



FY18 continued...

**Normalize the clinical data per HL7 and CMS terminology standards**

Standardizing clinical data will improve sharing of data and allow for "apples to apples" comparisons.

**Each DHIN staff member will obtain at least one ITIL/ITSM certification at the intermediate level and at least 90% will achieve certification**

Ongoing staff development; ITIL is a Best Practice for IT Service Management.

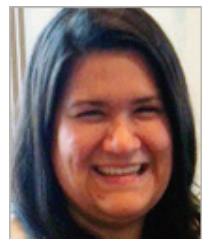
With a great year behind us and another one ahead, we look forward to sharing updates on these projects and more in future issues of the [DHIN Dialogue!](#)

**A Fond Farewell**

The DHIN team is sorry to lose one of its shining stars, Director of Provider Relations **Lakeisha Moore**, who has relocated with her family to North Carolina. While we will miss her, our loss is her local health information exchange's gain, as Lakeisha will be putting her expertise to connect rural health organizations with the state's health information exchanges.



Lakeisha Moore



Jamie Rocke

Stepping into the director role is **Jamie Rocke**, previously DHIN's senior manager of provider relations and business development. In her new position, Jamie will lead DHIN's team of provider relations managers and support business relationship efforts with providers, payers and data senders.

Congratulations, Jamie, on your promotion, and thank you, Lakeisha, for your dedication to DHIN and Delaware's healthcare providers!

**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.

**Notable Achievements**



Congratulations to DHIN Project Managers **TerriLynn Palmer** and **Catherine Paulish**, who passed their Project Management Professional (PMP®) exams earlier this summer. In just three years, all members of DHIN's project management team have received PMP® certification, recognizing their knowledge of and commitment to the global language of project management.

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