



The Catholic Charities Referral Pilot

August 2020

The Catholic Charities pilot offers a senior housing services program, with and without services. Innovations in the use of health information technology and development of communities of practice will bring together stakeholders in the geriatric care community with a shared goal of reducing the burden of costs, care, and worry in areas of Baltimore City, Anne Arundel, Baltimore, Garrett, and Harford counties. CRISP and Catholic Charities of Baltimore are collaborating to implement the following model. This referral pilot is permitted in accordance with HIPAA and CRISP Permitted Purposes: treatment of individuals (permitted purpose #1) and care coordination (permitted purpose #3).

- 1) Primary Care providers who are CRISP participants, will use CRISP tools to make referrals to senior housing services for patients assessed as in need of this intervention. These providers will login to CRISP's Unified Landing Page and use the Referral tab to complete a referral form. Referrals will contain only the minimum necessary amount of patient information to support the referral. Providers will record patient consent for the referral to Catholic Charities on the form. Providers will also keep a record of the referral in their patient record.
- 2) CRISP will route the referral to the Catholic Charities direct secure inbox set up by CRISP.
- 3) The program will outreach to the patients who have been referred to them.
- 4) Patients will be enrolled in the program through a formal process. The Catholic Charities program will educate patients about their data-sharing relationship with their organization and CRISP in accordance with the CRISP participation agreement. The patient must be provided an opportunity to opt-out of their information being included on the panel submitted to CRISP. Part of the patient enrollment notification includes the following language (provided by CRISP):

We have chosen to participate in Chesapeake Regional Information System for our Patients (CRISP), the state-designated health information exchange for Maryland. As permitted by law, your health information will be shared with this exchange to provide faster access, better coordination of care, and improved knowledge for providers. You may choose to not have your information shared with CRISP. In addition, you may "opt-out" and disable all access to your health information available through CRISP by calling 1-877-952-7477 or completing and submitting an Opt-Out form to CRISP by mail, fax, or through their website at www.crisphealth.org. Public Health reporting and Controlled Dangerous Substances information, as part of the Maryland Prescription Drug Monitoring Program (PDMP), is available on behalf of all patients to providers by law.

- 5) The program will capture program participation and all patient information at least bi-weekly and will manually populate the CRISP provided template with the required information to close the referral loop. The Catholic Charities referral personnel will submit a panel of patients to CRISP each week excluding any patients who have opt-out of their data being shared via CRISP. CRISP will use the panel information to create a care alert notifying the primary care provider of the patient status in a given program.



- 6) CRISP will display the relationship between enrolled patients and the Catholic Charities program in the Snapshot tab on the Unified Landing Page (ULP).

CRISP will conduct this pilot from September 2020 through December 2020 with the intention of aggregating feedback and providing an update to the Clinical Committee at the end of year meeting in 2020. CRISP will immediately cancel the pilot if potential security or patient privacy concerns arise, or if Catholic Charities of Baltimore does not want to continue for any reason.

CRISP

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