CRISP User Summit 2025

May 13th, 8:45 am to 4:30pm

Agenda:

- 8:45 to 9 am - Welcome Message
- 9 to 10 am - Healthcare Industry Panel: State of the State
- 10:15 to 11:15 am - Multi-Payer Report Showcase
- 11:30 am to 12:15 pm - Patty Brown Award
- 12:30 to 1 pm - Enhancing Advance Care Planning with CRISP: Seamless Integration for Better Patient Outcomes
- 1:15 to 1:30 - CEO Update
- 1:45 to 2:15 pm - Improving Access to Medication History: Non-CDS Medications
- 2:30 to 3:30 pm - What is and How to Talk with Patients About Sensitive Data
- 3:45 to 4:30 pm - Using Population Explorer Well

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Session Descriptions

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Healthcare Industry Panel: State of the State

Time: 9 to 10 am

Description: Join us for a powerful discussion featuring top healthcare leaders from across Maryland as they share insights on today's most pressing challenges—and where the industry is headed. This panel will explore critical themes such as strategies for strengthening collaboration, innovations in value-based care, evolving hospital and health system priorities, senior care across the continuum, and actionable areas for system-wide improvement.

Speakers:
- Tequila Terry, Senior VP of Care Transformation & Finance at Maryland Hospital Association
- Gene Ransom, CEO of MedChi
- Kevin Heffner, CEO of LifeSpan Network

Multi-Payer Report Showcase

Time: 10:15 to 11:15 am

Description: CRISP's Multi-Payer Reporting Suite offers a powerful set of Tableau-based reports that bring together Medicare and Medicaid claims data to support comprehensive, payer-agnostic population health management. This session will provide an overview of the suite's reports, which include both aggregate population metrics and drill-down capabilities to beneficiary and claim-level details. We'll also explore the Population Navigator feature, which allows users to create custom patient lists within their CRISP panels—enabling more targeted care management and analysis of specific sub-populations.

In addition, a representative from GBMC will share how their team uses the dashboard to identify key trends and potential areas for deeper analysis, helping to turn data into actionable insight.

Whether you're a data analyst, care manager, or clinical leader, this session will show how the Multi-Payer Reporting Suite can support more informed decisions across your patient population.

Speakers:
- Grace Mannix, Senior Project Manager, CRISP
- Garrett Morris, Senior Director of Population Health, GBMC

Enhancing Advance Care Planning with CRISP

Time: 12:30 to 1 pm

Description: Join us for an informative session on CRISP's innovative project aimed at improving the management and sharing of Advance Care Planning (ACP) documents. With the support of the Maryland Department of Health, CRISP is building a new infrastructure to simplify how ACP documents are consumed, managed, and displayed within the clinical workflow.

The session will begin with a brief introduction to the project (5 minutes), followed by an in-depth presentation from CRISP outlining the project goals, the technical integration process, and the benefits for providers.

Frederick Health Hospital will also share their perspective on why they chose to participate in this pilot project, what they hope to achieve in terms of improving ACP management, and some technical considerations for potential participants to consider.

Speakers:

- Meg LaMar, Project Manager at CRISP
- Tina Whims, Senior Applications Analyst, Frederick Health
- Dr. Tamara Kile, Medical Director of Care Management at Frederick Health Hospital

Improving Access to Medication History: Non-CDS Medications

Time: 1:45 to 2:15 pm

Description: This session provides a comprehensive overview of the Maryland Health Care Commission (MHCC) and CRISP's collaborative efforts to improve access to comprehensive medication histories through the submission of non-controlled substance (non-CDS) dispense data. These efforts, in accordance with Maryland House Bill 1127, are crucial for supporting patient care coordination and improving clinical decision-making.

Maryland law mandates the submission of non-CDS dispense information to CRISP, which serves as the State-Designated Health Information Exchange (HIE). This initiative aims to improve patient care coordination by providing authorized individuals with access to comprehensive medication histories. Dispensers of non-CDS medications, including certain pharmacies and healthcare practitioners, will be required to report dispense information to CRISP starting in September 2025.

The session will highlight the steps dispensers need to take to begin reporting and how CRISP, in partnership with Leap Orbit, is streamlining the data collection and storage processes. Participants will gain insights into the technical, policy, and operational aspects of non-CDS reporting and learn how this data will be used to enhance clinical care.

Speakers:
- Anna Gribble, MSW MPH, Assistant Division Chief, MHCC
- Maia Gottieb, Behavioral Health Lead, CRISP

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What is and How to Talk with Patients About Sensitive Data

Time: 2:30 to 3:30 pm

Description: In this session, we'll explore the crucial topic of Sensitive Health Data and how providers can navigate discussions with patients about sharing their sensitive health information with Health Information Exchanges (HIEs) like CRISP. Effective communication is key to ensuring that patients feel informed, comfortable, and secure in making decisions about their data.

We'll start with a brief overview of the legal framework, types of sensitive data, and the implications of missing information without patient consent. We'll also introduce the CRISP Consent tool, designed to promote transparency and security. Guest speaker Meghan Reading Turchioe, PhD, MPH, RN, FAHA, will offer expert strategies for communicating the value of data sharing and building patient trust. Learn best practices to support informed, confident decisions about health data.

Speakers:

- Meghan Reading Turchioe, PhD, MPH, RN, FAHA, Assistant Professor at Columbia University School of Nursing
- Nichole Sweeney, J.D., General Counsel & Chief Privacy Officer, CRISP

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Using Population Explorer Well

Time: 3:45 to 4:30 pm

Description: Join us for a live demo of Population Explorer, a powerful module within the CRISP HIE Portal designed to help care teams stay informed with near real-time encounter notifications from CRISP. This session will showcase how Population Explorer's intuitive interface enables users to filter, view, and export encounter data, providing timely access to the latest patient encounters and a six-month encounter history. Integrated directly into the CRISP Portal homepage, this tool supports more informed, proactive care coordination. Whether you're a clinician, care manager, or analyst, this session will help you understand how to navigate and make the most of Population Explorer in your day-to-day work.

Speakers:
- Jeffery Behan - Associate Director of Maryland Operations, CRISP
- Kevin Phillip – Communication Manager, CRISP