Samit Desai, MD
Clinical Advisor
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.
Clinical Decision-Making

**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
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!’

➢ 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!!
### Query Portal

#### Laboratories (3)

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<td>DMU</td>
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#### Imaging (3)

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#### Inpatient Encounters (5)

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#### Ambulatory Encounters (3)

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#### Documents (2)

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#### Transcriptions (2)

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#### Care Management (0)

No Care Management to display

#### Allergies (6) / Procedures (5)

- Reactions: None reported
- Allergies: None recorded
- Procedures: None recorded

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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.
CRISP Support

support@crisphealtlh.org
1(877) 952-7477
www.crisphealth.org
Workflow 2: As the Provider evaluates the Patient...

1. Patient presents with symptoms
2. Determine which tests to order
3. Log in to ULP to review recent clinical history
4. Incorporate data into understanding of the patient’s condition
5. Order additional testing with an enhanced understanding
Workflow 2: Before an appointment/encounter

Order test

Did patient complete the order?

Review standard channels – integrations with radiology centers, etc

Log in to ULP and look for results

Keep follow up appointment