



CEND & Population Explorer

User Guide

Contents

Overview	2
Event Notification Delivery Methods through CEND.....	2
Accessing Population Explorer	3
Population Explorer Basic Functionality	3
Panel Selection & Notification Timing.....	3
Event Notification Display.....	4
Launching Patient Information into Clinical Information or Other Apps.....	4
Expanded & Collapsed View	4
Patient Event Information.....	5
Follow Up Status	5
Patient Demographics	6
Selected Encounter Details	7
Diagnosis Details.....	7
Encounter History	8
Filters	8
Data Exports.....	9

Overview

The CRISP Event Notification Delivery (CEND) solution replaces the Encounter Notification System (ENS) for CRISP users. It still offers real-time alerts for patients' hospital encounters, but now seamlessly integrates into the CRISP Portal through Population Explorer. Operated internally, CEND ensures timely troubleshooting and ongoing enhancements, enhancing our ability to deliver accurate notifications.

Population Explorer offers a user-friendly interface for clinicians and care teams to review patients' encounters, providing access to the latest encounters and six-month encounter history. Population Explorer replaces ENS PROMPT and is integrated directly in the CRISP Portal Homepage. To learn more, visit our [CEND and Population Explorer website page](#).

Event Notification Delivery Methods through CEND

CEND supports ADT & Notification bulk files integrations via SFTP, MFT, & EMR. Additionally, we created a notification viewing application called Population Explorer to replace ENS PROMPT. More methods are being developed.

Notification delivery via Doc Halo & CRISP Direct will **NOT** be supported under CEND.

Accessing Population Explorer

To use the Population Explorer in the CRISP Portal, users need to follow these steps:

- Obtain the CEND asset from an HIE Admin.
 - If you already had access to ENS PROMPT or received messages through Doc Halo or CRISP Direct, Population Explorer will be automatically added to your CRISP Portal account.
- Log in to the CRISP Portal using your username, password, and two-factor authentication credentials.
- Once logged in, you'll find Population Explorer conveniently displayed as a new widget on the right-hand side of the CRISP Portal Landing page.

The screenshot shows the CRISP Portal landing page. At the top, there is a 'HOME' button and a search bar for 'Search Applications & Reports'. Below this is a disclaimer: 'This query portal is for authorized use only. By using this system, all users acknowledge notice of, and agree to comply with, CRISP MD's Participation Agreement ("PA") and CRISP MD Policies and Procedures. Click here to review the policies and procedure. CRISP MD uses a privacy monitoring tool to ensure all users are adherent to an approved policy or use case. By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use.' The main content area is divided into two sections. On the left is the 'Patient Search' interface with fields for First Name, Last Name, Date of Birth, Gender, and SSN, along with 'Reset' and 'Search' buttons. On the right is the 'Search Results' table with columns for First Name, Last Name, Date of Birth, Gender, Address, and Match Score, currently showing 'No records found'. Below the search interface is a 'Your Dashboard' section with four tiles: 'Panel Processor', 'HIE Admin Tool', 'Delegator Dashboard', and 'Provider Directory'. On the far right, a 'Population Explorer' widget is highlighted with a red border. It features a 'View Panel' dropdown menu, a 'Download' button, and a message: 'No notifications for this panel.'

Population Explorer Basic Functionality

Panel Selection & Notification Timing

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.

This close-up screenshot shows the 'Population Explorer' widget. It has a gear icon for settings and a 'View Panel' dropdown menu. Below the dropdown is a blue 'Download' button. The main area of the widget displays the message 'No notifications for this panel.' On the left side of the widget, there is a vertical bar with the text 'Click to Expand / View Details' and a 'Hide' button at the bottom.

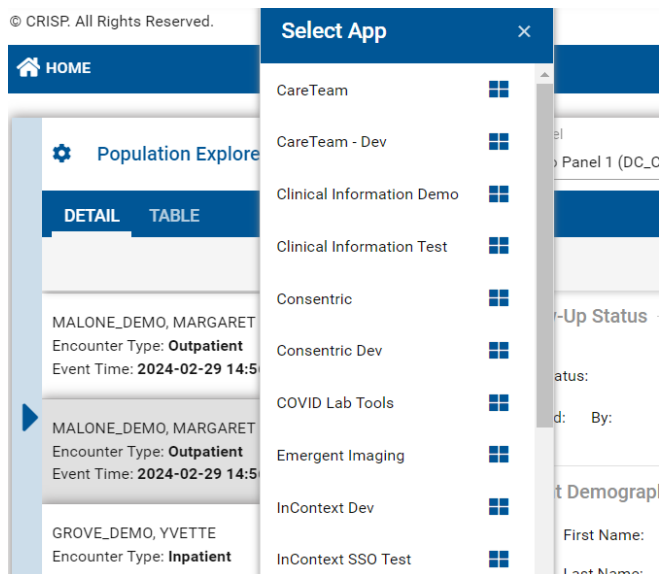
To download the current list of notifications, click the 'Download' button below the panel selection dropdown menu.

Event Notification Display

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.

Launching Patient Information into Clinical Information or Other Apps

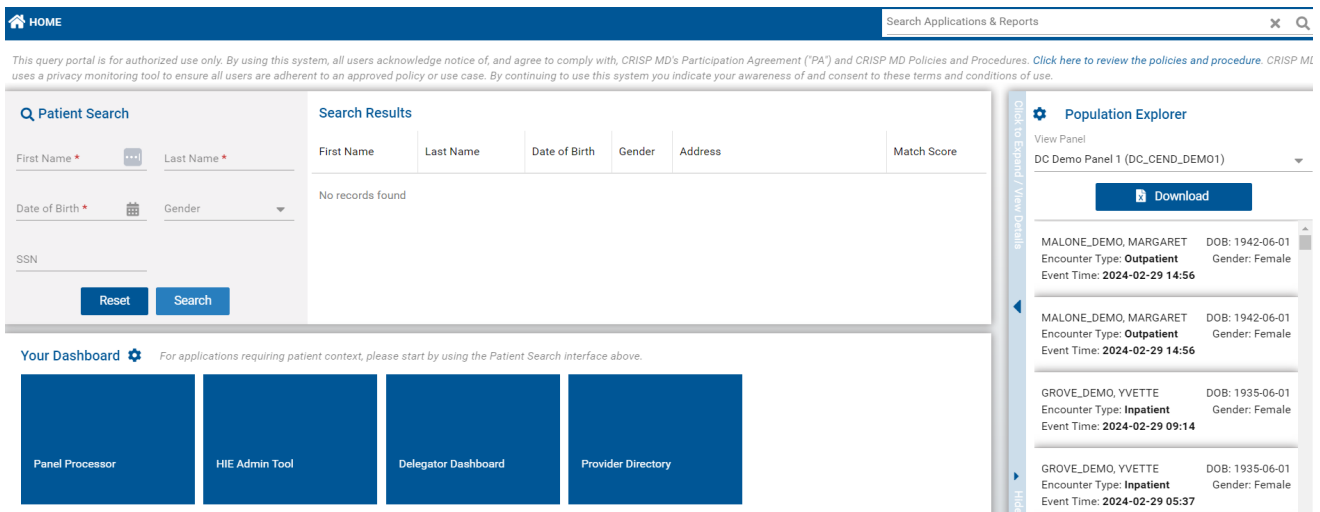
When you right-click on a patient in either the expanded or collapsed view, you can easily access the selected patient's clinical information within the portal. This method also allows you to launch other applications, although only applications such as Clinical Information or Snapshot, which are intended for use with a single patient, will automatically display the selected patient's data.



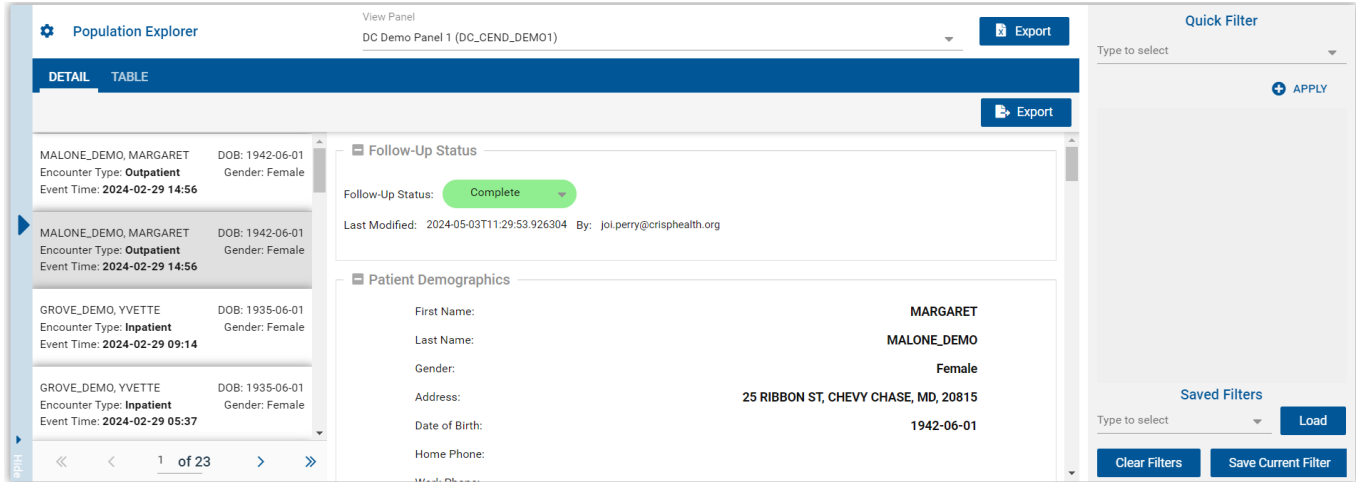
Expanded & Collapsed View

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.

Collapsed View



Expanded View



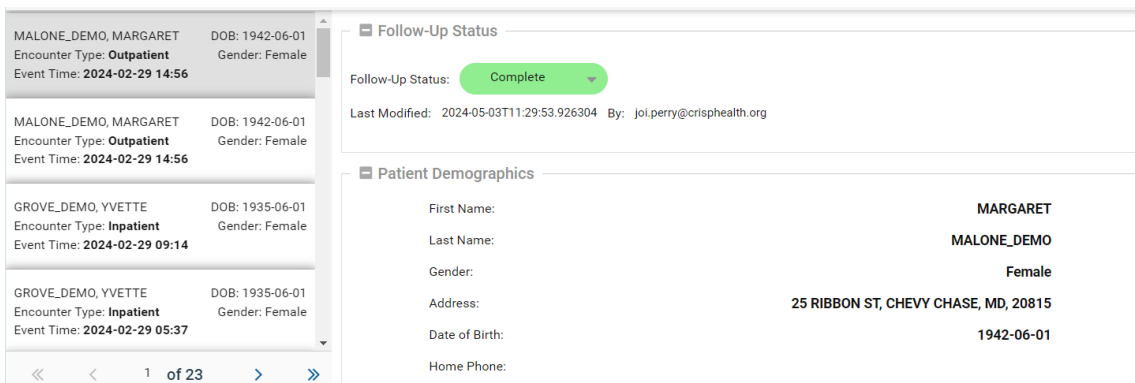
Patient Event Information

In the expanded view of Population Explorer, users can scroll to see the follow sections: Follow Up Status; Patient Demographics; Selected Encounter Details; Diagnosis Details; Follow Up Status History; Encounter History

Follow Up Status

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.

Organizations commonly utilize these follow-up options to communicate the patient's status regarding scheduling or discussing further care among staff members using the tool. 'In progress' might indicate attempts such as calls, emails, or voicemails, while 'Complete' signifies that a follow-up appointment has been scheduled or relevant instructions have been provided. Organizations have the flexibility to assign specific meanings to these follow-up status options based on their operational needs.



Follow Up History:

The screenshot shows the 'Population Explorer' interface. On the left, there is a list of patient encounters for two patients: MALONE_DEMO, MARGARET and GROVE_DEMO, YVETTE. Each entry shows the encounter type (Outpatient or Inpatient), event time, and patient demographics (DOB and Gender). On the right, the 'Follow-Up Status History' table is displayed with the following data:

Updated Date	Updated By	Status
05/03/2024	joi.perry@crisphealth.org	Complete
05/02/2024	anishpk+admin@hmetrix.com	Not Started
05/02/2024	anishpk+admin@hmetrix.com	In Progress
04/25/2024	keishlyn.calhoun@crisphealth.org	Complete
04/25/2024	keishlyn.calhoun@crisphealth.org	In Progress
04/24/2024	eileen.doane@crisphealth.org	Complete

Options:

Three filter buttons are shown, each with a dropdown arrow:

- Not Started (orange button)
- In Progress (blue button)
- Complete (green button)

Patient Demographics

The 'Patient demographics' section aggregates the demographic information CRISP has in the 'Master Patient Index (MPI)' for your patient. Data in the MPI is pulled from multiple sources and organizations for your patient.

The Patient Demographics section contains:

- Patient First Name
- Patient Last Name
- Gender
- Address
- Patient Date of Birth
- Home Phone*
- Work Phone*

The screenshot shows the 'Patient Demographics' section with the following data:

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:	

*This fields will be filled if applicable.

Selected Encounter Details

The Selected Encounters section provides information on the specific encounter for the patient.

The Selected Encounters section contains: ☰ Selected Encounter Details

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

Diagnosis Details

The Diagnosis Details contains ICD-10 codes and other diagnostic code information of the event if available.

☰ Diagnosis Details

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

Encounter History

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

Encounter History	
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
GROVE_DEMO, YVETTE Encounter Type: Inpatient Event Time: 2024-01-08 13:41	DOB: 1935-06-01 Gender: Female
GROVE_DEMO, YVETTE Encounter Type: Inpatient Event Time: 2023-11-09 09:36	DOB: 1935-06-01 Gender: Female

Filters

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.

The screenshot displays the 'Quick Filter' interface. On the left, there is a 'Quick Filter' bar with a search input 'Type to select' and an 'APPLY' button. Below it is a 'Saved Filters' section with another search input and a 'Load' button. On the right, an 'Available Filters:' panel lists various filter criteria in three columns. A red arrow points from the 'Type to select' input to the 'Available Filters:' panel. The filter 'Care Program' is highlighted in blue in the first column, and 'Patient Class' is highlighted in blue in the third column.

Available Filters:

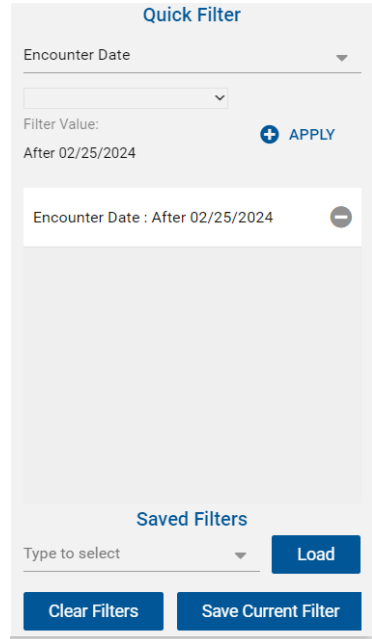
- Admit Date / Time
- Admit Source
- Care Manager
- Care Manager Email
- Care Program
- Death Indicator
- Diagnosis Codes
- Diagnosis Description
- Discharge Date / Time
- Discharge Disposition
- Discharge To Location
- Insurance Type
- Encounter Date
- Encounter Type
- Facility Type
- Follow up Status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

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.

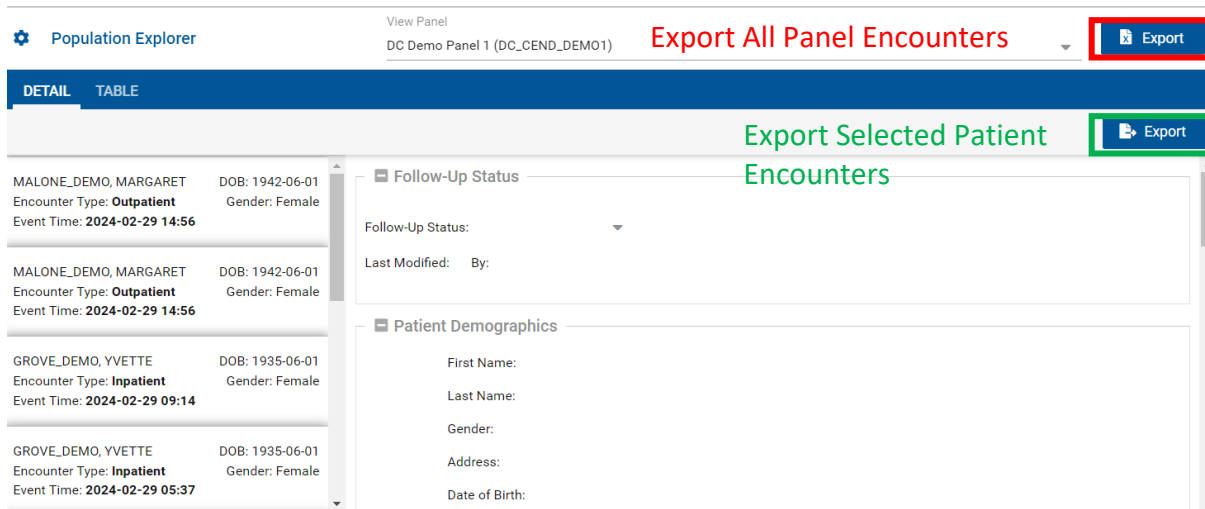
To apply a previously saved filter, select it from the 'Saved Filters' dropdown and click Apply. The criteria from the saved filter will then appear in the 'Current Filters' list. Note that this will override any filters currently in place.



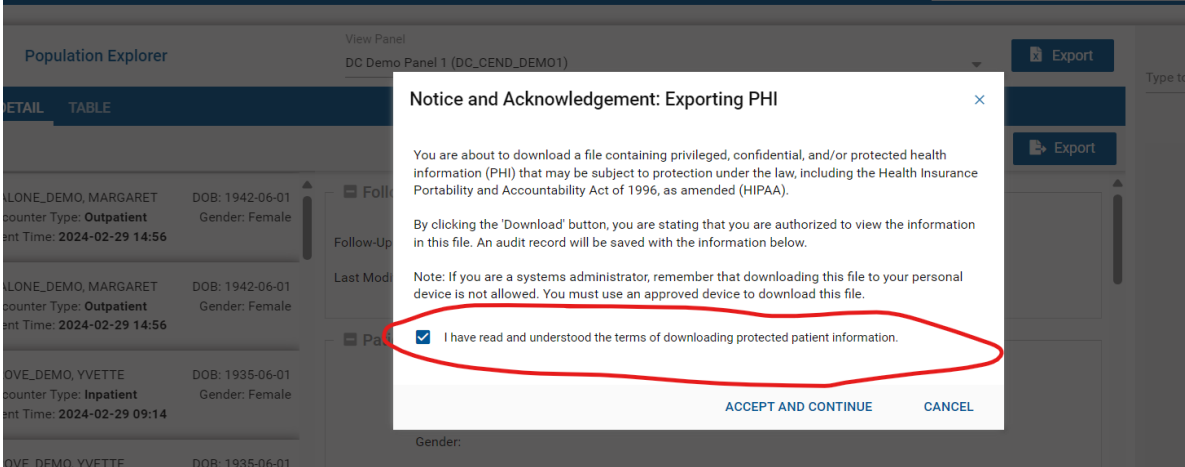
Data Exports

There are two ways to export data from Population Explorer. First, you can export all notifications for a selected panel of patients by clicking 'Download' in the collapsed view or the topmost export button in the expanded view. This export option is available in CSV format for all encounters.

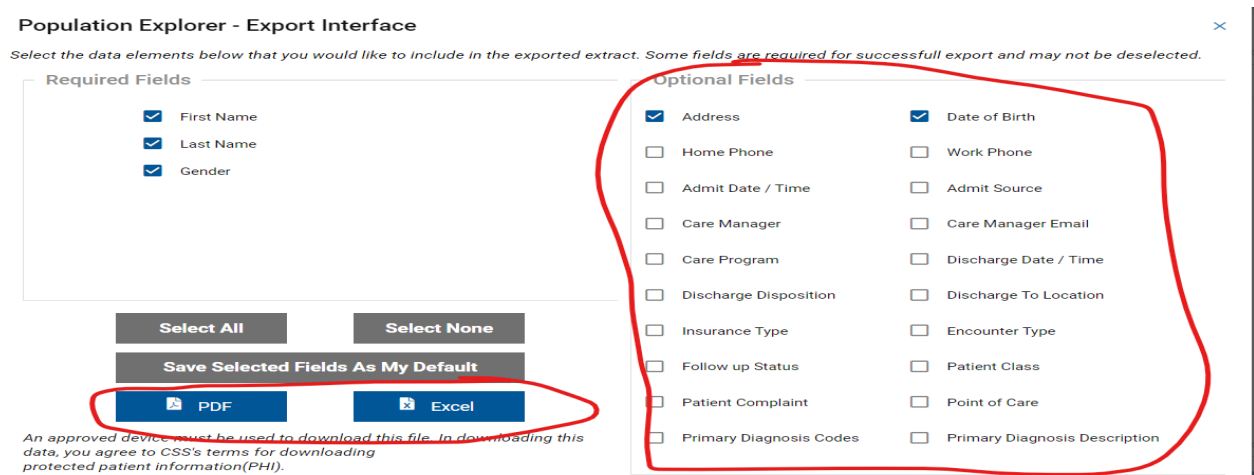
The second option is to export data for a single patient encounter. In the expanded view, the bottom 'Export' button allows you to export data for the selected patient's encounter. Both PDF and CSV options are available for exporting data for a single patient.



Upon clicking 'Export' for either of these options, you'll be prompted to review and agree to the Notice and Acknowledgements regarding the export of PHI Data. If you consent, simply check the consent box and click 'Accept and Continue' to proceed with exporting the data.



Next you can 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.



PDF Export Example

CRISP
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

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

Excel Export Example

Excel spreadsheet showing the encounter history data. The data is organized into columns: First Name, Last Name, Gender, Address, and Date of Birth.

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