



CRISP

SUMMER WEBINAR SERIES





CRISP

Summer Webinar Series

CRISP at the Point of Care

July 25, 2018



Introductions

Samit Desai, MD

Clinical Advisor



Agenda

1. Value of CRISP Clinical Data

- Clinical Decision Making
- Medication Reconciliation
- Expert Care Coordination

2. Workflows

- Pre-Visit Planning
- As the Provider evaluates a Patient

3. Feedback and Help

4. Q & A





Value of CRISP Clinical Data

➤ **Improved Clinical Decision making**

- Better interpret more recent investigation via access to prior results
- Reduce potentially unnecessary labs, radiology tests, and other procedure

➤ **Medication Reconciliation**

- Medication lists from Continuity of Care Documents (CCDs)
 - Majority of Maryland's hospital submit CCDs

➤ **More effectively coordinate care**

- Through CRISP's Integrated Care Network, discover organizations (from Home Health to Specialists to Care Coordinating Agencies) that will allow your teams to truly coordinate care.

Transcribed Documents:

- Discharge Summaries – especially for longer lengths of stay
- Consultation – Cardiologist; Gastroenterologist; Neurologist notes.
- Procedure notes performed in a hospital

Imaging Results:

- MRIs, CTs, Ultrasounds
- Echocardiograms, Stress tests – Preop evals; Cardiac workups

Lab Results:

- Scenarios –
 - H/H – Anemia workup
 - Creatinine levels – Kidney evaluation
 - Ordered studies for which you have not received results



Medication Reconciliation

- Discharge Summaries often delayed.
- CCDs from hospitals often contain post-discharge Medication Reconciliation

Encounter Details				
Date	Type	Department	Care Team	Description
12/21/2016	Office Visit	AAMG Annapolis Primary Care 2002 Medical Parkway Suite 670 ANNAPOLIS, MD 21401 443-481-1150	McGlone, Andrew, MD 2002 Medical Parkway Suite 670 Annapolis, MD 21401 443-481-1150 410-224-0065 (Fax)	Generalized abdominal pain (Primary Dx)

Allergies

No Known Allergies or Adverse Reactions as of this encounter

Medications

Be aware that medications may not be up to date as of this document. Always verify current medications with the patient.
No known medications as of this encounter

Active Problems

Patient Care Coordination Note

Mr. Fakepatient has COPD, DM and CHF. He comes to the ED frequently with symptoms of shortness of breath. He has a team working with him in the community to help manage his conditions: Dr. Hopewell, his doctor, and Nancy Getwell, his care manager. Both can be securely texted. Mr. C usually responds to diuresis (40 mg IV furosemide) in the ED with follow up in the office the next business day. Nancy can help with the appointment, prescriptions, and transportation. Dr. Hopewell would like to be contacted if Mr. C's presentation is out of his ordinary pattern and/or admission may be warranted. Justin Cites 3/2/2016 12:36 PM



Expert Care Coordination

- CRISP uniquely possesses information related to organizations that may be subscribing to a patient's clinical events (ENS). Such attribution allows care coordinators to truly coordinate care with teams/resources that may be on the case.
- Who might access such information?
 - Physicians, BUT more likely...
 - Embedded Care Managers and Care Coordinators
 - PCMH and other programs
 - MDPCP is coming
 - RNs



Who are the Care Team members of value?

- Health Plan Care Managers – often times, a dedicated Care Manager at a Health Plan is able to direct or provision resources for your patient
- Care Coordinating Entities – Maryland has a number of organizations who’ve contracted to provide intensive ambulatory care services or complex Care Coordination.
 - The Coordinating Center & HealthCare Access Maryland (HCAM)
 - AbsoluteCARE
- Home Health – as an increasing number of Home Health services are procured post discharge, understanding a patient’s current services can prove vital to ensuring they are properly cared for

... soon, Program Directory



Care Coordination – ‘Care Alerts!’

CF

- Care Alerts, distilled clinical information that often is most relevant when making clinical decisions, are currently collected from many of the region’s healthcare institutions.
- Organically created by healthcare community, and now led by the Maryland Patient Safety Center, supported by CRISP, to improve the Quality and consistency of Care Alerts
- If you are interested in learning more about Care Alerts and how your organization may create them for the benefit of patients and the broader community, please contact:

fNievesKhouw@marylandpatientsafety.org



Leverage your team!! – as with PDMP, a delegated individual may access CRISP Data on the behalf of clinician.

Pre-Visit Planning

- Given the speed and pace of a typical, busy clinic day, many physician practices have begun to access CRISP data in advance of a patient's visit.
- Such workflows allows a provider to ask the right questions in the few minutes she has with her patients. This is especially true after hospital stays.
- Some practices will download clinical information from CRISP and then upload to their EMR when appropriate.

While Evaluating a Patient

- Often a Provider may elect to easily log onto the Unified Landing Page as she evaluates a patient. This is especially true for new patients or patients who have recently sought care.
- Depending on your EMR, CRISP may provide options to Single Sign On
- National information sharing networks to make clinical information available from within your EMR!!





Snapshot View...

New Search > Modify Search

Patient Snapshot

Patient Name: Gilbert Grape Gender: Male Date of Birth: 01-01-1984

Patient Demographics

	Gilbert Grape		4145 Earl C Adkins Drive River, MD 26000
Gender	Male	D.O.B.	01-01-1984
	(111)-222-3334		
MedicaidID :	DC123456		

Clinical Documents

Date	Description	Source
04/15/2018	Summary of Care	Shady Grove Adventist Hospital

Care Alerts

Date	Source	Description
No data available in table		

Encounters From ADT

Emergency Inpatient Outpatient

Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2017					2018											

1y 6m 3m 1m 7d 01/24/2018 to 07/24/2018 Apply Clear

Event Source Name	Event Type	Date
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No data available in table

Care Team

Participant Name	Program	Participant Phone	Enroll Date	Disenroll Date	PCP	Care Manager	Care Manager Phone
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Query Portal

CRISP Unified Landing Page [HOME](#) [PDMP](#) [PATIENT CARE SNAPSHOT](#) **[QUERY PORTAL](#)** [CENSUS VIEW](#) [PATIENT SNAPSHOT](#)

Actions: [Download](#) [Configure Layout](#) [More Actions -](#) **Filters:** Sources: 8 selected - Date Range: All Dates

Grape, Gilbert UN 01/01/1984 (34 yrs) (CRISP ID: 151672388)
 #145 Earl C Adkins Drive, River, MD 28000

[Summary](#) [More Patient Information](#) [External Document Search](#) [Patient Care Overview](#) [Imaging Worklist](#)

Laboratories (3)

Date	Name	Source
03/15/2018	Basic Metabolic Profile	ADVSSA
10/25/2017	BMP	GWJ
09/05/2017	Alcohol Blood	CHC

Imaging (3)

Date	Name	Source
03/15/2018	XR Chest 1 View	ADVSSA
10/25/2017	CT Abdo Heart w/ Contrast 3D/PA Eval	GWJ
09/05/2017	ABDOMEN COMPLETE	HUH

Transcriptions (2)

Date	Name	Source
03/19/2018	Discharge/Transfer Summary (Addendum on 3/19/2018 12:47 ...	ADVSSA
03/13/2018	History and Physical (Addendum on 3/13/2018 11:02:49)	ADVSSA

Immunizations (1)

Vaccine	Administered	Dose
unknown		

Inpatient Encounters (5)

Date	Admission Type	Source
03/13/2018	Routine	ADVSSA
03/13/2018	Routine	ADVSSA
03/13/2018		ADVSSA
10/29/2017	Emergency	GWJ
10/24/2017	Emergency	GWJ

Care Management (0)
No Care Management to display

Ambulatory Encounters (3) Conditions (0)

Date	Admission Type	Source
05/15/2018		FMHPWG
05/15/2018		FMHPWG
09/05/2017	ER	CHC

Documents (2)

Date	Name	Source
09/04/2018	OCC Oncology New Patient Note - 20180010	FMHPWG
09/04/2018	OCC Oncology New Patient Note - 20180010	FMHPWG

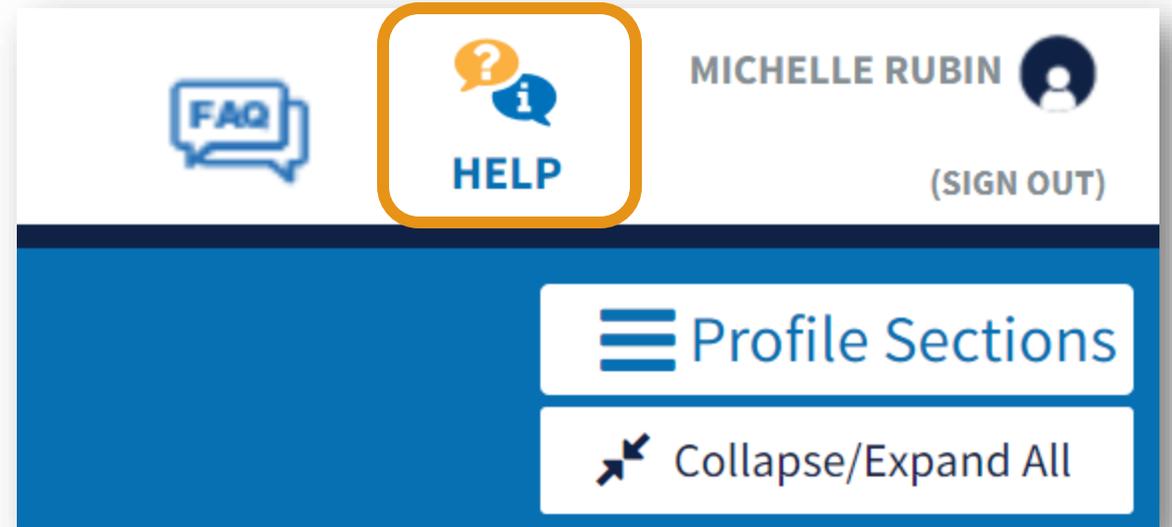
Allergies (5) Procedures (0)

Allergen	Reactions	Reported
sulfu drugs	##NOME## AL,1,s	03/13/201
codeine	##NOME## AL,1,s	03/13/201
Almond Oil	##NOME## AL,1,s	03/13/201
aspirin	##NOME## AL,1,s	03/13/201
Augmentin	##NOME## AL,1,s	03/13/201

Help and Feedback

Feedback.crisphealth.org

- Right from ULP
- Secure- may include PHI



Questions?

- Ask your question in the chat box
- All questions will be consolidated into a document with answers
- CRISP will send it out to all webinar participants and post it on our website.





Need help?

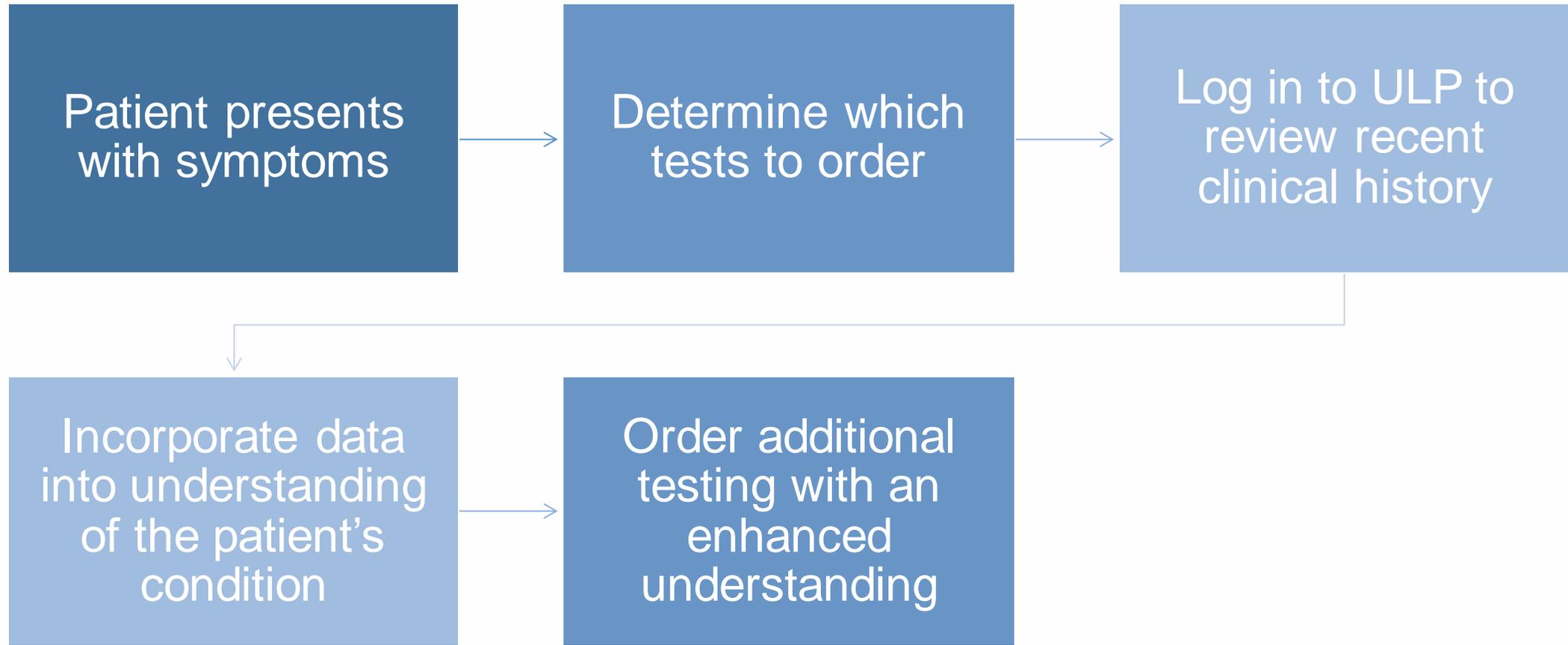
CRISP Support

support@crisphealth.org

1(877) 952-7477

www.crisphealth.org

Workflow 2: As the Provider evaluates the Patient...



Workflow 2 : Before an appointment/encounter

