



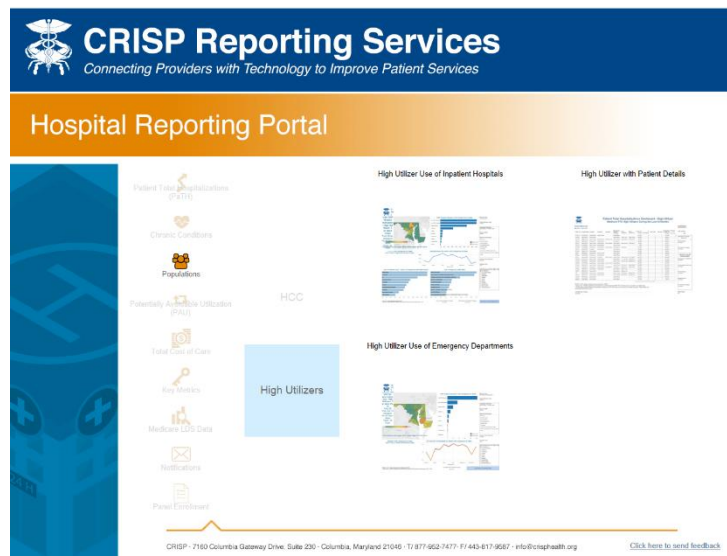
## High Utilizer with Patient Details - Quick Guide

### Background

The main purpose of the **High Utilizer with Patient Details Dashboard** is to help you identify patients that may benefit from enhanced services offered through a care coordination program. By combining all hospitalization data for a rolling 12-month period, users can filter for patients based on patients' number of chronic conditions, use patterns, and other variables to help support care coordination efforts.

The **High Utilizer with Patient Details Dashboard** is available from the main page of the CRISP Reporting Services (CRS) Hospital Reporting Portal (<https://reports.crisphealth.org>) which will take users to a login screen that requires users to select the Hospitals – Details site) and then click on the Hospital Portal link 3 times.

Access the High Utilizer with Patient Details Report by clicking on the **Populations** icon, then click **High Utilizers**, then click **High Utilizer with Patient Details**.



Important notes about using the CRS Hospital Reporting Portal:

- To **Export data** – click anywhere in the data visualization, then click on 'Download' in the upper right-hand corner, then choose 'Crosstab.'
- To locate the **Date range** - look in the bottom left of each dashboard to find the Date range.
- **Revert** button - Once filters are selected, they remain applied as you move from the Summary and PaTH tabs. The **Revert** button removes all filters you have applied to the dashboard. Located at the top left of each dashboard.
- **Refresh** button - refreshes the connection to the data source. If you are experiencing any slowness, use this feature to refresh the data. Located at the top left of each dashboard.
- **Notes tab** - contains information on data sources, report logic and exclusions. Located at the top of each dashboard on a separate tab.
- If you have difficulty logging in, close your browser completely and then try logging in again, or contact [support@crisphealth.org](mailto:support@crisphealth.org)



# Overview of Dashboard

## *High Utilizers Tab*

The **High Utilizer with Patient Details** dashboard shows you a list of all patients with at least 1 visit at your hospital in the past 12 months, and defined as high utilizers. In this report, a high utilizer is defined as both:

- Patient with Medicare FFS payer on most recent hospital visit.
- Patient with 3 or more Inpatient or Observation visits of 24 or more hours during the past 12 months across all hospitals.

Sliding bar filters are available on the right-hand side of the dashboard. **Utilization at *Hospital Name*** filters the patients by data just from your hospital. **Utilization at All MD Acute Hospitals** filters the patients by data from all Maryland acute care hospitals. The **Panel Status** filter is also available to filter by patients that are subscribed to by any CRISP ENS participant.

## *Notes Tab*

This tab contains information about the source data used to create the dashboard report, report logic, and other relevant information.