The DHIN Dialogue
September 2016

A Newsletter from the Delaware Health Information Network

DHIN Wraps an Eventful Year

Fiscal Year 16 Finishes Strong

Parents across the region have breathed a sigh of relief as children head back to school and the routine of fall begins. Here at the Delaware Health Information Network (DHIN), we, too, are recovering from an exciting summer, albeit not a particularly restful one!

Bolstered by a strong end-of-year report and a visit from Governor Markell, we're pleased to share that Fiscal Year 16 concluded on a high note. Dr. Jan Lee, DHIN CEO, gave the below overview at last month's meeting of the Board of Directors.

If you missed Governor Markell's visit several weeks ago, he dropped by DHIN to sign into law Senate Bill 238, which creates a statewide healthcare claims database. How will this law help consumers?

FY16 GOALS

Successfully implement grant outcomes
Earlier this year, DHIN received a significant federal grant to support the adoption of health information technology and health information exchange across the continuum of care, particularly among eligible providers and the previously unreached long-term post-acute care (LTPAC) and behavioral health communities.

Behavioral health and LTPAC facilities:
  • Continuing to work to promote adoption of advanced communication tools among state nursing, behavioral health and long-term care facilities
  • Adoption has been slow among these segments and DHIN has initiated a study to help better define the business benefit of these tools

Eligible professionals:
  • Exceeded goals for enrollment in both DHIN's Event Notification System and Continuity of Care Document (CCD) exchange
  • Below goal in both % CCDs Viewed and Provider Scorecard as CCDs just became available in the Community Health record late this spring

National Health IT Week
One Voice. One Vision.

September 26 - 30

Join DHIN in helping to advance health through the best use of information technology, as we celebrate National Health IT Week later this month. Look for #NHITWeek on all things social.

A Banner Month for CCDs

An important component of DHIN's ONC grant funding is the exchange of continuity of care documents (CCDs) among eligible providers and the long-term post-acute care and behavioral health communities. June was a particularly successful month for this effort, with CCDs from an additional 26 practices going into production. Among the practices now submitting CCDs is MedExpress, the first walk-in facility to do so, with five locations statewide.

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

Consumer engagement:

- Posted an RFP in July to create a personal health record product for consumers, with vendor selection and contract execution slated for September
- Plans initiated for significant consumer marketing campaigns to launch late this fall

Generate $75K in revenue from services tied to IMAT platform

Generated nearly $203,000 in revenue from provider scorecard-related activities:

- A second version of the provider scorecard is expected to be released later in October, to include 2016 measures and goals from each payer for each provider, as well as overall performance goals for the state and statewide benchmarks
- Aetna will join Highmark Commercial and United Medicaid in contributing data to the scorecard

Implement clinical data feeds to two current network participants

Implemented data feeds to:

- Aledade, an accountable care organization
- Nanticoke Health Services and Beebe Healthcare through the Christiana Care Health System feed

Increase out-of-state exchange partnerships by two organizations:

- Implemented the exchange of ADTs with the District of Columbia's six hospitals through CRISP
- Joined the CommonWell Alliance (membership organization for Cerner customers)
- Executed a Memorandum of Agreement with health information exchange in southern New Jersey, NJSHINE

Ensure certification of all MU functionality supported by DHIN:

- Complete

Implement a unified landing page for all customer-facing end-points sponsored by DHIN:

- Finalized prototype of unified landing page in March. Per developments under DHIN's strategic planning initiative, launch delayed until FY17.

With several major consumer products to launch, as well as further progress on our grant-funded initiatives on the horizon, DHIN looks forward to continuing to drive value for healthcare providers and consumers.

Four-Legged Patient Survives Serious Trauma

While the DHIN Dialogue typically focuses on biped healthcare, we wanted to share a heartwarming piece from the School of Veterinary Medicine at the University of Pennsylvania. Belle the Standard Poodle's "mom" is DHIN Technical Support Specialist Lori Broome. Read with tissues handy!

The More Data, the Better!

DHIN is pleased to welcome CNMRI as its 27th data sender, submitting information to the Community Health Record. Additionally, Medical Diagnostic Laboratories has executed an agreement with DHIN to submit lab data to the Community Health Record from five states – Delaware, Maryland, New Jersey, Pennsylvania and New York.

Honors and Distinctions
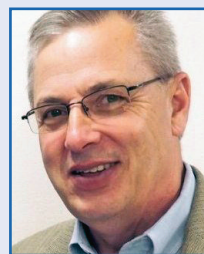
DHIN Chief Information Officer **Mark Jacobs** has been selected to join the Division of Health Information Management's Advisory Council at Temple University. The two-year commitment will include evaluating planned academic changes, communicating emerging trends in the industry, analyzing career opportunities for students and alums and exploring potential collaborations.

Three DHIN partners were named to Hospitals & Health Networks' 2016 Most Wired list. **Christiana Care Health System**, **Nanticoke Health Services** and **Nemours Children's** Health System were all recognized for their efforts to improve the efficiency of care delivery through the use of technology.

DHIN Team Continues to Expand

With essentially all of the state's providers who make orders using the Community Health Record, the DHIN HelpDesk has grown by two. Please welcome **Michael Procak** and **Eddie Armor**, who, along with Technical Support Specialists Jason Ribolla and Lori Broome, assist users with CHR-related questions and challenges.

Mike joined the team in June, following fifteen years with CSC. With a degree in Computer Information Systems, Mike is no stranger to fielding multiple requests; he referees for the United States Soccer Federation in his free time.

Michael Procak

Eddie, DHIN's newest hire, joined in August, bringing a solid background in healthcare IT from Beebe Healthcare, where he previously worked as a business analyst and project manager. Eddie also holds a degree in Management Information Systems.

Eddie Armor

Stacey Haddock Schiller has joined DHIN as Director of Marketing. She has worked with the team for the past two years as a part-time contractor with DHIN's marketing and PR agency, a.s.a.p.r. Along with an MBA in Healthcare Administration, Stacey has fifteen years of in-house and agency healthcare marketing experience.

Stacey Schiller

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Staying Social

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

Like our enrollment numbers, DHIN's social media presence is growing! In fact, we aren't aware of another HIE with as much of a following on Facebook - thanks to all those who have "liked" us!

Better Communication for Better Healthcare

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