



CRISP

CRS Portal User Guide

By CRISP, last updated 6/9/2022



Table of Contents

| | |
|---|----|
| Welcome to CRS Portal..... | 3 |
| Background..... | 3 |
| Data Sources..... | 4 |
| User Guide..... | 5 |
| Accessing the CRS Portal | 5 |
| Navigating the CRS Portal..... | 7 |
| Report Icons | 11 |
| Customizing the CRS Portal Homepage..... | 12 |
| Downloading the HSCRC Regulatory Reports..... | 13 |
| Providing Feedback | 14 |
| Report Updates | 15 |
| Favoriting Reports..... | 16 |



CRISP

Welcome to CRS Portal

Background

The CRISP Reporting Services (CRS) Portal provides secure access to Maryland health care data and related analytics tools to assist health care organizations in improving patient care throughout the state. The CRS Portal hosts a variety of static and interactive reports primarily from two main data sources, the HSCRC Casemix data and Claim and Claim Line Feed data for Maryland. Reports are designed for an array of users including hospitals, primary care physicians, local health departments, and skilled nursing facilities. Users are able to look at patient and population level data based on the report, and our panel reports provide users the opportunity to look at population subset of their ENS Panel.

When entering the CRS Portal, users will see blue cards on their screen based on the reports they are credentialed to view. The reports are condensed into eight blue tiles based on population and data source. Most users will only have access to some of the tiles, as reports are designed for multiple types of users. Users can easily navigate to their desire report through a series of tiers and can favorite frequented reports. The CRS Portal also contains information on the latest data refreshes, enhancements, and updates, so users can stay updated on changes.



Data Sources

HSCRC Casemix Data: The Maryland Health Services Cost Review Commission (HSCRC) requires all acute care hospitals in Maryland submit confidential patient-level administrative data (referred to as “case mix data”) on all discharges and visits to the Commission. The casemix data includes demographic (including medical record and provider identifiers), financial (payers and charges), and clinical (including dates of service, diagnoses, disposition) information for inpatient and outpatient discharges.

Claim and Claim Line Feed: The CCLF (Claim and Claim Line Feed) data files are a set of Medicare claims files incorporating all Medicare Part A and B claims from Inpatient Facility, Outpatient Facility, Skilled Nursing Facility, Home Health Agency, Hospice, Professional, Durable Medical Equipment, and Prescription Drug services. These files contain beneficiary claim level data including Medicare payment amounts, diagnoses, procedures, dates of service, provider identifiers, and beneficiary copayment amounts.

Confirmed COVID-19 Cases: The Maryland Department of Health (MDH) and DC Health provides a list of confirmed COVID-19 cases. This list is sent daily to CRISP.

Confirmed COVID-19 Fatalities: The Maryland Vital Statistics Administration provides COVID-19 Fatality data for Maryland Residents only.

National Electronic Disease Surveillance System (NEDSS): CRISP compiles the data in this report from HL7 laboratory transactions provided to Maryland Department of Health through the National Electronic Disease Surveillance System (NEDSS). The State of Maryland requires all laboratories to submit all COVID-19 positive and negative test results for any Maryland resident. CRISP refreshes the data daily overnight. Report totals may differ from Maryland Department of Health figures. The figures may include some non-Maryland residents. The data are unverified and not publicly available. Any indicator of a pending test period is an approximation by CRISP based on review of the NEDSS.



CRISP


User Guide

Accessing the CRS Portal

Step 1. To access the Public Health Dashboard tile, login to the CRISP Reporting Services Portal by visiting <https://reports.crisphealth.org>. Your username is your email. Any CRS Portal Maintenance updates will be displayed above the login window.

On July 17th, the CRISP Reporting Services team will be releasing an overhaul of the CRS Portal website. All of the reports and tools will remain the same, however, the landing page and how users navigate to reports will be enhanced. Please find more details about these enhancements and sign up for a training webinar within the CRS bulletin board (located on the CRS Portal home page).

Log in to CRISP Reporting Services (CRS) Portal



Next

[Reset your password?](#)

Warning: CRISP policy prohibits username and password sharing.
Violation could result in account termination.

Questions or Concerns? Please contact the [CRISP Customer Care Team](#) at support@crisphealth.org or 877-952-7477.

© hMetrix powered by **hMetrix**



CRISP

Step 2. Once in the CRS Portal, a dashboard of different blue report “cards” will appear. Availability of reports is based on the access of the user. This is similar to the original CRS portal homepage, except reports are categorized into eight categories. Note: Users will not have access to all the cards.

The screenshot displays the CRISP Reporting Services dashboard. At the top, the CRISP logo and tagline "Connecting Providers with Technology to Improve Patient Care" are visible. Below the header, a navigation bar contains links for "Download HSCRC Regulatory Reports", "Help", "Report Updates", and "Logout". A search bar and a dropdown menu for "Choose A Facility For Static Reports" (currently showing "210001 - Meritus Medical Center") are also present. The main content area is titled "Your Dashboard" and features a grid of eight blue report cards: "All-Payer Population", "Medicare Population", "HSCRC Regulatory Reports", "MDPGP Reports", "Administration Reports", "Public Health", "Introduction", and "Favorites". A sidebar on the right, titled "Favorites", shows a "Readmissions Monthly Summary" card. At the bottom of the sidebar, there are links for "Static Reports" and "Archive".



Navigating the CRS Portal

Homepage

The CRS Portal homepage now only shows 8 tiles. Users will have to click through the appropriate tile to get to their desired report. Below is a list of new features followed by screenshots on the next page that highlight the features on the homepage.

Introduction tile: The introduction tile was added to help give users an overview for navigating the CRS Portal. Here users will find guides and videos on navigating the portal.

Download HSCRC Regulatory Reports: The Download HSCRC Regulatory Reports button allows users to bulk download all the HSCRC Regulatory Reports at once. Users also have the option to download only the most recent reports. Please reference the [Downloading HSCRC Regulatory Reports](#) section for more information.

Help: The Help button will bring users to the User Feedback window. In the User Feedback window, users are able to provide question, comments, and feedback. Please reference the [User Feedback section](#) for more information.

Report Updates: The Report Updates button will bring users to a pop-out window. The Report Updates pop-out window provides users updates on report refreshes, enhancements, and trainings. Please reference the [Report Updates](#) section for more information.

Favorites: User can quickly access frequented reports by favoriting them. Reports that are favorited will appear in the box on the lefthand side. Please reference the [Favoriting Reports](#) section for more information.

Search Bar: The search bar feature allows users to search for report titles and keywords. Users can click on the report that appears in the search bar, and they will be taken to the respective reporting suite. Only reports that users are credentialed to view will appear.

Choose a Facility for Static Reports: Some of the HSCRC Regulatory Static reports are populated based on a single hospital. Users can select the facility they want for the static report. This dropdown menu also contains panels for users to select and view in the panel reports.

Report Icons: The report icons have been updated and are displayed at the bottom of the page. The User Feedback and Bulletin Board buttons have been renamed as Help and Report Updates, respectively.



CRISP

Page Arrows have been removed. Reports are now consolidated into 8 categories. Note: Not all users will have access to all the tiles.

User features have been renamed to give more clarity, specifically the Help and Report Updates button.

The screenshot shows the CRISP dashboard interface. At the top, there's a navigation bar with links for 'Download HSCRC Regulatory Reports', 'Help', and 'Report Updates'. Below this is a dropdown menu for 'Choose A Facility For Static Reports' set to '210001 - Meritus Medical Center'. The main content area is divided into two sections: 'Your Dashboard' and 'Favorites'. 'Your Dashboard' contains 8 blue tiles: 'All-Payer Population', 'Medicare Population', 'HSCRC Regulatory Reports', 'MDPOP Reports', 'Administration Reports', 'Public Health', 'Introduction', and 'Favorites'. The 'Favorites' section on the right shows a list of favorited reports, currently containing 'Readmissions Monthly Summary'. A red box highlights the 'Your Dashboard' section, and an orange box highlights the 'Favorites' section.

An introduction tile has been added to provide an overview of the CRS Portal.

Users can favorite frequented reports. Favorited reports will appear here.

User can use the search bar to search report titles or keywords.

This screenshot shows the CRISP dashboard with a search bar at the top left. The search bar is highlighted with a red box and contains the text 'Public Health'. Below the search bar, a list of search results is displayed, including 'Public Health Dashboard Training' and 'Public Health Dashboards'. The main content area shows the same 8 report categories as the previous screenshot. The 'Favorites' section on the right now contains three items: 'Pre/Post Analysis', 'Readmissions Monthly Summary', and 'OCLF Medicare Analytics & Data Engine'. At the bottom of the page, there is a navigation bar with links for 'Interactive Reports', 'Static Reports', 'Archive', 'Documentation', and 'Application Links'. A red box highlights this navigation bar.

The type of report is indicated by the icon. A legend of the icons is available at the bottom of the page.



CRISP

Report Tiers

After clicking on one of the blue tiles in the homepage, a new window will appear. Here users can select through three tiers to get to their desired report. A series of screenshots below explain each tier.

When clicking into a category, the reports within that section will be displayed. Once the main selection is made, the main category bar slider is hide-able

The second tier of reports are similar to the current 'Blue Report' cards found on the portal home screen today. (Next screenshot displays an example)

The screenshot shows the CRISP Reports page. On the left, a sidebar titled "Populations & Programs" lists various report categories. The "Reports" section is highlighted. The main content area displays a list of reports under the "Reports" tab, including "Demographics Adjustment", "Market Shift", "Maryland Hospital Acquired Conditions (MHAC)", "Potentially Avoidable Utilization (PAU)", "Quality Based Reimbursement (QBR)", "Readmissions", and "Transfer". The "Readmissions" report is selected, and its details are shown on the right.

The old CRS portal contained multiple blue cards. These blue cards are now listed in the second tier of reports in the new CRS portal design.

The screenshot shows the CRISP Reports page. On the left, a sidebar titled "Populations & Programs" lists various report categories. The "Reports" section is highlighted. The main content area displays a list of reports under the "Reports" tab, including "Demographics Adjustment", "Market Shift", "Maryland Hospital Acquired Conditions (MHAC)", "Potentially Avoidable Utilization (PAU)", "Quality Based Reimbursement (QBR)", "Readmissions", and "Transfer". The "Readmissions" report is selected, and its details are shown on the right.



CRISP REPORTING SERVICES

Download HSCRC Regulatory Reports | Help | Report Updates | Kaeding, Grace | Logout

Choose A Facility For Static Reports: 210001 - Meritus Medical Center

Populations & Programs

- Introduction
- All-Payer Population
- Medicare Population
- HSCRC Regulatory Reports
- MDPCP Reports
- Internal Reports
- Administration Reports
- Public Health

Reports

- Demographics Adjustment
- Market Shift
- Maryland Hospital Acquired Conditions (MHAC)
- Potentially Avoidable Utilization (PAU)
- Quality Based Reimbursement (QBR)
- Readmissions**
- Transfer

Readmissions

Available Reports

- Readmissions Monthly Summary
- Readmission Monthly Patient Level Details
- Readmissions RY21 Final Summary
- Readmission RY21 Final Patient Level Details
- Readmissions Patient Level Details - Base Period
- Readmission RY20 Monthly Summary

Users can click icons to open reports, archives, or documentation.







Clicking through this second tier of reports will launch the report or sub-reports if applicable.

Interactive Reports | Static Reports | Archive | Documentation | Training video



Report Icons

There are different types of reports and training materials in the CRS Portal. The icons listed below have different functions and meanings based on the respective report.

| Icon | Report Type |
|---|---|
|  | The Interactive Reports icon directs user to a tableau report. |
|  | The Static Reports icon opens an excel workbook. |
|  | The Archived Reports icon takes users to a new page with static reports from previous months and rate years. |
|  | The Application Links icon directs users to a new application where the report is hosted. |
|  | The Documentation icon directs users to pdfs of user guides, PowerPoints, or training materials respective to the report. |
|  | The Training Video icon opens a pop-out window with a training video of the respective report. |

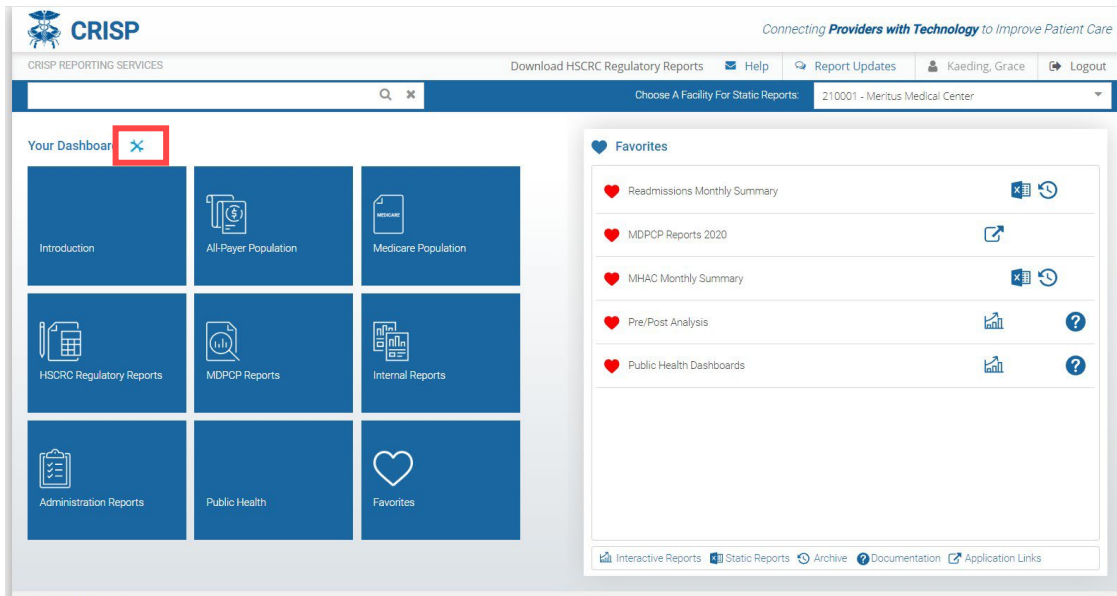


CRISP

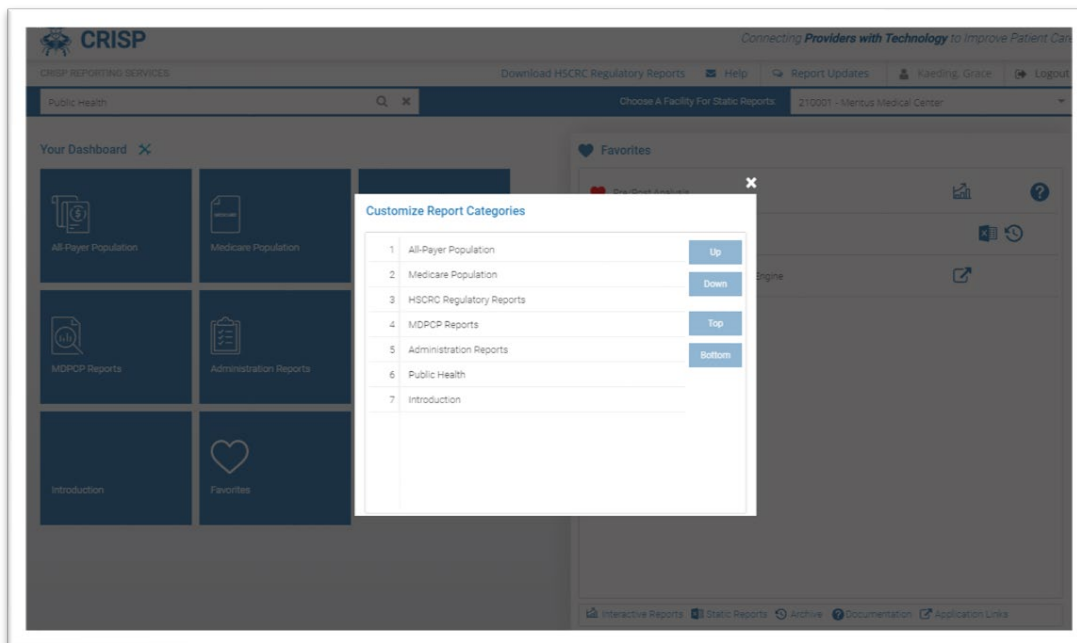
Customizing the CRS Portal Homepage

User can customize the order of the blue cards on the homepage.

Step 1. Click on the wrench and hammer icon for the customize buckets window to appear.



Step 2. Select the card you would like to move on the homepage. Users can drag the card to the desired slot. Users can also use the up and down button or top and bottom buttons to move the selected card. Cards are numbered in the window by the order they will appear.

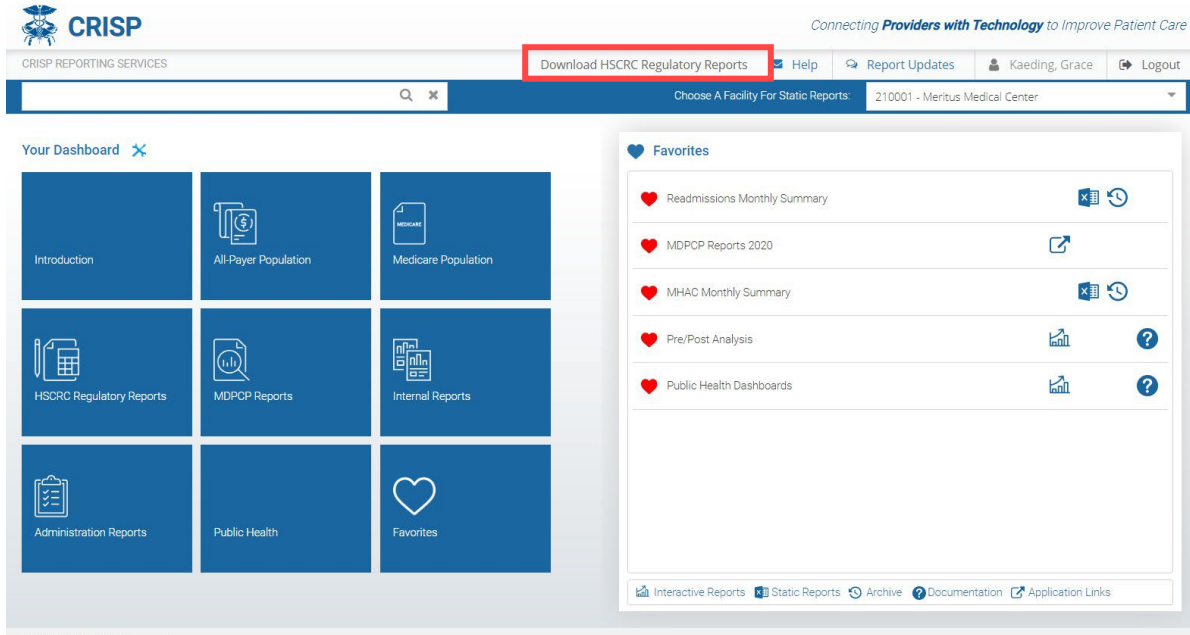




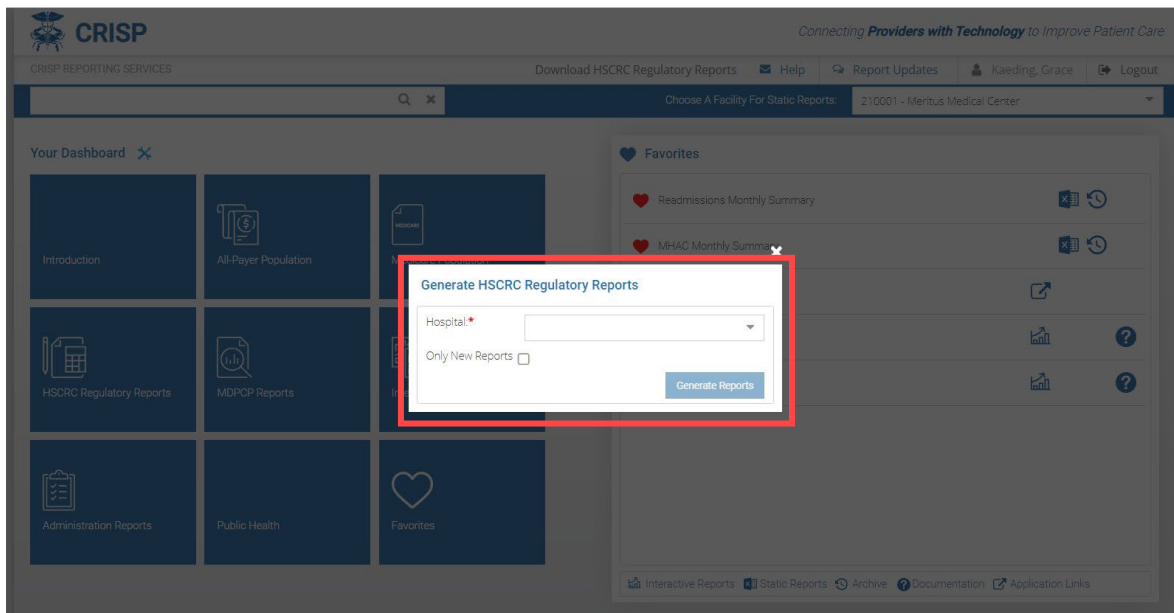
Downloading the HSCRC Regulatory Reports

Users can download all the HSCRC Regulatory reports at once.

Step 1. On the portal homepage, hit the Download HSCRC Regulatory Report button.



Step 2. Select from the dropdown hospital to download the static reports. If applicable, users can download the static reports for multiple hospitals. Users also have the option to download all the static reports or the most recent by checking the Only New Reports checkbox.



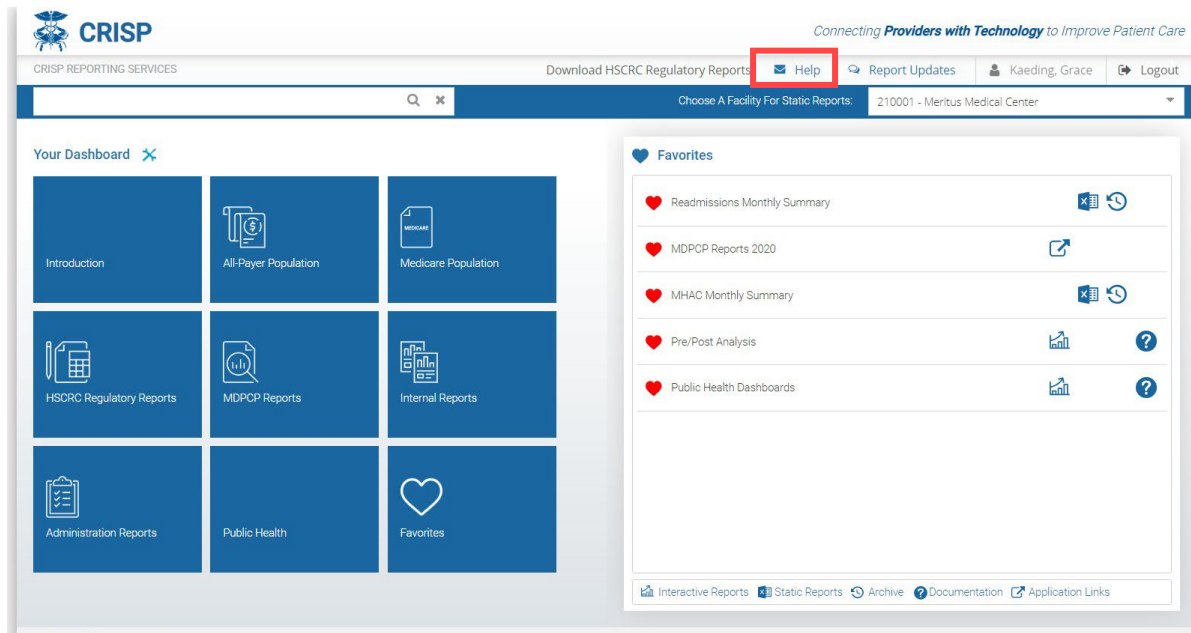


CRISP

Providing Feedback

Users can provide feedback to the CRS team by clicking on the Help button in the top bar.

Step 1. Click on the Help button highlighted in the screenshot below. The Help button brings users to feedback.crisphealth.org, where the Feedback Portal is located.




Step 2. Users can leave questions, comments, and concerns in the Feedback Portal. This is a secure webpage, so users can leave PHI in the comments. After the user fills in the required fields and feedback, a team member will reach out to you.



Feedback Portal

Your feedback is important to us: we use it to improve our services. Note that this page is secure, so you may include protected health information (PHI) in your feedback. If you need immediate assistance, please call us at 877-952-7477. Support hours are Monday through Friday, 8 am to 5 pm Eastern Standard Time.

| | | | |
|--|---|----------------|----------------------|
| Name: | <input type="text"/> | Telephone: | <input type="text"/> |
| Email: | <input type="text"/> | Confirm Email: | <input type="text"/> |
| Summary: | <input type="text"/> | | |
| Details: | <input type="text" value="Type your message here ..."/> | | |
| <input type="checkbox"/> I'm not a robot  Privacy - Terms | | | |
| <input type="button" value="Submit"/> | | | |

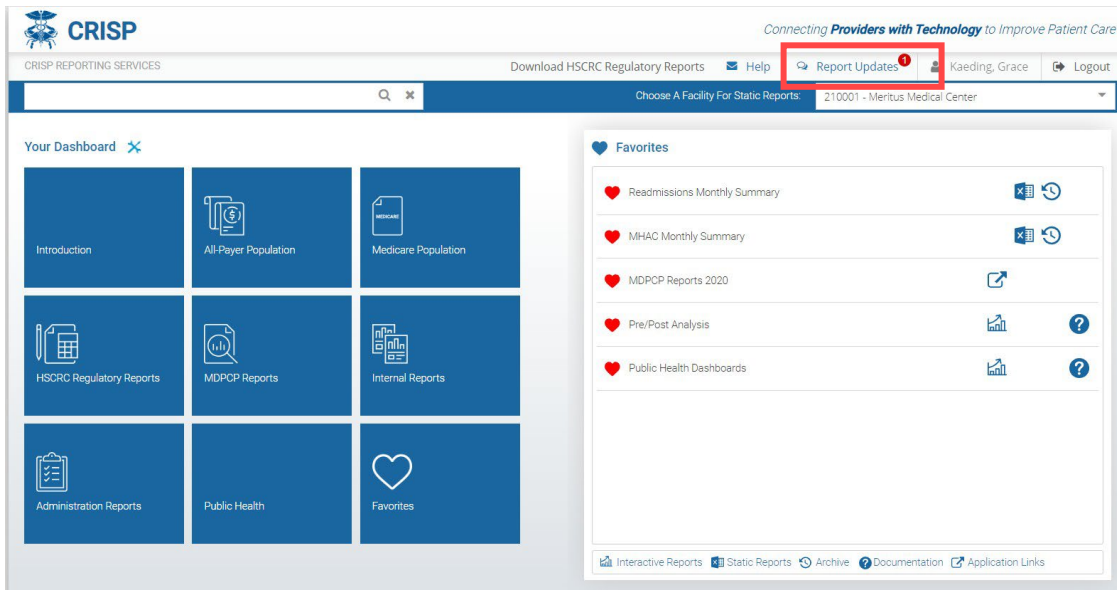


CRISP

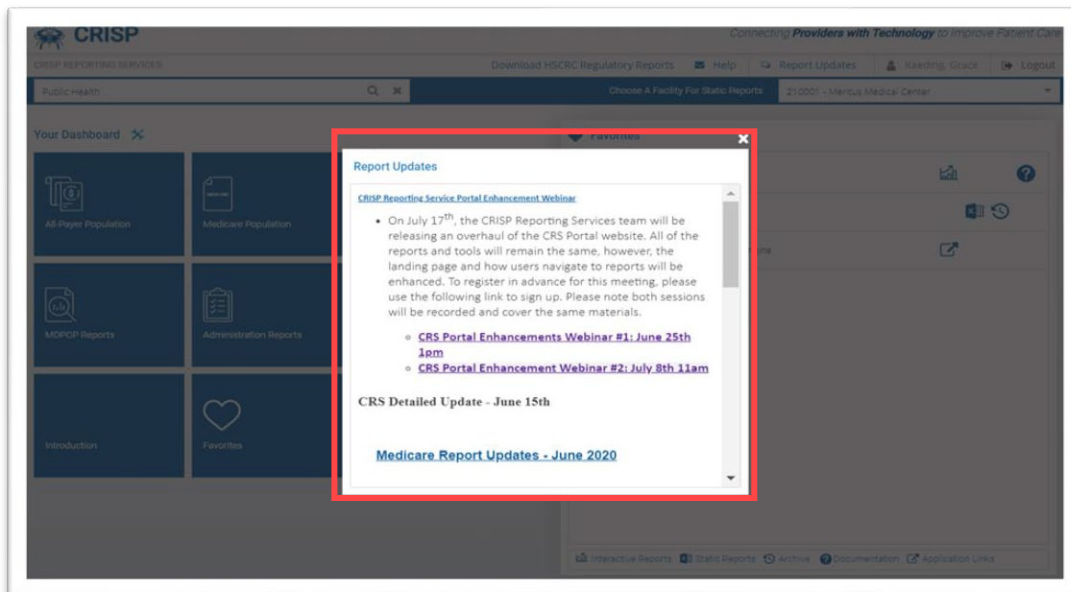
Report Updates

Users can see the latest updates with the Report Updates button. These updates are also in the CRS monthly communication. All users will automatically be added to the CRS monthly communication email list if they have a CRS account.

Step 1. Click on the Help button for a pop-out window to appear. A red icon appears next to the button when it has been updated.



Step 2. The Report Updates window, shown below, contains information on report refreshes, enhancements, and trainings.





CRISP

Favoriting Reports

Users now have the option to Favorite frequented reports. Reports that are favorites will appear on the left side of the homepage in the Favorites box. To favorite a report, select the heart icon, so it appears red. This means the report is favorites and will appear on the homepage.

The screenshot shows the CRISP homepage. The top navigation bar includes the CRISP logo, the tagline "Connecting Providers with Technology to Improve Patient Care", and links for "Download HSCRC Regulatory Reports", "Help", "Report Updates", "Kaeding, Grace", and "Logout". Below the navigation bar is a search bar and a dropdown menu for "Choose A Facility For Static Reports" set to "210001 - Meritus Medical Center". The main content area is divided into two sections. On the left, "Your Dashboard" features a grid of report categories: Introduction, All-Payer Population, Medicare Population, HSCRC Regulatory Reports, MDPCP Reports, Internal Reports, Administration Reports, Public Health, and Favorites. On the right, the "Favorites" section is highlighted with a red box. It contains a list of reports: Readmissions Monthly Summary, MDPCP Reports 2020, MHAC Monthly Summary, Pre/Post Analysis, and Public Health Dashboards. Each report has a heart icon to its left and a chart icon to its right. At the bottom of the Favorites section, there are links for "Interactive Reports", "Static Reports", "Archive", "Documentation", and "Application Links".

The screenshot shows the CRISP homepage with the "Public Health Dashboard" selected. The left sidebar shows a list of report categories, with "Public Health" highlighted in green. The main content area displays the "Public Health Dashboard" with a list of available reports. A callout box with a blue border and a blue arrow pointing to the heart icon next to "Public Health Dashboards" contains the following text: "To favorite a report, click on the heart icon. The heart icon will turn red when the report is favorites. Users can unfavorite reports by clicking on the heart icon again, so it appears gray". The list of available reports includes: Confirmed COVID-19 Cases, Hospital Volume Trend, MIEMSS Facility Resources, Hospital Capacity Dashboard, Laboratories and Ordering Facilities Negative Cases - NIOS, Post Acute Capacity, Confirmed COVID-19 Admissions, Public Health Dashboards, and Public Health Dashboard Training. Each report has a heart icon to its left and a chart icon to its right. At the bottom of the dashboard, there are links for "Interactive Reports", "Static Reports", "Documentation", and "Training video".