

CRISP Monthly Reports

January 2015

The Chesapeake Regional Information System for our Patients (CRISP), the State-Designated health information exchange (HIE), submits monthly status reports to the Maryland Health Care Commission (MHCC). The monthly reports provide updates to the HIE program and use of HIE services. The MHCC's Center for Health Information Technology & Innovative Care Delivery uses the information to facilitate development of the State-Designated HIE, craft policy around privacy and security, and develop initiatives to expand health information technology adoption, including electronic health record adoption and meaningful use.

| At a Glance | | | | | |
|---|------------|------------|------------|--------------------------------|--------------------------------|
| HIE Category | Nov | Dec | Jan | Total^a # | Total^a % |
| Ambulatory Practice Data Consumption (# of organizations) N=5,153 ^b | | | | | |
| Signed participation agreements - CRISP Portal | 8 | 9 | 8 | 498 | 9.7% |
| CRISP portal live | 17 | 2 | 5 | 353 | 6.9% |
| Direct message accounts live | 25 | 10 | 24 | 445 | 8.6% |
| Encounter notification service live | 9 | 8 | 8 | 127 | 2.5% |
| Hospital Data Submission (# of hospitals) N=47 | | | | | |
| Laboratory reports | 0 | 0 | 0 | 40 | 85% |
| Radiology reports | 0 | 1 | 1 | 46 | 100% ^c |
| Transcribed reports | 0 | 1 | 0 | 44 | 98% ^d |
| Long Term Care Data Consumption (# of organizations) N=233 ^e | | | | | |
| Signed participation agreements - CRISP Portal | 0 | 1 | 0 | 99 | 42% |
| CRISP portal live | 24 | 0 | 0 | 62 | 27% |
| Encounter notification service live | 2 | 1 | 0 | 18 | 8% |
| Query Portal Usage | | | | | |
| Single-sign on live in Maryland hospitals | 0 | 0 | 0 | 5 | 11% |
| Users in Prescription Drug Monitoring Program ^f | 671 | -428 | -421 | 5,658 | 8% |
| CRISP Portal queries ^g | 55,320 | 64,739 | 74,174 | | |

Notes:

^a Totals are cumulative since service was started

^b 2012-2013 Maryland Board of Physicians Licensure data file

^c Edward McCready Memorial Hospital has no plans to submit radiology reports to CRISP

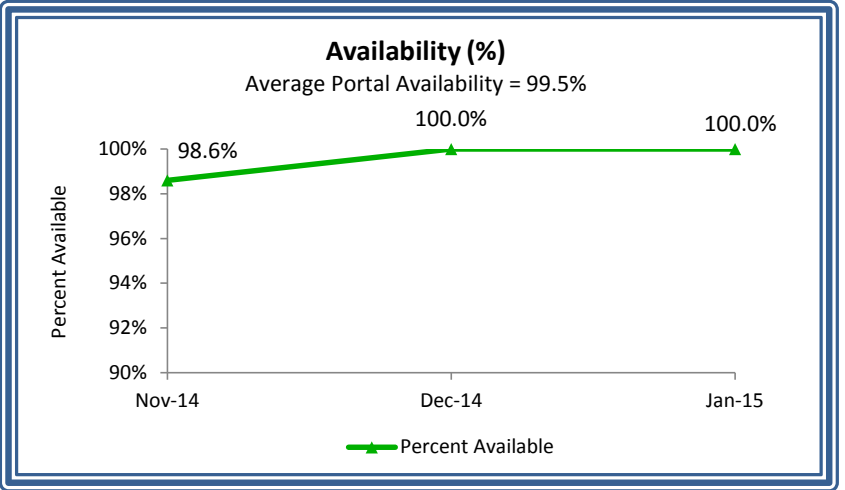
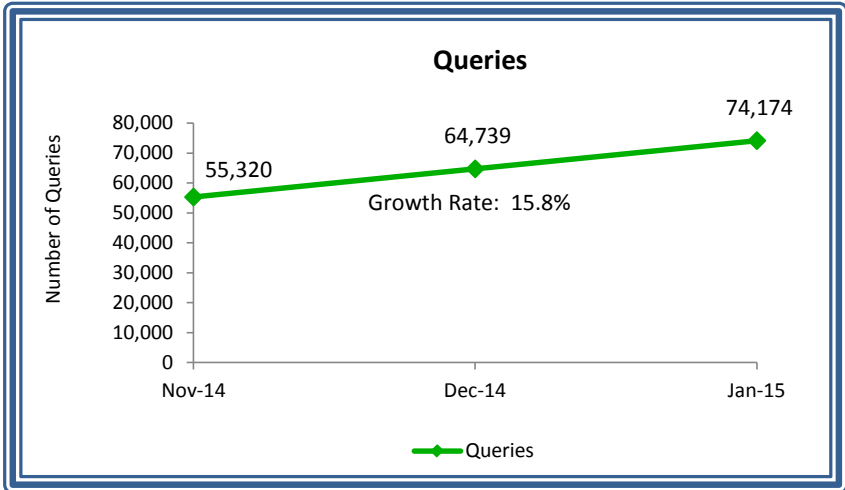
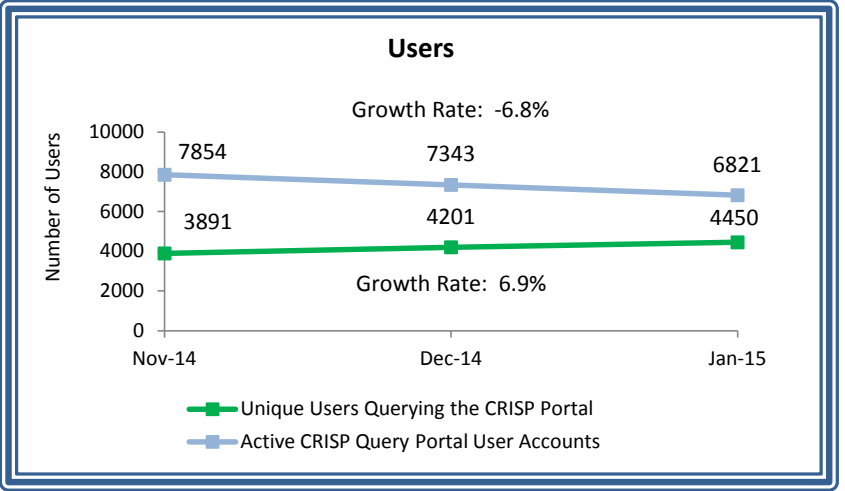
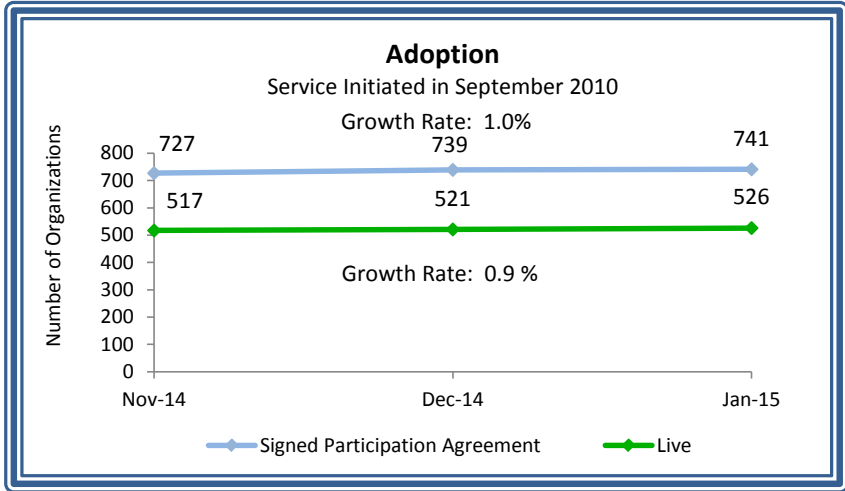
^d Edward McCready Memorial Hospital and Garrett County Memorial Hospital have no plans to submit transcribed reports to CRISP

^e 2013 Annual Long Term Care Survey data

^f Periodic deactivation of 90-day-inactive users accounts resulted in the lower user totals for December and January

^g Number of CRISP Portal queries not listed in Total # and Total % columns because CRISP Portal queries are not calculated based on a cumulative total over time

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

Live: An organization has completed the credentialing, legal, and training process and has at least one user approved to use the Portal

Gap between organizations with a Signed Participation Agreement and those Live: some organizations sign a participation agreement but never complete the full registration process for clinical data access; a portion of these gain PDMP access and do not seek further clinical data access; some organizations only desire use of ENS and do not intend to use the Portal

Users: Doctors, nurses, pharmacists and eligible medical staff whose identity and credentials have been authenticated and granted a CRISP login account

Queries: Number of searches within the CRISP Portal per month

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

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

CRISP Portal Queries by Provider Type

| Month | | Provider Type | | | | | | | | Total |
|------------------------|----------|--|-----------------|-------------------------------|-----------------------------------|----------------|---------------|----------------|----------------|--------|
| | | Ambulatory | Cancer Registry | Hospital Emergency Department | Hospital Non-Emergency Department | Long Term Care | Radiology | Pharmacy | | |
| Feb-13 | # | 1,414 | 6,176 | 1,987 | 596 | 61 | 786 | - | 11,020 | |
| | % | 13 | 56 | 18 | 5 | 1 | 7 | - | 100 | |
| Mar-13 | # | 1,956 | 6,122 | 3,103 | 891 | 31 | 793 | - | 12,896 | |
| | % | 15 | 47 | 24 | 7 | 0 | 6 | - | 100 | |
| Apr-13 | # | 2,137 | 7,017 | 3,370 | 1,056 | 60 | 783 | - | 14,423 | |
| | % | 15 | 49 | 23 | 7 | 0 | 5 | - | 100 | |
| May-13 | # | 1,606 | 7,922 | 3,507 | 979 | 105 | 575 | - | 14,694 | |
| | % | 11 | 54 | 24 | 7 | 1 | 4 | - | 100 | |
| Jun-13 | # | 1,831 | 5,630 | 3,256 | 1,023 | 65 | 597 | - | 12,402 | |
| | % | 15 | 45 | 26 | 8 | 1 | 5 | - | 100 | |
| Jul-13 | # | 2,323 | 6,003 | 3,027 | 1,180 | 19 | 533 | - | 13,085 | |
| | % | 18 | 46 | 23 | 9 | 0 | 4 | - | 100 | |
| Aug-13 | # | 2,065 | 7,623 | 2,858 | 1,376 | 118 | 573 | - | 14,613 | |
| | % | 14 | 52 | 20 | 9 | 1 | 4 | - | 100 | |
| Sep-13 | # | Data not available due to the change of the core infrastructure vendor | | | | | | | | 10,337 |
| | % | | | | | | | | | |
| Oct-13 | # | 3,114 | 4,116 | 3,231 | 3,150 | 53 | 618 | 273 | 14,555 | |
| | % | 21 | 28 | 22 | 22 | 0 | 4 | 2 | 100 | |
| Nov-13 | # | 2,378 | 5,111 | 3,993 | 2,951 | 8 | 491 | 407 | 15,339 | |
| | % | 16 | 33 | 26 | 19 | 0 | 3 | 3 | 100 | |
| Dec-13 | # | 3,150 | 4,407 | 4,723 | 2,986 | 8 | 400 | 557 | 16,231 | |
| | % | 19 | 27 | 29 | 18 | 0 | 2 | 3 | 100 | |
| Jan-14 | # | 6,773 | 2,766 | 5,995 | 3,510 | 17 | 636 | 1,313 | 21,010 | |
| | % | 32 | 13 | 29 | 17 | 0 | 3 | 6 | 100 | |
| Feb-14 | # | 7,047 | 3,409 | 6,014 | 3,908 | 56 | 464 | 3,503 | 24,401 | |
| | % | 29 | 14 | 25 | 16 | 0 | 2 | 14 | 100 | |
| Mar-14 | # | 8,333 | 5,086 | 6,949 | 4,828 | 81 | 646 | 7,173 | 33,096 | |
| | % | 25 | 15 | 21 | 15 | 0 | 2 | 22 | 100 | |
| Apr-14 | # | 11,663 | 4,278 | 7,734 | 4,747 | 168 | 722 | 10,799 | 40,111 | |
| | % | 29 | 11 | 19 | 12 | 0 | 2 | 27 | 100 | |
| May-14 | # | 12,504 | 4,601 | 8,548 | 6,060 | 199 | 820 | 13,301 | 46,033 | |
| | % | 27 | 10 | 19 | 13 | 0 | 2 | 29 | 100 | |
| Jun-14 | # | 11,571 | 4,795 | 8,505 | 6,439 | 199 | 761 | 13,254 | 45,524 | |
| | % | 25 | 11 | 19 | 14 | 0 | 2 | 29 | 100 | |
| Jul-14 | # | 14,443 | 4,678 | 9,664 | 7,768 | 205 | 756 | 15,680 | 53,194 | |
| | % | 27 | 9 | 18 | 15 | 0 | 1 | 29 | 100 | |
| Aug-14 | # | 14,553 | 5,759 | 9,981 | 9,277 | 311 | 879 | 18,229 | 58,989 | |
| | % | 25 | 10 | 17 | 16 | 1 | 1 | 31 | 100 | |
| Sep-14 | # | 15,255 | 5,126 | 10,084 | 9,760 | 443 | 963 | 16,988 | 58,619 | |
| | % | 26 | 9 | 17 | 17 | 1 | 2 | 29 | 100 | |
| Oct-14 | # | 16,332 | 4,702 | 10,447 | 10,668 | 306 | 904 | 17,695 | 61,054 | |
| | % | 27 | 8 | 17 | 17 | 1 | 1 | 29 | 100 | |
| Nov-14 | # | 13,537 | 5,784 | 8,547 | 9,446 | 359 | 786 | 16,861 | 55,320 | |
| | % | 24 | 10 | 15 | 17 | 1 | 1 | 30 | 100 | |
| Dec-14 | # | 16,444 | 5,408 | 9,463 | 10,997 | 488 | 918 | 21,021 | 64,739 | |
| | % | 25 | 8 | 15 | 17 | 1 | 1 | 32 | 100 | |
| Jan-15 | # | 19,020 | 6,936 | 10,846 | 13,369 | 430 | 1,032 | 22,541 | 74,174 | |
| | % | 26 | 9 | 15 | 18 | 1 | 1 | 30 | 100 | |
| Total | # | 200,462 | 145,188 | 155,143 | 118,268 | 4,310 | 21,351 | 179,595 | 824,317 | |
| Monthly Average | # | 6,075 | 4,400 | 4,701 | 3,584 | 131 | 647 | 11,225 | 24,245 | |

Notes:

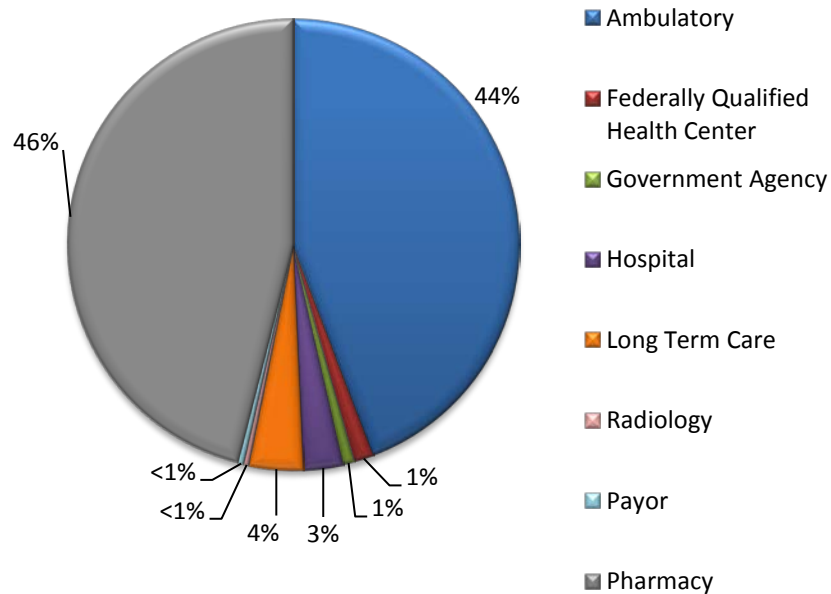
CRISP Portal: A standalone web-based system that contains patient health information from Maryland hospitals and other providers connected to the HIE; information available via the portal includes patient demographics, laboratory results, radiology reports, discharge summaries, operative and consult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

Queries: Number of searches within the CRISP Portal per month

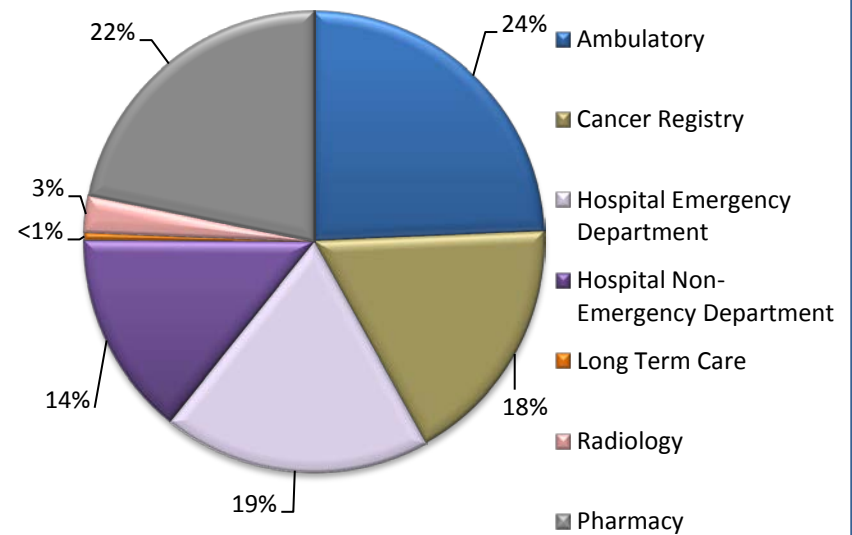
Pharmacy: Access provided beginning in October 2013

Use of CRISP Services by Provider Type

Types of Providers Consuming CRISP Data*



Total CRISP Portal Queries by Provider Type



Notes:

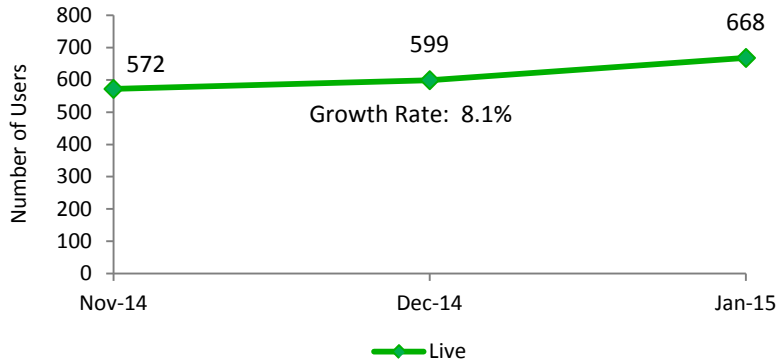
CRISP Portal: A standalone web-based system that contains patient health information from Maryland hospitals and other providers connected to the HIE; information available via the portal includes patient demographics, laboratory results, radiology reports, discharge summaries, operative and consult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

Queries: Number of searches within the CRISP Portal per month, includes CRISP Portal and Prescription Drug Monitoring Program (PDMP) queries

*Includes access to CRISP Portal, encounter notification service (ENS), and/or PDMP; PDMP users include prescribers (health care providers with the authorization to prescribe controlled dangerous substances), pharmacists (dispensers of controlled dangerous substances), and delegates (licensed health professionals with access to PDMP under an overseeing prescriber or pharmacist)

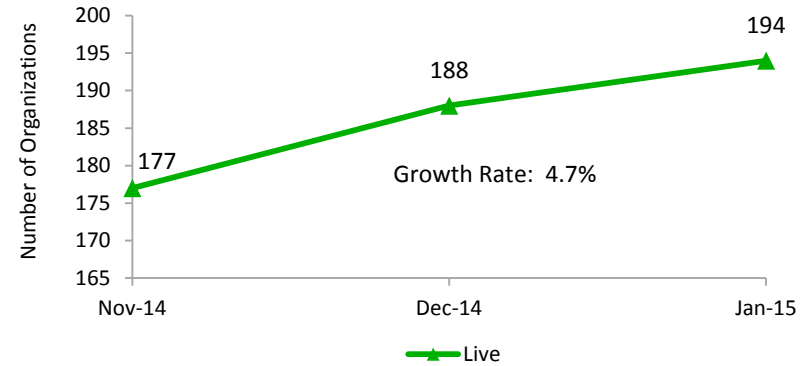
Direct Message Accounts

Service Initiated in April 2012



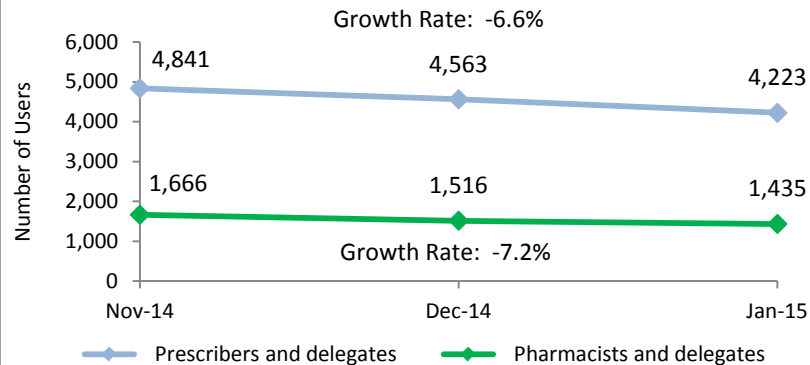
Encounter Notification Service Adoption

Service Initiated in August 2012



Prescription Drug Monitoring Program

Service Initiated in November 2013



Notes:

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

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

Live: Users live with a CRISP Direct Messaging account / organizations receiving ENS alerts

Prescription Drug Monitoring Program (PDMP): Records of all dispensing of controlled dangerous substances (CDS) available in CRISP query portal

Prescribers: Health care providers with the authorization to prescribe CDS

Pharmacists: Dispensers of CDS

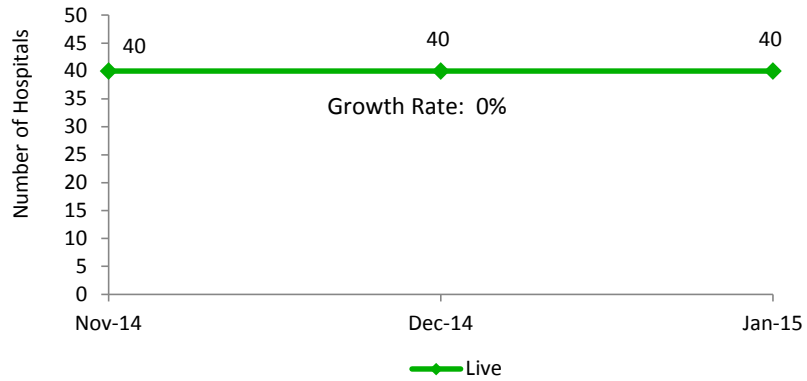
Delegates: Licensed health professionals with access to PDMP under an overseeing prescriber or pharmacist

December PDMP Growth Rate: Lock-outs of 90-day-inactive users were performed in December and January, resulting in lower active user totals

Hospital Data Submission

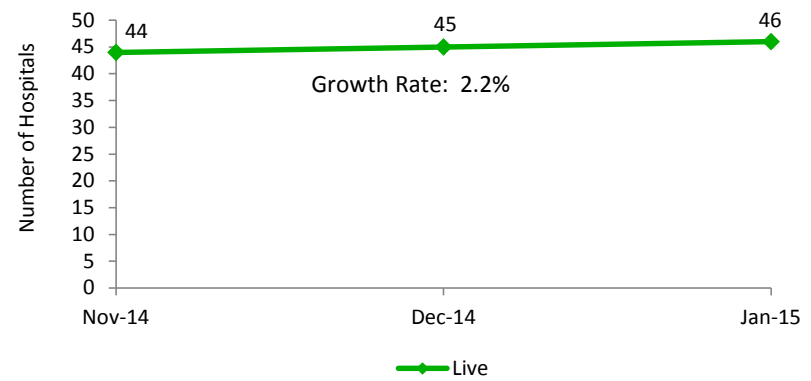
Laboratory Reports Live

Service Initiated in March 2011 (N=47)



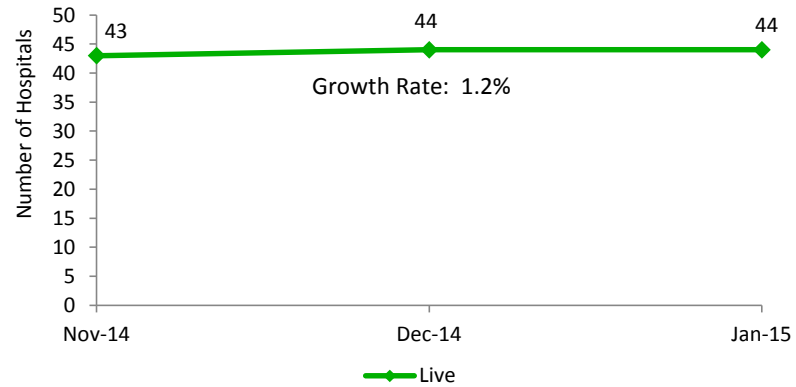
Radiology Reports Live

Service Initiated in March 2011 (N=46)*



Transcribed Reports Live

Service Initiated in March 2011 (N=45)**



Notes:

Live: The number of hospitals using the laboratory documents exchange service / radiology documents exchange service / transcribed exchange service

N: The number of acute care hospitals in Maryland

*Edward McCready Memorial Hospital has no plans to submit radiology reports to CRISP

** Edward McCready Memorial Hospital and Garrett County Memorial Hospital have no plans to submit transcribed reports to CRISP

Hospital Data Submission and Use

| Count | Hospital | Current Status of Data Submission | | | Use of Services | | |
|-------|--|-----------------------------------|-------------------|-----------------------|-----------------|--------------------------|--------|
| | | Laboratory Reports | Radiology Reports | Transcribed Documents | Portal Live | Portal - Single Sign On* | ENS |
| 1 | Anne Arundel Medical Center | Mar-12 | Mar-12 | 52 | Jul-12 | 17 | Sep-13 |
| 2 | Atlantic General Hospital | Jun-11 | Jun-11 | Jun-11 | Mar-12 | 17 | 29 |
| 3 | Baltimore Washington Medical Center | Apr-14 | Jan-14 | Sep-14 | Mar-12 | 17 | 29 |
| 4 | Bon Secours Baltimore Health System | Feb-13 | Feb-13 | Feb-14 | Jan-13 | 17 | Jun-14 |
| 5 | Calvert Memorial Hospital | Dec-12 | Dec-12 | Dec-12 | Feb-13 | 17 | 29 |
| 6 | Carroll Hospital Center | May-12 | Apr-12 | Apr-12 | Jul-12 | 17 | 29 |
| 7 | Doctors Community Hospital | Sep-12 | Sep-13 | Dec-13 | Apr-13 | 17 | Jun-13 |
| 8 | Edward McCready Memorial Hospital | Aug-12 | | | Feb-14 | 17 | 29 |
| 9 | Fort Washington Medical Center | Sep-12 | Mar-12 | May-12 | Sep-12 | 17 | Sep-14 |
| 10 | Frederick Memorial Hospital | Mar-12 | Dec-11 | Dec-14 | Jul-12 | 17 | 29 |
| 11 | Garrett County Memorial Hospital | Jun-11 | Apr-12 | | Jan-14 | 17 | 29 |
| 12 | Greater Baltimore Medical Center | Nov-12 | Sep-12 | Sep-12 | Jun-12 | 17 | Dec-14 |
| 13 | Harford Memorial Hospital | Jul-12 | Jul-12 | Jul-12 | Aug-12 | 17 | Oct-14 |
| 14 | Holy Cross Hospital | Sep-10 | Sep-10 | Sep-10 | Dec-11 | 17 | 29 |
| 15 | Holy Cross Hospital - Germantown | Sep-14 | Sep-14 | Sep-14 | Oct-14 | 17 | 5 |
| 16 | Howard County General Hospital | Feb-12 | Nov-11 | Nov-11 | Mar-12 | 17 | Sep-14 |
| 17 | Johns Hopkins Bayview Medical Center | 52 | Feb-12 | Jul-12 | Apr-12 | 17 | 29 |
| 18 | Johns Hopkins Hospital | 52 | Dec-11 | May-12 | Jul-12 | 17 | Sep-14 |
| 19 | Laurel Regional Hospital | 52 | Jan-15 | Jul-12 | Sep-13 | 17 | 29 |
| 20 | MedStar Franklin Square Medical Center | Oct-11 | Oct-11 | Nov-12 | Jul-12 | Apr-13 | Jan-14 |
| 21 | MedStar Good Samaritan Hospital | Oct-11 | Oct-11 | Nov-12 | Jun-12 | Apr-13 | 29 |
| 22 | MedStar Harbor Hospital | Oct-11 | Sep-12 | Nov-12 | Mar-12 | Apr-13 | Aug-12 |
| 23 | MedStar Montgomery Medical Center | Mar-13 | Apr-11 | Apr-11 | Dec-11 | Apr-13 | 29 |
| 24 | MedStar Southern Maryland Hospital Center | 52 | Jul-11 | Nov-11 | Feb-13 | 17 | 29 |
| 25 | MedStar St. Mary's Hospital | Jun-12 | Mar-12 | Dec-12 | Jun-13 | 17 | 29 |
| 26 | MedStar Union Memorial Hospital | Oct-10 | Oct-10 | Nov-12 | May-12 | Apr-13 | 29 |
| 27 | Mercy Medical Center | 52 | Nov-12 | May-14 | Aug-12 | 17 | Jun-14 |
| 28 | Meritus Medical Center | Jul-12 | Jul-12 | Jul-12 | Sep-12 | 17 | Sep-14 |
| 29 | Northwest Hospital Center | Dec-11 | Dec-11 | Aug-12 | Sep-12 | 17 | Jun-14 |
| 30 | Peninsula Regional Medical Center | Jun-14 | Jun-14 | Jun-14 | Sep-13 | 17 | 29 |
| 31 | Prince George's Hospital Center | 52 | Dec-14 | Jul-12 | Apr-13 | 17 | 29 |
| 32 | Shady Grove Adventist Hospital | Nov-11 | Dec-10 | Dec-11 | Dec-11 | 17 | 29 |
| 33 | Sinai Hospital | Dec-11 | Dec-11 | Aug-12 | Sep-12 | 17 | Jun-14 |
| 34 | St. Agnes Hospital | Feb-12 | Feb-12 | Feb-12 | Dec-12 | 17 | Jul-14 |
| 35 | Suburban Hospital | Oct-10 | Oct-10 | Oct-10 | Sep-11 | 17 | Jan-15 |
| 36 | Union Hospital Cecil County | Aug-11 | Sep-11 | Sep-11 | Sep-12 | 17 | 29 |
| 37 | University of Maryland Charles Regional Medical Center | Jun-14 | Apr-14 | Apr-14 | Jan-13 | 17 | Sep-14 |
| 38 | University of Maryland Medical Center | Mar-14 | Jan-14 | Jul-12 | Jul-12 | 17 | 29 |
| 39 | University of Maryland Medical Center Midtown Campus | 52 | Apr-13 | Apr-13 | Feb-13 | 17 | Jun-14 |
| 40 | University of Maryland Rehabilitation & Orthopedic Institute | Mar-14 | Jan-14 | Jul-12 | Feb-14 | 17 | 29 |
| 41 | University of Maryland Shore Medical Center at Chestertown | Sep-14 | Sep-14 | Sep-14 | Mar-13 | 17 | 29 |
| 42 | University of Maryland Shore Medical Center at Dorchester | Sep-14 | Sep-14 | Sep-14 | Jan-14 | 17 | 29 |
| 43 | University of Maryland Shore Medical Center at Easton | Sep-14 | Sep-14 | Sep-14 | Oct-13 | 17 | 29 |
| 44 | University of Maryland St. Joseph Medical Center | May-12 | May-12 | Feb-14 | May-12 | 17 | Aug-12 |
| 45 | University of Maryland Upper Chesapeake Medical Center | Jul-12 | Jul-12 | Jul-12 | Aug-12 | 17 | Oct-14 |
| 46 | Washington Adventist Hospital | Nov-11 | Dec-10 | Dec-10 | Apr-11 | 17 | 29 |
| 47 | Western Maryland Health System | Mar-11 | Mar-11 | Feb-12 | Jan-11 | 17 | 29 |

| Key | Total Number of Hospitals in Current Status | | | Total Number of Hospitals Using Services | | |
|--|---|-------------------|-----------------------|--|--------------|-----|
| | Laboratory Reports | Radiology Reports | Transcribed Documents | Portal | Portal - SSO | ENS |
| Not Live (months in current status) | 7 | 0 | 1 | 0 | 42 | 27 |
| Data Quality Assurance & Monitoring (months in current status) <i>Hospitals standardizing and mapping data for transmission</i> | 0 | 0 | 0 | N/A | N/A | N/A |
| <i>Live The number of hospitals that have successfully completed the above listed activities and the date the hospital went live</i> | 40 | 46 | 44 | 47 | 5 | 20 |
| No plans to provide data feed | 0 | 1 | 2 | N/A | N/A | N/A |

Notes:

* Pilot for Single Sign On to Portal launched in April 2013 and offered to all hospitals starting in September 2013

Other Leading CRISP Projects

| # | Active Projects |
|----|---|
| 1 | Security Framework: Develop a framework for privacy and security on the CRISP network |
| 2 | District of Columbia Adoption: Six-month focused effort on growing query and Encounter Notification Service (ENS) among District of Columbia participants |
| 3 | FairWarning: Internal tool to aid in appropriate use audits |
| 4 | CRISP Reporting Service (CRS) - Health Services Cost Review Commission & Hospital Support: Monthly data processing and reports |
| 5 | CRS - Care Coordination |
| 6 | Provider Directory Enhancement FY14: Ability to update provider demographics, alternative matching approaches |
| 7 | Provider Directory Enhancement FY15: Ability to update provider demographics |
| 8 | All Payer Claims Database (APCD) FY14: CRISP ID on the Maryland Health Care Commission database |
| 9 | Payor Portal |
| 10 | ENS Enhancement & Deployment |
| 11 | Single Sign On / Electronic Health Record (EHR) Integration: Improve query portal workflow in hospital |
| 12 | Medicaid Meaningful Use (MU) Support: Enhancing MU support tools |
| # | Developing Ideas / Possible Projects |
| 1 | Ambulatory Integration - Accountable care organization support |
| 2 | Ambulatory Integration - Payor HEDIS (Healthcare Effectiveness Data and Information Set) support |
| 3 | Ambulatory Integration - Quality indicators, PopHealth, gaps in care |
| 4 | Consolidated Clinical Document Architecture (CCDA) from All Hospitals / CCDA Push |
| 5 | Clinical Quality Measures / PopHealth |
| 6 | CRS - On Demand Reporting for Hospitals |
| 7 | District of Columbia Department of Health Reporting Support |
| 8 | ENS Enhancement - Expanded patient family notifications |
| 9 | ENS Enhancement - Motor Vehicle Association (MVA) integration |
| 10 | ENS Enhancement - Transitions of care |
| 11 | ImmuNet Query Portal Integration |
| 12 | Prescription Drug Monitoring Program Enhancement - Structured data in EHR and/or pharmacy information systems |
| 13 | Provider Directory Enhancement - Direct addresses |
| 14 | Radiology Image Exchange |
| 15 | Regional Expansion |
| 16 | Social Security / eHealth Exchange Onboarding |