

# The DHIN Dialogue

## June 2014

A Newsletter from the Delaware Health Information Network



### Another DHIN “First”: DE & MD Are First HIEs to Exchange ADT Information

An important “first” is taking place in cyberspace between Delaware and Maryland that is expected to greatly benefit hospital patients in both states. DHIN and our HIE counterpart in Maryland, [CRISP](#) (the Chesapeake Regional Information System for Our Patients), launched a program to exchange admission, discharge and transfer summaries on patients across state lines.

For Delaware residents who are patients at three hospital systems in Maryland - [Johns Hopkins](#) in Baltimore, the [University of Maryland Medical System](#) hospitals on the Eastern Shore and [Peninsula Regional Medical Center](#) in Salisbury - their personal physicians “back home” in Delaware can view the information from these significant hospital events. This provides the opportunity for faster follow-up care. The remaining 41 Maryland hospitals will be added to the system in the coming months.

Notifications for Maryland residents who are admitted, discharged or transferred from any Delaware hospital are being delivered through the Maryland exchange and are available to their Maryland-based physicians.

“We are thrilled to have the systems of both states exchanging this information,” said DHIN CEO, Dr. Jan Lee. “This is an excellent example of how technology can help bring doctors closer to their patients, even when an event happens outside the state’s borders. This is an important first step in what will become a full state-to-state exchange of hospital event information that will ultimately benefit patients of both states.”

Providers and others with care coordination responsibility may not know when one of their patients is admitted to a hospital in an adjoining state or may find out well after the hospital event. Incorporating this information in the community health record of each state will help promote post-hospital care coordination and help reduce readmissions.

“We know that many residents cross the Maryland-Delaware border to receive their health-care, whether it’s to travel to a hospital for specialty care or because they are traveling on vacation,” said David Horrocks, president of CRISP. “Sharing notifications of hospitalizations will help to ensure seamless care, regardless of where a hospital visit occurs.”

Soon this information will be channeled to the Encounter Notification System (ENS) that is offered by both states to their participating providers. The alerts generated by ENS - which indicate in real-time that a patient has been admitted, discharged or transferred from a hospital - help to streamline the coordination of care among care management teams.

“Receiving near-immediate notice upon a patient’s discharge from a hospital, instead of waiting for a family member or friend to call, provides caregivers the information they need to follow-up most effectively,” said Dr. Lee. “Patients who do not receive post-treatment care in a timely fashion often jeopardize a smooth recovery and experience an increased likelihood of a return visit to the hospital soon after the initial discharge. Seamless communication in transitions of care is a critical component to both improving care and reducing healthcare costs.”

### DHIN Announcements



#### Encounter Notification System Notifies Doctors Quickly

Last month, DHIN launched the Emergency Notification System (ENS) that allows primary care physicians and other appropriate medical staff to learn nearly immediately when a patient has a hospital-based encounter: admission, discharge or transfer (ADT.) This new system helps speed care to the patient and helps practices to qualify for Medicare transitions in care reimbursement payments for facilitating faster patient follow-up after a hospital discharge.

Want to learn more about how your practice can benefit from this program? [Click here](#) or contact your DHIN relationship manager or call 302-678-0220.

#### DHIN Sign-Off Club



Five more practices signed-off on DHIN as the exclusive provider of medical results last month, bringing DHIN’s sign-off rate to 90%. Welcome and congratulations to the organizations listed below, the most recent to join the DHIN Sign-Off Club:

- Delaware Medical Care Associates, LLC
- Family Practice of Hockessin, PA
- George D. Giannoukous, MD, PA
- Javed Rheumatology Associates, Inc.
- Progressive Health of Delaware

Please contact your [DHIN relationship manager](#) if your organization is interested in fully leveraging the convenience and workflow efficiency that only DHIN makes possible.

## Three Questions with ... Lynn Misener, DHIN Senior Project Manager



Senior Project Manager Lynn Misener is a multitasker. While at [Beebe Medical Center](#), she served as a member of the original DHIN project team in 2006-2007. She liked the experience so much that when a position became available last year she jumped at the chance to help hospitals and other data senders from the “other side” of the desk. Here, she answers three questions about her job and life ...

### 1) What does a “senior project manager” actually do?

I work on infrastructure projects that directly impact and improve the experience for our users - from the current implementation of the Project Management Office Infrastructure which is streamlining documentation and methodology to the “onboarding” of Union Hospital in Maryland and the Delaware Division of Child & Maternal Fetal Medicine.

### 2) What would you like people to know about your role at DHIN?

It’s a very precise yet varied role and I really enjoy it - especially the mentoring I am able to do with our project analysts, and the perspective we get of healthcare by being on the leading edge. The people here really care about the people at the other end of the Delaware healthcare data stream - doctors, nurses and of course patients - which is very rewarding.

### 3) Do you know a lot about Delaware? Are you from here?

Born and raised! Today I live in Lewes, Delaware with my husband of 34 years. We have two adult children and a pampered cat. My hobby is hand-painting and decorating glassware. It’s a great way to recharge my batteries.



## TECH TIPS

### Password Reset Criteria

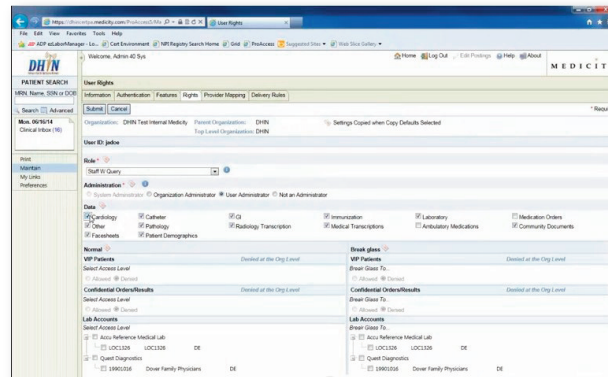


As a DHIN User, you have the ability to change your own password as long as you are able to log in to your account. Once a user account becomes locked due to the password expiring or from incorrect log in attempts, you will need to contact the DHIN Admin at your organization or the DHIN Helpdesk to unlock your user account and reset your password.

Passwords for DHIN User accounts expire after 90 days. When selecting a new password for your DHIN account, the following criteria must be met for the password change to be accepted:

- Minimum 8 characters in length
- Use at least 1 number
- Unique password which has not been used recently
- Click Submit to process your change request

## Cardiology Results Now On DHIN



This month [Beebe Healthcare](#) was the first to interface their patient cardiology results and reports with DHIN. This is another major step toward the goal of complete care records. What this means to medical providers and patients is that any cardiology test or procedure completed at Beebe is now viewable at the hospital or in a physician’s office. This includes echo-cardiograms, TEE’s, cardiac catheterization and other reports - a continuation of our mission to save time, money and lives.

Also new: [St. Francis Hospital](#) in Wilmington becomes the second hospital in the state (joining Nanticoke Memorial in Seaford) to “go live” with the Vital Imaging Process, which allows any user of the system to review radiology results from St. Francis.

[Click here](#) to learn how to enable the viewing of cardiology results in ProAccess.



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