



The Delaware Health Information Network

MEDIA BACKGROUND INFORMATION

The Delaware Health Information Network (DHIN) is a health information exchange — an electronic network through which hospitals, physicians, medical providers, laboratories, radiology firms and others securely, quickly and accurately deliver clinical results and reports.

Think of DHIN as an electronic post-office – delivering medical results on 2.2 million patients to clinical professionals – and a library – storing the clinical results and information in its Community Health Record – so the information can be retrieved safely and securely as clinical care warrants.

DHIN helps participating providers treat patients more efficiently and reduces healthcare costs by eliminating the manual transmission of test results and the duplication of tests and services.

By the Numbers

Providers: 11,000 (all doctors who order tests) use DHIN

Patients: 2.2 MM unique patient records from 50 states are stored on DHIN's Community Health Record*

Results: More than 14 million clinical results are delivered annually

Hospitals: All Delaware hospitals and three from Maryland participate in DHIN

Data Senders: Nearly 100% of results from Delaware commercial labs and 95% of results from Delaware commercial radiology facilities are delivered through DHIN.

Results to Date

In the nine years in which DHIN has been active, the system has proven its worth to hospitals, medical professionals and patients throughout Delaware. An independent review by health information exchange evaluator Maestro Strategies monetizes this value, calculating that DHIN:

- Saved data senders nearly \$7 million delivering results to enrolled providers in 2013 alone
- Saved enrolled practices a collective \$885,000 in electronic health record interface implementation
- Saves insurance companies and consumers \$10 million annually in the reduction of duplicate radiology and lab tests

Safe and Secure

One of the greatest strengths of the Delaware Health Information Network is the safety and security of its information. DHIN records are backed up at secure locations so that the data is not affected by local disasters.



Access to DHIN is restricted and monitored. DHIN records are covered under the Health Insurance Portability and Accountability Act regulations (HIPAA) as well as state law. Under Delaware law, any misuse of DHIN health information or data is subject to prosecution and penalties outlined in the Delaware Criminal Code.

Innovative Products

In addition to its core services, DHIN has developed and launched a number of innovative products and programs, including:

- ***Business Solutions***

To help bridge the gap between a practice's clinical needs and system capabilities, DHIN collaborates with Best Practice Partners, Wake Technology and others to offer a wide a range of solutions, including technology consulting, security assessments, project management, workflow improvement, Meaningful Use support and training.

- ***Clinical Notification***

To support the state Division of Public Health's monitoring of outbreaks, such as influenza, and the incidence of diseases like cancer, DHIN provides bulk feeds of clinical data on a defined patient audience [data is de-identified, so individual patients cannot be identified.] DHIN also provides pharmacies, ambulatory providers and hospitals with technology to systemically deliver updates to the states' immunization registry.

- ***Event Notification System – ENS***

To help streamline coordination of care among a patient's healthcare teams, DHIN offers an Event Notification System to hospitals, insurance companies and physician practices. When patients are admitted, discharged or transferred to or from a hospital, DHIN subscribers receive a real-time alert.

All 46 Maryland hospitals and six District of Columbia hospitals exchange encounter notifications with DHIN's counterpart HIE in Maryland, CRISP.

- ***Image Viewing***

DHIN subscribers receive complimentary image viewing capability. Included with patients' radiology reports from Nanticoke Health Services, Saint Francis Hospital and Mid-Delaware Imaging are links to the images themselves, which can be viewed directly from the report in DHIN's Community Health Record (ProAccess), allowing doctors to view the images referenced in reports without having to track down CDs, film or log in to a different system.

- ***Medication History***

To assist with continuity of care measures and prevent prescription abuse, DHIN's medication history product accesses a national collection of resources and provides patient-level detail in the following areas:

- Up to twelve months' worth of a patient's filled retail medication(s)
- Drug strength, quantity and prescribing physician



- Original fill date, refill date and name of retail pharmacy
- System alerts for controlled substances, medication duplication, interaction, allergies and non-compliance

- ***Health Information Service Provider — HISP***

To support providers' qualifications for reimbursement Meaningful Use 2 [requirements for using electronic health records to receive financial incentives from the Centers for Medicare & Medicaid Services], DHIN launched a Health Information Service Provider (HISP) for Direct Messaging in 2015.

Through the DHIN HISP, users will be able to safely and securely Direct message other providers through HIPAA-compliant, certified technology. The HISP will be a low-cost solution for secure consultations, care coordination, LTC referrals, summary of care exchanges and results delivery into a patient's personal health record.

Background

The Delaware Health Information Network (DHIN) was enacted by the Delaware General Assembly in 1997 as a public-private partnership for the benefit of all citizens of Delaware to advance the creation of a statewide health information network and to address Delaware's needs for timely, reliable and relevant health care information.

In 2007, DHIN became the first live, statewide health information exchange in the nation. Today it serves 100% of Delaware's acute care hospitals (the first of any state to reach 100%), 100% of Delaware's skilled nursing facilities and 100% enrollment of Delaware's medical providers who make orders*.

*Provider penetration calculation reflects number of providers who make orders and are enrolled in DHIN (MDs, ODs, NPs, PAs and EDs), and does not include healthcare care providers that do not make orders (e.g. pathologists). Total provider list compiled from multiple sources including the Medical Society of Delaware, University of Delaware, Highmark Blue Cross Blue Shield Delaware and the Delaware Division of Professional Regulation.