



CRISP
Chesapeake Regional Information System for Our Patients
to Healthier Patients and Better Health

Chesapeake Regional Information System for Our Patients

CRISP: The State Designated Health Information Exchange and Regional Extension Center

Take Advantage of a Federally Funded Program to Help You Choose and Implement the Right Electronic Health Record



Spring 2011

8025 Research Drive
Cabinusville, Maryland 21026
1.877.96.0268* (27477)
www.crisphealth.org



CRISP Background

Chesapeake Regional Information System for Our Patients

- Grew from a conversation between Erickson Retirement Communities, Johns Hopkins Medicine, MedStar Health, and UMMS in 2006
- Participants collaborated on several pilot projects, and partnered with the MHCC to create a comprehensive plan for a statewide HIE
- In 2009 CRISP was incorporated as a not-for-profit membership organization, with the intention of building a statewide HIE, chartered to serve all Maryland providers and patients
- On April 6, 2010 - CRISP received notice of grant award from ONC to become Maryland's REC

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What is CRISP?

Chesapeake Regional Information System for Our Patients

- CRISP (Chesapeake Regional Information System for our Patients) is Maryland's statewide health information exchange (HIE) and Regional Extension Center (REC)
 - **Health information exchange**, or HIE, allows clinical information to move electronically among disparate health information systems. The goal of HIE is to deliver the right health information to the right place at the right time—providing safer, more timely, efficient, effective, equitable, patient-centered care.
 - **Regional Extension Center (REC)** is a program created by the ONC that is funded through the stimulus bill. RECs will offer technical, implementation, and educational assistance to facilitate providers' adoption and meaningful use of electronic medical records (EMRs).

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2009 National EHR Adoption Trends

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- According to the National Ambulatory Medical Care Survey (NAMCS) conducted by the National Center for Health Statistics (NCHS) :
 - 43.9 % of office-based physicians reported using all or partial EHR systems
 - 20.5% reported using a “basic system”
 - 6.3% reported using a fully functioning system (that would be qualified for meaningful use)

http://www.cdc.gov/nchs/data/hestat/ewr_ehr09m_ehr.htm

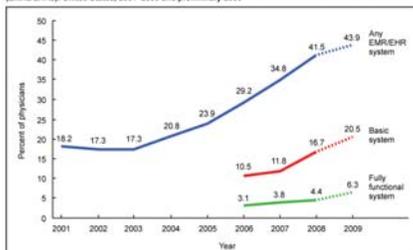
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2009 National EHR Adoption Trends

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Percentage of office-based physicians with electronic medical records/electronic health records (EMR/EHR) - United States, 2001-2008 and preliminary 2009



NOTES: Any EMR/EHR is a medical or health record system that is either all or partially electronic (including systems solely for billing). The 2009 data are preliminary estimates (as shown on shaded lines), based only on the final survey. Estimates of basic and fully functional systems prior to 2006 could not be calculated because appropriate questions not included in the survey. Fully functional systems are a subset of basic systems. Starting in 2007, the final patient-physician and all-physician EHR/EHR systems (partial and remote) includes nonhospital, office-based physicians. Excludes radiologists, anesthesiologists, and pathologists.

SOURCE: CDC/NCHS, National Ambulatory Medical Care Survey

http://www.cdc.gov/nchs/data/hestat/ewr_ehr09m_ehr.htm

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2009 - Maryland EHR Adoption Trends

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Summary of Maryland Physician 2009 EHR Adoption

Population	Total	EHR Adoption	% EHR Adoption
All Physicians	13,712	3,007	21.93%
Non-Hospital Physicians	7,539	1,882	24.96%
Non-Hospital Primary Care Physicians	3,336	841	25.21%
Non-Hospital Primary Care Physicians in Practices of 10 and fewer	2,740	566	20.66%

- In practices of ten or fewer physicians, there are 2,174, or ~80%, that have not adopted EHR

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CRISP REC Goals

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1. To broaden the base of EHR adoption throughout Maryland
2. To help both current EHR users and new adopters to achieve Stage 1 of Meaningful Use
3. To get all providers connected to the Statewide HIE

"We have dual goals in 2011: achieving Meaningful Use and becoming a Patient-Centered Medical Home. The two goals are complementary and will encourage our practice to expand its use of health information technology to achieve them."
 -- Dr. Holly Dahlman, Timonium



CRISP Regional Extension Center

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THE TIME IS NOW
 Take Advantage of a
 Federally Funded Program to
 Help You Choose the Right EHR

The CRISP Regional Extension Center
 is Open for Business and
 is Ready to Help You



CRISP REC Background

Chesapeake Regional Information System for Our Patients

- April 6, 2010 - CRISP receives grant award for \$6.4M from Office of the National Coordinator(ONC) to become Maryland's REC
- CRISP REC to assist 1,000 primary care providers with adopting EHR and achieving Stage 1 of meaningful use



- Education and Outreach - CRISP, in partnership with MedChi (a sub-recipient of the grant), will provide relevant educational seminars and CME events to providers



How Does The REC Help?

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- For providers that are eligible, the REC program provides free technical assistance
- A consultant in your office to help you transition to EHR and connect to the HIE
- Management Services Organizations (MSOs) provide subsidized implementation services.
- www.crisphealth.org - an online resource to help Maryland providers Adopt, Adapt & Advance

"We have found that the new technology provides a number of benefits, including more efficient delegation of responsibilities among the staff, a resulting increase in free time for physicians in the exam room, decision support to help ensure that care is consistent and thorough, and positive feedback from our patients that we're paying such close attention to them."
 -- Dr. Patricia Czapp, Annapolis



Who Is Eligible For Free Services?

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- Licensed clinicians with prescriptive privileges (MD, DO, CNMW, NP, PA) in the following settings:
 - Private physician practice of 10 or fewer
 - Family Practice, Adolescent Medicine, General Practice, Internal Medicine, OB, GYN, Pediatrics, Geriatrics
 - Non-profit primary care clinics including community health centers and rural health clinics
 - Ambulatory care clinics associated with public, rural, and critical access hospitals.



MSOs – A Provider's Ally

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Maryland providers have a new ally to help them Adopt, Adapt, and Advance...

- Management Service Organizations (MSOs)
- More than just an EHR vendor:
 - State Designated by the Maryland Health Care Commission
 - Roots in Maryland
 - Knowledgeable, local resources
 - Well-versed in a variety of EHR technologies
 - Some services subsidized through CRISP



MSO Service Offerings

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- **Education**
 - Effective strategies and practices to implement, and “meaningfully use” certified EHR technology
 - Meaningful use and guidance on incentives
- **Implementation and Project Management**
 - Project management support
 - Individualized and on-site coaching, consultation and troubleshooting
- **Practice and Workflow Redesign**
 - Support for transitioning from paper-based workflows to electronic workflows
 - Optimizing workflows to get the most benefit from the EHR

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MSO Service Offerings

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- **Implementation of Privacy and Security Best Practices**
 - Help understanding and implementing HIPAA best practices
- **Progress Towards Meaningful Use**
 - Understand meaningful use requirements
 - Reviewing the utilization of the EHRs
 - Provide appropriate feedback and support to improve utilization
- **CRISP Health Information Exchange (HIE) Connectivity**
 - Work with providers and EHR vendors to help you get connected with the statewide HIE infrastructure

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Other MSO Service Offerings

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- **Other MSO Service Offerings (non-REC):**
 - Practice and Revenue Cycle Management
 - Personal Health Records
 - Automated patient messaging
 - EHR financing options
 - Computer installation and maintenance
 - Network services
 - Data backup services
 - Website development
 - Many others...

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Why Go With An MSO?

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- Because the CRISP REC ONLY works with MSOs, providers can feel confident that they are partnering with a company that has been vetted by both the MHCC and by CRISP.

"My practice implemented our EHR on our own in 2005 - if I had access to the discounted technical assistance services that CRISP is offering today, our practice would be much further along in using our system to its' full potential, and to achieving meaningful use."
 -- Dr. Jesse Sadikman, Germantown



Milestones For MSOs

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Milestones established to ensure delivery of REC services:

1. Signed "provider acknowledgement" that you are receiving REC services from an MSO
2. Demonstrated go-live on a meaningful use-certified EHR, to include ePrescribing and the ability to generate quality reports
3. Demonstrated achievement of Stage 1 of meaningful use



MSOs Partnering With CRISP

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 **Some Of Our EHRs**

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 **CRISP MSO Selection Services**

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- CRISP will help physician practices throughout the MSO selection process by providing unbiased advice:
 1. Phone, website, and email consultations are available
 2. Self-assessment option
 - Includes a CRISP in-person visit to your practice
 3. MSO Request for Information (RFI) option
 - CRISP assists with reviewing MSO options and provides an in person visit to your practice

To request the self-assessment or MSO RFI options please contact CRISP. *Limited availability so act now!*

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 **CRISP Online Resources**

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Available at www.crisphealth.org:

- Listing of MSOs and their service offerings
- Strategies to consider when with choosing an EHR product
- Basics on Health Information Exchange (HIE) and getting connected
- Help with interpreting meaningful use requirements
- Relevant news and case studies
- MedChi and other educational event calendar

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Registration for EHR Incentives

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Register now for EHR Incentives:

<https://ehrincentives.cms.gov>

- Medicare registration is available now
- Maryland Medicaid registration expected to be available late 2011 <http://www.cms.gov/apps/files/medicaid-HIT-sites/>



Attestation for Meaningful Use Incentives

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Attestation Available April 18, 2011 EHR Incentives:

<https://ehrincentives.cms.gov>

Sneak Peak Instructions are located here

<http://www.cms.gov/EHRIncentivePrograms/Downloads/AttestationSneakPeek.pdf>





The Time is NOW!

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The CRISP Regional Extension Center is here to direct you to an MSO that can assist you and your practice to Adopt, Adapt, and Advance

For help with choosing an MSO, getting connected to the HIE, and obtaining more information on meaningful use and incentives, e-mail rec@crisphealth.org or call 1.877.95.CRISP(27477). GET STARTED TODAY!

Federal funding for the REC is provided through the Office of the National Coordinator for Health Information Technology (ONC) and the Department of Health and Human Services under grant number 90RC000101



What is HIE?

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- Technology that enables the real-time transfer of patient information from one treating provider to another
- Ensures the proper delivery of the right data to the right place at the right time
- Methods for uniquely identifying individual patients and clinicians across facilities, IDNs, counties, and statewide
- Controls for privacy and security, including patient opt-out
- No central repository of clinical data – information remains with the treating provider and only flows when there is authorization and a demonstrated clinical need

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Why Exchange Data Electronically?

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- More complete view of patient
 - Better information and the ability to spend more time treating patients translate to better patient care
- Improves office efficiency
 - Less time spent manually locating records or logging into other data sources
- Enhanced reimbursement
 - Electronic patient records and e-prescribing will soon be federally mandated
- Coordination of care
 - Furthers the high standards for quality and cooperation in Maryland's medical community

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HIE Benefits For Your Practice

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- Avoid delays in obtaining records on referred cases and uncertainties in relying on a patient's verbal case history
- Speed communication between your office and pharmacies with reduced risk of error
- Minimal training or changes to existing workflows, whether practice is paper-based or electronic

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Types of Data In the HIE

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- Demographics
- Discharge summaries
- Progress notes
- Immunizations
- Problem lists
- Laboratory data
- Medications
- Radiology reports
- Vital signs
- Prescription information

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Technology Approach

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Axolotl: Core Infrastructure Solution



- Ingenix company located in Silicon Valley, California
- Elysium exchange solutions are used by nearly 30,000 physicians, 100,000 healthcare professionals, over 200 hospitals, 20 RHIOs, 3 Statewide HIEs
- Demonstrated ability to facilitate a rapid roll-out of the core infrastructure
- Distributed, hybrid-federated architecture

Initiate: MPI Solution



- Most sophisticated MPI solution on market
- Probabilistic matching proven in a range of geographies

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Transport Approaches

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- Clinicians can **query** the exchange to find recent results for a patient
- Reports can be automatically **pushed** from one provider site to another (ex: lab results delivery, radiology report delivery)
- Clinicians can **subscribe** to a patient, and be alerted when a new result for their patient exists in the exchange

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Data Is Private And Secure

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- The same HIPAA safeguards that apply to paper-based information apply to HIE
- Electronic patient information is not susceptible to physical risks such as theft, mishandling, and physical damage
- The HIE technology offers new tools for patient privacy—encryption, password protection, the ability to track every viewer, and other safeguards that protect patient information
- The exchange is not a new database for patient information, but rather a tool that enables communication between providers
- Access to the exchange is audited to ensure appropriate patient protection
- Patients will have the ability to opt out of the exchange for any reason

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Opt-Out and Protecting Privacy

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- CRISP will operate patient consent based on an opt-out model
- Opt-out will be controlled *centrally* by the HIE, not at the provider sites
- Opt-out will be available through website, mail, fax, and phone
- CRISP will provide hospital registrars with patient education materials, opt-out forms, and training sessions on how to talk about HIE with patients

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What is the Value?

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- Interoperability with all participants
 - Participating Hospitals at launch
 - ADT, Labs, Rads & Electronic Reports
 - Referral & Consult Messaging
- National Lab and Imaging Connectivity at launch
 - Quest
 - LabCorp
 - American Radiology
 - Community Imaging
 - Advanced Radiology
- Future Connection to State Registries
 - Maryland ImmuNet
 - DHMH
 - IDEHA
- Future Public Health Connectivity
 - Reportable Lab Values
 - CDC
- Future Image Exchange
- Future NHIN Connectivity
- Meaningful Use

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Montgomery County Go-Live Phase 1

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Hospitals

- Washington Adventist
- Shady Grove Adventist
- Holy Cross Hospital
- Suburban Hospital
- Montgomery General



Other Data Providers

- American Radiology
- Advanced Radiology
- Community Radiology
- Quest
- LabCorp

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Montgomery County Go-Live Phase 2

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- CRISP went live in March with the first Querying ED physicians March 10, 2011
- Approximately 90 users at 6 sites will have access to Query the HIE
- Sites include EDs, Primary Care, Urgent Care, a Safety Net Clinic, and an Imaging site.

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Numbers at a Glance April 2011

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- 36 VPN connections live
- 48 executed BAAs
- 34 executed participation agreements
 - 21 Hospitals
 - 5 Lab and radiology centers
 - 8 other
- 9 organizations have provider portal credentials
 - 5 labs and radiology centers connected
- 272 total user accounts
- 178 active accounts
- 104 logged in once
- 34 actively using (logged in last 2 weeks)
- 48 queries from 4/1 – 4/7
- 20 results delivers
- 91 opt-outs
- 723,021 identities in the MPI

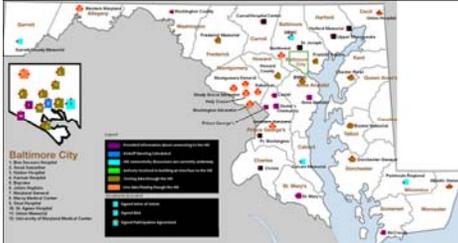
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Next Phase Efforts: Additional Hospital Connectivity

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- CRISP has established relationships with nearly every hospital in the state at some level
- We are actively working on technical connectivity with 25 hospitals
- We expect 10-20 additional hospitals to go live in the first half of this year





Questions?

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