



2012 | ANNUAL REPORT





*Delaware's Governor, Jack Markell, helps celebrate DHIN's 5th Anniversary with an official Tribute, presented to Dr. Jan Lee, DHIN's Executive Director.*

## **Our Mission:**

To facilitate the design and implementation of an integrated, statewide health data system to support the information needs of consumers, health plans, policymakers, providers, purchasers and research to improve the quality and efficiency of health care services in Delaware.

## **Vision:**

Share real-time clinical information among all health care providers (office practices, hospitals, labs, diagnostic facilities, etc.) across the state to improve patient outcomes and patient-provider relationships, while reducing service duplication and the rate of increase in health care spending.

## Table of Contents

|  |    |
|--|----|
| Mission and Vision. . . . .                            | 2  |
| Letter from Management . . . . .                       | 4  |
| History . . . . .                                      | 5  |
| Accomplishments. . . . .                               | 6  |
| Shaping the National Front . . . . .                   | 8  |
| A Technology Solution for Better Health Care . . . . . | 10 |
| Widely Used by Doctors to Improve Care. . . . .        | 12 |
| Saving by Sending Data through DHIN . . . . .          | 14 |
| A Look Ahead . . . . .                                 | 15 |
| Financial Statements . . . . .                         | 16 |
| Leadership and Staff . . . . .                         | 19 |
| Board of Directors . . . . .                           | 20 |
| Current Membership . . . . .                           | 21 |

## Letter from Management



**Jan Lee, MD**  
Executive Director

This has been a milestone year for the Delaware Health Information Network (DHIN). In 2012 we celebrated our fifth anniversary of being the first live, statewide Health Information Exchange (HIE) in the nation. DHIN provides medical professionals with secure and immediate access to patient medical histories and individual medical needs, efficiently speeding quality care to patients across Delaware. Each year more than 9,000,000 clinical results are delivered via DHIN.

From the outset, we took a leadership role in Delaware and on the national front. We work closely with the federal Medicare and Medicaid agencies to align our goals and technology development efforts with those being advanced nationally. As a fully functional statewide network we have been able to lead by example, and share the lessons we have learned with other states and regional networks. While beneficial to other states, our leadership has primarily improved care, saved time and reduced costs in the delivery of health care to the citizens of Delaware.

Today, every acute care hospital in the state of Delaware participates in DHIN. The two largest national laboratories, Lab Corp and Quest contribute data to DHIN. Most of the providers in the state of Delaware use DHIN in their daily practice. And most of the residents of Delaware have clinical data present in the DHIN. Everybody in Delaware is benefiting from DHIN today.

As we celebrate these accomplishments, our Board and staff are implementing the new strategic plan for expanded usage and long term sustainability that will guide us through the next stage in our growth. To our customers, funders and partners, we have a deep appreciation for your encouragement and support. We invite you to read the highlights of FY 2012 in this Annual Report.

A handwritten signature in black ink that reads "Jan Lee". The signature is written in a cursive, flowing style.



**2007 and  
Before**

**1% of Providers  
4 Data Senders**

**2008  
First Year**

**10% of Providers  
6 Data Senders**

**2009  
Second Year**

**45% of Providers  
7 Data Senders**

## History

The roots of the Delaware Health Information Network (DHIN) reach back to 1997 when the Delaware General Assembly enacted the law to create the organization as a public/private partnership. The objective was, and remains today, to advance the creation of a statewide health information network that addresses our state's needs for timely, reliable and relevant health care information.

In 2007, DHIN “went live” – meaning it became the first operational statewide health information exchange in the nation. During the last five years DHIN has developed a consistent track record for the safe and secure delivery of clinical results (lab and pathology), reports (both radiology and transcribed), and “face sheets” (offering demographic and billing information).

DHIN has grown rapidly, adding hospitals, nursing care facilities, medical imaging firms and health care providers. Millions of medical history results have been posted to the DHIN system each year for both Delaware and out-of-state patients.





| 2010<br>Third Year                 | 2011<br>Fourth Year   | 2012<br>Fifth Year   |
|------------------------------------|---|--|
| 65% of Providers<br>7 Data Senders | 80% of Providers<br>7 Data Senders<br>7,000,000 Results Delivered | 95% of Providers<br>13 Data Senders<br>9,000,000 Results Delivered<br>Enrolled 100% of State<br>Nursing Facilities<br>Health Plans covering 43% of<br>Delaware Residents |

## DHIN Today

With the current level of statewide participation in DHIN, it is a national leader in health care. It is using technology to improve patient care, and it is saving time and money in health care delivery.

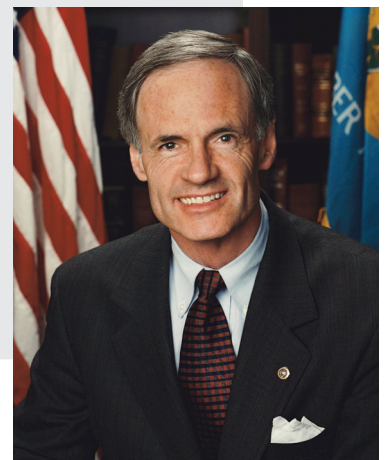
- 100% of Delaware acute care hospitals participate in DHIN.
- Five hospital emergency departments and laboratories send data through DHIN to the Division of Public Health for public health monitoring.
- Three federally qualified health centers are among the practices receiving results exclusively via DHIN.
- More than 1.4 million unique patients are represented on the network, including patients from all 50 states and 90% of Delaware residents.
- 95% of providers currently practicing in Delaware are enrolled in DHIN.
- More than 5,000 providers and staff at nearly 600 Delaware practices are live on DHIN. Of these practices 280 receive clinical results/reports exclusively through DHIN.
- DHIN delivers more than 9 million clinical results and reports each year.
- Two national reference laboratories (LabCorp and Quest Diagnostics) and a local pathology provider (Doctors Pathology Services) participate in DHIN.
- 80% of laboratory tests ordered or performed in Delaware are reported through DHIN.



“When I was Governor, the Delaware Health Information Network was just a concept. After being elected Senator, government agencies engaged with an extraordinary partnership in the health care community to make DHIN the first of its kind in the nation.

Delaware’s Health Information Network achieved an important milestone with every hospital statewide ready to participate. Furthering the efforts of the DHIN will enable us to improve health care and save money all at the same time. That’s what I call a win-win for Delaware.”

**Senator Thomas R. Carper**  
**(D-Del.)**





# Shaping the National Front

The Delaware Health Information Network continues Delaware's legacy as the First State, setting the standard for information and care integration. With all hospitals and skilled nursing facilities connecting to the nation's first statewide health information exchange, key clinical information that was once fractured into information silos across hospitals is now collected by DHIN and made available to providers through a direct connection from DHIN to the provider's electronic health record (EHR) or through a web portal that displays aggregated data sent from all sources. This information gap is no longer an obstacle for the citizens of Delaware.

## Leadership Accomplishments

- Delaware was one of only three states awarded federal stimulus dollars for implementation of a health information exchange. The remaining 47 states received money in 2010 to develop a plan that DHIN developed in 2005.
- It had an appointment to the National Health Information Technology Standards Committee statutorily created by the ARRA.
- DHIN provided testimony to a congressional committee charged with defining "Meaningful Use" of health information technology under the ARRA—the basis for ARRA HIT spending.
- It is part of the Nationwide Health Information Network shaping the national approach to health information technology.
- DHIN was named the State Designated Entity for responding to the State Health Information Exchange (HIE) Cooperative Agreement program by Delaware Governor Jack Markell.



“A statewide Health Information Exchange gives Delaware the ability to improve the quality of care while managing the cost of care. With this exchange, doctors across the state have information that enables them to make quicker and better medical judgments for people.

This is the fundamental technological foundation we need to build a system of focused and managed healthcare that keeps people healthy. The use of technology in health care is vital to improved quality and reduced costs.”

**The Honorable Jack Markell**  
**Governor of Delaware**



# A Technology Solution for Better Health Care

A benefit of DHIN technology is saving time and money, but the real impact of DHIN is on patient care. Physicians now have at their fingertips the information they need to quickly determine a proper course of treatment. That information was often delayed or tests had to be repeated before DHIN became available.

## 2012 Accomplishments

- DHIN has eight certified Electronic Health Record (EHR) results delivery interfaces, meaning that it has verified all data types from all data senders that flow across the interface and populate the EHR correctly. This means that 48% of DHIN practices using an EHR have a certified interface available to them, eliminating workflow disruptions associated with searching for results.
- The Department of Public Health began receiving data through DHIN for public health monitoring, as part of the Medicare and Medicaid Meaningful Use initiative.
- DHIN launched and successfully tested a new disaster recovery system.
- DHIN began work to integrate with the health plans, which would enable them to receive through DHIN the data they are legally allowed to access.
- DHIN successfully completed a major software upgrade enabling new functionality needed for a number of Meaningful Use initiatives and the ability to work with health plans.

## Practices and Providers with DHIN Certified EMR Interfaces

|                  | ADS | AS Pro | Cerner | eCW | GEMMS | Info Quest | Next Gen | STI | Totals |
|------------------|-----|--------|--------|-----|-------|------------|----------|-----|--------|
| <b>Providers</b> | 25  | 278    | 186    | 57  | 38    | 3          | 91       | 120 | 798    |
| <b>Practices</b> | 8   | 44     | 54     | 24  | 3     | 2          | 7        | 50  | 192    |



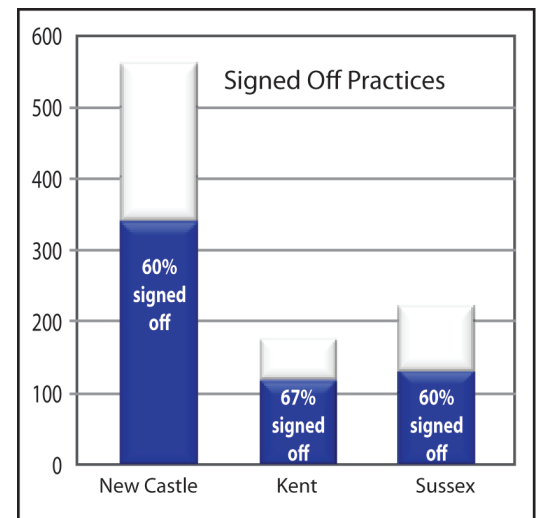
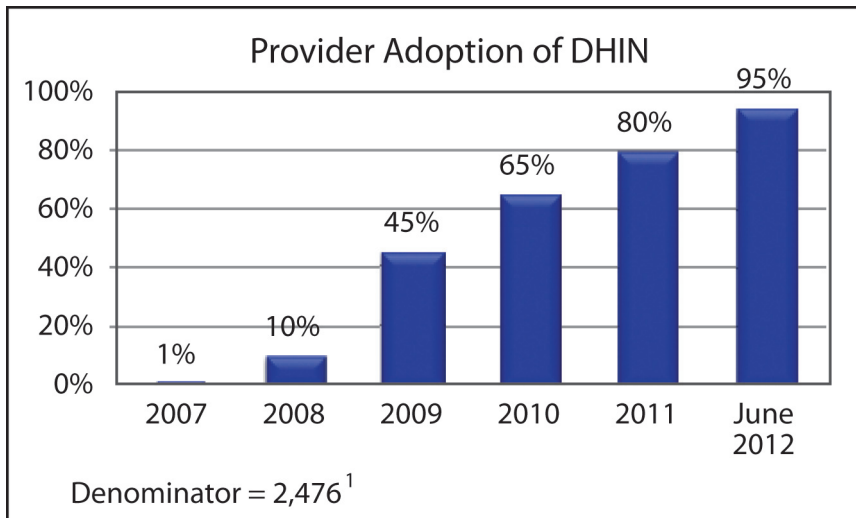
“Connecting Delaware’s nursing homes with the DHIN is a critical milestone and a key component to eliminating medication errors. By enabling access to discharge summaries and other information, we can ensure seamless transitions of care for residents in these facilities. We want to ensure the right care, at the right time, at the right place, whether for those in our skilled nursing facilities, our Medicaid recipients or others in the state’s care, and we want to provide these positive outcomes in the most cost-effective manner possible.”

**Rita Landgraf**  
**Secretary of Delaware Health**  
**and Social Services**



## Widely Used by Delaware Doctors to Improve Care

Patients in Delaware benefit from improved care when their doctors use the DHIN. DHIN hit its FY 2012 enrollment target with 95% of licensed healthcare providers who order tests currently practicing in Delaware enrolled in DHIN. Over half of these practices receive their results exclusively through DHIN. There are now more than 5,000 health care professionals at over 600 Delaware practices “live” on DHIN.



## 2012 Accomplishments

- DHIN continued dramatic year-over-year growth of health care providers:
  - 40% growth in practice enrollment
  - 76% growth in signed off practices
  - 38% year-over-year increase in percent of “signed off” practices, those that receive their data exclusively through DHIN.
- 62% of enrolled practices are signed off, exceeding DHIN’s FY 2012 goal of 60%.
- Growth of enrollment by county continues, with each county at or above 60% sign-off.
- The Delaware Division of Long Term Care Residents’ Protection received grant funding to connect 46 of its skilled nursing facilities to DHIN.
- Decreased percent of aged practices (practices that have been live on DHIN for 3 or more months and not signed-off) from 52% in June 2011 to 35% in June 2012. That is a 33% year-over-year improvement.

1 - Provider penetration calculation reflects number of providers who make orders and are enrolled in DHIN (MD’s, DO’s, NP’s, PA’s and ED’s). 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, Delaware Blue Cross Blue Shield and the Delaware Division of Professional Regulation.





“At Nanticoke, we believe that electronic medical records and health information networks are core quality initiatives and truly enhance patient quality of care and patient safety. We are extremely delighted to be a member of the Delaware Health Information Network.”

**Steven A. Rose**  
**President and CEO**  
**Nanticoke Memorial Hospital**





## Savings by Sending Data through DHIN

Everybody in Delaware is benefiting from DHIN today. Hospitals, laboratories and imaging centers are reducing the costs of delivering health care.

For Delaware health care stakeholders, the Delaware Health Information Network is the common connection. DHIN is growing in membership and complexity. Eventually it will allow patient information to flow securely between all health care participants in real time, making a patient's information available regardless of where the patient goes within the state. In the future, this information will be available nationwide so that travel beyond our state borders will not limit care.

### 2012 Accomplishments

- This past year the value of using DHIN increased with the addition of six new data senders:
  - Nemours/A.I. duPont Hospital for Children agreed to connect to DHIN in late 2011.
  - Nanticoke Memorial Hospital agreed to connect to DHIN in 2012.
  - Four new radiology and imaging centers now participate:
    - Tri-State Imaging Group
    - Papastavros' Associates Medical Imaging
    - Ocean Medical Imaging
    - Mid-Del Imaging
- Over 95% of medical results generated in the state for Delaware patients are delivered on DHIN.



## A Look Ahead

### New Technology

DHIN collaborates with its technology partners to continuously add new features and functionality to the network. Physicians attending DHIN's Fifth Anniversary celebration in May were particularly interested in the demonstration of Medicity's "iNexx" platform. That technology will allow physicians to access specific types of product and services relevant to improving patient care.

### Medication History Expected Online Later This Year

The next big addition to the DHIN system will enable medical providers to access a patient's medication history. DHIN has been working hard to get that information into the system and it will be available later this year. Prescription information is often not available for doctors treating new patients. Having it online will help eliminate prescribing drugs that may have dangerous interactions with other medicine the patient is taking.

### Financial Sustainability

FY 2013 will mark the first year of the transition from Bond Bill funding to operational funding for services being provided by DHIN to the State of Delaware for its employees, retirees and Medicaid beneficiaries. DHIN will also now receive financial support from the private health care community. With these changes DHIN will continue its role as a national leader in financial sustainability for Health Information Exchanges.

## FINANCIAL HIGHLIGHTS

- DHIN's total net assets increased 36 percent as a result of FY 2012 operations.
- During FY 2012, DHIN had revenues that were \$584,523 more than the \$5,099,472 generated in total expenses. This improved from FY 2011 when expenses exceeded revenues by \$1,935,172.
- Operating revenues increased by \$536,820 (or 38 percent) during FY 2012 as a result of signing on six new data senders during the year.
- Non-operating revenues increased by \$2,085,393 (or 125 percent) during FY 2012 due to an increase in state funding of \$1.8 million to fund ongoing project support for new data senders, functions, and transaction types that DHIN added. DHIN also received an additional \$239,302 in federal funds under a reimbursable federal grant award.



## Statement of Financial Position

for the year ended June 30, 2012

|  | 2011               | 2012               |
|--|--------------------|--------------------|
| <b>ASSETS</b>                          |                    |                    |
| Cash and Cash Equivalents              | \$774,535          | \$2,332,193        |
| Restricted Cash                        | 100,830            | 228,228            |
| Receivables                            |                    |                    |
| Trade                                  | 566,286            | 81,035             |
| State                                  | 234,297            | 483,886            |
| Federal                                | 190,975            | 83,703             |
| Lease Deposit                          | 6,979              | 6,979              |
| <b>TOTAL ASSETS</b>                    | <b>\$1,873,902</b> | <b>\$3,216,024</b> |
| <b>LIABILITIES</b>                     |                    |                    |
| Accounts Payable                       | 249,062            | 908,341            |
| Accrued Expenses                       | 0                  | 98,320             |
| <b>TOTAL LIABILITIES</b>               | <b>\$249,062</b>   | <b>\$1,006,661</b> |
| <b>NET ASSETS</b>                      |                    |                    |
| Restricted                             | 100,830            | 228,228            |
| Unrestricted                           | 1,524,010          | 1,981,135          |
| <b>TOTAL NET ASSETS</b>                | <b>\$1,624,840</b> | <b>\$2,209,363</b> |
| <b>TOTAL LIABILITES AND NET ASSETS</b> | <b>\$1,873,902</b> | <b>\$3,216,024</b> |

## Statement of Operations

for the year ended June 30, 2012

|                                   | 2011                 | 2012                 |
|-----------------------------------|----------------------|----------------------|
| <b>OPERATING REVENUE</b>          |                      |                      |
| Data Sender Fees                  | \$1,399,489          | \$1,784,959          |
| Consulting Income                 | 0                    | 151,350              |
| <b>TOTAL OPERATING REVENUE</b>    | <b>\$1,399,489</b>   | <b>\$1,936,309</b>   |
| <b>EXPENSES</b>                   |                      |                      |
| Administration                    | 22,757               | 225,169              |
| Contractual (Non-Technical)       | 686,545              | 865,725              |
| Depreciation                      | 16,047               |                      |
| Implementation Costs              | 260,686              | 396,972              |
| Licenses and Software Maintenance | 1,049,747            | 1,046,042            |
| Marketing                         | 4,152                | 71,796               |
| Operations                        | 1,409,814            | 1,076,699            |
| Personnel                         | 1,547,206            | 1,417,069            |
| <b>TOTAL EXPENSES</b>             | <b>\$4,996,954</b>   | <b>\$5,099,472</b>   |
| <b>OPERATING LOSS</b>             | <b>\$(3,597,465)</b> | <b>\$(3,163,163)</b> |
| <b>NONOPERATING REVENUE</b>       |                      |                      |
| State Operating Assistance        | 1,151,617            | 2,996,900            |
| Federal Grant Income              | 507,862              | 746,964              |
| Interest Income                   | 2,814                | 3,822                |
| <b>TOTAL NONOPERATING REVENUE</b> | <b>\$1,662,293</b>   | <b>\$3,747,686</b>   |
| <b>CHANGE IN NET ASSETS</b>       | <b>\$(1,935,172)</b> | <b>\$584,523</b>     |

## Leadership and Staff

### DHIN EXECUTIVE MANAGEMENT

Dr. Jan Lee, Executive Director

Mark Jacobs, Chief Information Officer

Michael Sims, Chief Financial Officer

Randall Farmer, Director of Provider Relations & Business Development

Spiros Mantzavinos, Director of Operations and Government Affairs

Richard Wadman, Senior Program Manager

### DHIN STAFF

Ali Charowsky, Executive Assistant

Van Durst, System Administrator

Ashley Eason, Contractor

Wendy Fitzgerald, Provider Relationship Coordinator

Andy Gillan, EHR Integration Project Analyst

Lakeisha Moore, Provider Relationship Manager

Dorothy Osterhout, Associate Provider Relationship Manager

Meghan Patel, Sr. Provider Relationship Manager

Jamie Rocke, Provider Relationship Manager

Brandy Strauss, Project Analyst

Jody Wilson, Project Analyst



*DHIN management and staff*





## Fiscal Year 2013 DHIN Board of Directors

### Executive Officers

**Randall Gaboriault\***, Chair, Chief Information Officer, Christiana Care Health System

**Andre Bouchard\***, Vice-Chair, Managing Partner, Bouchard, Margules and Friedlander

**Bettina Tweardy Riveros\***, Secretary, Advisor to the Governor, Health Care Reform, Delaware  
Department of Health and Social Services Designee

**Donna Goodman\***, Treasurer, Vice President and CFO/COO, Westside Family Healthcare

### Board Members

**Meaghan Brennan**, Deputy Director, Budget Development, Planning, Delaware Office of  
Management and Budget

**Oluseyi Senu-oke, MD**, Family Practice Physician, Delaware Physician Associates

**James H. Sills, III**, Secretary/CIO Delaware, Department of Technology and Information

**Terri Steinberg, MD**, Chief Medical Information Officer, Christiana Care Health System

**A. Richard Heffron\***, Senior V.P. for Govt Relations, Delaware State Chamber of Commerce

**Thomas Trezise\***, Trellist Ventures

**William Kirk, III, Esq.\***, Vice President, General Counsel, Highmark

**Eric Synnestvedt**, Director Information Services, Beebe Medical Center

**Michael Morton**, Controller General, Delaware Office of the Controller General

**Dave Walczak**, Chief Information Officer, Bayhealth Medical Center

**Rosanne Mahaney**, Director, Division of Medicaid, Delaware Department of Health and Social  
Services, Division of Medicaid

**Brian Posey**, Director, AARP Delaware

**Ed Ratledge**, Director, UD Center for Applied Demographics and Survey Research, Delaware  
Economic and Financial Advisory Council

**Stephen Lawless, MD**, Vice President, Quality and Patient Safety, Nemours/A.I. duPont  
Hospital for Children

\* Denotes Executive Committee member

## Current Membership in DHIN

### Hospitals (100%)

Bayhealth  
Beebe  
Christiana Care  
St Francis  
Nemours\*  
Nanticoke\*

### Radiology Groups

Tri-State Open MRI\*  
Papastavros Associates\*  
Ocean Medical Imaging\*  
Mid-Del Imaging\*

### Labs

Lab Corp  
Quest  
Doctors Pathology Services

### Health Plans (~43%)

Medicaid\*  
State Employees\*  
Highmark Blue Cross  
Blue Shield Delaware\*

\* New agreements in FY 2012

### Providers (95%)

Over 6,000 users; over 600 practices

### Home Health Agencies (4)

### FQHCs (100%)

### Skilled Nursing Facilities (100%)\*

### Assisted Living (10)

### Hospice (3)

### Pharmacies (5)\*

### Division of Public Health



*DHIN celebrates its 5th Anniversary.*





**DHIN Administrative Offices**  
107 Wolf Creek Blvd, Suite 2, Dover, DE 19901  
Phone: (302) 678-0220, Fax: (302) 645-0398  
Email: [info@dhin.org](mailto:info@dhin.org)