e-Health Update

CHESAPEAKE REGIONAL INFORMATION SYSTEM FOR OUR PATIENTS

Welcome

The e-Health Update is a resource that shares current CRISP initiatives as well as pertinent healthcare related information for our region.

Each issue will provide updates on CRISP services available and a sneak peek into what's to come. We will also feature spotlights on providers and health IT leaders who are using CRISP to make positive impacts on patient care.

About Us

CRISP is the regional health information exchange (HIE) serving Maryland and the District of Columbia. We are a not-for-profit organization advised by a wide range of stakeholders who are responsible for healthcare throughout the region.

PDMP Registration Is Now Mandatory

New Law Requires Providers to Register With and Use PDMP

The **Maryland Prescription Drug Monitoring Program (PDMP)** was created to support providers and their patients in the safe and effective use of prescription drugs. The PDMP is part of Maryland's response to the *epidemic of opioid addiction and overdose deaths*.

Maryland PDMP Facts
- Authorized by law in 2011
- Maryland Department of Health and Mental Hygiene (DHMH) program
- Contains data on Rx controlled dangerous substances (CDS) dispensed to patients in Maryland
- Providers get free, online access through Chesapeake Regional Information System for our Patients (CRISP)

Legal Changes Affecting Providers

On April 26, 2016, Governor Hogan signed into law HB 437 which includes the following legal changes:

1. Mandatory PDMP Registration for CDS Prescribers & Pharmacists

Pharmacists: Licensed in Maryland must be registered with the PDMP by **July 1, 2017**.

Prescribers: Practitioners authorized to prescribe CDS in Maryland must be registered with the PDMP by **July 1, 2017**.

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PDMP Registration *(Continued from cover)*

This applies to physicians, physician assistants, nurse practitioners, nurse midwives, dentists, podiatrists and veterinarians. This mandate does not apply to the following categories of nurses: RNs, CNAs, and LPNs.

2. Mandatory PDMP Use by CDS Prescribers & Pharmacists

Beginning **July 1, 2018**:

- **Prescribers must**, with some exceptions, query and review their patients' PDMP data prior to initially prescribing an opioid or benzodiazepine **AND** at least every 90 days thereafter as long as the course of treatment continues to include opioid or benzodiazepine prescriptions. Prescribers must also document PDMP data query and review in the patient's medical record.

- **Pharmacists must** query and review patient PDMP data prior to dispensing **ANY** CDS drug if they have a reasonable belief that a patient is seeking the drug for any purpose other than the treatment of an existing medical condition.

Information regarding Mandatory Use is available on the www.marylandpdmp.org. DHMH will provide additional information and reminders closer to but before the implementation date.

3. CDS Prescribers & Pharmacists May Delegate PDMP Data Access

Prescribers and pharmacists may delegate healthcare staff to obtain CRISP user accounts and query PDMP data on their behalf. Delegates may include both licensed practitioners without prescriptive authority and non-licensed clinical staff employed by, or under contract with, the same professional practice or facility where the prescriber or pharmacist practices.

To Learn More

Visit the DHMH PDMP website for updated information, important compliance dates and Frequently Asked Questions: www.marylandpdmp.org.

For more information about the opioid addiction and overdose epidemic in Maryland and what healthcare providers can do to help, visit http://bha.dhmh.maryland.gov/OVERDOSE_PREVENTION/Pages/Index.aspx .

REGISTER NOW with the PDMP through CRISP at https://crisphealth.org/services/prescription-drug-monitoring-program-pdmp/pdmp-registration/ or visit https://crisphealth.org/ and click on the PDMP 'Register' button on the left hand side of the screen. For registration help, call 1-877-952-7477.

CRISP In-Context Alerts

In-context alerts deliver high-impact data from CRISP directly to the patient chart within a hospital EHR. Users no longer have to leave their normal workflow to navigate to the CRISP Query Portal. In-context alerts are customized to fit each EHR system and are typically bundled with Single-Sign On (SSO) to accelerate access to more complete information on patients when needed.

Enhance Caregiving:
Currently, accessing patient information during treatment requires a user to leave her EHR system, log into CRISP, search for the patient, then navigate through the complete set of records to determine if any information is new or relevant to a treatment decision. CRISP understands that this is not ideal.

Speed Workflow:
With in-context alerts, the user will have either no-click access, where the data automatically displays within the patient's chart, or one-click access, where she simply clicks a button to get the data she needs from CRISP.

The types of data available in context include PDMP, care alerts, care team members, care management program enrollment, and information on prior visits.
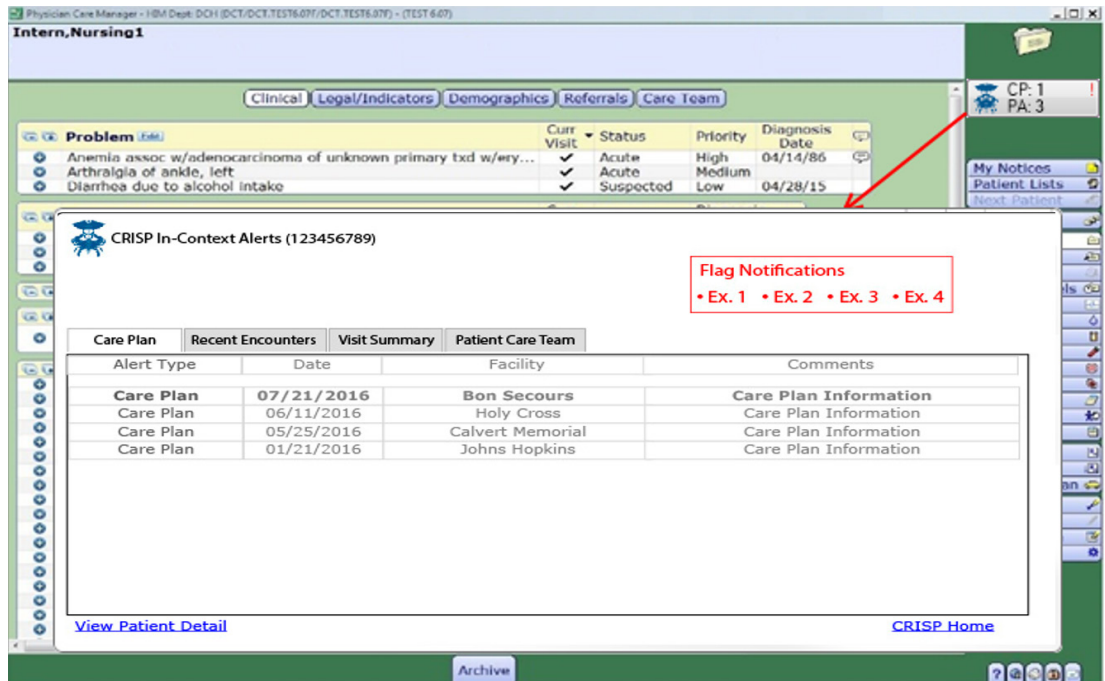
Alert	Description	Status
PDMP Data	Table of Patient's PDMP Data	In Development
Care Alert	Short comment to guide physician on context of patient's care.	Live in Alerts Registry
Care Team	List of Current Providers receiving notifications on the current patient	In Development
Prior Visit/ Recent Encounter	Provides historical encounter information for patient.	In Development
Care Program	Provides name of the care manager provided in ENS panel	In Development

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CRISP Meaningful Use Support

Did you know that CRISP provides Meaningful Use (MU) support for Maryland? If you have any questions regarding MU, please contact CRISP Support at 877-952-7477 or email support@crisphealth.org. Below, we've listed the top 8 Frequently Asked Questions to help you with your MU needs.

1. When is the 2016 attestation deadline for the Medicaid EHR Incentive Program for eligible providers?
    A: March 31, 2017

2. How long should the 2016 reporting period be for attestation?
    A: After the final rule CMS passed in 2016, the reporting period for all returning applicants is a 90-consecutive day period. If you need a full year reporting period to pass, email dhmh.marylandehr@maryland.gov for assistance.

3. Where do new providers go to register for the EHR Incentive Program?
    A: All Eligible Providers (EP) must register with Medicare & Medicaid EHR Incentive Program Registration and Attestation System at https://ehrincentives.cms.gov/hitech/login.action.
*If a proxy is registering on the EP's behalf, the proxy must first register with CMS Identity & Access Management System at https://nppes.cms.hhs.gov/IAWeb/warning.do?fwdurl=/.

4. Where do EPs attest for the Medicaid Meaningful Use EHR Incentive Program?
    A: https://emipp.dhmh.maryland.gov/ehr/jsp/ehr/pgLogin.jsp

5. How do I retrieve eMIPP login credentials to attest for the Medicaid Meaningful Use (MU)?
    A: All providers must enroll with Maryland Medicaid to retrieve login credentials for eMIPP at https://encrypt.emdhealthchoice.org/emedicaid/webservices?submit=Enroll.

6. How do I reset a password for eMIPP?
    A: Passwords can be reset by visiting, https://encrypt.emdhealthchoice.org/emedicaid/webservices?submit=ForgotPw. If you are still having trouble, email DHMH at dhmh.marylandehr@maryland.gov for an eMIPP password reset.

7. What are the current required MU objectives and measures for all returning EPs to satisfy for 2016 Meaningful Use?
    A: Refer to the 2016 MU tip sheet at https://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/2016_EPTableOfContents.pdf.

8. I'm an EP, but I don't qualify for the Medicaid MU 2016 program year and I need to avoid Medicare Payment Adjustments too, what do I do?
    A: Medicaid Eligible Providers (EPs) that are registered, but do not qualify to attest to Meaningful Use (MU) with Medicaid for Program year 2016 may complete an Alternate Medicare MU Attestation to avoid the Medicare payment adjustment in 2018. To do so, submit your registration for the Medicaid EHR Incentive Program for Program Year 2016 on the CMS Registration & Attestation Site. Within two days, the State will validate whether you are an eligible provider type for the Program, and your status will become "Active" in the CMS R&A Site. At that point, you will have access to the "Attestation" section and can proceed to complete the attestion. **The deadline to complete the Alternate Medicare MU Attestation for Program Year 2016 is February 28, 2017.**

CRISP Image Exchange

CRISP now offers its users access to zero-footprint diagnostics quality images from hospital radiology departments across Maryland. The service is accessible via the CRISP Clinical Query Portal. Statewide image exchange is intended to improve the quality and efficiency of healthcare by giving healthcare providers ready access to diagnostic quality medical images when and where they are needed. CRISP has designed the service to integrate with all common PACS technologies and virtually all HIE and EHR platforms. CRISP is expanding its multi-year image exchange pilot and is now seeking new participants to make their images available.

Image Exchange Benefits

○ With a single click, launch an imaging study of interest from any connected imaging location with a fully diagnostic-quality FDA 510(k) Class II medical device.

○ View and compare imaging studies from different locations.

○ Access a Community-Wide Imaging Worklist for your patient, enabling you to manipulate, sort, and view one or multiple imaging studies from different imaging provider locations in a web browser window.

○ Collaborate with other healthcare providers through an immediate screen sharing consultation session with any other authorized community care provider. - This functionality is ideal for second opinions and for conducting consultations between referring physicians and specialists.

○ Access images from external locations directly from your browser.

○ CRISP Single Sign-On users can access studies from within their respective EHR systems.

○ Access all of your patients' past radiology images and reports to make clinical decisions and assess the need for additional imaging studies.

For more information, contact Karan Mansukhani at **608-695-8016** or email karan.mansukhani@crisphealth.org.

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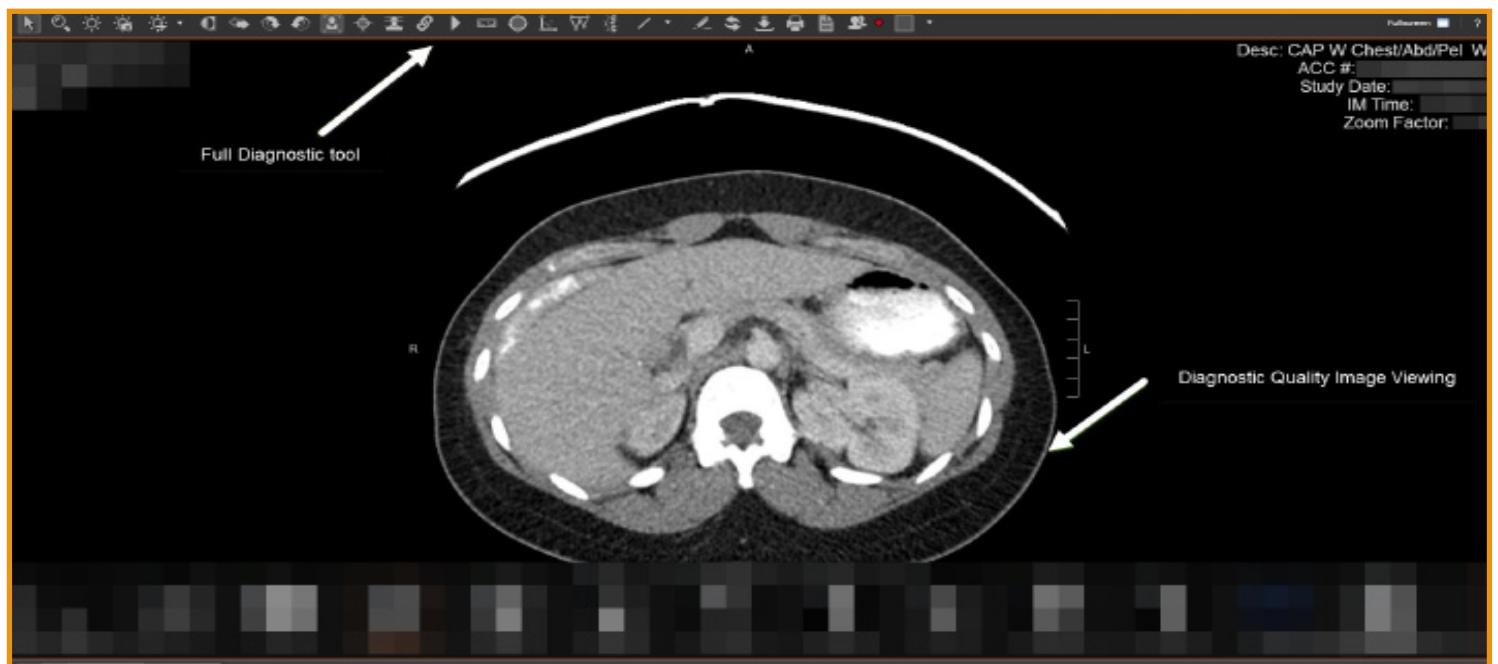
Doc Halo - Secure Texting Solution

CRISP has partnered with DocHalo to provide you with a **FREE** secure texting solution. You can now communicate in real time with providers across the state of Maryland to support care coordination, and receive encounter notifications on your smart phone. Secure texting provides a HIPAA compliant means of sending text, images, and voice memos from your mobile devices. Real time, direct communication has proven to reduce the delay in transferring critical health information between providers, assists the receiving provider in making clinical decisions at the point of care, and has the potential to reduce the avoidable time a patient spends at a healthcare facility.

Providers who sign up for DocHalo, can choose to receive real time Encounter Notification System (ENS) alerts on their smartphone, such as inpatient or ED admissions and discharges.

BENEFITS & FEATURES:

- **Identify Providers On-Call at Any Participating Organization** - Communicate with the on-call physician at an ED near you.
- **Receive Alerts Anywhere** - Users that work in low network coverage areas can opt for a VoIP call back to text message reminders.
- **Access the DocHalo App Across All Devices** - DocHalo can be accessed on your smartphone (through the app store) and through web browsers
- **Send Secure Multimedia Attachments** - Add photos, videos, and voice memos to text messages. "Quick notes" allows you to send commonly used messages with ease.
- **Mark Your Messages As Urgent** - Providers will easily identify urgent messages with red font, a red dot, or even a different notification sound.
- **Search for Providers In The In-App Directory** - You can search for and find providers outside of your organization using the DocHalo database.

For more information, visit www.crisphealth.org/services/dochalo/ or contact Karan Mansukhani at **608-695-8016** or email karan.mansukhani@crisphealth.org.

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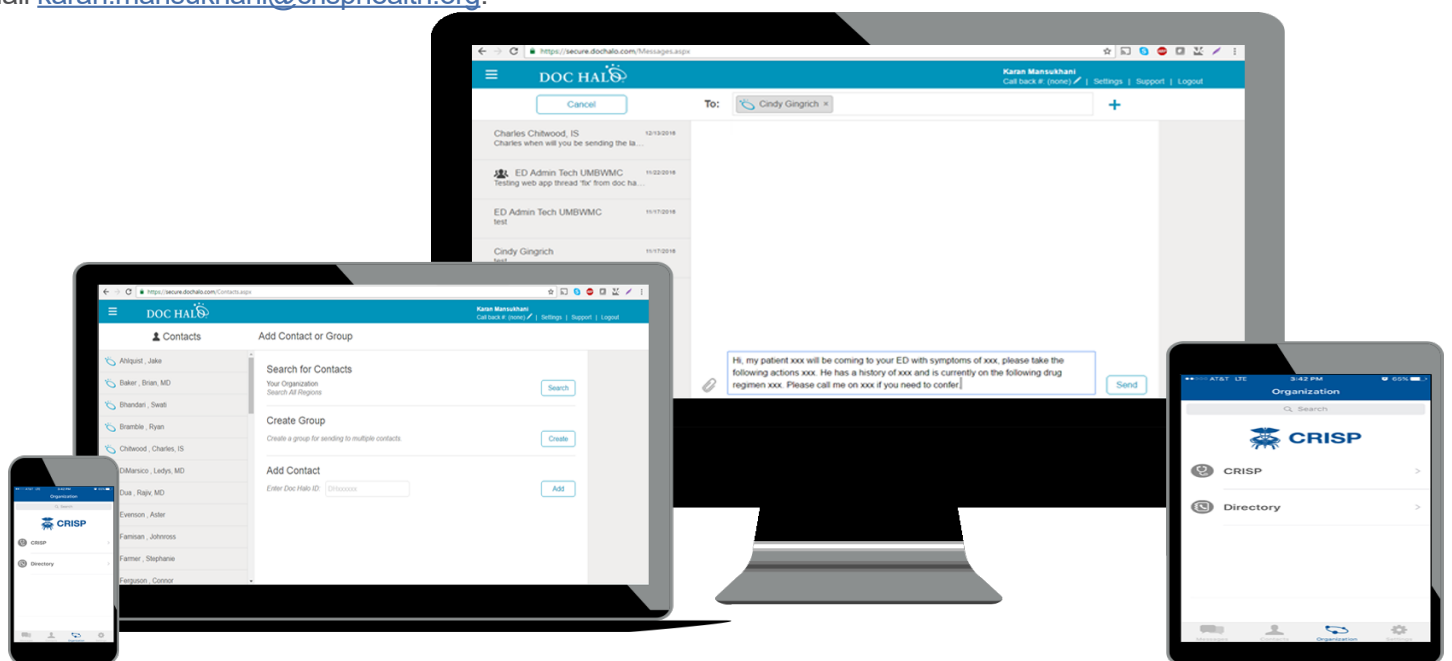
CRISP Reporting Services (CRS) Medicare LDS Analytics

Using patient-level, non-identifiable Medicare data, CRISP's Medicare LDS reporting suite provides users with population and episode analytics tools. The population analytics provide an understanding of demographic and service use. The powerful episode analytics allow users to review their hospital's acute and post-acute service utilization with Maryland financial targets. The episode analytics also contain several drill-downs, including ability to compare physician and post-acute provider details.
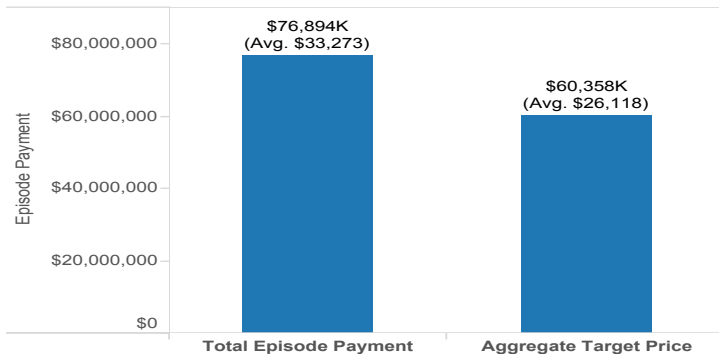
CRS Medicare LDS reports are patient-level, non-identifiable reports that allow users to view and interact with a series of dashboards on population and episode analytics. The population analytics provide users an understanding of demographic and service use. The episode analytics allows users to review their hospital's acute and post-acute service utilization with Maryland financial targets. Currently, this LDS release includes Medicare beneficiary visits through December 31, 2015 and is available to hospital-based users only.

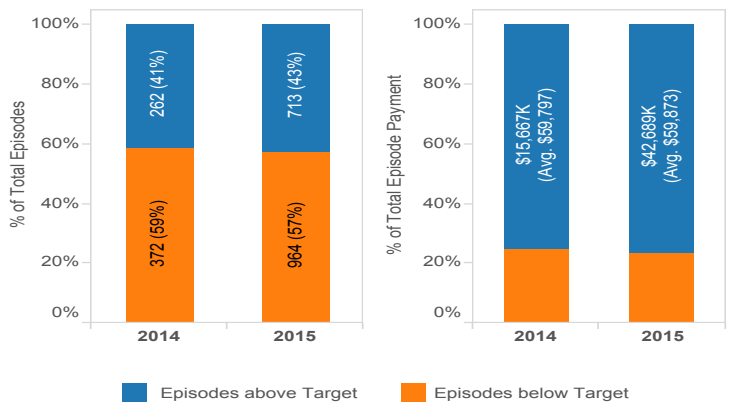If you want to learn more, please email us at support@crisphealth.org.

Index Admission Provider Name	Index Admission DRG Family	Index Admission MS-DRG	Episode Time Period
All	Acute myocardial infarction	All	Multiple values

Data Covering the Period October, 2014 - September, 2015

Episode Payment and Target Price

- Total Episode Payment: $76,894K (Avg. $33,273)
- Aggregate Target Price: $60,358K (Avg. $26,118)

Episodes Above and Below Target Price

- 2014: 262 (41%) above, 372 (59%) below
- 2015: 713 (43%) above, 964 (57%) below

- 2014: $15,667K (Avg. $59,797) above, 24% below
- 2015: $42,689K (Avg. $59,873) above, 23% below

Legend: Episodes above Target, Episodes below Target

Average Episode Payment Details

Center: $33,273

- $1,842
- $629
- $3,319
- $789
- $2,944
- $199
- $23,551

Legend:
- Short Term Inpatient Payment
- Inpatient Rehab Payment
- Skilled Nursing Facility Payment
- Home Health Payment
- Physician Payment
- Outpatient Payment
- Other Payment

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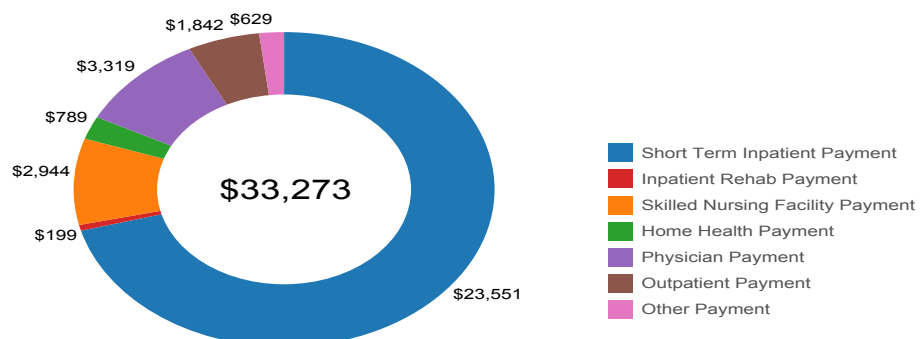
What Else Is New?

Encounter Notification Service (ENS)

The CRISP ENS has recently added new features.

- **DocHalo Secure Texting:** You can now receive ENS Alerts directly to your phone thorugh the Doc Halo application.

- **Expanding Alerts:** CRISP can now send you ADT alerts from Northern Virginia, Delaware, and some West Virginia hospitals.
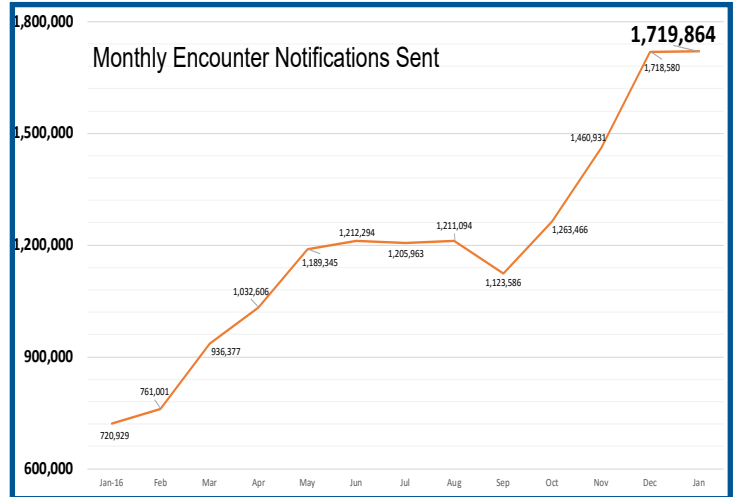
Clinical Query Portal

CRISP is consistently focused on developing new features for the Clinical Query Portal. New features include:

- **IMMUNET Data:** Registry data is now available within the portal!

- **PDMP Search:** Currently being piloted, the PDMP Search is loaded with new features to improve your PDMP experience. View the promo video here!

CRISP Reporting Services (CRS)

CRS is dedicated to enhancing our analytic tools to help you improve patient care. New features include:

- **Feedback:** CRISP has launched a new secure feedback webpage. Access the CRISP Secure Feedback Portal here - https://feedback. crisphealth.org/

- **New Training Available:** Contact support@ crisphealth.org to take part in a CRS training webinar, Super User conference call, or on-site CRS training.

Monthly Encounter Notifications Sent

	Value
Jan-16	720,929
Feb	761,001
Mar	936,377
Apr	1,032,606
May	1,189,345
Jun	1,212,294
Jul	1,205,963
Aug	1,211,094
Sep	1,123,586
Oct	1,263,466
Nov	1,460,931
Dec	1,718,580
Jan	1,719,864

CRISP CLINICAL QUERY PORTAL DASHBOARD

2/2017

Data Source Statistics	Grand Totals
Live Hospitals	69
Clinical Data Feeds	261
Long-term & Post-Acute Care Facilities	89
Labs & Radiology Centers	16
User Statistics	**Grand Totals**
# of Unique Users	+45,000
# of Monthly Queries	+131,000

CRISP USER RESOURCES

CRISP support email (support@crisphealth.org) and phone line (1-877-952-7477) are staffed during business hours Monday - Friday (8am-5pm). The team is available to help you with any log-in issues or to assist with adding CRISP services or users to your organization.

- Accounts that have no activity during the last 90 days will be locked. Users must call CRISP directly to unlock an account or email from the email address on file. Requests for password resets, account unlocks, etc. must come directly from the user.

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