

# CRISP Monthly Reports

May 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.

<b>At a Glance</b>						
HIE Category	Mar	Apr	May	Total <sup>a</sup> #	Total <sup>a</sup> %	Growth Rate <sup>h</sup>
<b>Ambulatory Practice Data Consumption</b> (# of organizations) N=5,153 <sup>b</sup>						
Signed participation agreements - CRISP Portal	14	21	18	587	11.4%	3.5%
CRISP portal live	10	16	14	418	8.1%	3.8%
Direct message accounts live	23	27	27	559	10.8%	5.2%
Encounter notification service live	19	25	30	296	5.7%	10.8%
<b>Hospital Data Submission</b> (# of hospitals) N=47						
Laboratory reports	1	0	0	41	87%	0.0%
Radiology reports	0	0	0	46	98% <sup>c</sup>	0.0%
Transcribed reports	0	0	0	44	94% <sup>d</sup>	0.0%
Continuity of care documents	0	1	0	8	17%	6.9%
<b>Long Term Care Data Consumption</b> (# of organizations) N=233 <sup>e</sup>						
Signed participation agreements - CRISP Portal	0	2	1	107	46%	1.4%
CRISP portal live	15	1	0	73	31%	0.7%
Encounter notification service live	3	0	0	39	17%	0.0%
<b>Query Portal Usage</b>						
Single-sign on live in Maryland hospitals	0	1	2	8	17%	26.5%
Users in Prescription Drug Monitoring Program <sup>f</sup>	221	-334	-329	5,520	8%	-6.2%
CRISP Portal queries <sup>g</sup>	84,881	88,923	91,841			4.0%

**Notes:**

<sup>a</sup> Totals are cumulative since service was started

<sup>b</sup> 2012-2013 Maryland Board of Physicians Licensure data file

<sup>c</sup> Edward McCready Memorial Hospital has no plans to submit radiology reports to CRISP

<sup>d</sup> Edward McCready Memorial Hospital and Garrett County Memorial Hospital have no plans to submit transcribed reports to CRISP

<sup>e</sup> 2013 Annual Long Term Care Survey data

<sup>f</sup> Periodic deactivation of 90-day-inactive users accounts may result in lower user totals

<sup>g</sup> 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

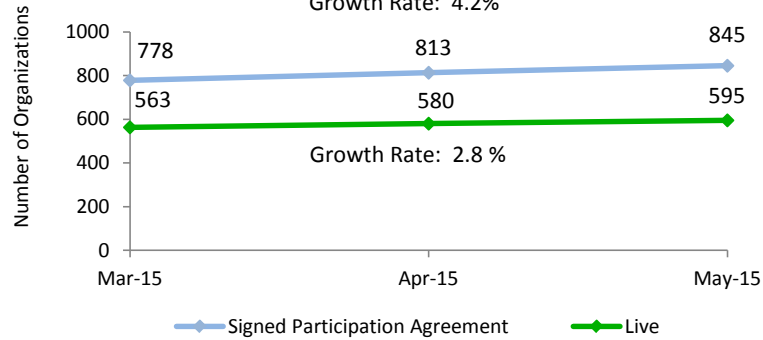
<sup>h</sup> Growth rate is calculated based on the totals between March and May

# CRISP Portal

## Adoption

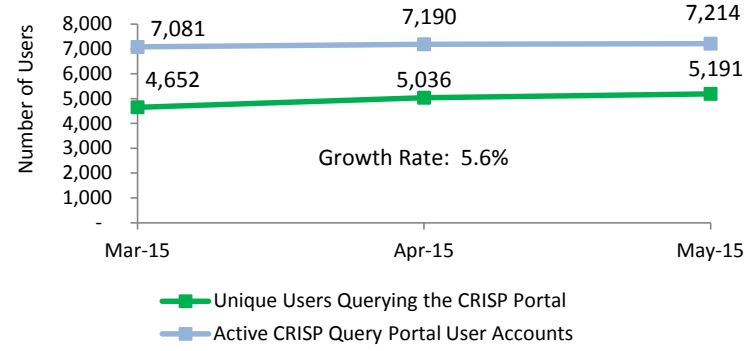
Service Initiated in September 2010

Growth Rate: 4.2%

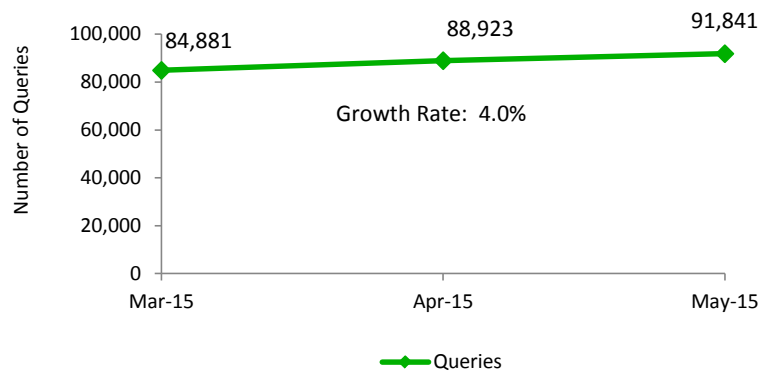


## Users

Growth Rate: 0.9%

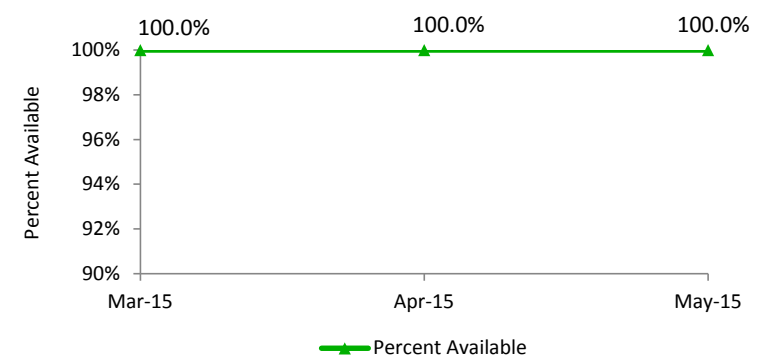


## Queries



## Availability (%)

Average Portal Availability = 100.0%



### 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	Payor	Pharmacy		
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	250	3,503	24,651	
	%	29	14	24	16	0	2	1	14	100	
Mar-14	#	8,333	5,086	6,949	4,828	81	646	155	7,173	33,251	
	%	25	15	21	15	0	2	0	22	100	
Apr-14	#	11,663	4,278	7,734	4,747	168	722	337	10,799	40,448	
	%	29	11	19	12	0	2	1	27	100	
May-14	#	12,504	4,601	8,548	6,060	199	820	310	13,301	46,343	
	%	27	10	18	13	0	2	1	29	100	
Jun-14	#	11,571	4,795	8,505	6,439	199	761	231	13,254	45,755	
	%	25	10	19	14	0	2	1	29	100	
Jul-14	#	14,443	4,678	9,664	7,768	205	756	107	15,680	53,301	
	%	27	9	18	15	0	1	0	29	100	
Aug-14	#	14,553	5,759	9,981	9,277	311	879	0	18,229	58,989	
	%	25	10	17	16	1	1	0	31	100	
Sep-14	#	15,255	5,126	10,084	9,760	443	963	20	16,988	58,639	
	%	26	9	17	17	1	2	0	29	100	
Oct-14	#	16,332	4,702	10,447	10,668	306	904	26	17,695	61,080	
	%	27	8	17	17	1	1	0	29	100	
Nov-14	#	13,537	5,784	8,547	9,446	359	786	1	16,861	55,321	
	%	24	10	15	17	1	1	0	30	100	
Dec-14	#	16,444	5,408	9,463	10,997	488	918	40	21,021	64,779	
	%	25	8	15	17	1	1	0	32	100	
Jan-15	#	19,020	6,936	10,846	13,369	430	1,032	464	22,541	74,638	
	%	25	9	15	18	1	1	1	30	100	
Feb-15	#	18,798	6,223	10,723	13,176	379	1,090	178	22,117	72,684	
	%	26	9	15	18	1	1	0	30	100	
Mar-15	#	22,626	7,854	12,367	14,396	349	1,254	108	25,927	84,881	
	%	27	9	15	17	0	1	0	31	100	
Apr-15	#	20,220	8,266	12,150	14,372	234	1,529	106	32,046	88,923	
	%	23	9	14	16	0	2	0	36	100	
May-15	#	21,432	4,600	12,388	15,807	554	1,434	245	35,381	91,841	
	%	23	5	13	17	1	2	0	39	100	
<b>Total</b>	<b>#</b>	<b>283,538</b>	<b>172,131</b>	<b>202,771</b>	<b>322,206</b>	<b>5,826</b>	<b>26,658</b>	<b>2,578</b>	<b>295,066</b>	<b>1,174,924</b>	
<b>Monthly Average</b>	<b>#</b>	<b>7,663</b>	<b>4,652</b>	<b>5,480</b>	<b>8,708</b>	<b>157</b>	<b>720</b>	<b>161.13</b>	<b>14,753</b>	<b>30,919</b>	

**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

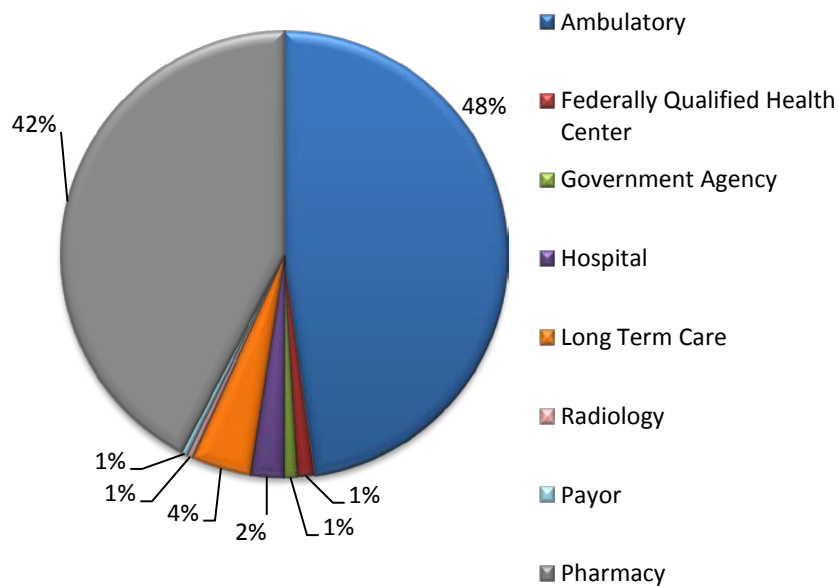
**Queries:** Number of searches within the CRISP Portal per month

**Pharmacy:** Access provided beginning in October 2013

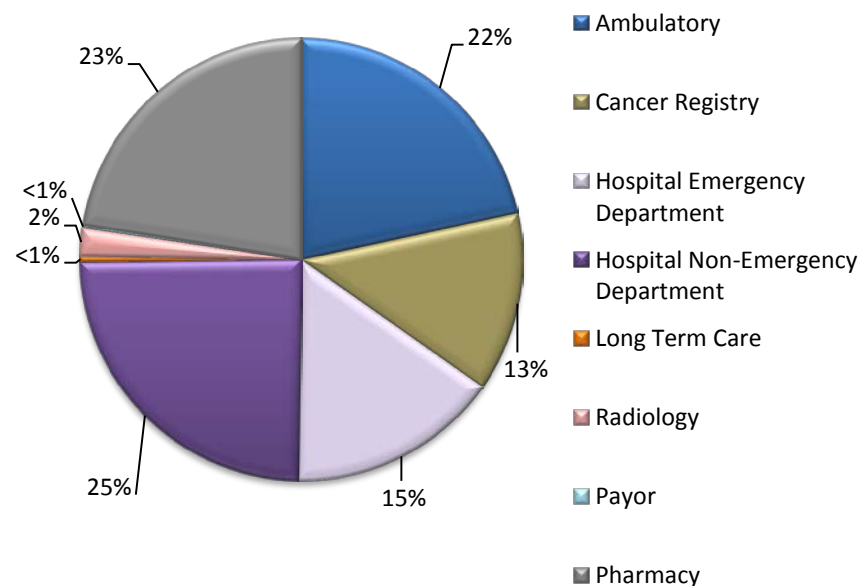
**Payor:** Data available beginning in February 2014.

## Use of CRISP Services by Provider Type

### Types of Providers Consuming CRISP Data\*



### Total CRISP Portal Queries by Provider Type



**Notes:**

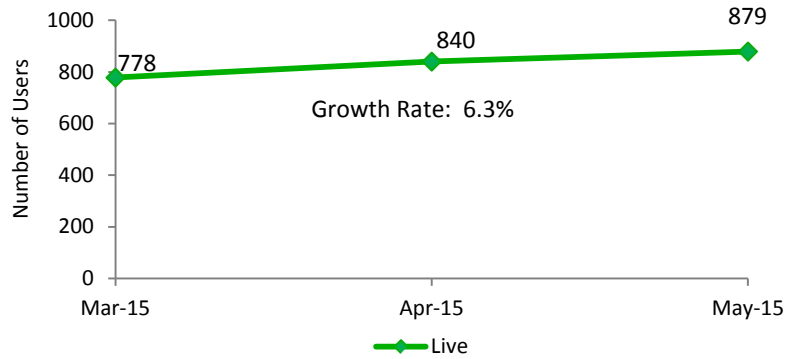
**CRISP Portal:** A standalone web-based system that contains patient health information from Maryland hospitals and other providers connected to the HIE; information available via the portal includes patient demographics, laboratory results, radiology reports, discharge summaries, operative and consult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

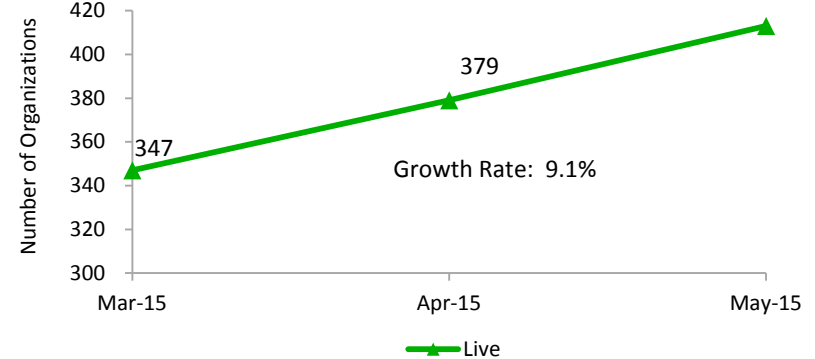
### Direct Message Accounts

Service Initiated in April 2012



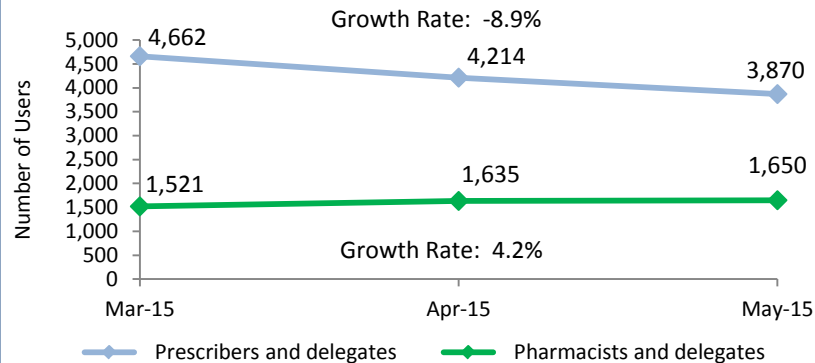
### Encounter Notification Service Adoption

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 porta; periodic deactivation of 90-day-inactive users accounts may result in lower user totals

**Prescribers:** Health care providers with the authorization to prescribe CDS

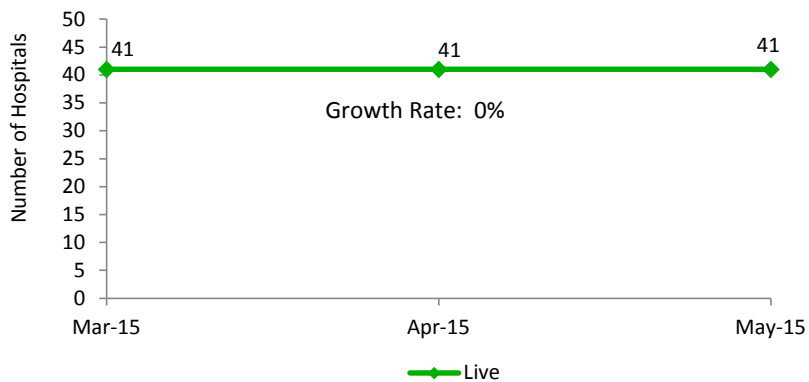
**Pharmacists:** Dispensers of CDS

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

# Hospital Data Submission

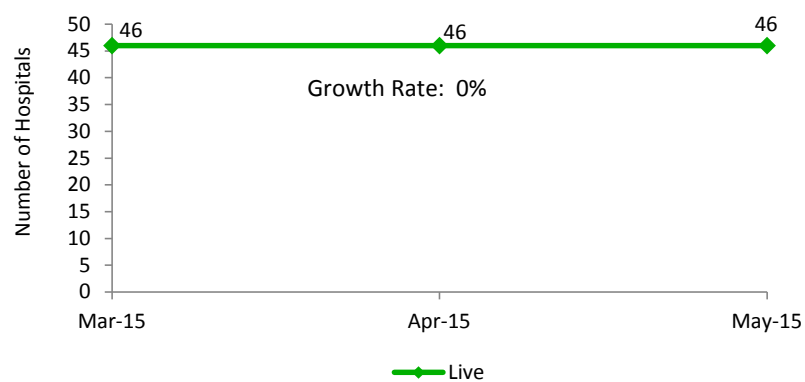
## Laboratory Reports Live

Service Initiated in March 2011 (N=47)



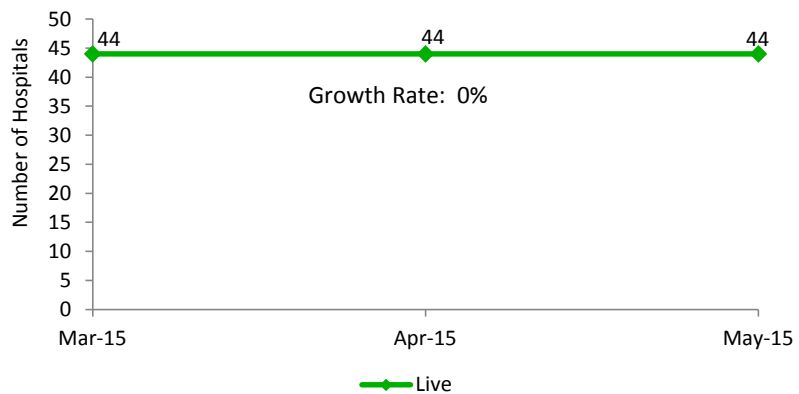
## Radiology Reports Live

Service Initiated in March 2011 (N=47)\*



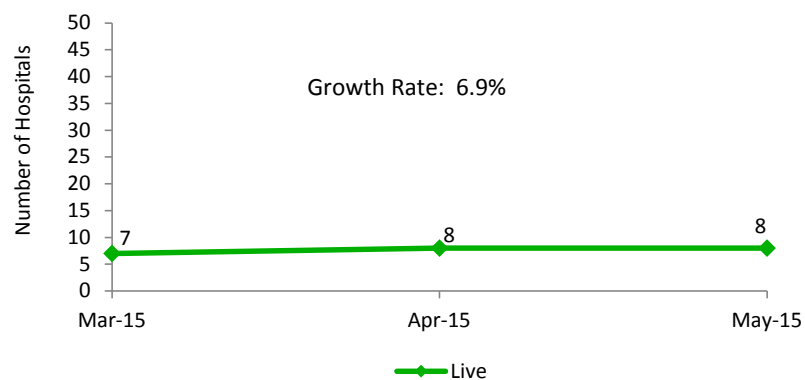
## Transcribed Reports Live

Service Initiated in March 2011 (N=47)\*\*



## Continuity of Care Documents Live

Service Initiated in April 2014 (N=47)



**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	Continuity of Care Documents	Portal Live	Portal - Single Sign On*	ENS
1	Anne Arundel Medical Center	Mar-12	Mar-12	56	13	Jul-12	21	Sep-13
2	Atlantic General Hospital	Jun-11	Jun-11	Jun-11	13	Mar-12	21	33
3	Baltimore Washington Medical Center	Apr-14	Jan-14	Sep-14	13	Mar-12	21	33
4	Bon Secours Baltimore Health System	Feb-13	Feb-13	Feb-14	13	Jan-13	21	Jun-14
5	Calvert Memorial Hospital	Dec-12	Dec-12	Dec-12	13	Feb-13	21	33
6	Carroll Hospital Center	May-12	Apr-12	Apr-12	13	Jul-12	21	33
7	Doctors Community Hospital	Sep-12	Sep-13	Dec-13	13	Apr-13	Apr-15	Jun-13
8	Edward McCready Memorial Hospital	Aug-12			13	Feb-14	21	33
9	Fort Washington Medical Center	Sep-12	Mar-12	May-12	13	Sep-12	21	Sep-14
10	Frederick Memorial Hospital	Mar-12	Dec-11	Dec-14	Sep-14	Jul-12	21	33
11	Garrett County Memorial Hospital	Jun-11	Apr-12		13	Jan-14	21	33
12	Greater Baltimore Medical Center	Nov-12	Sep-12	Sep-12	13	Jun-12	21	Dec-14
13	Harford Memorial Hospital	Jul-12	Jul-12	Jul-12	Jun-14	Aug-12	21	Oct-14
14	Holy Cross Hospital	Sep-10	Sep-10	Sep-10	13	Dec-11	21	33
15	Holy Cross Hospital - Germantown	Sep-14	Sep-14	Sep-14	13	Oct-14	21	9
16	Howard County General Hospital	Feb-12	Nov-11	Nov-11	13	Mar-12	21	Sep-14
17	Johns Hopkins Bayview Medical Center	56	Feb-12	Jul-12	Apr-15	Apr-12	21	Mar-14
18	Johns Hopkins Hospital	56	Dec-11	May-12	13	Jul-12	21	Sep-14
19	Laurel Regional Hospital	56	Jan-15	Jul-12	13	Sep-13	21	May-15
20	MedStar Franklin Square Medical Center	Oct-11	Oct-11	Nov-12	13	Jul-12	Apr-13	Jan-14
21	MedStar Good Samaritan Hospital	Oct-11	Oct-11	Nov-12	13	Jun-12	Apr-13	Mar-15
22	MedStar Harbor Hospital	Oct-11	Sep-12	Nov-12	13	Mar-12	Apr-13	Aug-12
23	MedStar Montgomery Medical Center	Mar-13	Apr-11	Apr-11	13	Dec-11	Apr-13	Mar-15
24	MedStar Southern Maryland Hospital Center	56	Jul-11	Nov-11	13	Feb-13	21	Mar-15
25	MedStar St. Mary's Hospital	Jun-12	Mar-12	Dec-12	13	Jun-13	21	Jan-15
26	MedStar Union Memorial Hospital	Oct-10	Oct-10	Nov-12	13	May-12	Apr-13	Mar-15
27	Mercy Medical Center	56	Nov-12	May-14	Apr-14	Aug-12	21	Jun-14
28	Meritus Medical Center	Jul-12	Jul-12	Jul-12	13	Sep-12	21	Sep-14
29	Northwest Hospital Center	Dec-11	Dec-11	Aug-12	13	Sep-12	May-15	Jun-14
31	Peninsula Regional Medical Center	Jun-14	Jun-14	Jun-14	13	Sep-13	21	33
31	Prince George's Hospital Center	Mar-15	Dec-14	Jul-12	13	Apr-13	21	May-15
32	Shady Grove Adventist Hospital	Nov-11	Dec-10	Dec-11	13	Dec-11	21	Mar-15
33	Sinai Hospital	Dec-11	Dec-11	Aug-12	13	Sep-12	May-15	Jun-14
34	St. Agnes Hospital	Feb-12	Feb-12	Feb-12	13	Dec-12	21	Jul-14
35	Suburban Hospital	Oct-10	Oct-10	Oct-10	13	Sep-11	21	Jan-15
36	Union Hospital Cecil County	Aug-11	Sep-11	Sep-11	13	Sep-12	21	33
37	University of Maryland Charles Regional Medical Center	Jun-14	Apr-14	Apr-14	13	Jan-13	21	Sep-14
38	University of Maryland Medical Center	Mar-14	Jan-14	Jul-12	13	Jul-12	21	33
39	University of Maryland Medical Center Midtown Campus	56	Apr-13	Apr-13	13	Feb-13	21	Jun-14
40	University of Maryland Rehabilitation & Orthopedic Institute	Mar-14	Jan-14	Jul-12	13	Feb-14	21	33
41	University of Maryland Shore Medical Center at Chestertown	Sep-14	Sep-14	Sep-14	Feb-15	Mar-13	21	33
42	University of Maryland Shore Medical Center at Dorchester	Sep-14	Sep-14	Sep-14	Feb-15	Jan-14	21	33
43	University of Maryland Shore Medical Center at Easton	Sep-14	Sep-14	Sep-14	Feb-15	Oct-13	21	33
44	University of Maryland St. Joseph Medical Center	May-12	May-12	Feb-14	13	May-12	21	Aug-12
45	University of Maryland Upper Chesapeake Medical Center	Jul-12	Jul-12	Jul-12	Jun-14	Aug-12	21	Oct-14
46	Washington Adventist Hospital	Nov-11	Dec-10	Dec-10	13	Apr-11	21	Feb-15
47	Western Maryland Health System	Mar-11	Mar-11	Feb-12	13	Jan-11	21	33

Key	Total Number of Hospitals in Current Status				Total Number of Hospitals Using Services		
	Laboratory Reports	Radiology Reports	Transcribed Documents	Continuity of Care Documents	Portal	Portal - SSO	ENS
Not Live (months in current status)	6	0	1	39	0	39	17
Data Quality Assurance & Monitoring (months in current status) <i>Hospitals standardizing and mapping data for transmission</i>	0	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>	41	46	44	8	47	8	30
No plans to provide data feed	0	1	2	0	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 FY15: Ability to update provider demographics
7	All Payer Claims Database (APCD) FY14: CRISP ID on the Maryland Health Care Commission database
8	Payor Portal
9	ENS Enhancement & Deployment
10	Single Sign On / Electronic Health Record (EHR) Integration: Improve query portal workflow in hospital
11	ENS Enhancement - Transitions of care
12	Provider Directory Enhancement - Direct addresses
13	Social Security / eHealth Exchange Onboarding
14	Clinical Quality Measures / PopHealth
15	CRS - Maryland Health Benefits Exchange (MHBE) Dashboard
16	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	CRS - On Demand Reporting for Hospitals
6	District of Columbia Department of Health Reporting Support
7	ENS Enhancement - Expanded patient family notifications
8	ENS Enhancement - Motor Vehicle Association (MVA) integration
9	ImmuNet Query Portal Integration
10	Prescription Drug Monitoring Program Enhancement - Structured data in EHR and/or pharmacy information systems
11	Radiology Image Exchange
12	Regional Expansion
13	Care Management Support