

# The DHIN Dialogue

## August 2015

A Newsletter from the Delaware Health Information Network



### DHIN Receives Multi-Million Dollar Grant



In what will have a transformative impact for our ability to serve Delaware's entire healthcare continuum, the Delaware Health Information Network (DHIN) has received a \$2.75 million grant from the Office of the National Coordinator for Health IT, Department of Health and Human Services.

(Grant number 90IX0001/01-00)

The intent of this grant is to rapidly expand the adoption of interoperable health information technology across the continuum of care, so that healthcare professionals are able to send, receive, find and use a common clinical data set. The grant particularly emphasizes improving the ability to use clinical data from external sources.

The two-year, performance based grant will be applied to improve the following areas of healthcare communication:

- Develop and promote better uses of technology in transitions of care to previously underserved segments: long-term post-acute care and behavioral health facilities;
- Expand the Event Notification System, alerting healthcare teams of patient admissions, discharges and transfers from DHIN participating hospitals;
- Automate the entry of continuity of care documentation (CCDs) into the Community Health Record across a wide population of DHIN enrolled practices;
- Develop and market consumer based tools to facilitate better access to their personal health information in the community health record.

"An award of this magnitude is a vote of confidence in the work DHIN and the state has done to help improve the way health information is communicated throughout the healthcare ecosystem," said Dr. Jan Lee, DHIN CEO.

With work on these important projects already underway, we look forward to bringing you updates on our progress and how DHIN is enhancing communication to improve healthcare in the state and region.



### DHIN By the Numbers in FY15

Below is a breakout of participation in DHIN, as of June 30, 2015 (end of FY15).

#### Data Senders

Hospitals	100%
Labs	100%
Imaging Centers	95%
Neighboring Site HIE	1
Pharmacies	42%
Ambulatory Practices	10%

#### Data Receivers/Users

Providers	98%
FQHCs	100%
School-Based Clinics	100%
Urgent Care/Walk-in Facilities	81%
Skilled Nursing Facilities	100%
Assisted Living	90%
Home Health	59%
Hospice	50%
Behavioral Health	40%

**Health Plans:** Payers supporting DHIN cover 49% of Delaware residents

**State Agencies:** State Epidemiologists, Immunization Registry; Cancer Registry; Department of Corrections

## Year in Review: 2015



At DHIN's recent annual meeting, CEO Dr. Jan Lee closed Fiscal Year 2015 with a report on the organization's performance against established goals, as shown below.

### Financial/Stability

Goal: Implement at least two new data senders outside Delaware

DHIN more than met our goal in this area, implementing Union Hospital, expanding Atlantic General Hospital and executing the contract to onboard Peninsula Regional Medical Center in Salisbury, Maryland.

Goal: Reduce cost of new data transport and storage by 10% of historical average

We're proud to announce that we cut storage costs by a whopping 93% and hosting/maintenance costs by 25%.

Goal: Increase revenue from non-results-delivery sources by \$303,800 (i.e. 10% of FY14 results-delivery revenue)

DHIN showed an increase of 18%, increasing revenue from non-results-delivery sources by \$527,000 in FY15.

### Adoption/Relevance

Goal: 50% Year Over Year (YOY) growth in adoption of services implemented in FY14

DHIN exceeded this goal with ALL services:

**Medication History: 67%**

**ENS: 71%**

**Image sharing: 17-fold, YOY**

**CCDs: 63%**

**SSO: 27-fold, YOY**

Goal: Expand participation in DHIN to at least one new constituency

DHIN executed a contract with Health Integrity Solutions to participate in a pilot program testing how the two organizations could work together to reduce fraud in healthcare. Additionally, we executed an agreement with MedExpress as the first walk-in care center to participate in DHIN as a data sender.

Goal: Increase adoption of DHIN by urgent care/walk-in clinics to 80%

Currently, adoption of DHIN by urgent care centers stands at 81%, up 42% YOY.

### Feature/Function

Goal: Stand up infrastructure to support clinical research: population views of data

DHIN has the infrastructure in place to support a growing volume of indexed data, as well as the first data use for research agreement with Union Hospital.

Goal: Implement (or contract for) tools to make clinical data available to payers

The Clinical Gateway launched early in 2015 and is making real-time deliveries for targeted segments of at risk patient segments.

Goal: Incorporate payer data into DHIN

Beta practices are live with the common provider scorecard DHIN helped to develop as part of a statewide task force earlier this year.

Each of these accomplishments furthers DHIN's mission to save time, money and lives, and, together with our partners, we're proud to be making a measurable difference in the delivery of healthcare in Delaware.

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## A New and Improved DHIN



In last month's *DHIN Dialogue*, we announced an upgrade to the Community Health Record (CHR). The enhanced CHR will encompass a cleaner look and feel, with an intuitive design and an easier way to access patient information and results.

Please plan to use the link below for one of these live, online training sessions to help you and your team navigate the improved system.

Thursday, September 3 at 12 PM - conducted by Lakeisha Moore

Tuesday, September 8 at 4 PM - Michael MacDonald

### [Join WebEx meeting](#)

Call-in number: 1-408-792-6300

Meeting number: 572 426 843

Meeting password: admin

If you're not able to participate in one of the live training sessions, tutorial videos and a Quick Reference Guide will be made available prior to the launch early next month. More information will be provided via e-blast, the *DHIN Dialogue* and our website, [www.dhin.org](http://www.dhin.org).

## CCHS DYN Doc Transcription Summaries and DHIN



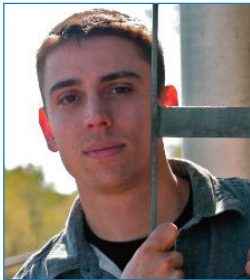
Christiana Care Health System's transcription summaries generated on its Dynamic Documents platform (or "Dyn Docs") are now being delivered automatically through DHIN's Inbox and Auto-Print delivery channels. Most EMR integrations have been configured to support the automatic delivery of its PDF documents, as well. While several EMR vendors do not yet support the consumption of these types of documents, others are in the process of updating their configuration.

If you are not receiving these documents through your EMR integration, please contact the DHIN Help Desk at (302) 480-1770 to learn whether your EMR supports automatic delivery.

*Thank you to the technical teams at DHIN and Christiana Care for your hard work in making the delivery of this important information through DHIN possible!*

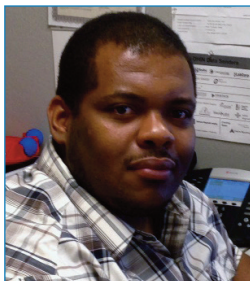
## DHIN Team Expands

With the important projects DHIN has on deck, it's critical that our organization have the right people in the right positions to make it happen.



Over the next month, several new members will join the team, and we're pleased to welcome **Patrick Schliesing**. As DHIN's newest project manager, Patrick will be primarily be responsible for implementing the CCD exchange as per DHIN's grant award. Cisco-

certified, Patrick previously worked for SecureNetMD, a healthcare IT and consulting firm. A graduate of the University of Minnesota, he lives in Dover.



Additionally, **Jonathan Val**, with whom you've likely spoken with in his role as a customer support specialist, will move to the DHIN network operations team as a systems analyst.

Congratulations, Jon and welcome, Patrick!

## TECH TIPS

For answers to commonly asked questions or technical problems, be sure to visit our [Tech Tips](#) page on the DHIN website, under Resources. New to the page are links to commonly-viewed instructional videos, which may help you solve occasional ProAccess challenges. As always, please feel free to call our Help Desk during business hours at (302) 480-1770.

## Staying Social

Like. Follow. Tweet. Share. **Connect with DHIN.**

