



## Welcome

The e-Health Update is a resource that shares current CRISP initiatives as well as pertinent healthcare related information for our region.

Each issue will provide updates on CRISP services available and a sneak peek into what's to come. We will also feature spotlights on providers and health IT leaders who are using CRISP to make positive impacts on patient care.

## About Us

CRISP is the regional health information exchange (HIE) serving Maryland and the District of Columbia. We are a not-for-profit organization advised by a wide range of stakeholders who are responsible for healthcare throughout the region.

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## New Law Brings New Requirements for Maryland Providers

### New Law Requires Providers to Register With and Use PDMP

The **Maryland Prescription Drug Monitoring Program (PDMP)** was created to support providers and their patients in the safe and effective use of prescription drugs. The PDMP is part of Maryland's response to the *epidemic of opioid addiction and overdose deaths*.

### Maryland PDMP Facts

- Authorized by law in 2011
- Maryland Department of Health and Mental Hygiene (DHMH) program
- Contains data on Rx controlled dangerous substances (CDS) dispensed to patients in Maryland
- Providers get free, online access through [Chesapeake Regional Information System for our Patients \(CRISP\)](#)

### Legal Changes Affecting Providers

On April 26, 2016, Governor Hogan signed into law HB 437 which includes the following legal changes:

#### 1. Mandatory PDMP Registration for CDS Prescribers & Pharmacists

**Pharmacists:** Licensed in Maryland must be registered with the PDMP by **July 1, 2017**.

**Prescribers:** Beginning **October 1, 2016**, practitioners authorized to prescribe CDS in Maryland must be registered with the PDMP prior to obtaining a new or renewal state CDS Registration (issued by the Division

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### Meaningful Use *(Continued from cover)*

of Drug Control) **OR** by **July 1, 2017**, whichever occurs sooner. *This applies to physicians, physician assistants, nurses practitioners, nurse midwives, dentists, podiatrists and veterinarians. This mandate does not apply to nurses.*

### 2. Mandatory PDMP Use by CDS Prescribers & Pharmacists

Beginning **July 1, 2018**:

- **Prescribers must**, with some exceptions, query and review their patient's PDMP data prior to initially prescribing an opioid or benzodiazepine **AND** at least every 90 days thereafter as long as the course of treatment continues to include prescribing an opioid or benzodiazepine. Prescribers must also document PDMP data query and review in the patient's medical record.
- **Pharmacists must** query and review patient PDMP data prior to dispensing **ANY** CDS drug if they have a reasonable belief that a patient is seeking the drug for any purpose other than the treatment of an existing medical condition.

Information regarding Mandatory Use is available on the [DHMH PDMP website](#). DHMH will provide additional information and reminders closer to but before the implementation date.

### 3. CDS Prescribers & Pharmacists May Delegate PDMP Data Access

Prescribers and pharmacists may delegate healthcare staff to obtain CRISP user accounts and query PDMP data on their behalf. Delegates may include both licensed practitioners without prescriptive authority and non-licensed clinical staff that are employed by, or under contract with, the same professional practice or facility where the prescriber or pharmacist practices.

#### [To Learn More](#)

Visit the DHMH PDMP website for updated information, important compliance dates and Frequently Asked Questions: <http://bha.dhmh.maryland.gov/PDMP>.

For more information about the opioid addiction and overdose epidemic in Maryland and what healthcare providers can do to help, visit [http://bha.dhmh.maryland.gov/OVERDOSE\\_PREVENTION/](http://bha.dhmh.maryland.gov/OVERDOSE_PREVENTION/).

**REGISTER NOW** with the PDMP through CRISP at <https://crisphealth.org/>. Click on PDMP 'Register' button on the left hand side of the screen. For registration help, call 1-877-952-7477.



# CRISP Image Exchange Is Now Available!

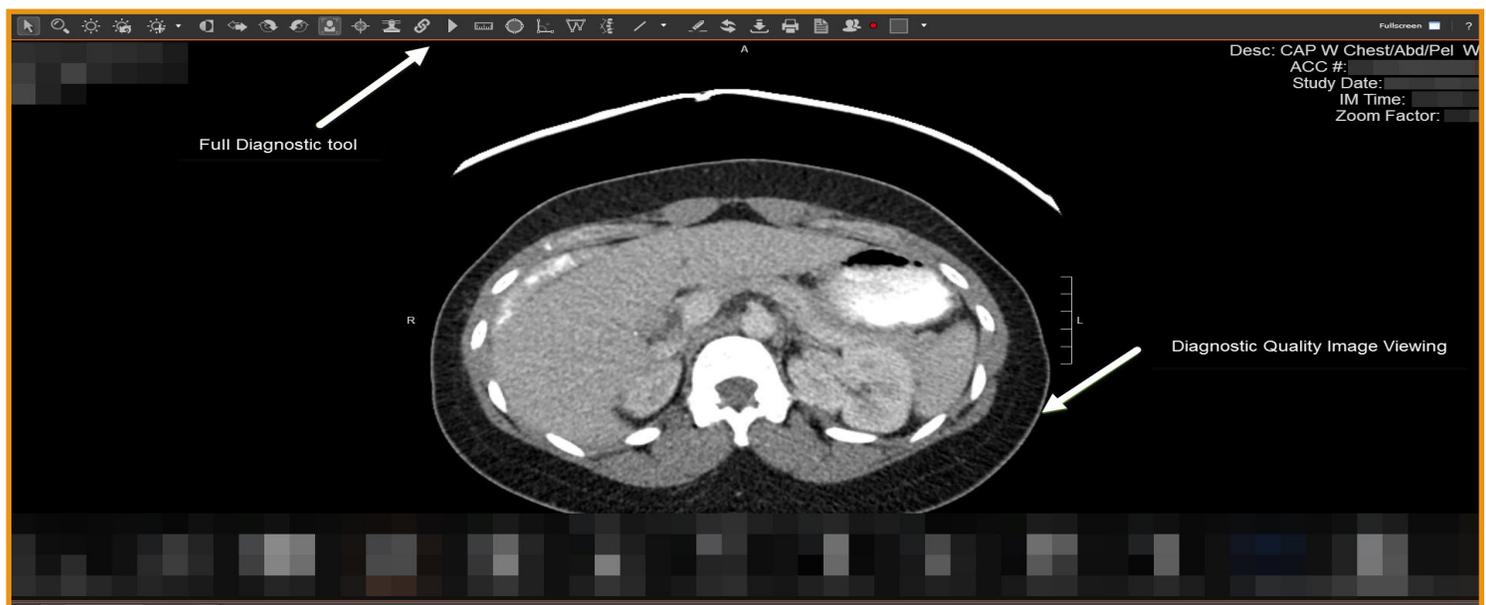
Image Exchange improves the quality and efficiency of healthcare by giving healthcare providers ready access to diagnostic quality medical images when and where they are needed. Image Exchange has been designed to integrate with all common PACS technologies with virtually all HIE and EHR platforms, providing the following image-enabled clinical workflows:

- With a single click, authorized CRISP users can launch a study of interest from any connected imaging location (there are currently 5 hospitals in our pilot) with a fully diagnostic-quality FDA 510(k) Class II medical device.
- View and compare imaging studies from different locations. Authorized CRISP providers can access a Community-Wide Imaging Worklist for their patients, enabling them to manipulate, sort, and view one or multiple imaging studies from different imaging provider locations in a web browser window.
- Collaborate with other healthcare providers anywhere in the community in real time: users can initiate an immediate screen sharing consultation session with any other authorized care provider in the community—for second opinions and consultations between referring physicians and specialists.
- Access images from external locations directly from their EMR. Studies can be accessed by Single Sign On users from within their respective EMR system.

## Participating Hospitals include:

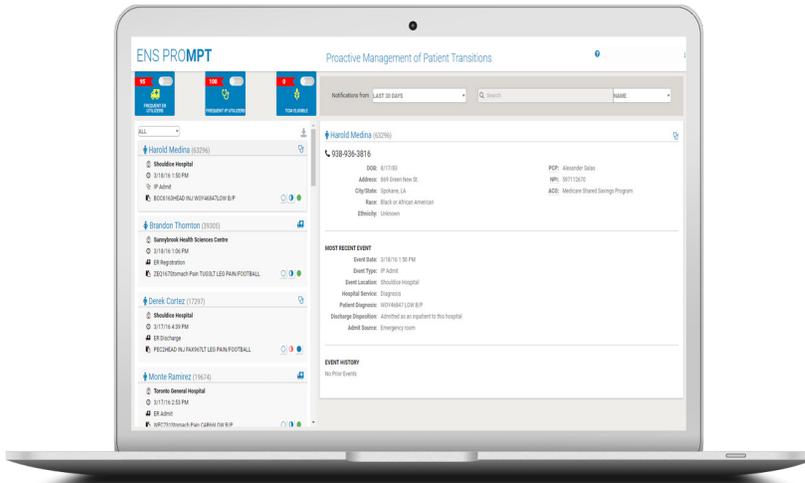
- LifeBridge Sinai Hospital, LifeBridge Northwest Hospital, Carroll Hospital Center, Mercy Medical Center and Upper Chesapeake Medical Center.
- Diagnostic and Cardiology available at CHC and UCMC
- Diagnostic studies available at ALL locations
- Cardiology coming soon for LifeBridge Health Hospitals.

For more information about CRISP Image Exchange or to start contributing to Image Exchange, contact CRISP Support at **1.877.952.7477** or by email at [support@crisphealth.org](mailto:support@crisphealth.org).





# Introducing ENS PROMPT



easy to navigate within ENS PROMPT, much like a web-based email service. Event history is easily accessible from the resent notification, right in the interface. Data spanning the past 30 days can be viewed and downloaded for convenience. Users can also take advantage of ENS PROMPT's basic workflow management tools to help track which notifications have been addressed and which have not. Notifications can be searched by patients' name, complaint, diagnosis, or organization. Filtration is also available by frequent ER utilizers, frequent inpatient utilizers, and TCM-eligible patients.

ENS PROMPT (Proactive Management of Patient Transitions) is a secure, FREE, web-based tool that allows users to quickly and efficiently manage encounter notifications. ENS PROMPT will help users:

- Detect recent admissions whether inpatient or ED.
- Detect recent discharges
- Find high utilizers
- Find care team members
- Perform analytics

ENS PROMPT is customizable, allowing organizations to receive the alerts that are most relevant to them, such as hospital admission, hospital discharge, emergency room visit, and more. Notifications are

ENS PROMPT can be used by anyone within a participating organization regardless of title. Users must only use ENS PROMPT for care coordination purposes.

Future ENS PROMPT capabilities include:

- Loading patient panels
- Patient panel management
- Basic ENS panel analytics
- and MORE!

For more information or to sign up for ENS PROMPT contact CRISP Support at **1.877.952.7477** or email us at [support@crisphealth.org](mailto:support@crisphealth.org).





# The Integrated Care Network Infrastructure

CRISP's Integrated Care Network (ICN) infrastructure is among the latest in CRISP's efforts to improve health outcomes for our region. The ICN focuses on connecting providers across multiple care settings and providing pertinent information to improve health outcomes and reduce costs. The ICN will create new tools, data, and services by building upon the existing services within the CRISP portfolio to enhance clinical care and care coordination for our region's patients. This initiative is a multi-year project that consists of seven major workstreams:

1. **Ambulatory Connectivity:** Connect more practices, long-term care facilities, and other health providers to the CRISP network.
2. **Data Router:** Build a data router that includes data normalization, patient consent management, patient-provider relationships – for sharing patient-level data.
3. **Clinical Portal Enhancements:** Enhance the existing Clinical Query Portal with a care profile; a provider directory; information on other known patient-provider relationships; and risk scores.
4. **Notification & Alerting:** Create new alerting tools to allow notifications to happen within the context of a provider's existing workflow.
5. **Reporting & Analytics:** Expand existing CRISP reporting services and make them available to a wider audience of care managers.
6. **Basic Care Management Software:** Support care management efforts throughout the state and region – through data feeds, reports and potentially a shared care management platform.
7. **Transformation:** Assist providers efforts to improve care delivery by training them on leveraging CRISP data and service, sharing best practices, and supporting collaborative partnerships.

Over the next few issues, the e-Health Update will take you inside each workstream to provide you more details and insight on what these efforts mean for our region's providers.

## Workstream 3. Clinical Portal Enhancements

The CRISP Clinical Query Portal is the primary interface by which providers access patient data at the point of care. The Clinical Query Portal provides access to encounter information, lab results, radiology reports, discharge summaries, and medications. As CRISP enhances its product offerings to include data captured through care management programs, we intend to include additional data sets for providers and other CRISP users. CRISP receives real-time encounter and clinical data through over 150 feeds from participating organizations. Using these connections, CRISP can receive Care Plans that are now available in a new section of the Clinical Portal patient summary screen titled "Care Management."

The CRISP Patient Care Overview is a compilation of pieces of care management data made available to CRISP that might be relevant for a provider or care manager at the point of care. The Care Overview will be accessible via one-click from the patient's CRISP summary page within the Clinical Portal and will display the following elements:

- **Patient Attribution** - Uses Encounter Notification Service data to indicate who else is involved (i.e., subscribed to the patient in ENS) in the care of the patient
- **Prior Admissions** - A list of the last 60 days of encounter information for patient
- **Care Alert** - A short summary of the most pertinent information needed for a provider to treat the patient
- **Care Manager Attribution** - A list of care management programs the patient is enrolled in alongside the name of the care manager and their contact information
- **Care Plan Availability** - An alert that indicates whether a care plan is available
- **Payor Submitted Risk Scores** - A Payor supplied risk score that includes an explanation of the score and the organization that submitted it



# CRISP Updates

## Encounter Notification Service (ENS)

The CRISP ENS has recently added new features.

- **Auto Subscribe:** Patient Panels can now be uploaded and updated through a connection with your EHR.
- **Expanding Alerts:** CRISP can now send you ADT alerts from Northern Virginia and Delaware hospitals.

## Clinical Query Portal

CRISP is consistently focused on developing new features for the Clinical Query Portal. New features include:

- **IMMUNET Data:** Registry data is now available within the portal!
- **Opt-Out:** Patients can choose to opt-out of either sharing data from their doctor's office or hospitals. Click [here](#) for revised opt-out form.

## CRISP Reporting Services (CRS)

CRS is dedicated to enhancing our analytic tools to help you improve patient care. New features include:

- **New Reports:** Our newest hospital reports include Quality-Based Reporting (QBR), Total Cost of Care, and Patient Total Hospitalization (PaTH)!
- **New Training Available:** Contact [support@crisphealth.org](mailto:support@crisphealth.org) to take part in a CRS training webinar, Super User conference call, or on-site CRS training.



CRISP CLINICAL QUERY PORTAL DASHBOARD		05/2016
<b>Data Source Statistics</b>		<b>Grand Totals</b>
Live Hospitals		62
Clinical Data Feeds		232
Long-term & Post-Acute Care Facilities		52
Labs & Radiology Centers		16
<b>User Statistics</b>		<b>Grand Totals</b>
# of Unique Users		+20,000
# of Monthly Queries		+125,000

# CRISP USER RESOURCES

CRISP has a support email [support@crisphealth.org](mailto:support@crisphealth.org) and phone line 1-877-952-7477 that is staffed during business hours (8am-5pm). The team is available to help you with any log-in issues or to assist with adding CRISP services or users to your organization.

- Accounts that have no activity during the last 90 days will be locked. Users must call CRISP directly to unlock an account or email from the email address on file.
- Requests for password resets, account unlocks, etc. must come directly from the user.