The DHIN Dialogue September 2017

A Newsletter from the Delaware Health Information Network

New Year, New Goals

DHIN's Corporate Goals for FY18

Summer's come to a close, school's back in session, and Delaware Health Information Network (DHIN) has turned the page to Fiscal Year 18. The end of 2, two-year, \$3.3 million grants from the Office of the National Coordinator for Health IT, Department of Health & Human Services marks an important transition for DHIN, as the team will



shift its focus from innovation to more traditional "run the business" activities, with an emphasis on a technology refresh and expansion of products and services.

FY18 GOALS

Reduce total annualized FY17 technology costs by at least 5% beginning in FY19 through FY18 contracting activities. DHIN continues to look for ways to streamline technology spending and evaluating its contracts is one area of focus in the coming year.

Secure new revenue-generating contract(s) with an annualized value of at least \$175,000.

DHIN looks to diversify its product suite and business model.

Develop a business pro forma to inform a Board of Directors go/ no-go decision regarding the implementation of the healthcare claims database.

The Delaware General Assembly passed legislation in FY16 authorizing DHIN to develop a healthcare claims database. DHIN's Board of Directors will decide whether it's financially and operationally feasible to do so.

Execute Year 2 of the Strategic Plan

- Implement ITIL/ITSM Framework tools and processes specific to the Strategy, Design and Continuous Service Improvement stages of the ITSM life cycle
- Perform competitive market analysis
- Execute technology refresh plan



ICYMI...



Highlights from DHIN's Healthcare Leadership Summit can be found <u>here</u>.

Required Practice Paperwork for Patient Directives



Delaware recently passed the <u>Delaware Medical</u> <u>Orders for Scope of Treat-</u> <u>ment Act</u>, which will codify the legal requirements of end of life directives in to a medical order. DHIN will play an integral role in

standing up an online registry for these orders, allowing a patient's end of life wishes to be made more accessible to members of a care team.

To facilitate the sharing of patient directive information, a Business Associate Agreement is required for any organization to submit information in to the community health record or any system being accessed by other organizations. DHIN will be working closely with all of its current practices to get a Business Associate Agreement executed.

We appreciate your help and support for enabling this very important service. Your DHIN business relationship manager will be in touch with you shortly if your practice has not already executed a BAA with DHIN. If you have any questions, please feel free to reach out to your relationship manager directly.

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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 <u>DHIN Dialogue</u>!

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



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.

Jamie Rocke

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 <u>Tech Tips</u> 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.

Getting in Touch: DHIN Relationship Managers

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Staying Social

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Better Communication for Better Healthcare

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