Consumer Advisory Council Meeting Minutes

September 8th, 2026

Attendees

Committee Members

Name	Organization	Virtual
Robyn Elliott (Chair)	Public Policy Partners	X
Kimberlyn Lopez	Planned Parenthood	X
Dan Martin, JD	Mental Health Association of Maryland	X
Sephora Morrison, MD	Children's National Medical Center	
Ted Myerson	Independent; Health in Aging SME	X
Erin Russell, MPH	Health Management Associates	X
Amy Schiffman, MD	AgeTech / AgingHere	X
Jacqueline Seitz, JD	Legal Action Center	X
Ames Simmons, JD	LGBTQ+ Policy Consultant	
Rodrigo Stein	La Clinica del Pueblo	X

Staff / Guests

Via Teleconference: **CRISP Staff:** Megan Priolo, Erin Dorrien, David Hale, Kelley Gallagher; **MHCC:** Kelly Scott, Nikki Majewski

Agenda

Welcome and Introductions

Chair Robyn Elliott welcomed Consumer Advisory Council ("CAC") members and staff to the meeting. Attendees were reminded that the CAC is subject to Maryland's Open Meetings Act ("OMA") requirements and that today's meeting would be recorded for posterity. With this being the first Council meeting following hiatus, Ms. Elliott facilitated introductions of all Council members, staff, and guests present. Ms. Elliott, with Erin Dorrien, then provided an overview of the meeting agenda.

CRISP Overview

Dr. Megan Priolo provided an overview of CRISP, including background and the organization's role as the State-Designated Health Data Utility and its support of statewide initiatives, the details of which were provided in the meeting materials. Key takeaways and discussion points are noted below.

- Following discussion regarding CRISP Shared Services (CSS), a technology and supporting services organization, staff clarified that CRISP exclusively supports Maryland healthcare priorities and initiatives. CRISP and other region-and-statewide health information exchanges ("HIEs") are separate and distinct entities that share technology and support infrastructure to share innovations and reduce costs.

Consumer Advisory Council History and Charge

Chair Elliott provided an overview of the Council's genesis, charge, and prior activities before its hiatus in April 2025, the details of which were provided in the meeting materials. There were no discussion points or takeaways at this time.

Data Governance, Use and Privacy Overview and Discussion

Ms. Dorrien provided an overview of health data use federally and statewide, including the laws that govern data use and CRISP's data governance framework, for consideration and discussion, the details of which were provided in the meeting materials. Key takeaways and discussion points are noted below.

- CAC members discussed the growing complexity of health and health-adjacent data use and regulations.
- Staff described how CRISP incorporates new data and manages complexity of the governance and regulatory requirements as they evolve, noting that internal evaluation and collaborative partnerships with regulators, stakeholders, and others work to ensure that effective governance is in place and that data is used appropriately and with consent where required.

Discussion of Future Topics

Chair Elliott facilitated a discussion regarding future topics and priorities for the Council consistent with the meeting agenda. Key takeaways and discussion points are noted below.

- Members discussed considering the physician and care provider perspective as those individuals most closely engage with consumers. There may be opportunities for CRISP and stakeholders to further explore and address provider 'burnout' either within CAC or other CRISP advisory groups.
- Members discussed how patients can opt out of CRISP to prevent their health data from being shared through the organization. There are certain circumstances where patient data must be exchanged or reported regardless of opt-out status including immunizations, prescription drug monitoring, and other public health reportable conditions, among others.
    - Staff will share a list of circumstances requiring health data exchange during the next meeting.
- Members clarified that with regards to this Council, the term 'consumer' refers to individual or collective patients and/or their representatives as opposed to healthcare entities or government agencies as consumers.

- Council members identified developing and utilizing a consumer education framework that incorporates appropriate labels and formatting and can be meaningfully understood by an average consumer as a high priority for CRISP and collaborators. Collectively reaching and engaging healthcare consumers is equally important.
    - The Notice of Privacy Practices (NPP) presented at the point of care is unreliable as it is difficult to understand and often not explained due to healthcare staff constraints.
- Participants confirmed that there are 19 HIEs registered and operating in the state of Maryland, with CRISP being the state-designated HIE/HDU. Clarifying the roles of CRISP, regulators, and other state partners is a necessary step in collaboratively developing and promoting effective, consistent, and digestible consumer education.
- David Hale, CRISP General Council, observed that despite best effort, there are wild inconsistencies regarding health information use and how those uses are shared with the public across the state. Very much a multi-stakeholder issue and solution; how do we collectively develop and launch a multi-stakeholder consumer education campaign recognizing that CRISP is one player in the space.
- In addition to a broad educational campaign, members identified vulnerable consumer populations who might need additional effort or more targeted strategies to reach. Members will continue discussing strategies for reaching these populations offline and in future meetings.

Public Comment

Next, Chair Elliott opened the floor for public comment, which will be a standing agenda item for all public CAC meetings going forward. There were no public comments at this time.

Closing and Next Steps

Having concluded the formal agenda, Chair Elliott thanked all attendees for their participation and with CRISP staff, confirmed process for posting and accessing meeting materials as well as timing for the next meetings. Key takeaways:

- Staff will ensure that meeting materials and Minutes are posted, and all other OMA requirements, including posting to the Maryland Register, are met following today's meeting.
- As an upcoming agenda item, members will review and consider potential updates to the CAC charter that incorporate OMA requirements and compliance, among others.

Kelley Gallagher will reach out to schedule the next meetings for the group, which are planned for this fall. With no further discussion or questions, the meeting was adjourned at 12:31 p.m.