

# CRISP Monthly Report

November 2016

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	Sep	Oct	Nov	Total <sup>a</sup> #	Total <sup>b</sup> %	Growth Rate <sup>c</sup>
<b>Ambulatory Practice Data</b> (N=4,615 <sup>d</sup> )						
Signed participation agreements - CRISP Portal	35	29	23	891	19.3%	3.1%
CRISP portal live	23	20	22	579	12.5%	3.8%
Direct message accounts live	43	32	32	966	20.9%	3.5%
Encounter notification service live	38	27	52	634	13.7%	6.9%
<b>Long Term Care Data Consumption</b> (# of organizations) N=230 <sup>e</sup>						
Signed participation agreements - CRISP Portal	0	1	1	147	62.6%	0.7%
CRISP portal live	0	1	2	91	38.7%	1.7%
Encounter notification service live	3	0	2	92	39.1%	1.1%
<b>CRISP Portal Participation and Usage</b>						
Single-sign on live in Maryland hospitals	2	0	2	20	42.6%	5.4%
Users in Prescription Drug Monitoring Program <sup>f</sup>	3,224	13 <sup>g</sup>	1,263	13,301	18.2%	15.0%
CRISP Portal queries <sup>h</sup>	102,775	106,802	101,042			-0.8%
Number of ENS notifications generated <sup>i</sup>	1,123,586	1,263,466	1,460,931			14.0%
<b>Consumer Metrics</b>						
Number of consumers opting out <sup>j</sup>	162	243	5,458	12,480	0.08%	35.7%
Consumer identifiers (MPI)	140,108	100,453	153,838	15,551,306		0.8%
Maryland consumer identifiers (MPI) <sup>k</sup>	78,774	39,585	-29,429	10,746,375		0.05%

Notes:

a. Totals are cumulative since service was started.

b. Represents the total percentage of providers or targeted providers utilizing specific CRISP services.

c. Growth rate is calculated based on the totals between months shown above.

d. 2013-2014 Maryland Board of Physicians Licensure data file.

e. 2015 Annual Long Term Care Survey data.

f. Periodic deactivation users accounts may result in monthly variability of user totals. User accounts are deactivated after 90-days of inactivity.

g. Deactivated user accounts occurring in October impacted the number of net new user accounts. Approximately 2,300 overall user accounts were de-activated in October.

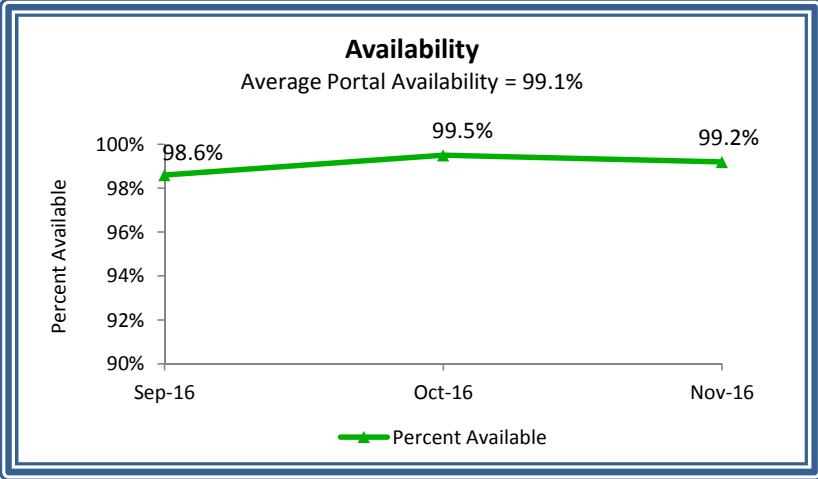
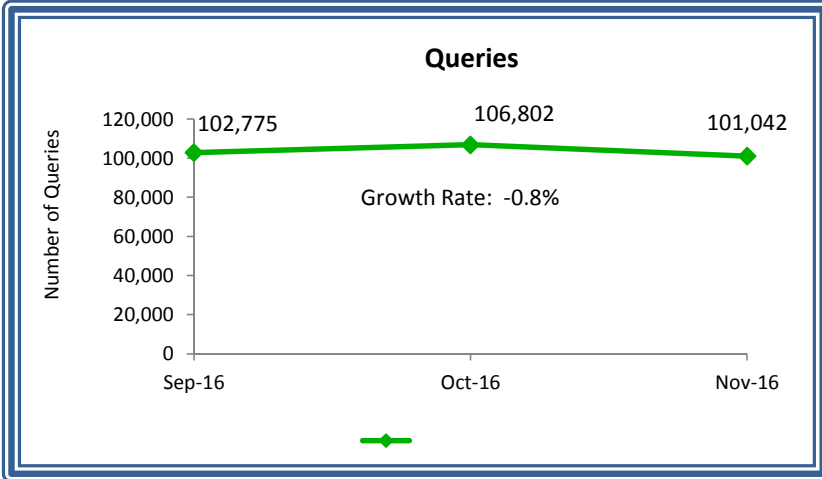
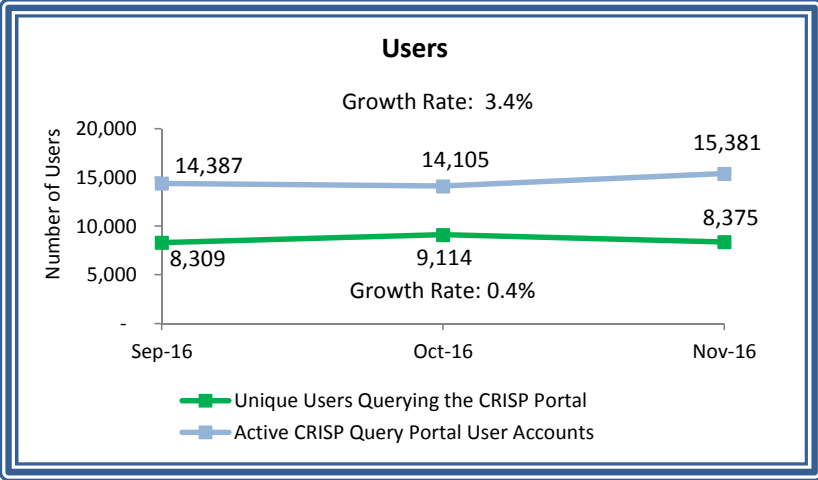
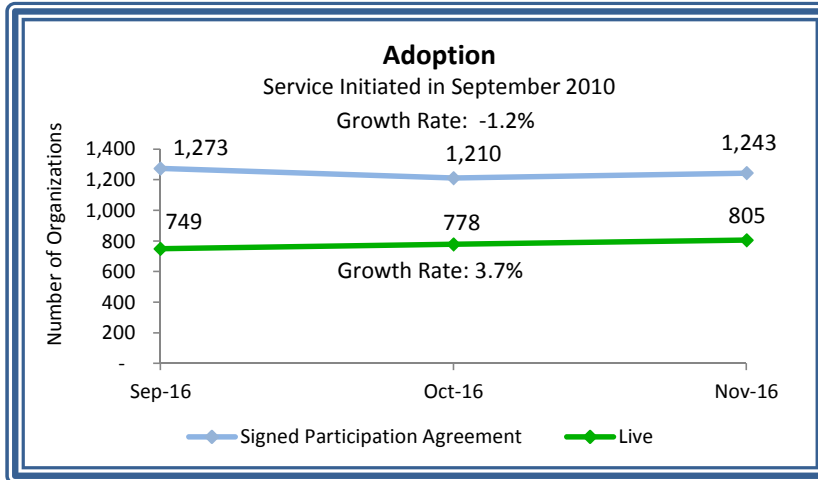
h. Number of CRISP Portal queries not listed in Total # and Total % columns because CRISP Portal queries are not calculated based on a cumulative total over time.

i. Number of ENS notifications generated not listed in Total # and Total % columns because generated ENS notifications are not calculated based on a cumulative total over time.

j. Total percentage column for MPI indicates the total percentage of consumers opting out of CRISP services based on the total number of consumer identifiers issues and cumulative total of opt-outs since services were started.

k. Total increase of Maryland MPI was unable to be calculated for November due to system maintenance. Negative number represents the total change for the month of November as it relates to the addition of new patients and the on-going reconciliation efforts to clean up duplicative MPIs.

# 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

\* April 2016 data for the number of unique users querying the CRISP Portal is unavailable due to technical problems which should be resolved prior to the May 2016 report

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		
Dec-15	#	25,834	5,254	11,009	19,634	269	999	319	27,941	91,259	
	%	28	6	12	22	0	1	0	31	100	
Jan-16	#	28,323	4,343	11,653	22,026	244	961	232	29,098	96,880	
	%	29	4	12	23	0	1	0	30	100	
Feb-16	#	32,041	5,523	11,599	23,569	334	1,093	156	31,971	106,286	
	%	30	5	11	22	0	1	0	30	100	
Mar-16	#	35,168	4,421	11,416	28,196	410	1,232	178	34,021	115,042	
	%	31	4	10	25	0	1	0	30	100	
Apr-16	#	33,600	3,069	10,579	29,702	357	1,201	57	33,228	111,793	
	%	30	3	9	27	0	1	0	30	100	
May-16	#	33,355	4,371	11,149	31,523	403	1,244	122	32,940	115,107	
	%	29	4	10	27	0	1	0	29	100	
Jun-16	#	33,562	4,449	10,436	29,383	320	1,346	133	32,816	112,445	
	%	30	4	9	26	0	1	0	29	100	
Jul-16	#	29,707	4,828	9,691	27,791	274	1,014	85	29,767	103,157	
	%	29	5	9	27	0	1	0	29	100	
Aug-16	#	35,084	4,452	12,210	29,093	300	1,158	101	31,403	113,801	
	%	31	4	11	26	0	1	0	28	100	
Sep-16	#	32,353	5,059	10,465	25,866	451	565	97	27,919	102,775	
	%	31	5	10	25	0	1	0	27	100	
Oct-16	#	36,112	3,506	11,488	25,279	406	603	136	29,272	106,802	
	%	34	3	11	24	0	1	0	27	100	
Nov-16	#	34,151	7,328	8,432	19,161	365	551	178	30,876	70,166	
	%	49	10	12	27	1	44	1	0	100	
Total	#	389,290	56,603	130,127	311,223	4,133	11,967	1,794	371,252	1,245,513	
Monthly Average	#	32,441	4,717	10,844	25,935	344	997	150	30,938	103,793	

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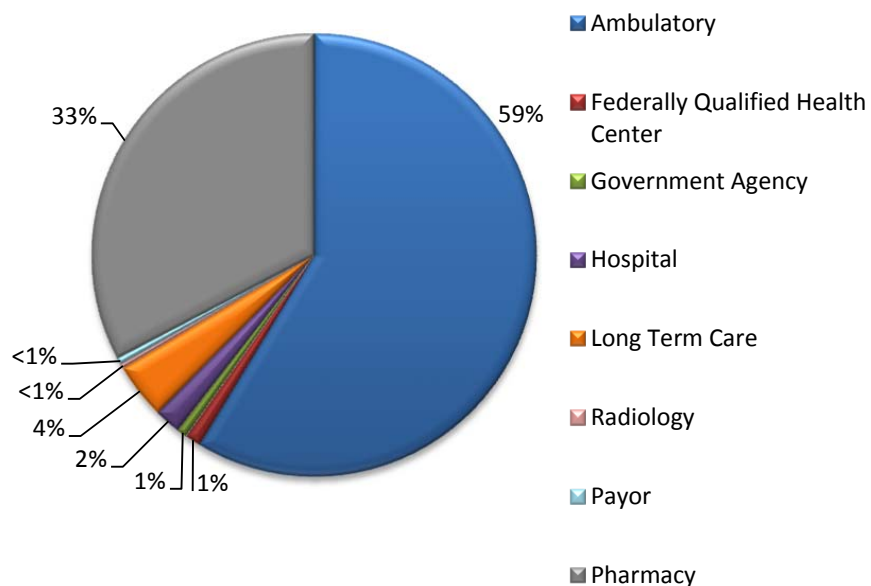
**Queries:** Number of searches within the CRISP Portal per month

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

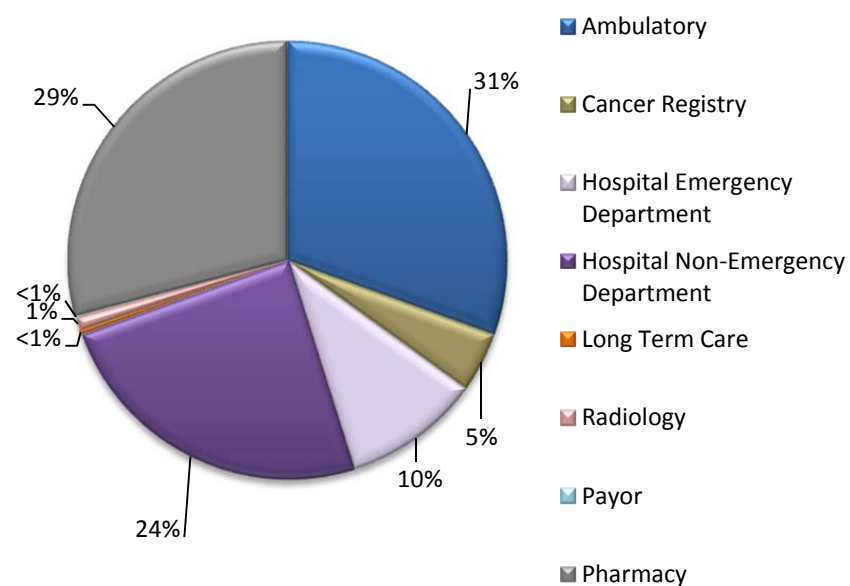
**Payor:** Data available beginning in February 2014.

## Use of CRISP Services by Provider Type

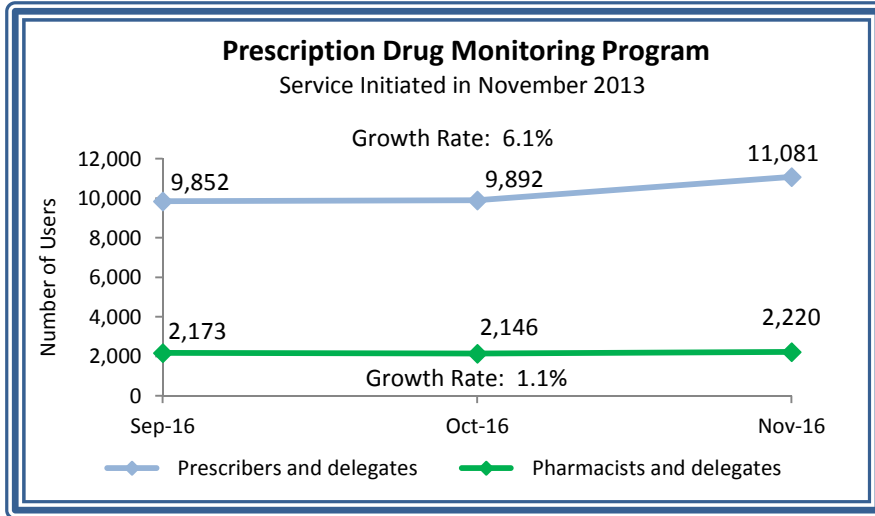
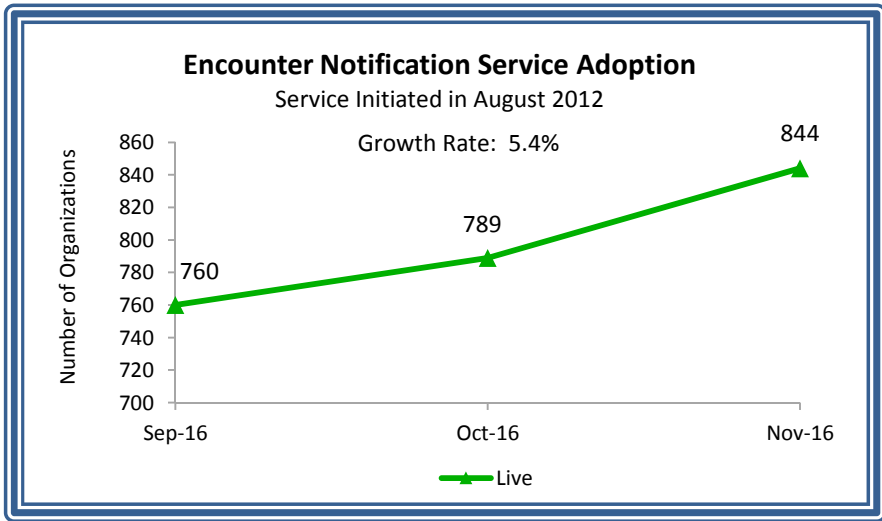
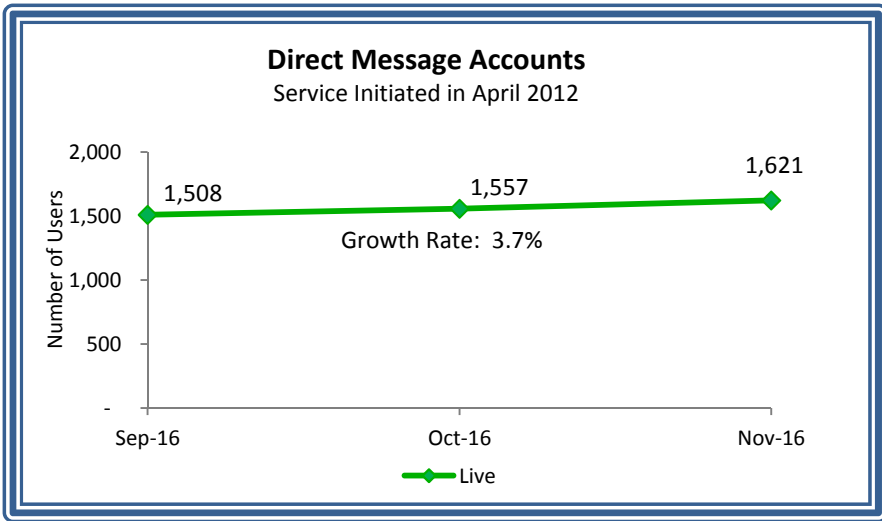
### Types of Providers Consuming CRISP Data\*



### 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)



13,301

**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

## 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	Administrative Network Connectivity
17	Consolidated Clinical Document Architecture (CCDA) from All Hospitals / CCDA Push
18	Integrative Care Network Programming
19	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	CRS - On Demand Reporting for Hospitals
5	District of Columbia Department of Health Reporting Support
6	ENS Enhancement - Expanded patient family notifications
7	ENS Enhancement - Motor Vehicle Association (MVA) integration
8	ImmuNet Query Portal Integration
9	Prescription Drug Monitoring Program Enhancement - Structured data in EHR and/or pharmacy information systems
10	Radiology Image Exchange
11	Regional Expansion
12	Care Management Support