



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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PDMP Registration Is Now Mandatory

[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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PDMP Registration (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/.

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.



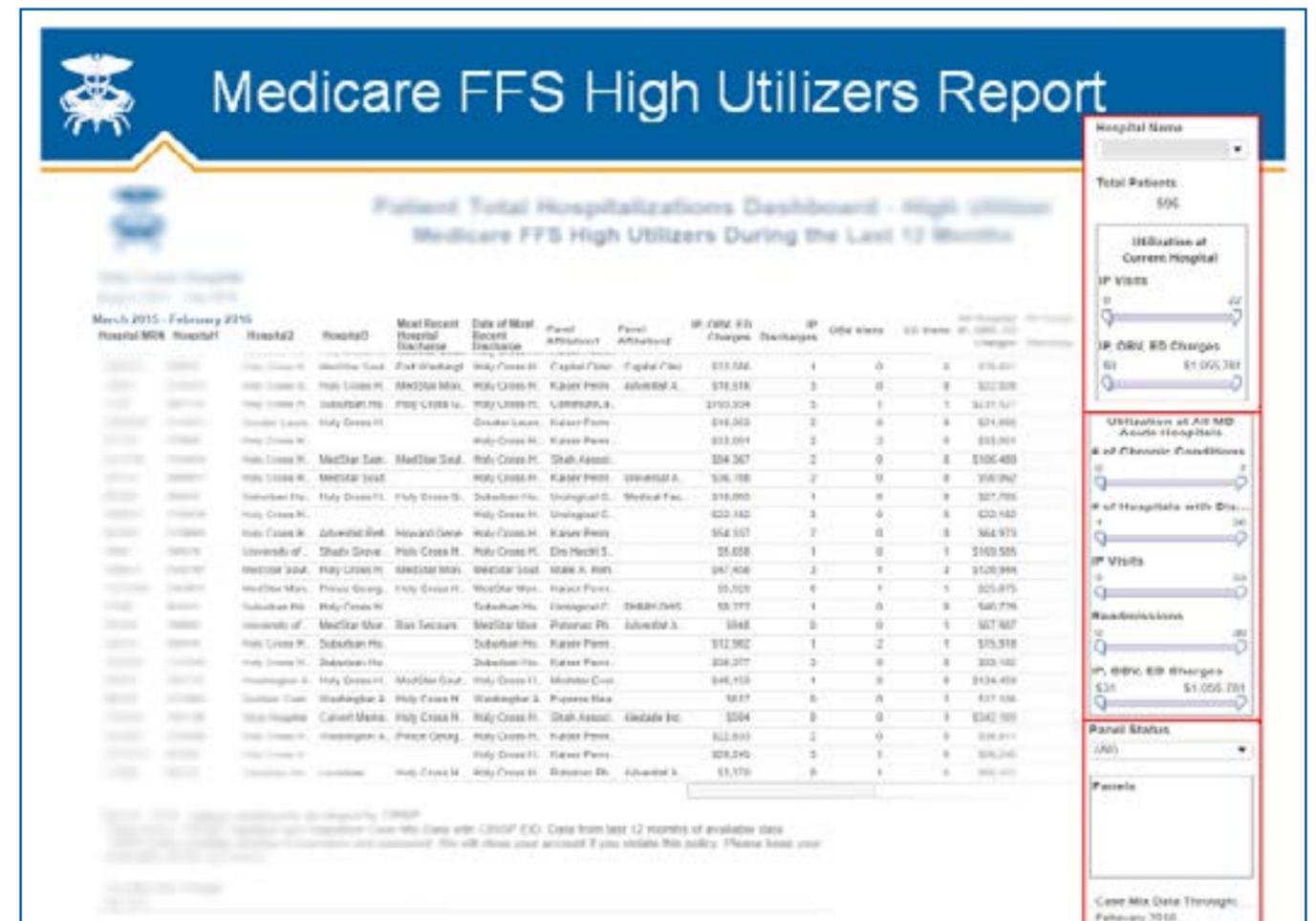
New CRISP High Utilizer Report Available

CRISP Reporting Services (CRS) has released a new patient-level report - High Utilizer with Patient Details. This report shows a list of a hospital's Medicare FFS high utilizers which drill down into patient utilization by visit type, total readmissions, and total chronic conditions.

This reports gives users the ability to:

- Identify Medicare FFS HU patients and see the other Maryland hospitals where they receive care
- Identify organizations in the community that are subscribed to these patients (receive ENS encounter alerts)
- Identify patients that are not subscribed to (patients for which ENS encounter alerts are not being sent)
- Identify patients that have frequent readmissions

The report is available now to authorized users for the purposes of care coordination, quality assessment, and quality improvement. Each authorized user is required to sign an individual end-user agreement and be authorized by his/her facility's point of contact. For more information, please email us at support@crisphealth.org.





CRISP In The Community



CRISP not only takes pride in care coordination but we also strive to give back to the community and other non-profit organizations around us. On August 9, 2016, 12 CRISP employees had the opportunity to volunteer with the Howard County Food Bank Community Garden which is a part of a larger association called the Kitchen Gardeners International.

Kitchen Gardeners International is a 501c3 nonprofit community of 30,000 people from 100 countries who are growing some of their own food and helping others to do the same. The mission is

to empower individuals, families, and communities to achieve greater levels of food self-reliance through the promotion of kitchen gardening, home-cooking, and sustainable local food systems. In doing so, KGI seeks to connect, serve, and expand the global community of people who grow some of their own food.

The garden is located off of Old Dobbin Road in Columbia, MD and is strictly volunteer and donation based. This single garden provides over two tons of food that feed over 22,000 people in need each year. They take pride that their garden is completely “fresh organic” -- meaning no pesticides or growth hormones are used. The garden was filled with tomatoes, eggplant, peppers, squash, green beans, and more. We were able to fill about three containers worth! In addition, we carefully lifted the leaves of the green bean plants to kill the Mexican Bean Beetles in order for the plants to continue to grow. The most important thing we did that afternoon was prepare multiple plots for the fall crop season by digging, hoeing, and raking the soil.



ENS PROMPT v2.1 Is Here!



ENS PROMPT v2.1 was recently released and has more features than ever. ENS PROMPT, the secure, FREE, web-based tool for managing encounter notifications has four new major features.

1. MANAGE YOUR PATIENTS
PROMPT now allows you to manage patients across multiple patient panels. Whether patients are ACO members or in specific care management programs, you can now access multiple panels using the same login and interface.

2. SEARCH & FILTER PATIENT LIST

Users can search for patients using over 30+ criteria and notification fields. PROMPT gives you the option to define, add, and remove filters. These filters can even be saved for future reuse.

3. CARE COORDINATION WORKFLOW

PROMPT’s notification triage allows you to easily and quickly mark notifications as not started, in progress, or completed in real time. This feature allows users to keep track of their notifications and coordinate work among team members.

4. DATA REPORTING

Users can export data from PROMPT for up to the past 30 days in both CSV and Microsoft Excel files. All data can be exported or only data from the specified filter criteria being used. Users can use exported data to create graphs and charts, as well as to track trends over time.

CRISP Basic Care Management Software

Through the State of Maryland’s Integrated Care Network (ICN) initiative, CRISP has become critical infrastructure in supporting the healthcare of patients with the greatest and most complex needs. One of CRISP’s functions is assisting providers with care management and care coordination initiatives. CRISP works with participants such as hospital transitional care clinics, community-based organizations and primary care practices to determine how to best support care management initiatives—either through deep integration with existing systems or through leveraging CRISP Care, a basic care management tool hosted by CRISP. CRISP is actively working to receive data from, and push data to, a number of care management solutions leveraged by CRISP participants around the state. Care Management initiatives are increasingly at the forefront of conversation in the Maryland healthcare community and CRISP intends to serve the need with the appropriate tools. **To learn more, contact Lindsey Ferris at lferris@crisphealth.org.**



What Else Is New?

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

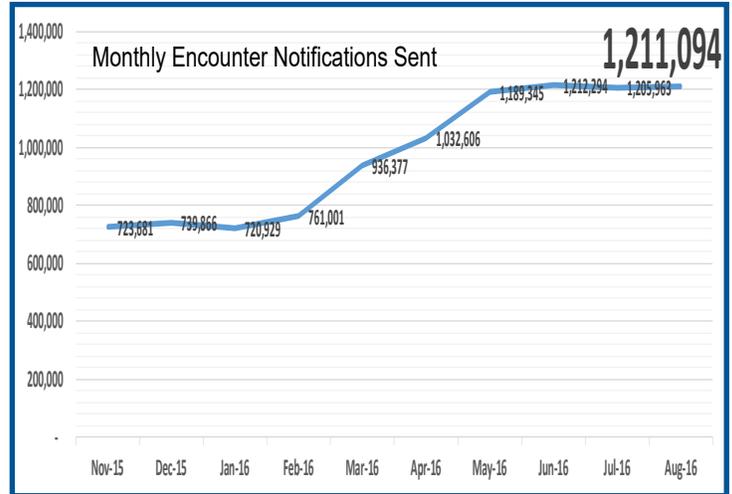
CRISP is consistently focused on developing new features for the Clinical Query Portal. New features include:

- **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 the 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 High Utilizer with Patient Details, Hospital Panel Enrollment, Total Cost of Care.
- **New Training Available:** Contact 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		09/2016
Data Source Statistics		Grand Totals
Live Hospitals		69
Clinical Data Feeds		234
Long-term & Post-Acute Care Facilities		86
Labs & Radiology Centers		16
User Statistics		Grand Totals
# of Unique Users		+35,000
# of Monthly Queries		+125,000

CRISP USER RESOURCES

CRISP support email (support@crisphealth.org) and phone line (1-877-952-7477) are 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.