CRISP
Chesapeake Regional Information System for our Patients

Consumer Advisory Council Meeting

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What is CRISP?

- **C**hesapeake **R**egional **I**nformation **S**ystem for Our **P**atients, Inc.
  - Non-Profit 501(c)(3) Corporation
- State-Designated Health Information Exchange (HIE) and Health Data Utility (HDU)
- Shared Infrastructure between MD, DC, WV, CT, AK, VA, and others through the CRISP Shared Services (CSS) model

Mission: We will support the healthcare community of MD and our region to appropriately and securely share health information in order to facilitate care, reduce costs, and improve health outcomes.

Vision: To advance health and wellness by deploying health information technology solutions adopted through cooperation and collaboration

What Does CRISP Do?

- **Point of Care**: InContext & Clinical Information Service Information
  - Search for your patients' prior health records (labs, radiology reports, etc.)
  - Determine other members of your patient's care team
  - View external records in a SMART on FHIR app inside your EHR
- **Care Coordination**: Event Notifications (CEND)
  - Be notified when your patient is hospitalized in any regional hospital
  - Enhance workflows across multiple care settings and teams
- **Population Health Reports**: CRISP Reporting Services (CRS)
  - Using claims, public health, and clinical data to design dashboards and measure interventions
- **Program Administration**
  - Making policy discussions more transparent and informed
  - Disseminating evidence-based best practices and technology
- **Public Health & Health Data Utility**
  - Deploying services in partnership with health officials
  - Providing information and services to state and local health departments

Example EHR App Integration

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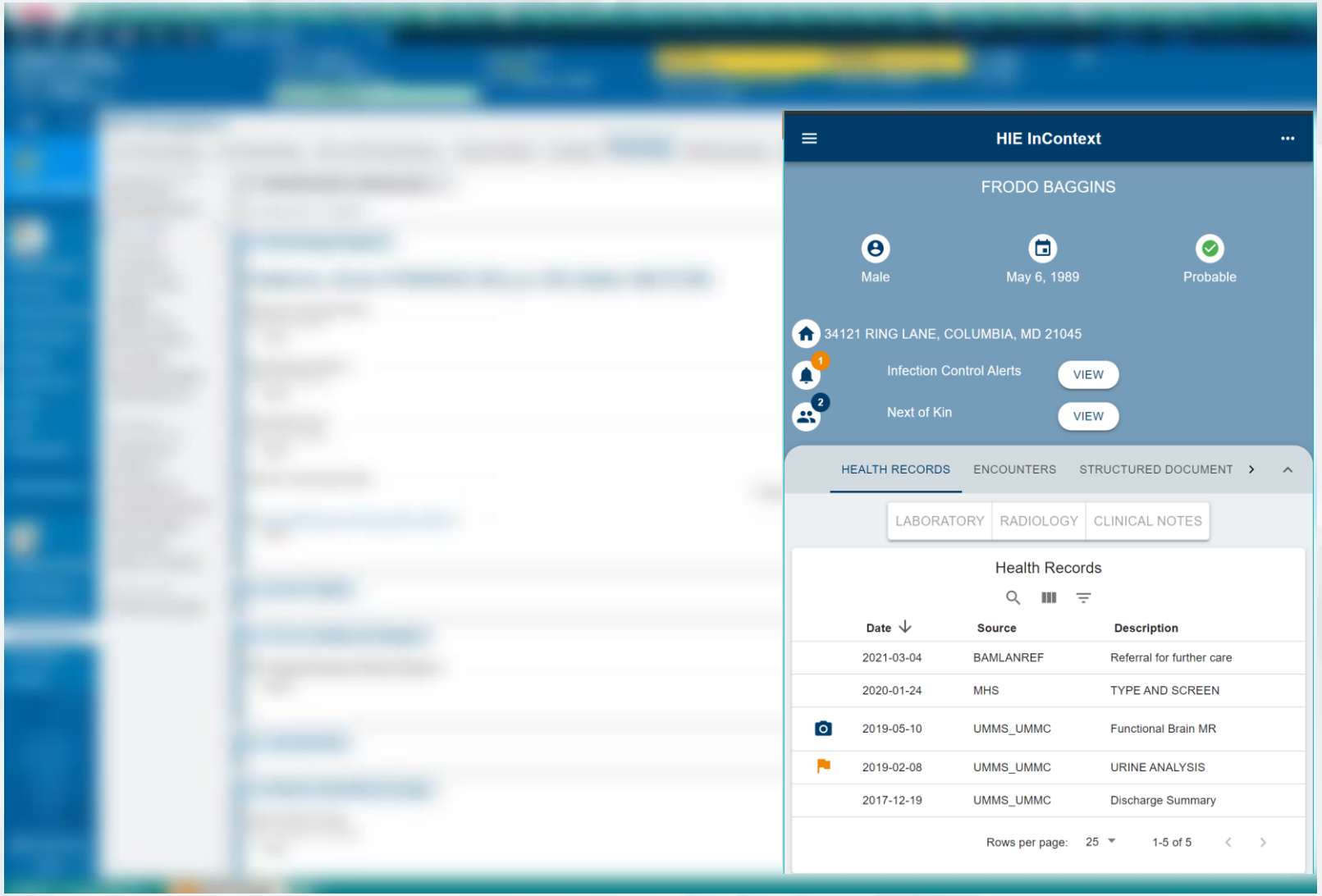

Extensive Real-time Connectivity

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Bi-directional data exchange and data use agreements enable critical point of care and population health interventions:

- Physicians identify duplicate testing from other facilities
- Public health agencies receive faster case reporting
- Behavioral health and human services programs receive data with patient consent
- State-level reporting shows spend and quality by geography over time
- Shared infrastructure promotes transparency, buy-in, and accountability

The single, shared public private partnership increases overall use while achieving economies of scale as shown in weekly measures:

- 675,000 clinical documents processed
- 205,000 patient searches
- 3,500,000 event notifications sent
- 1,500,000 pieces of data pushed into EHRs
- 49,000 active users across 2,100 organizations

Key Contributions to Maryland's All Payer Models

- **Data Integration and Accessibility:** CRISP provides a centralized platform for aggregating and sharing health data across various providers and payers, facilitating comprehensive care coordination and lowering the barriers to collaboration
- **Support for Value-Based Care Initiatives:** CRISP enables onboarding and attribution for program participants, pushes real-time clinical event alerts to care teams, and reports financial progress for programs such as Hospital Global Budget Revenue (GBR), Episode Quality Improvement Program (EQIP), and Maryland Primary Care Program (MDPCP)
- **Enabling Population Health Management:** CRISP's analytics services support public health initiatives by providing timely population-level data, aiding in the design of dashboards and measurement of interventions
- **Reuse Across all Sectors for Health**: The data, governance, consent framework, and other tools are applicable to all programs aimed at enhancing health and wellness, for example:
  - Non-fatal overdose alerts are instantly routed from EMS to response teams at local health departments
  - DHS information for service programs and clinical information for groups such as incarcerated individuals and foster kids can be shared with appropriate consent
  - Patients that are eligible for chronic disease management programs can be enrolled when they present to a health care provider
  - Eligibility and redetermination services can be run using most up-to-date address and demographics

FAQs about CRISP

How does CRISP receive my health information?

- CRISP works with all hospitals in the state of Maryland as well as, other healthcare organizations. The organizations decide what information they would like to share with other participants through CRISP
- Some participants don't share information; they just look at information
- Most hospitals that participate share basic information when patients have been admitted or discharged from the hospital

How does CRISP protect patients' privacy?

- Ensuring data is exchanged according to HIPAA and other applicable law
- Allowing use cases to be vetted by a committee
- Opting-out
- Asking the "should" questions- being good stewards of data

What if patients don't want CRISP sharing their information?

- If patients do not want CRISP to share their information, they have the right to opt out by filling out forms on the CRISP website
- Patients can only opt out of their records being accessed by other participants; they cannot opt out of The Maryland Prescription Drug Monitoring Program and public health reporting because those are required by law in the state of Maryland
- Participants of CRISP services, are required to educate patients through their Notice of Privacy Practices about CRISP and opting out
- If a patient decides to opt out their health data will stop being shared and deleted but they can opt back into CRISP anytime.

CRISP Opt-Out (crisphealth.org)

What is my data being used for?

- Healthcare treatment
- Care coordination
- Quality improvement
- Public health
- Research

FAQs about Consumer Advisory Council (CAC)

What does the CRISP CAC do?

- The CAC for CRISP is going to be used to get the opinions and feedback of Maryland healthcare consumers on issues relevant to health information exchange in Maryland.
- May include patient opt-out, data privacy concerns, consumer education, and new uses of patient data to improve healthcare of Marylanders

Why does CRISP need a CAC?

- The state of Maryland has mandated (House Bill 1127) that the designated HIE for the state needs a consumer advisory council to bring in perspectives to protect consumers in the delivery of services.
- As of April 2025, the CAC is subject to Maryland Open Meeting Act requirements.

[2022 Regular Session - House Bill 1127 Third Reader (maryland.gov)]

Why is having a CAC important?

- Having a consumer advisory council allows CRISP the opportunity to hear how patients perceive their data being shared, it also gives us the opportunity to improve things that patients feel need to be changed
- Allows CRISP to improve the patient and participant experience using CRISP and their services
- Similar councils have been shown to increase quality of healthcare services, decrease healthcare costs and reduce harm to patients

What are the requirements for being a member of the CAC?

- Meet 4 times a year
- Adopt and maintain an online charter that includes purpose, member and meeting schedule of the consumer advisory council
- Members are expected to meaningfully participate in conversation and provide feedback

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Questions?