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.

CRISP Hosts First Annual User Conference

Healthcare professionals from across the state of Maryland gathered for the *First Annual CRISP User Conference* in Columbia, MD last month. Nearly 170 CRISP users and staff came together to discuss user experiences, best practices, and tips on how to effectively incorporate CRISP applications into everyday workflow.

CRISP's own Dr. Samit Desai, Senior Advisor, jumpstarted the day with an informational deep dive into the CRISP annual theme of "It Just Works" and the goals set to achieve for the year. Desai discussed the importance of CRISP data and its impact on the enhancements of clinical decision making and effective coordination of care. Desai discussed CRISP's daily pursuit of providing innovative methods to deliver vital patient information, enriching the rapidly growing "Integrated Care Network", and connecting more to the healthcare system through the onboarding of ambulatory practices, skilled nursing facilities and national network data.

Keynote speaker and CIO of Johns Hopkins University and Health System, Stephanie Reel led the day's discussion with a high-level overview of technological advancements in health care, the positive effects of CRISP on population health, cybersecurity, and the future of health care.

The day concluded with a series of concurrent breakout sessions

that featured CRISP applications — the Prescription Drug Monitoring Program (PDMP), the recently introduced Unified Landing Page (ULP), and the Encounter Notification Service (ENS). ENS proved to be quite popular as the vast majority of attendees filled the room to discuss and learn the ins and outs of the service.

The goal of the CRISP User conference was to provide users with an opportunity to view CRISP services in action and have their voices heard. With a great deal of the credit attributed to conference attendees, the conference goal was achieved, and vital feedback was gathered for future use.

CRISP would like to thank all participants for making the *First Annual CRISP User Conference* a success. We look forward to seeing everyone in Fall 2018!

Voice of the Customer (VoC)

The Voice of the Customer (VoC) Project is an effort to better understand our various users' needs across CRISP applications.Similar to the CRISP User Conference, we are providing CRISP users with the opportunity provide feedback on various CRISP applications. If you are interested or know someone interested in scheduling a one-on-one, focus group or group training session with a VoC representative, please contact Marketing and Communications Specialist, Ryan Flood at ryan.flood@crisphealth.org.

Sign Up Today!

CRISP InContext Now Available in the Epic App Orchard!

We are excited to announce that CRISP's Smart on FHIR App is now live in Epic's App Orchard! Epic customers can now receive important patient notifications directly within their workflow with the new, easy to install, version of InContext alerts. The following information is currently available via CRISP InContext:

Prescription Drug Monitoring Program (PDMP) Data
The PDMP monitors the prescribing and dispensing of drugs that contain controlled dangerous substances (CDS). For each prescribed CDS drug that is dispensed in Maryland, the dispenser must report information for the drug, patient, prescriber, and pharmacy.

Care Alerts
High priority care coordination information meant for the most complex patients who frequent hospitals and practices. These are generally written by physicians or care managers who have previously seen the patient.

Care Team and Care Program Information
Provides a list of organizations that are currently receiving information about the patient. Lists Care Management Program and Care Manager with their contact information. Offers information from Care Plans and Programs with post-discharge resources.

Prior Visits
Provides a list of a patient's previous care encounters by date and location.

Public Health Alerts
- CRE (drug-resistant infection) notifications
- Zika exposure notifications

Reach out to your Epic representative for assistance with the application installation. After implementing CRISP InContext, you will see the information below with no additional integration required. Interested in CRISP InContext? Contact the CRISP Customer Care Team by calling 1.877.952.7477 or emailing support@crisphealth.org.

CRISP InContext

Public Health Alert

CRE   Zika

News **1**   PDMP **2**   Care Alert **1**   Prior Visits **2**

Medication	Written	Filled	Days Supply	QTY Disp.	Payment	Prescriber	Pharmacy Name
ACETAMINOPHEN-COD #3 TABLET	2017-11-16	2017-11-17	20	10	Commercial Insurance	Smith, Jane	CVS Pharmacy
PROMETHAZINE VC-CODEINE	2017-11-16	2017-11-17	30	25	Medicare	Jones, Larry	Walmart Pharmacy

Feedback

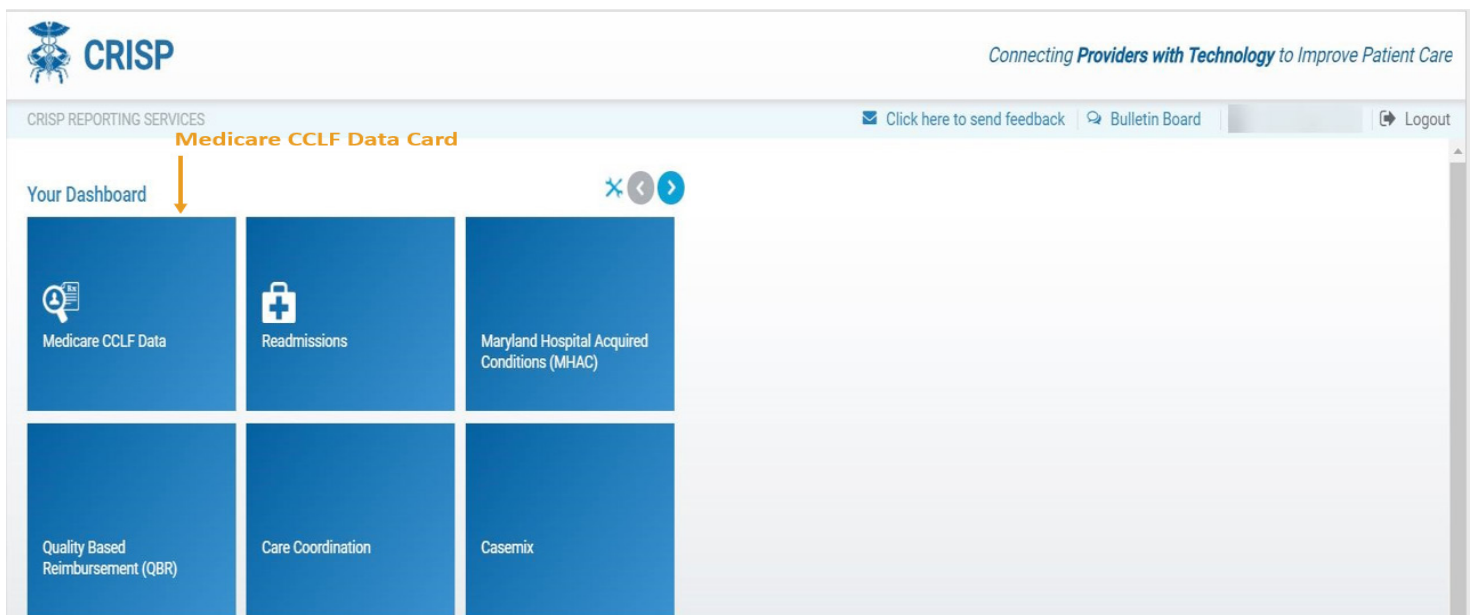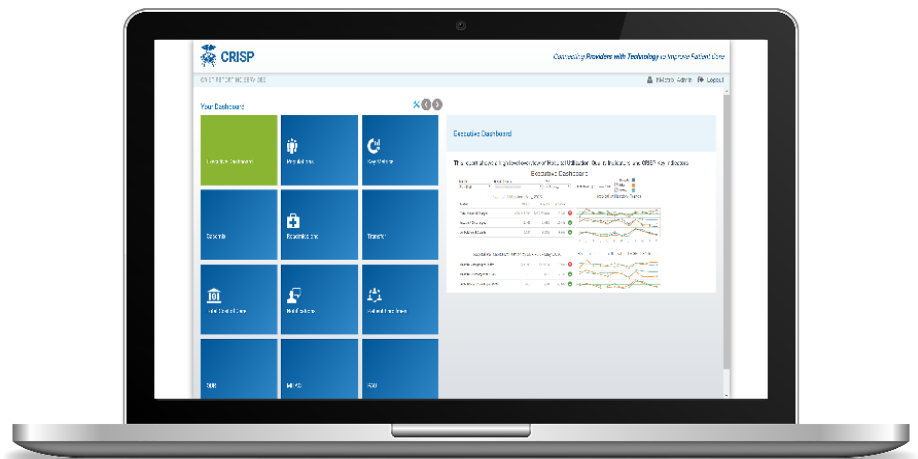*Connecting Providers with Technology to Improve Patient Care*

CRISP Reporting Services (CRS): CCLF Data

In support of state-wide Care Redesign initiatives, CRISP has made Medicare Claim and Claim Line Feed (CCLF) data available to Maryland hospitals through the CRS Portal "Medicare CCLF Data" card on the portal homepage.

CCLF data contain Medicare fee-for-service beneficiary claims for Maryland residents who have been hospitalized within the past three years. The data contains Parts A, B, and D claims including demographics, diagnoses, services received, and payments. Hospitals that signed up for the first performance period of the HCIP and CCIP Care Redesign Programs can view both summary and patient identifiable data. Hospitals that did not sign up for the first performance period can view summary level data, but not identifiable.

Visit https://crisphealth.org/resources/ to view the Medicare CCLF Webinar Demonstration and the comprehensive Medicare CCLF User Guide.

For more information, contact Customer Care at support@ crisphealth.org.

CRISP Introduces Self-Service Panel Loader

As of December 1, nearly 1,500 participants have signed up to receive real-time care coordination alerts through the CRISP Encounter Notification Service (ENS). As the number of participants using ENS grows, the panel sizes grow respectively. To provide better support to CRISP's ENS users, the Self-Service Panel Loader was built to support practices up to 260MB. The newly deployed service is accessed within ENS ProMPT and provides a user interface to enable streamlined processes for panel management that is controlled by the user.

The ENS Self-Service Panel Loader went into pilot on July 1, with the rollout process to eligible practices kicking off at the beginning of October. Today, practices are actively engaging in the use of the application. Unless already covered by another method of panel submission (i.e., the Auto Subscribe service), CRISP expects by the end of 2018, all eligible participants to be engaged in this service.

The new application delivers three advantages to users:

More control for participants
- Update your own panel within your own control, as frequently as you would like.
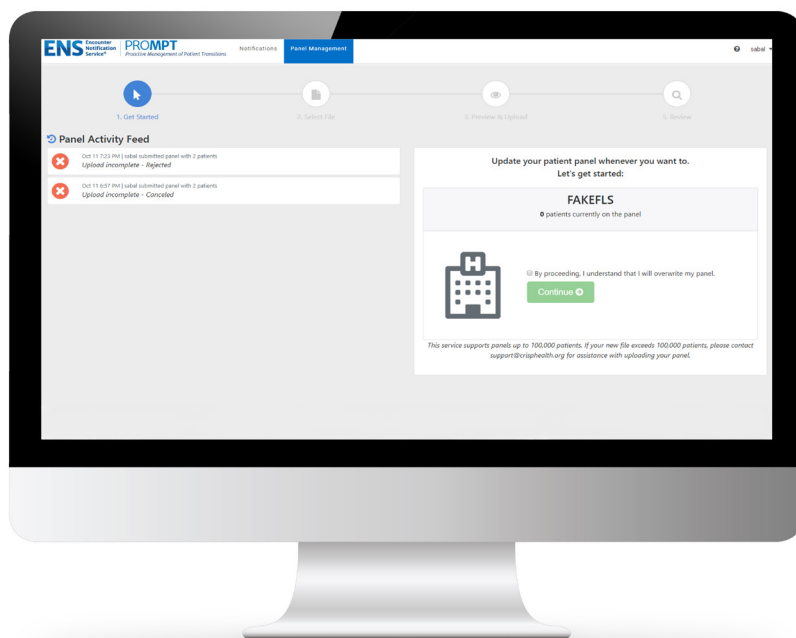
No need to send panels externally
- Receive data directly from your organization into ENS. No Direct secure email—bringing you one step closer to getting your panel in our system.

Quicker ability to get panels uploaded
- PROMPT's user interface streamlines getting panels uploaded. There system guides users step-by-step through the process and instructions are available within the application.

Contact Sheena Patel at sheena.patel@ crisphealth.org for questions and to discuss how you can leverage CRISP's Self-Service Panel Loader tool.

Featured Article: Health Quality Innovators (HQI)

Get Ready to Report Your 2017 MIPS Data

Physician practices subject to Medicare's Merit-based Incentive Payment System (MIPS) have until March 31, 2018 to submit their 2017 MIPS data to CMS. Submitting data for at least one MIPS category allows practices to avoid a financial penalty; doing more can result in financial incentives. Before you report, make sure all your bases are covered. Here are some key points for larger practices to keep in mind:

Include all eligible clinicians in group reports. Entities reporting as a group must include data from all eligible clinicians in reports for the Quality and Advancing Clinical Information categories. This applies even to clinicians whose low Medicare volume exempts them from individual reporting. Eligible clinicians in their first year of Medicare participation are excluded.

Hospital-based eligible clinicians still must report. To avoid a penalty for 2017, non-patient-facing and hospital-based eligible clinicians must report quality data for one measure or improvement activity. This includes emergency physicians, as well as anesthesiologists, radiologists, pathologists, etc. Alternative reporting requirements are available if a limited number of quality measures or improvement activities are applicable to your specialty.

Questions about reporting your practice's 2017 MIPS data? Want to get started on MIPS 2018? CMS funded Health Quality Innovators are here to help large practices become successful Quality Payment Program participants. Contact us today at 844.357.0589 or qpp@hqi.solutions for prompt, well-informed answers and advice.

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 Ryan Flood, Marketing and Communicatons Specialist, at ryan.flood@crisphealth.org for more information.

What Else Is New?

Unified Landing Page (ULP) Update

Currently, we are working to unveil the Unified Landing Page to CRISP users who do not currently have Single Sign-On integration. The ULP is a streamlined method of accessing all eligible CRISP applications such as the Clinical Query Portal and PDMP while requiring only one username and password.

The Unified Landing Page features:

- A universal patient search with capabilities such as "fuzzy search" to show potential matches and an option to combine patient records into the same view for some applications
- A specific design to handle the unique demands of the PDMP, including the ability to sort and filter medication data
- The ability to switch between applications while viewing the same patient
- Seamless access to new applications while still maintaining a single user name and password

If you have misplaced your username and temporary password or have questions regarding your access, contact Customer Care by calling 1.877.952.7477 or emailing support@crisphealth.org.

CRISP Earns HITRUST Certification

On November 22, CRISP received its HITRUST Certification for HITRUST version 8.1., making CRISP one of few health information exchanges to receive such paramount designation.

With cyber threats and targeting of patient health information on the rise, HITRUST has become the highest standard in the measurement and certification of privacy and security programs.

HITRUST is an industry-leading security program built upon a Common Security Framework; a combination of numerous regulatory standards, including NIST, CFR and HIPAA guidelines. Moreover, HITRUST was created by healthcare, technology, information security, privacy and compliance leaders who combined requirements from both existing federal and third-party standards and regulations.

This accomplishment is the culmination of a year-long process to align CRISP's policies, processes, and operating controls with the HITRUST framework. The certification is valid for the next two years, at which point CRISP will enter a renewal period.

CRISP USER RESOURCES

The CRISP Customer Care email (support@crisphealth.org) and phone line (1.877.952.7477) are now available 24/7! The CRISP Customer Care 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