CRISP
Shared Services

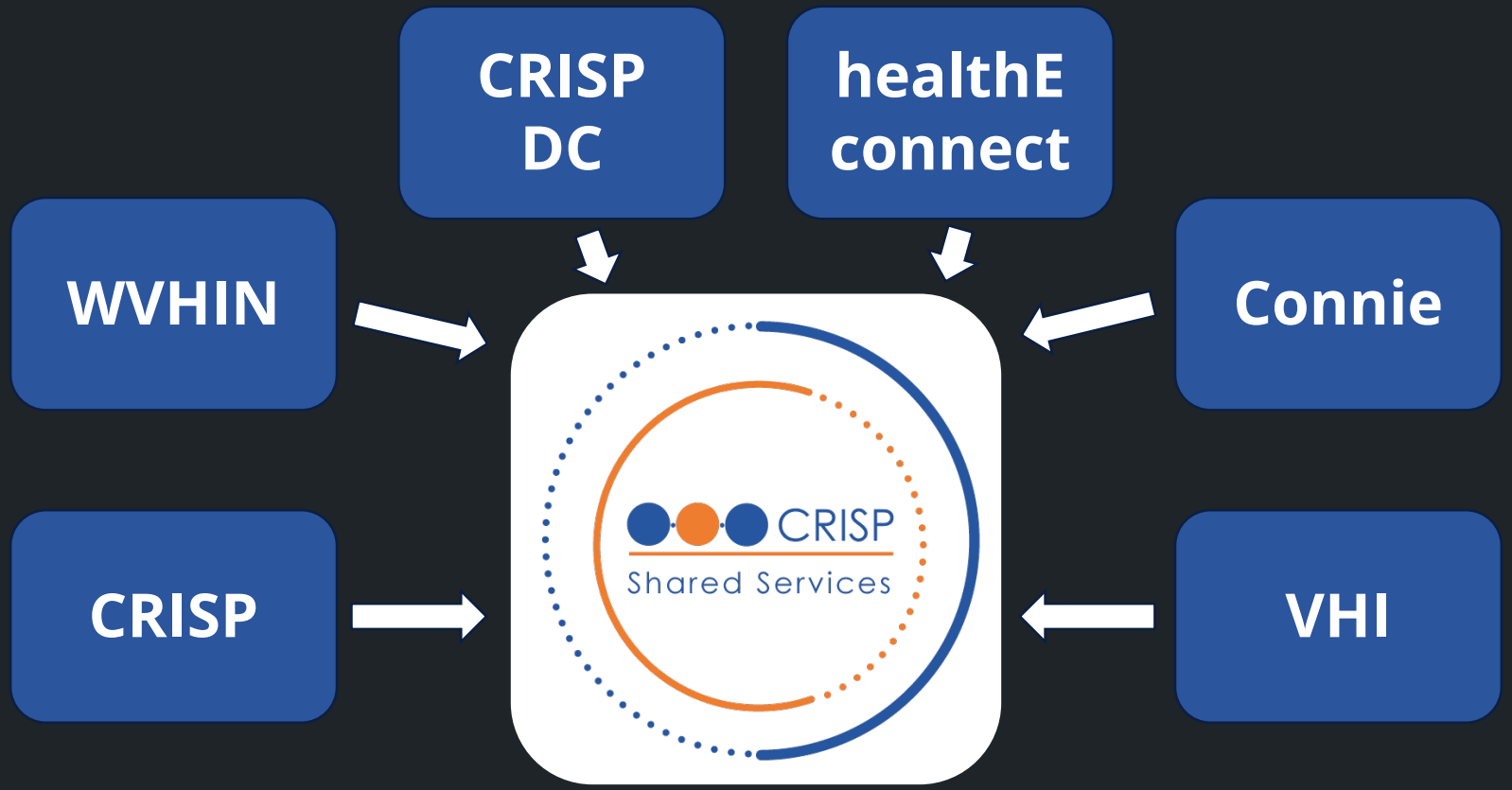
An Introduction to CRISP Shared Services

CRISP
Shared Services

Our mission: To assist member organizations in achieving economies of scale, pooling innovation efforts, and implementing best practices

- Data prioritization, funding, and relationships remain locally-controlled
- Each affiliate organization participants in the governance
- Technology is designed for reuse and operational efficiency

Our Model: Belong to the region, but bring nation-leading services



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Affiliation Principles

1. **Preserve the independence of the HIEs in each jurisdiction**, such that all regions can prioritize and fund their own initiatives, leveraging the shared infrastructure.

2. **Improve HIE technologies** available to serve all patients, providers, public health officials, and other stakeholders.

3. Take advantage of the favorable economics of sharing HIE infrastructure technologies, to **reduce costs for all regions**

There is another … collective advocacy

We drive broad connectivity

- Health care providers need to access information for clinical uses such as seeing additional care team members or identifying critical events from other facilities
- Public health agencies need real-time information for interventions, transparency, and federal reporting
- Behavioral health, substance use disorder treatment, and social determinants of health services should be linked with clinicians based on patient preferences

Increasing access and reducing disparities require local engagement and ownership

CSS Services

1. **POINT OF CARE: Clinical Query Portal & In-context Information**
   - Search for your patients' prior hospital records (e.g. labs, radiology reports, etc.)
   - Monitor the prescribing and dispensing of PDMP drugs
   - Determine other members of your patient's care team
   - Be alerted to important conditions or treatment information

2. **CARE COORDINATION: Encounter Notification Service (ENS)**
   - Be notified when your patient is hospitalized in any regional hospital
   - Receive special notification about ED visits that are potential readmissions
   - Know when your MCO member is in the ED

3. **POPULATION HEALTH REPORTS: CRISP Reporting Services (CRS)**
   - Use Case Mix, Medicaid, and Medicare claims data to:
     - Identify patients who could benefit from services
     - Measure performance of initiatives for QI and program reporting
     - Coordinate with peers on behalf of patients who see multiple providers

4. **PUBLIC HEALTH SUPPORT:**
   - Deploying services in partnership with Maryland Department of Health, DC Department of health, and West Virginia Bureau of Public health
   - Enabling researchers to appropriately access aggregated data and manage cohort studies
   - Housing the Prescription Drug Monitoring Program (PDMP) for Maryland

5. **PROGRAM ADMINISTRATION:**
   - Making policy discussions more transparent and informed
   - Supporting Care Redesign Programs

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Keys to Success

- **Be Diplomatic:** Collaborate with all interested parties, understanding how best we can contribute
- **Be Pragmatic:** Creativity and innovation to see and address needs that others couldn't see
- **Be Humble:** Source ideas, be open to experimenting (and not afraid of failure)
- **Accelerate:** Rapidly scale without jeopardizing core offerings

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Clinical Connectivity: Live Demonstration

An **innovative** nonprofit empowering localized infrastructure