

The DHIN Dialogue

October 2017

A Newsletter from the Delaware Health Information Network



First State's Focus on Cybersecurity

DHIN in the News

With cybersecurity at the forefront of healthcare these days, October's designation as National Cyber Security Awareness Month reminds us of the critical need to stay vigilant in protecting our healthcare data.



National Cyber Security Awareness Month

Play It Safe in the Cyberworld

Obtain comprehensive security software. And be sure to keep your security software up-to-date. Ideally, it should have automatic updates and upgrades.

Share your email address with only trusted sources. Consider using a generic email address to subscribe to a newsletter or website or receive confirmation email for online transactions, i.e. giraffe@samplee-mail.com.

Open attachments and download files with caution. If you choose to download files, make sure your security software is enabled and pay attention to any warnings provided.

Watch out for phishing scams. If you receive an email from a business that includes a link to a website, check that the site is legitimate by opening a separate web browser and visiting the URL directly.

Use email wisely. Never send your credit card information, Social Security number or other private information via email.

Do not reply to spam email. Even replying to spam mail to unsubscribe could set you up for more spam.

Create strong passwords. You can create a smart password by incorporating capital letters, numbers, special characters and using more than six characters, i.e. Go1dM!n3.

Never enter your personal information into a pop-up screen. Install pop-up blocking software to help prevent this type of phishing attack.



Since its inception, DHIN has been fortunate to count among its Board of Directors esteemed physicians, respected industry leaders and government and nonprofit executives.

DHIN's 2017 slate of directors is no different, with Governor Carney appointing the following individuals earlier this fall:

Troy McDaniel, Chief Administrator of Information Systems, State of Delaware

Sheila Grant, Associate State Director of Advocacy, AARP

Dr. Randeep Kahlon, orthopedic surgeon, First State Orthopedics

Per DHIN statute, each was appointed to a three-year term. Additionally, **William Kirk, Esq.** and **Dr. Kathy Matt** were both reappointed to the Board by Governor Carney.

Staying Social

Like. Follow. Tweet. Share.

Connect with DHIN.



5,000+ followers and growing!

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Cybersecurity continued...



Jody Wilson

Delaware Health Information Network (DHIN) Network and Operations Manager Jody Wilson recently participated in a cybersecurity roundtable discussion, hosted by the *Delaware Business Times* and featuring security pros from several industries. Moderated by James Collins, chief information officer for the State of Delaware, the discussion focused on the best strategies for companies, large and small, to stay ahead of cybersecurity threats. [Read more here.](#)

Also hitting the newsstands this month was a DHIN-authored piece in the *Delaware Medical Journal*, highlighting the ways in which DHIN and our partners are making data useful to Delaware providers. And make sure to check out *Delaware Today's* 302 Health for our short feature on [National Health IT Week!](#)



This Week, DHIN joins IT and security representatives from Bayhealth, Beebe, Christiana Care and Nanticoke for a Cybersecurity Incident Response Workshop. The two-day workshop features a tactical simulation and highlights Best Practices for responding to incidents.



Putting Data to Work

Together with the Delaware Department of Health & Social Services, DHIN presented the latest session in the Healthcare Spending Benchmark series, *Data Analytics/Total Cost of Care*, at the Herman Holloway Campus last week.

DHIN CEO Dr. **Jan Lee** welcomed attendees and introduced several speakers over the course of the half-day summit, including:

- **Robert Brook, MD, ScD.**, Distinguished Chair in Health Care Services, RAND Corporation ~ *The Future, Redefining Healthcare Systems and Improving Health*
- **Arielle Mir, MPA**, Director of Communications, NUNA ~ *Vendor's View: Data Platforms and Analytics*

- **Craig Jones, MD**, Chief Medical Officer, Pravis Health ~ *Using Data to Drive Change*
- **John Freedman, MD, MBA**, President, Freedman Healthcare ~ *Total Cost of Care Measurement and All-Payer Claims Databases*
- **Karen Tseng, JD**, Senior Health Counsel, Massachusetts Attorney General's Office ~ *Data Analytics & Total Cost of Care*

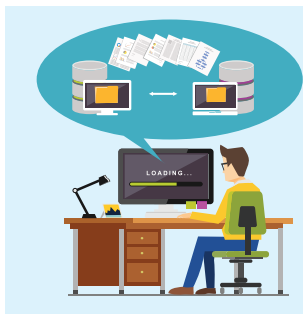
Video of the day's presentations, as well as information about future sessions in the series, can be found on [DHSS's Facebook page.](#)

New Technology Partnership for Community Health Record

DHIN recently wrapped a selection process to choose a new partner for the provider portal to, or “front end” of, the Community Health Record.

Five vendors with whom DHIN has an existing relationship received and responded to a Request for Proposal. The DHIN team was then joined by three of our stakeholders - **Jim Debiase** from Christiana Care; **Sue Saxton**, Bayhealth; and **Marcy Parykaza**, Division of Public Health – to evaluate and score the written proposals.

The final phase of the process was a live demo by each of the companies, using actual data provided by DHIN. The final selection was based on a combination of factors – user-friendly interface and workflow, functionality, cost and experience – and we look forward to announcing the new partnership in an upcoming issue of the *DHIN Dialogue*. Stay tuned!



In preparation for this technology transition, DHIN has been working to convert our EMR practices to a new delivery platform. As we shared with you back in June, this process requires participation by both the practice and the EMR, and we are pleased to report that this transition is going smoothly. DHIN anticipates this platform conversion to be complete by summer of 2018. If you have any questions, please contact your relationship manager.

Getting in Touch: DHIN Relationship Managers

Eddie Armor

Hospitals: Christiana Care and Union (and any practices related to the hospital)
Practices: Newark; Elkton, North East, Perryville, Rising Sun and Havre de Grace, Maryland; West Grove, Jennersville, Oxford, Landenberg and Kennett Square, Pennsylvania
eddie.armor@dhin.org

Ed Seaton

Hospitals: Nemours and St. Francis (and any practice related to the hospital)
Practices: Wilmington, Elsmere, Newport, Hockessin, Greenville; West Chester and Philadelphia, Pennsylvania
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Garrett Murawski

Hospitals: Bayhealth and PRMC (and any practice related to the hospital)
State of Delaware: Organizations and departments
Practices: New Castle, Bear, Delaware City, Middletown through Milford; Chesapeake City, Earleville, Cecilton, Chestertown and Warwick, Maryland
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Michael MacDonald

Hospitals: Beebe, Atlantic General, Nanticoke (and any practice related to the hospital)
Practices: Sussex County
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Jamie Rocke

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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. 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.