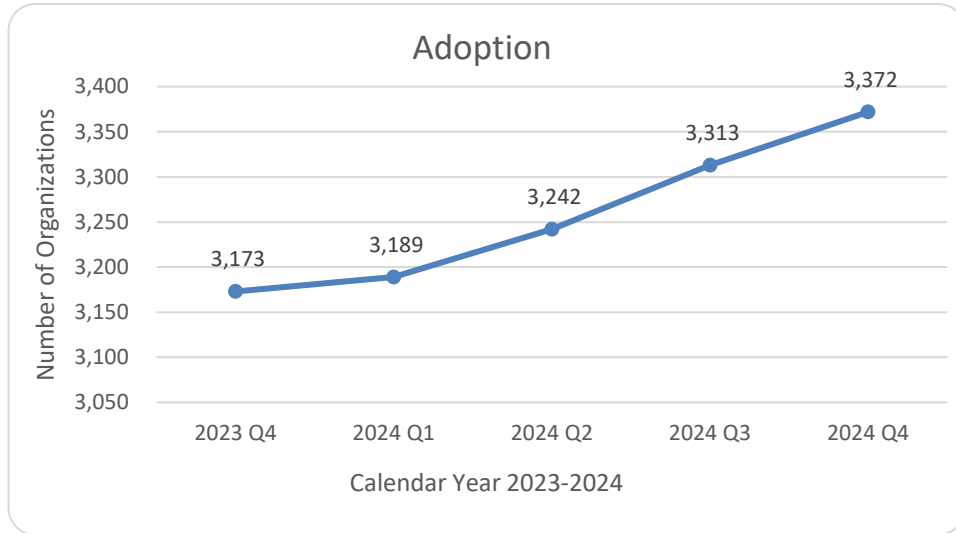
The Chesapeake Regional Information System for our Patients (CRISP), the State-Designated health information exchange (HIE), submits quarterly status reports to the Maryland Health Care Commission (MHCC). The quarterly reports provide updates on the use of HIE services. The MHCC releases quarterly reports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

At a Glance									
HIE Category		2024 ^a							
		Quarter 1 (Jan-Mar)	Quarter 2 (Apr-June)	Quarter 3 (July-Sep)	Quarter 4				Total ^b
					October	November	December	Quarter Total	
Participation									
Signed Participation Agreements ^c	Ambulatory	16	9	25	6	8	6	20	2,511
Nursing Facility Connectivity Program ^d (N=225)	Nursing Homes Integration with Real Time Medical Systems	9	1	10	1	0	0	1	154
Point of Care									
Manual Portal Queries		3,147,704	3,183,411	3,208,144	1,270,235	1,085,467	1,054,523	3,410,225	59,544,272
In Context Alerts ^e		4,365,669	3,839,279	1,418,155					234,166,134
Prescription Drug Monitoring Program (PDMP) ^f	Total Views ^f	5,449,088	5,617,339	5,964,413	2,109,538	1,908,665	1,951,575	5,969,778	110,065,924
	In-Context Views ^g	4,922,932	5,103,989	5,483,076	1,932,433	1,762,642	1,802,945	5,498,020	108,561,263
Images Viewed		90,502	104,718	117,059	44,725	39,901	40,878	125,504	1,250,571
Public Health Alerts ^h		3,939	14,085	12,482	3,906	4,473	4,616	12,995	176,311
Care Coordination									
Organizations Live with CEND ⁱ	Ambulatory	66	35	486	59	43	84	186	2,262
	Long Term Care/Post Acute	7	0	188	10	2	5	17	482
	Payers	0	1	62	0	1	1	2	114
	Hospitals	3	2	90	1	1	3	5	218
CEND Notifications ⁱ	Ambulatory	16,937,409	13,663,381	17,477,110	6,892,244	6,271,391	6,564,371	19,728,006	194,866,102
	Long Term Care/Post Acute	360,149	363,925	862,466	327,046	296,359	332,259	955,664	4,830,634
	Payers	9,643,370	8,107,912	10,401,006	4,875,135	4,642,530	5,515,298	15,032,963	108,450,106
	Hospitals	8,719,831	7,952,699	10,366,315	4,152,807	3,691,910	3,918,104	11,762,821	926,558,654
Secure Text Messages sent ^j		258,447	175,741	322,893	116,710	115,013	135,904	367,627	8,236,020
Consumer Participation									
Consumer Opt-Outs		209	207	193	79	52	66	197	14,482
Adjusted Maryland Patient Identifiers ^k		5,640,751	5,421,599	4,934,891				5,082,284	

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



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	2024									
Provider Type	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Total	Quarterly Average
	#	%	#	%	#	%	#	%	#	#
Ambulatory	655,000	21%	725,513	23%	709,004	22%	750,020	22%	2,839,537	709,884
Hospital	2,164,107	69%	2,168,478	68%	2,227,665	69%	2,390,628	70%	7,432,217	1,858,054
Long Term Care	48,782	2%	45,858	1%	47,053	1%	48,692	1%	190,385	47,596
Pharmacy	157,335	5%	151,170	5%	132,474	4%	123,338	4%	564,317	141,079
Payor	72,689	2%	78,338	2%	83,769	3%	88,593	3%	323,389	80,847
Other	49,760	2%	14,054	0%	11,715	0%	8,890	0%	84,419	21,105
Total	3,147,673	28%	3,183,411	28%	3,211,680	28%	3,410,161	30%	11,434,264	2,858,566

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

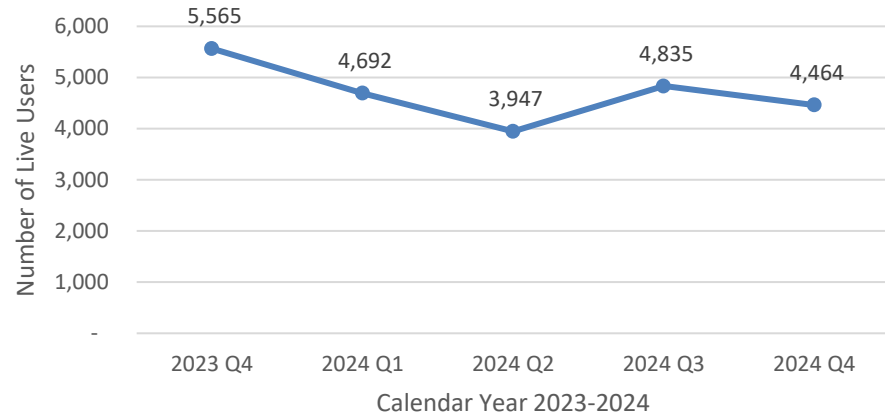
Queries: Number of searches within the CRISP Portal per quarter

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

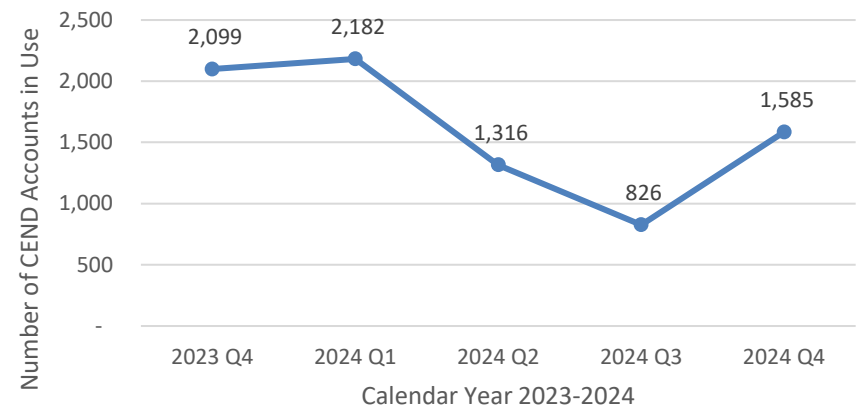
"Hospital" includes all queries from HIE Portal where account type is hospital and all queries from Incontext App or ULP SSO (ULP SSO deprecated as of 2023-Q3)

CRISP CEND and PDMP

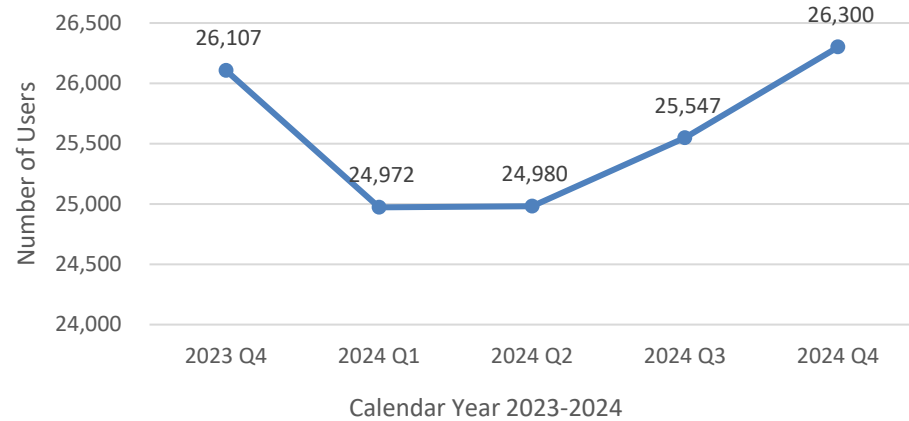
CEND / Panel Processor Accounts - User Level



CEND



Unique Users Who Queried PDMP



Notes:

CEND / Panel processor Accounts - User Level: De-duplicated number of users credentialed to receive 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. Data prior to September 2024 reflects ENS.

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.