High Utilizer with Patient Details - Quick Guide

Background

The main purpose of the High Utilizer with Patient Details Dashboard is to help you identify patients that may benefit from enhanced services offered through a care coordination program. By combining all hospitalization data for a rolling 12-month period, users can filter for patients based on patients’ number of chronic conditions, use patterns, and other variables to help support care coordination efforts.

The High Utilizer with Patient Details Dashboard is available from the main page of the CRISP Reporting Services (CRS) Hospital Reporting Portal (https://reports.crisphealth.org) which will take users to a login screen that requires users to select the Hospitals – Details site) and then click on the Hospital Portal link 3 times.

Access the High Utilizer with Patient Details Report by clicking on the Populations icon, then click High Utilizers, then click High Utilizer with Patient Details.

Important notes about using the CRS Hospital Reporting Portal:

- To Export data – click anywhere in the data visualization, then click on 'Download' in the upper right-hand corner, then choose 'Crosstab.'
- To locate the Date range - look in the bottom left of each dashboard to find the Date range.
- Revert button - Once filters are selected, they remain applied as you move from the Summary and PaTH tabs. The Revert button removes all filters you have applied to the dashboard. Located at the top left of each dashboard.
- Refresh button - refreshes the connection to the data source. If you are experiencing any slowness, use this feature to refresh the data. Located at the top left of each dashboard.
- Notes tab - contains information on data sources, report logic and exclusions. Located at the top of each dashboard on a separate tab.
- If you have difficulty logging in, close your browser completely and then try logging in again, or contact support@crisphealth.org
Overview of Dashboard

**High Utilizers Tab**
The **High Utilizer with Patient Details** dashboard shows you a list of all patients with at least 1 visit at your hospital in the past 12 months, and defined as high utilizers. In this report, a high utilizer is defined as both:

- Patient with Medicare FFS payer on most recent hospital visit.
- Patient with 3 or more Inpatient or Observation visits of 24 or more hours during the past 12 months across all hospitals.

Sliding bar filters are available on the right-hand side of the dashboard. **Utilization at Hospital Name** filters the patients by data just from your hospital. **Utilization at All MD Acute Hospitals** filters the patients by data from all Maryland acute care hospitals. The **Panel Status** filter is also available to filter by patients that are subscribed to by any CRISP ENS participant.

**Notes Tab**
This tab contains information about the source data used to create the dashboard report, report logic, and other relevant information.