



CRISP

CEND & Population Explorer Overview

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Agenda

- Background
- Population Explorer Demo
- Q & A



Background

- Starting this week, your organization will no longer have access to the Encounter Notification System (ENS) and PROMPT tools. Instead, you will now use the CRISP Event Notification Delivery (CEND) system or Population
- CEND links ADTs and other data to your organization's patient panels, delivering diverse alerts.
- Operated internally, CEND ensures timely troubleshooting and ongoing enhancements, enhancing our ability to deliver accurate notifications.



What is Population Explorer?

Population Explorer is integrated directly into the CRISP Portal, enabling users to view, filter, and export CEND generated notifications. It also allows seamless access to patient data in the Clinical Information tool.

The screenshot displays the CRISP Portal interface. At the top, the CRISP logo is on the left, and the tagline "Connecting Providers with Technology to Improve Patient Care" is on the right. Below the logo is the copyright notice "© CRISP. All Rights Reserved." and a navigation bar with links for "MY HIE ADMIN(S)", "SEND FEEDBACK", "PRODUCT UPDATES", "KEVIN PHILLIP", and "LOGOUT". A search bar for "Search Applications & Reports" is also present.

The main content area is divided into several sections. On the left is the "Patient Search" panel with fields for "First Name", "Last Name", "Date of Birth", "Gender", and "SSN", along with "Reset" and "Search" buttons. In the center is the "Search Results" panel, which currently shows "No records found". At the bottom is the "Your Dashboard" section with five tiles: "HIE Admin Tool", "CRISP Role Manager", "Reports", "Medisolv", and "2023 eCQMs Development".

On the right side, a "Population Explorer" panel is highlighted with a red border. It features a "View Panel" dropdown set to "DC Demo Panel 1 (DC_CEND_DEMO1)" and a "Download" button. Below this, a list of patient records is displayed:

First Name	Last Name	Date of Birth	Gender	Encounter Type	Event Time
MALONE_DEMO, MARGARET		1942-06-01	Female	Outpatient	2024-02-29 14:56
MALONE_DEMO, MARGARET		1942-06-01	Female	Outpatient	2024-02-29 14:56
GROVE_DEMO, YVETTE		1935-06-01	Female	Inpatient	2024-02-29 09:14
GROVE_DEMO, YVETTE		1935-06-01	Female	Inpatient	2024-02-29 09:14



Important Notes about CEND

- Notification delivery via Doc Halo & CRISP Direct will **NOT** be supported under CEND
 - Current ADT & Notification Bulk files integrations via Service Level SFTP, MFT, & EMR will continue to be supported
- COVID Lab messages will **NOT** be supported under CEND
 - Specific disease related Smart alerts will still be available



Important Notes about Population Explorer

- Encounter View: In Population Explorer, all related patient events will be consolidated into a single encounter line item. Unlike PROMPT, which displays separate lines for admission, transfer, and discharge, Population Explorer shows one complete encounter with the patient's latest status.
- Filters saved in ENS PROMPT will not automatically transfer to Population Explorer
- In Population Explorer, all Smart Alerts will be available, but they will only include results from August 30th, 2024, onward (no data from before August 30th will be included).
- Terminology Update: "Smart Alerts" will be renamed "Intelligent Notifications" moving forward.



Recommended Steps for Seamless Transition to CEND

- Review [this filter comparison guide](#) to understand any potential changes between the systems
- Attend a webinar to familiarize yourself with the new user interface or review our Population Explorer [User Guide](#) & [One Pager](#) & [Webpage](#). Share these materials with staff.
- If your organization uses DIRECT or Halo for receiving ENS notifications, it's crucial to rethink your workflows, as the push capabilities of these systems will no longer be available.



Population Explorer Filters

crisphealth.org/learning-system/cend/#filter-list

CRISP Website YouTube Studio reCAPTCHA HTML Converter Wordpress Basecamp Constant Contact



Services For Patients Resources About CRISP

Login Register

organizations transitioning to CEND on 5/15. Your organization might have a different go-live date.

Overview Transition Details Educational Materials Webinar Filter List

<u>New with this Release</u>	<u>Population Explorer Filter</u>	<u>Filter Type</u>	<u>Filter Name in ENS PROMPT</u>
NEW	ACO*	Text Field	ACO
	Admit Date/Time	Date Field	Admit Date
	Admit Source	Text Field	Admit Source
	Care Manager	Text Field	Care Manager
	Care Manager Email	Text Field	Care Manager Email
	Care Program*	Text Field	Care Program Name
NEW	Date of Birth	Date Field	Date of Birth
	Death Indicator	Yes/No	Death Indicator
	Diagnosis Code	Text Field	Diagnosis Code



Population Explorer Functionality

- Widget view within home page of CRISP Portal
- Encounter Based Notifications
- Status Tracking
- Launching into Patient Record from Population Explorer
- Export All to CSV or Export Single Patient Encounter(s) to CSV or PDF



Population Explorer Demo

Population Explorer

View Panel
DC Demo Panel 1 (DC_CEND_DEM01)

Export

DETAIL TABLE

Export

MALONE_DEMO, MARGARET Encounter Type: Outpatient Event Time: 2024-02-29 14:56	DOB: 1942-06-01 Gender: Female
MALONE_DEMO, MARGARET Encounter Type: Outpatient Event Time: 2024-02-29 14:56	DOB: 1942-06-01 Gender: Female
GROVE_DEMO, YVETTE Encounter Type: Inpatient Event Time: 2024-02-29 09:14	DOB: 1935-06-01 Gender: Female
GROVE_DEMO, YVETTE Encounter Type: Inpatient Event Time: 2024-02-29 05:37	DOB: 1935-06-01 Gender: Female

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Follow-Up Status

Follow-Up Status: Complete

Last Modified: 2024-05-03T11:29:53.926304 By: joi.perry@crisphealth.org

Patient Demographics

First Name: MARGARET

Last Name: MALONE_DEMO

Gender: Female

Address: 25 RIBBON ST, CHEVY CHASE, MD, 20815

Date of Birth: 1942-06-01

Home Phone:

Work Phone:

Quick Filter

Type to select

+ APPLY

Saved Filters

Type to select

Load

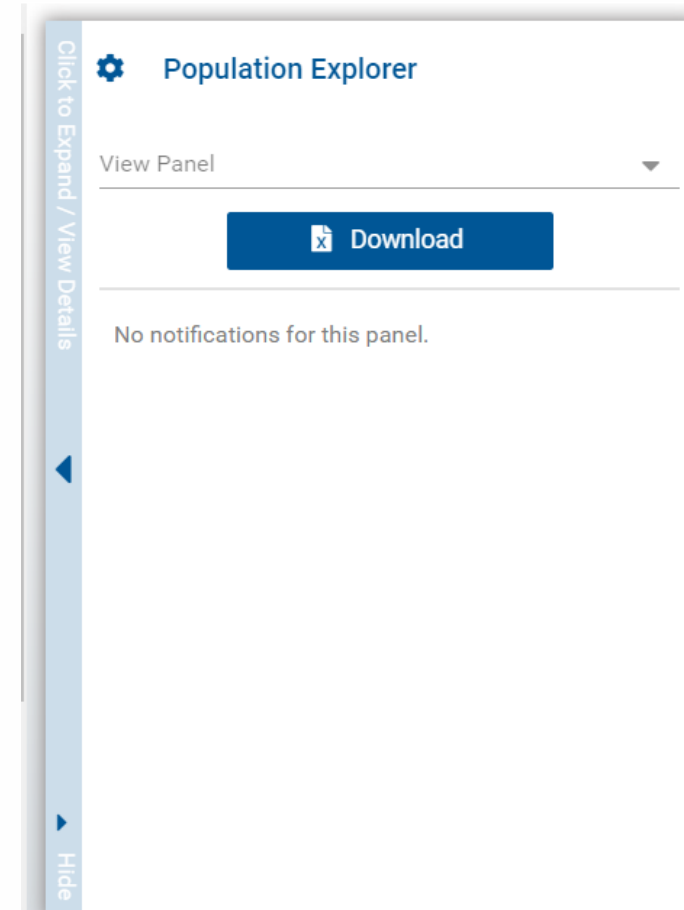
Clear Filters Save Current Filter

*All Test Patient Data



Population Explorer Guide - Panel Selection

To choose a panel, use the drop-down menu labeled 'View Panel' at the top of the pane. All your available panels will be listed here. The pane will then display encounter notifications for the selected panel. Notification updates are fetched every twenty minutes, with new notifications appearing automatically at the top of the pane. Twenty-five notifications load at a time; simply scroll down to load more. If no notifications are available, a 'No data to display' message will show. If there are new notifications in a panel you're not viewing, a small red icon appears in the upper-right corner. To download the current list of notifications, click the 'Download' button below the panel selection dropdown menu.





Population Explorer Guide – Patient Record/Other App Launching

When right clicking on a patient within the expanded or collapsed view, you're able to link back to their clinical information available in the portal.

The screenshot displays a web application interface. At the top left, it says "© CRISP. All Rights Reserved." Below this is a navigation bar with a "HOME" button. The main content area is titled "Population Explorer" and has two tabs: "DETAIL" (selected) and "TABLE". The "DETAIL" view shows a list of patient records. The first record is "MALONE_DEMO, MARGARET" with an "Encounter Type: Outpatient" and "Event Time: 2024-02-29 14:5...". The second record is also "MALONE_DEMO, MARGARET" with the same encounter type and event time. The third record is "GROVE_DEMO, YVETTE" with an "Encounter Type: Inpatient" and "Event Time: 2024-02-29 00:1...". A right-click context menu is open over the first record, titled "Select App". The menu lists several applications, each with a blue grid icon to its right: "CareTeam", "CareTeam - Dev", "Clinical Information Demo", "Clinical Information Test", "Consentric", "Consentric Dev", "COVID Lab Tools", "Emergent Imaging", "InContext Dev", and "InContext SSO Test". To the right of the menu, a portion of another interface is visible, showing a "Panel 1 (DC_C" label and a "First Name:" field.



Population Explorer Guide – Expanded View

The screenshot displays the Population Explorer interface. At the top, there is a 'View Panel' dropdown set to 'DC Demo Panel 1 (DC_CEND_DEMO1)' and an 'Export' button. Below this is a navigation bar with 'DETAIL' and 'TABLE' tabs, and another 'Export' button. The main content area is divided into two columns. The left column contains a list of patients, with the first two rows expanded. The right column shows detailed information for the selected patient, including 'Follow-Up Status' (Complete) and 'Patient Demographics' (MARGARET MALONE_DEMO, Female, 25 RIBBON ST, CHEVY CHASE, MD, 20815, DOB: 1942-06-01). A 'Quick Filter' section is on the right, and a 'Saved Filters' section is at the bottom right. A red box highlights the navigation arrows on the left side of the patient list.

Patient Name	DOB	Gender	Encounter Type	Event Time
MALONE_DEMO, MARGARET	1942-06-01	Female	Outpatient	2024-02-29 14:56
MALONE_DEMO, MARGARET	1942-06-01	Female	Outpatient	2024-02-29 14:56
GROVE_DEMO, YVETTE	1935-06-01	Female	Inpatient	2024-02-29 09:14
GROVE_DEMO, YVETTE	1935-06-01	Female	Inpatient	2024-02-29 05:37

Follow-Up Status
Follow-Up Status: Complete
Last Modified: 2024-05-03T11:29:53.926304 By: joi.perry@crisphealth.org

Patient Demographics
First Name: MARGARET
Last Name: MALONE_DEMO
Gender: Female
Address: 25 RIBBON ST, CHEVY CHASE, MD, 20815
Date of Birth: 1942-06-01
Home Phone:
Work Phone:

Using the arrows on the side of population explorer you can expand or collapse the view. The expanded displays more about the patient, so you'll be able to see their demographics, encounter details, and follow up status.



Population Explorer Guide – Follow Up Status

Follow-Up Status

Follow-Up Status: Complete

Last Modified: 2024-05-03T11:29:53.926304 By: joi.perry@crisphealth.org

Options:

Not Started

In Progress

Complete

Users can use the follow up status drop-down value to provide updates to other users of your panel to reflect resolving each notification. A full history of changes to the follow up status can be seen by scrolling.

Follow-Up Status History

Updated Date	Updated By	Status
05/03/2024	joi.perry@crisphealth.org	In Progress
04/24/2024	anishpk+admin@hmetrix.com	Not Started



Population Explorer Guide – Patient Demographics

▣ Patient Demographics

First Name:	MARGARET
Last Name:	MALONE_DEMO
Gender:	Female
Address:	25 RIBBON ST, CHEVY CHASE, MD, 20815
Date of Birth:	1942-06-01
Home Phone:	
Work Phone:	



Population Explorer Guide – Selected Encounter Details

Selected Encounter Details

Admit Date / Time:	2024-02-29 14:55
Event Date / Time:	2024-02-29 14:56
Admit Source:	RP
Care Manager:	
Care Manager Email:	
Care Program:	
Discharge Date:	
Discharge Disposition:	
Discharge To Location:	
Insurance Type:	AARP HEALTHCARE OPTIONS MEDICARE SUPPLEMENT -- Supplemental Policy
Encounter Type:	Outpatient
Patient Class:	0
Patient Complaint:	XR
Point of Care:	Medstar Surgery Center At Lafayette
Primary Diagnosis Code:	
Primary Diagnosis Description:	

In Population Explorer, all related patient events will be consolidated into a single encounter line item.



Population Explorer Guide – Diagnosis Details

Diagnosis Details

Diagnosis Code	Diagnosis Description
I10	Essential primary hypertension
E03.9	Hypothyroidism, unspecified



Population Explorer Guide – Encounter History

Encounter History

GROVE_DEMO, YVETTE	DOB: 1935-06-01
Encounter Type: Inpatient	Gender: Female
Event Time: 2024-02-29 09:14	

GROVE_DEMO, YVETTE	DOB: 1935-06-01
Encounter Type: Inpatient	Gender: Female
Event Time: 2024-02-29 05:37	

GROVE_DEMO, YVETTE	DOB: 1935-06-01
Encounter Type: Inpatient	Gender: Female
Event Time: 2024-01-08 13:41	

GROVE_DEMO, YVETTE	DOB: 1935-06-01
Encounter Type: Inpatient	Gender: Female
Event Time: 2023-11-09 09:36	

In Encounter History, you will be able to see encounter history dating back to the last six months



Population Explorer Guide – Filters

Available Filters

Admit Date / Time	Discharge Disposition	Patient Complaint
Admit Source	Discharge To Location	Patient Name
Care Manager	Insurance Type	Point of Care
Care Manager Email	Encounter Date	Primary Diagnosis Codes
Care Program	Encounter Type	Primary Diagnosis Description
Death Indicator	Facility Type	Provider
Diagnosis Codes	Follow up Status	
Diagnosis Description	MRN	
Discharge Date / Time	Patient Class	

Quick Filter

Type to select ▼

+ APPLY

Saved Filters

Type to select ▼ Load

Clear Filters Save Current Filter

You can create, manage, save, and apply filters to the notification list using the 'Quick Filter' bar on the right-hand side of the screen. To add a new filter, click on 'type to select', then select the desired filter criteria and click the plus icon to apply the filter. The current list of notifications will then be automatically filtered based on the chosen criteria. You can apply multiple filters; all filters are applied as 'AND' criteria.



Population Explorer Guide –Filters

- To remove a previously applied filter criteria, go to the list of current filters and click the Delete (minus) icon next to the filter you want to remove.
- To clear all current filters, click the ‘Clear Filters’ button in the bottom left corner of the Quick Filter pane. This action removes all current filters but doesn't change or delete any previously saved filters.
- To save the current set of filters for future use, click the ‘Save Current Filter’ button in the bottom right corner of the Quick Filter pane.
- To apply a previously saved filter, select it from the ‘Saved Filters’ dropdown and click Apply. The criteria from the saved filter will then appear in the ‘Current Filters’ list. Note that this will override any filters currently in place.

The screenshot displays the 'Quick Filter' interface. At the top, it is titled 'Quick Filter'. Below the title, there is a dropdown menu labeled 'Encounter Date'. Underneath, there is a text input field with a dropdown arrow, followed by the text 'Filter Value:'. To the right of this field is a blue button with a plus sign and the text 'APPLY'. Below the input field, the text 'After 02/25/2024' is displayed. A white box below this contains the text 'Encounter Date : After 02/25/2024' and a minus sign icon. At the bottom of the interface, there is a section titled 'Saved Filters'. Below this title is a dropdown menu labeled 'Type to select' and a blue button labeled 'Load'. At the very bottom, there are two blue buttons: 'Clear Filters' on the left and 'Save Current Filter' on the right.



Population Explorer Guide –Data Exports

Population Explorer

View Panel
DC Demo Panel 1 (DC_CEND_DEMO1)

DETAIL TABLE

MALONE_DEMO, MARGARET Encounter Type: Outpatient Event Time: 2024-02-29 14:56	DOB: 1942-06-01 Gender: Female
MALONE_DEMO, MARGARET Encounter Type: Outpatient Event Time: 2024-02-29 14:56	DOB: 1942-06-01 Gender: Female
GROVE_DEMO, YVETTE Encounter Type: Inpatient Event Time: 2024-02-29 09:14	DOB: 1935-06-01 Gender: Female
GROVE_DEMO, YVETTE Encounter Type: Inpatient Event Time: 2024-02-29 05:37	DOB: 1935-06-01 Gender: Female

Follow-Up Status

Follow-Up Status:

Last Modified: By:

Patient Demographics

First Name:

Last Name:

Gender:

Address:

Date of Birth:

Export

Export

The bottom 'Export' button allows for export of the selected patients encounter. PDF & CSV options are available for a single patient.

The top 'Export' button allows for export of all encounters associated to the selected panel. Only export to CSV is available for all encounters



Population Explorer Guide –Data Exports

Population Explorer

View Panel
DC Demo Panel 1 (DC_CEND_DEMO1)

DETAIL TABLE

ALONE_DEMO, MARGARET DOB: 1942-06-01
counter Type: **Outpatient** Gender: Female
ent Time: 2024-02-29 14:56

ALONE_DEMO, MARGARET DOB: 1942-06-01
counter Type: **Outpatient** Gender: Female
ent Time: 2024-02-29 14:56

OVE_DEMO, YVETTE DOB: 1935-06-01
counter Type: **Inpatient** Gender: Female
ent Time: 2024-02-29 09:14

OVE_DEMO, YVETTE DOB: 1935-06-01
counter Type: **Inpatient** Gender: Female

Gender:
Address:

Notice and Acknowledgement: Exporting PHI

You are about to download a file containing privileged, confidential, and/or protected health information (PHI) that may be subject to protection under the law, including the Health Insurance Portability and Accountability Act of 1996, as amended (HIPAA).

By clicking the 'Download' button, you are stating that you are authorized to view the information in this file. An audit record will be saved with the information below.

Note: If you are a systems administrator, remember that downloading this file to your personal device is not allowed. You must use an approved device to download this file.

I have read and understood the terms of downloading protected patient information.

ACCEPT AND CONTINUE CANCEL

Read and accept Notice and Acknowledgement for Exporting PHI



Population Explorer Guide –Data Exports

Population Explorer - Export Interface

Select the data elements below that you would like to include in the exported extract. Some fields are required for successful export and may not be deselected.

Required Fields

- First Name
- Last Name
- Gender

Optional Fields

<input checked="" type="checkbox"/> Address	<input checked="" type="checkbox"/> Date of Birth
<input type="checkbox"/> Home Phone	<input type="checkbox"/> Work Phone
<input type="checkbox"/> Admit Date / Time	<input type="checkbox"/> Admit Source
<input type="checkbox"/> Care Manager	<input type="checkbox"/> Care Manager Email
<input type="checkbox"/> Care Program	<input type="checkbox"/> Discharge Date / Time
<input type="checkbox"/> Discharge Disposition	<input type="checkbox"/> Discharge To Location
<input type="checkbox"/> Insurance Type	<input type="checkbox"/> Encounter Type
<input type="checkbox"/> Follow up Status	<input type="checkbox"/> Patient Class
<input type="checkbox"/> Patient Complaint	<input type="checkbox"/> Point of Care
<input type="checkbox"/> Primary Diagnosis Codes	<input type="checkbox"/> Primary Diagnosis Description

Select All **Select None**

Save Selected Fields As My Default

An approved device must be used to download this file. In downloading this data, you agree to CSS's terms for downloading protected patient information(PHI).

Choose the optional fields you want to include in the export. You can also save the selected fields as your Default export settings by clicking 'Save Selected Fields as my Default'. Please note that PDF printing is only available for a single patient selection, not for exporting a whole panel.



Population Explorer Guide –Data Exports



Population Explorer - Encounter Details

Patient Name : MALONE_DEMO, MARGARET
Date of Birth : 1942-06-01 Gender : Female

Patient Demographics:
First Name: MARGARET
Last Name: MALONE_DEMO
Gender: Female
Address: 25 RIBBON ST, CHEVY CHASE, MD, 20815
Date of Birth: 1942-06-01

Selected Encounter Details:

Diagnosis Details

Diagnosis Code	Diagnosis Description
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Encounter History

First Name	Last Name	DOB	Gender	Encounter Type	Event Time
MARGARET	MALONE_DEMO	06/01/1942 00:00:00	Female	Outpatient	02/29/2024 14:56:00
MARGARET	MALONE_DEMO	06/01/1942 00:00:00	Female	Outpatient	02/29/2024 14:56:00
MARGARET	MALONE_DEMO	06/01/1942 00:00:00	Female	Outpatient	02/27/2024 03:42:44
MARGARET	MALONE_DEMO	06/01/1942 00:00:00	Female	Outpatient	02/18/2024 08:27:47
MARGARET	MALONE_DEMO	06/01/1942 00:00:00	Female	Outpatient	02/10/2024 03:41:47
MARGARET	MALONE_DEMO	06/01/1942 00:00:00	Female	Outpatient	02/10/2024 03:41:47
MARGARET	MALONE_DEMO	06/01/1942 00:00:00	Female	Outpatient	02/06/2024 15:00:12

PDF Export



Excel Export



First Name	Last Name	Gender	Address	Date of Birth
MARGARET	MALONE_DEMO	Female	25 RIBBON ST, CHEVY CHASE, MD, 20815	1942-06-01



Population Explorer Guide – Settings

Population Explorer Settings ×

Default panel ▼

Default filter ▼

|

Default widget view

Normal View ▼

Download size

500 ▲▼

Hide notification status management features:

Enable notification auto load:

[DISCARD CHANGES](#) [SAVE CHANGES](#) [CLOSE](#)



CRISP

Questions?

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