e-Health Update

CRISP
www.crisphealth.org

Welcome

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

Each issue provides updates on CRISP services and a sneak peek into what is to come.

The e-Health Update also features 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 non-profit organization advised by a wide range of stakeholders responsible for health care throughout the region.

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Encounter Notification System (ENS) Celebrates Five Years!

As ENS celebrates five years this month, we are pleased to announce that more than 1,000 provider organizations across the state of Maryland now use the Encounter Notification System.
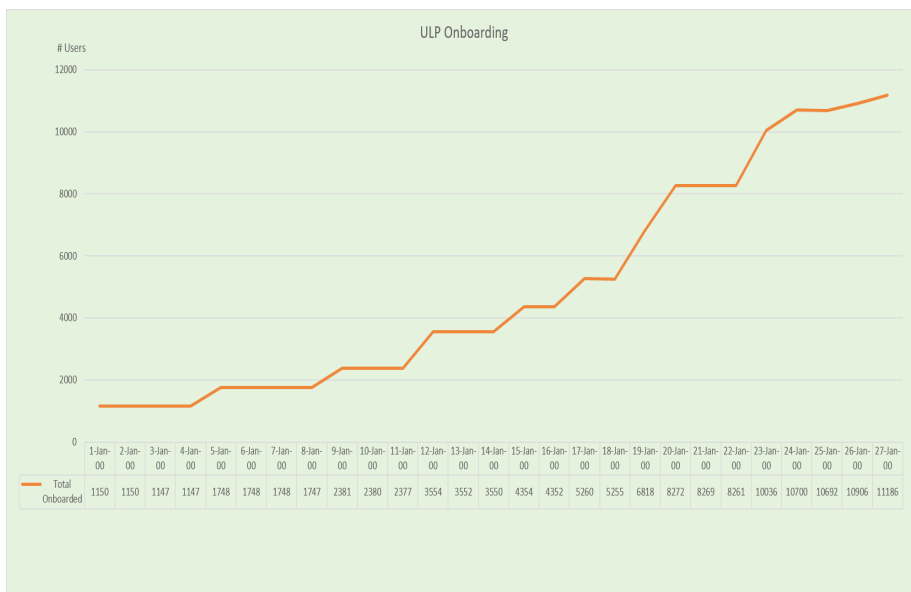
CRISP began receiving clinical encounter data from all 47 Maryland acute care hospitals in 2011. In August 2012, provider organizations began receiving ENS notifications whenever their patients visited emergency rooms or were admitted as inpatients. By the end of 2012, 57 organizations – including primary care practices, cancer registries and specialty practices – were receiving real-time, actionable information on their patients during critical moments in their health care experience.

Through this work, the state of Maryland has taken major strides in assisting hospitals, health care providers and other health care-related organizations statewide by adopting and using health information technology to improve the safety, quality and delivery of care. Today, more than 350,000 notifications are shared per week with participating health care organizations such as primary care practices, transitional care programs and managed care plans. In Maryland, nearly 60 percent of hospital discharges are accompanied by a notification to a primary care provider.

Since its launch in 2012, ENS has become a critical infrastructure in the state of Maryland providing secure, real-time notifications and clinical summaries to primary care providers, skilled nursing facilities, home health agencies, payors and stakeholders coordinating care for patients. With five years of ENS, patients are able to experience better transitions of care, more timely follow-up appointments post-hospital discharge and more efficient care coordination.

PDMP Unified Landing Page

ULP Onboarding

	1-Jan-00	2-Jan-00	3-Jan-00	4-Jan-00	5-Jan-00	6-Jan-00	7-Jan-00	8-Jan-00	9-Jan-00	10-Jan-00	11-Jan-00	12-Jan-00	13-Jan-00	14-Jan-00	15-Jan-00	16-Jan-00	17-Jan-00	18-Jan-00	19-Jan-00	20-Jan-00	21-Jan-00	22-Jan-00	23-Jan-00	24-Jan-00	25-Jan-00	26-Jan-00	27-Jan-00
Total Onboarded	1150	1150	1147	1147	1748	1748	1748	1747	2381	2380	2377	3554	3552	3550	4354	4352	5260	5255	6818	8272	8269	8261	10036	10700	10692	10906	11186

The Maryland Department of Health (MDH) and CRISP have launched a specialized web application for the Prescription Drug Monitoring Program (PDMP) designed to assist medical, pharmacy and public health professionals with the identification and prevention of prescription drug abuse and aid in the combat against the rapidly spreading Opioid epidemic.

Over the past several months, more than 10,000 PDMP users have transitioned to the new PDMP platform. In this transition, the registration status of current PDMP-only registrants was not affected. The PDMP is overseen by the MDH and the Behavioral Health Administration (BHA) and all policies on access are regulated by MDH. The BHA is actively working with other states to establish the mutual exchange of PDMP data.

The PDMP system adds several new capabilities, including "fuzzy search" that enables the viewing of several patients information within a single view. Providers can sort and filter medication data and view Maryland data along with interstate data for Virginia, the District of Columbia, West Virginia, Connecticut, Pennsylvania, Arkansas and Minnesota.

Prescribers, pharmacists and other licensed health care practitioners that query the new systems 30,000 times in a typical week.

CDS prescribers and licensed pharmacists in Maryland are state mandated to register for the PDMP. If you have not registered with the PDMP, visit www.crisphealth.org and click the "Register Here" button in the PDMP box. All that is required to register is approximately 30 minutes, a computer with internet and audio connection and an individual e-mail address for access.

The new Unified Landing Page will be the single-login access point to the Clinical Query Portal and other CRISP services, providing a streamlined method of accessing all eligible CRISP services while requiring only one username and password.

The roll-out of the ULP will be incremental. Please do not be alarmed if you find that some users within your organization have received access and you have not.

Maryland Department of Health
Effective July 1, the Department of Health and Mental Hygiene (DHMH) is now called the Maryland Department of Health (MDH).

CRISP Reporting Services (CRS) Landing Page

CRISP has now launched the CRS Landing Page. Instead of two separate CRS Reporting sites – one for Static Excel-based reports and the other for Tableau interactive reports – there is now a single site for all reporting. The site provides users, who rely on reports from both sites, with access to reports more quickly, with fewer clicks and a more user-friendly platform by allowing providers to customize their reporting page.

CRISP Reporting Services (CRS) provides secure access to Maryland health care data and related analytics tools to assist health care organizations in improving patient care throughout the state. CRISP partners with the Health Services Cost Review Commission (HSCRC) to provide a standard set of monthly reports to all Maryland hospitals. By linking hospital casemix data with unique patient identifiers, CRS can provide updated analysis of inter-hospital trends and utilizations. This, in turn, offers health care organizations reports aimed to support quality improvement, strategic planning, financial modelingand other activities.

Log on to www.crisphealth. org/crs for more information or email us at support@ crisphealth.org
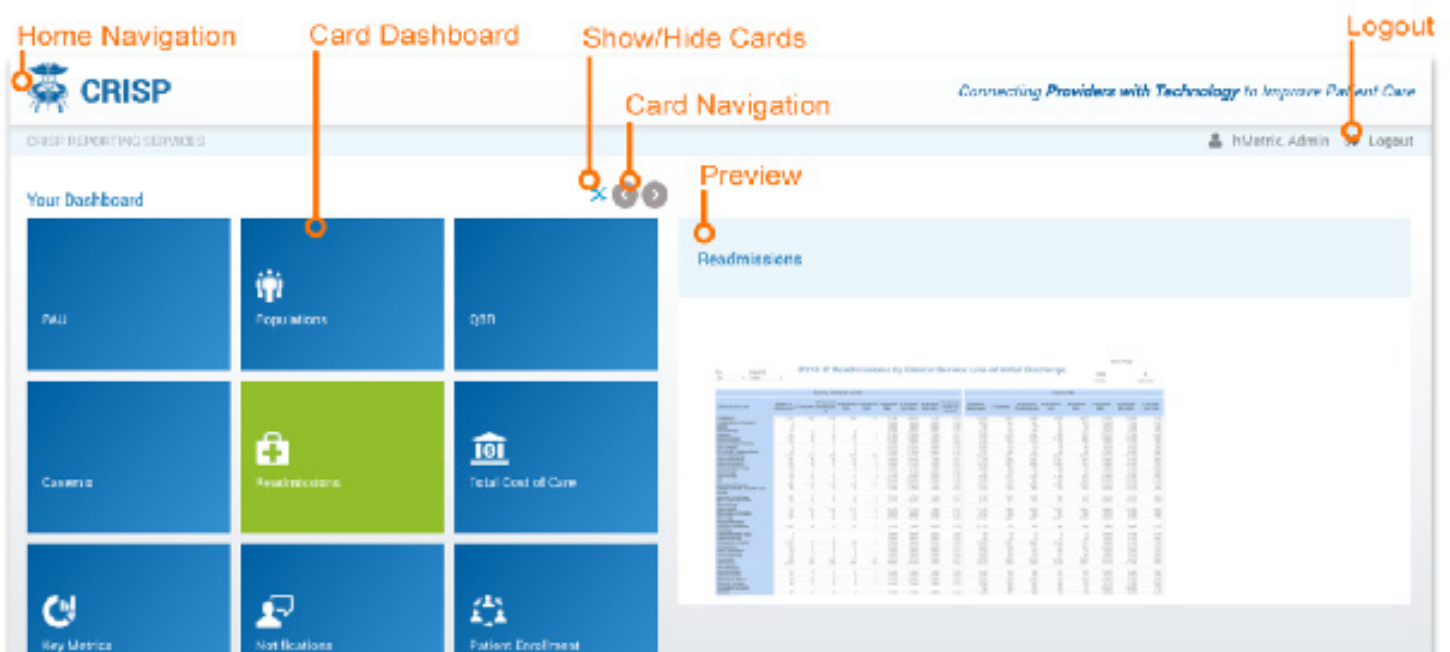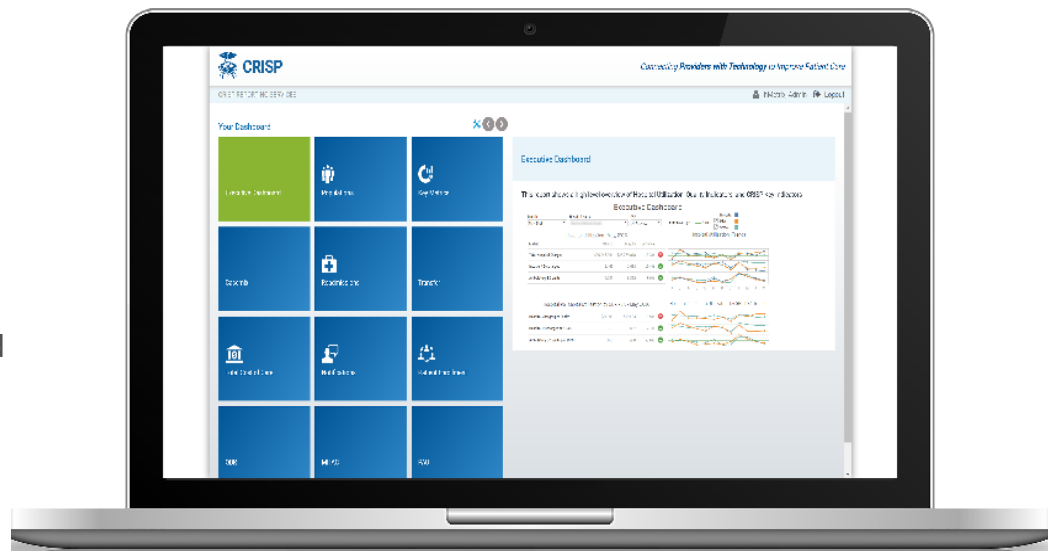
Image Exchange Update

CRISP is pleased to report that at the close of fiscal year 2017, 12 of the 47 acute care hospitals in the state of Maryland share images through the CRISP Query Portal, and another 22 are in progress.

The Maryland Institute for Emergency Medical Services Systems (MIEMSS) Stroke Network has recommended CRISP to the CEOs of all acute care hospitals in Maryland. Through the CRISP Image Exchange, community hospitals can perform stroke imaging,and publish the images, in real time, for Coordinated Specialty Care specialists to make proper patient transfer decisions and if necessary prepare an operating room for any necessary interventions.

This capability facilitates streamlined second opinions and consultative reads, enables faster, more effective triage, diagnosis and treatment of stroke especially in after-hours situations or in the event staff is not locally available. Most importantly, the CRISP Image Exchange streamlines patient transfers by allowing users to share images with receiving locations in advance of the patient arriving and avoid losing critical time in repeat imaging. This capability shortens the door-to-treatment time by up to one hour resulting in fewer deaths and diminished odds of serious, long term disability.

Connecting Providers with Technology to Improve Patient Care
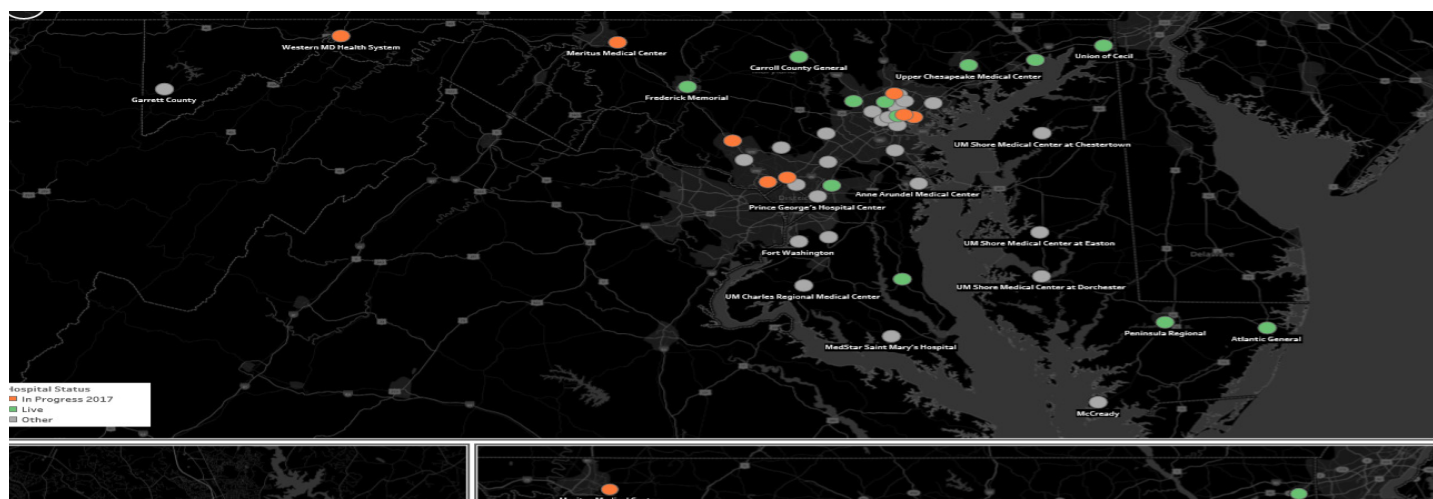
CRISP In-Context Alerts

In-context alerts deliver high-value, lightweight data directly to existing physician workflows. Users no longer have to leave their EHR to navigate to the CRISP Query Portal and search for the information needed. Our solutions are customized to fit each EHR system and are typically bundled with Single-Sign On (SSO) to accelerate physician's access to more complete information.

Enhance Caregiving:
Currently, accessing patient information from external organizations requires that physicians leave their EHR system, log into CRISP, search for the patient, then navigate through the complete set of records to determine if any information exists, is new, or relevant to a treatment decision. CRISP understands that this is not ideal.

Speed Workflow:
With in-context alerts, physicians will have either no-click access, where the data automatically displays within the patient's chart, or one-click access, where they simply clicks a button to get the data they need from CRISP.

CRISP is building out the available information through the new system - our current offerings are detailed in the table below:

Alert	Description	Status
PDMP Data	Delivery of opioid prescription data to registered providers	Awaiting DHMH approval
Care Alert	Short comment to guide physician on context of patient's care	Live in all delivery solutions
Care Team	Current list of organizations receiving notifications on the patient from ENS	Live in Meditech/Allscripts and Cerner Solutions
Care Management	Provides name and contact info of patient's Care Program and Manager from ENS	Live in Meditech/Allscripts and Cerner Solutions
Prior Visit (Recent Encounters)	Lists patient's prior encounter information from ENS	Live in Meditech/Allscripts and Cerner Solutions
CRE Flag	Our First Flag Alert! — Informs of positive test for CRE, a Drug Resistant Infection	Live in Meditech/Allscripts and Cerner Solutions
News Alert	Our direct line to inform users of new functionality and alerts!	Live in Meditech/Allscripts and Cerner Solutions

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Health Quality Innovators (HQI)

Have Questions about MIPS, APMs and 2017 Reporting? HQI can help.

Health Quality Innovators equips healthcare professionals as the Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Maryland and Virginia and a CMS Practice Transformation Network (PTN) covering the Mid-Atlantic. As part of this work, we provide technical assistance and support to physician practices on practice transformation, the Merit-Based Incentive Payment System (MIPS) and advanced Alternative Payment Models (APMs). For more information, email us at qpp@hqi.solutions or call 301-744-8472. For access to video modules, fact sheets and webinars explaining the various components of MIPS, please visit our Resource Center here.
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Don't Miss HQI's next Quality Payment Program Office Hours

Join Health Quality Innovators as our expert team addresses all of your Quality Payment Program questions. Office hours are hosted at least once per month and our next one will be Thursday, September 14, from 12-1 p.m.. We will conduct a live Question & Answer session to bring clarity on topics such as Merit-based Incentive Payment System (MIPS) participation and eligibility, understanding the performance categories, base requirements, how to know if you're excluded from MIPS and more. You can register for this webinar here.

FEATURED ARTICLES

Are you interested in featuring your article in the *e-Health Update*? Would you like to post an advertisement for an upcoming event? We welcome your content!

Please contact Ms. Ryan Flood at ryan.flood@crisphealth.org for more information.

Connecting Providers with Technology to Improve Patient Care

# What Else Is New?

ENS for Behavioral Health

We are actively updating our technological capabilities within the ENS infrastructure to specifically protect against the disclosure of sensitive health information subject to the federal regulation 42 CFR Part 2. The technology and process changes made to add additional protections for patients being seen at behavioral health entities include the following:

- A step in the outreach process for a Qualified Service Organization Agreement (QSOA) to be signed by any site covered under 42 CFR Part 2 — the federal law protecting patients in substance abuse treatment — enabling us to provide services to the participant.

- A self-service panel loader that allows facilities to upload and manage their own panels and prevents patient panels from being sent externally.

Once minor modifications are made to make the self-panel loader more user-friendly, we will begin the introduction process to other behavioral health entities. This achievement marks an important milestone in the provision of value to a new group of stakeholders through the existing CRISP services!

Voice of the Customer: Behavioral Health

CRISP is committed to providing services that are valuable to its users. We will be engaging the health care community to gather feedback and suggestions on how CRISP can assist in the facilitation of behavioral health data sharing in a meaningful, compliant manner.
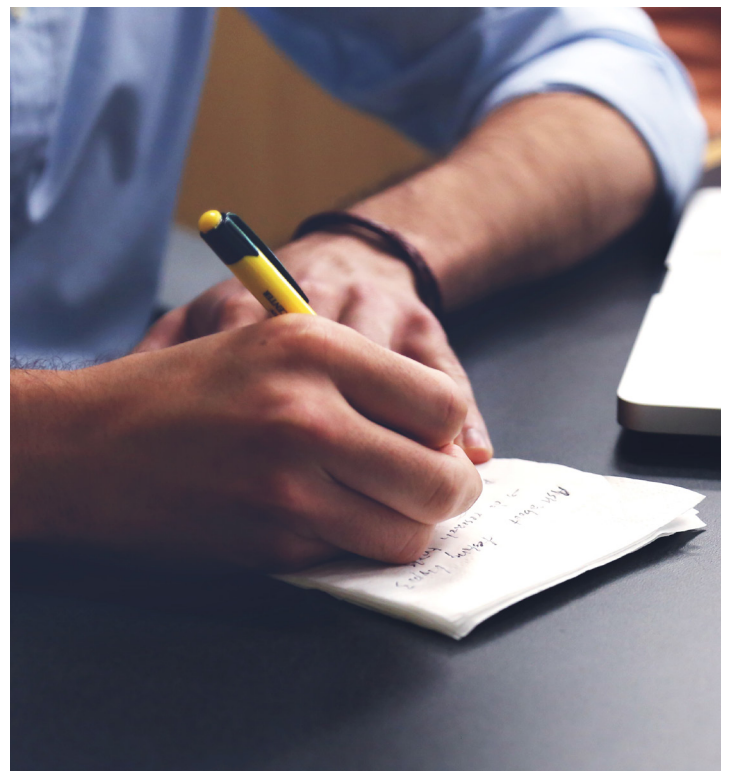
CRISP USER RESOURCES

CRISP support email (support@crisphealth.org) and phone line (1-877-952-7477) are staffed during business hours Monday - Friday (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.

Connecting Providers with Technology to Improve Patient Care