

# The DHIN Dialogue

## January 2017

A Newsletter from the Delaware Health Information Network

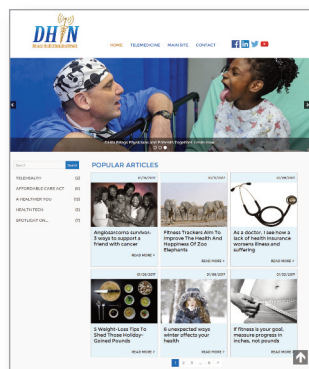


### Getting In Check with Your Health

#### DHIN's HealthCheck Consumer Engagement Tools Launch

In July of 2015, the Delaware Health Information Network (DHIN) was named the recipient of a federal grant award to support the adoption of health information technology and health information exchange across the continuum of care, particularly among eligible providers, the long-term post-acute care and behavioral health communities and consumers.

In previous issues of the *DHIN Dialogue*, we've shared with you our progress with the provider community under these grants, and in this new year, we're thrilled to launch our new products for Delaware healthcare consumers.



### DHIN 24seven

Late last fall, DHIN rolled out a new consumer website, DHIN 24seven. Powered by IBM Watson, DHIN 24seven serves up relevant news stories and information for DHIN's consumer audiences and is at an at-your-fingertips source for DHIN's value-added products. Check it out [here](#).



#### HealthCheckAlert

Together with mPulse Mobile, a leading mobile engagement solutions provider, DHIN has developed HealthCheckAlert.

This mobile messaging service will notify participating consumers when:

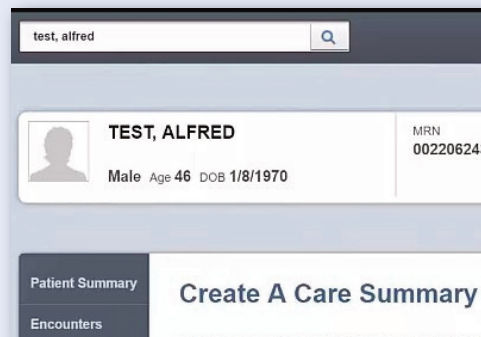
- An admission, discharge or transfer occurs to/from a DHIN participating hospital
- Additional clinical records have been accessed on the Community Health Record (CHR)
- A medical result is posted to the CHR

The subscriber then responds as directed, receiving guidance for following up on any activity he or she doesn't recognize.

This two-way messaging program is designed to provide greater transparency and help consumers identify potentially fraudulent uses of their healthcare information or identities. It may also help improve outcomes by providing helpful reminders for things like post-acute care follow-up visits and care plan adherence.

The service will be piloted with a portion of Delaware's Medicaid audience later this month and will correspondingly be made available over time for general consumers.

### Care Summaries in the CHR



Did you know there are over 100 DHIN-enrolled practices delivering care summaries to the Community Health Record? And these practices have generated more than 100,000 care summaries directly from their EMRs to help facilitate better transitions in care.

To create care summaries directly from the CHR, check out this [video](#) and [instructions](#).

### Getting in Touch DHIN Relationship Managers

**Ed Seaton** - New Castle County practices  
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**Garrett Murawski**  
Kent County and Bayhealth practices  
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Sussex County, PRMC, Atlantic General Hospital and Beebe Healthcare practices  
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St. Francis, Union Hospital and Nemours practices  
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**Lakeisha Moore**- Christiana Care practices  
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## HealthCheckConnect



### HealthCheckConnect

The cornerstone of DHIN's consumer engagement efforts is the creation of a personal health record - HealthCheckConnect.

This tool will support patient engagement efforts of DHIN stakeholders in any of the three following ways:

- As a background resource that feeds a physician-provided portal, providing CHR data to round out the physician's record
- A patient portal, branded by the physician's practice, providing CHR data to round out the physician's records
- A DHIN-branded portal, offering CHR data to patients whose physicians don't offer a portal

The subscriber then responds as directed, receiving guidance for following up on any activity he or she doesn't recognize.

DHIN is piloting the co-branded version of the tool with Delaware Heart & Vascular, Delaware Orthopedic Specialists and Atlantic Adult and Pediatric Medicine, with plans to roll out the cobranded and DHIN-branded models to consumers later this spring.

To spread the word about DHIN and our consumer engagement tools, we'll soon unveil an awareness campaign, to include outdoor, radio, digital and print collateral, introducing DHIN to consumers and featuring these products.

## About DHIN's Consumer Products

The patient-physician relationship is sacred, and DHIN encourages consumers to discuss their medical records, health histories and any healthcare concerns they may have with their providers. Our HealthCheck products promote information transparency and convenience and are designed to complement the tools and resources providers make available to their patients.

If you're interested in learning more about DHIN's consumer and provider initiatives, feel free to attend our monthly Town Hall meetings. The next is Wednesday, February 8th at 11 am, in person at DHIN or by phone. Call 302.678.0220 for details.

## A New Era in Healthcare Leadership and Information Exchange



On an especially frigid day in December, more than 75 healthcare leaders from across the state and region joined DHIN for the inaugural Delaware Healthcare Leadership Summit at the Chase Center on the Wilmington Riverfront.

The day-long event featured speakers from area healthcare organizations, including **Anne Lara** (Union Hospital), **Dr. Dan Elliott** (Christiana Care Quality Partners) and **Tyler Blanchard** (Aledade), with a keynote on healthcare innovation by **Shahid Shad**, CEO of Netspective Communications, LLC.

DHIN CEO **Dr. Jan Lee** kicked off the morning with an overview of DHIN's five-year strategic plan, with the DHIN marketing and provider relations teams introducing DHIN's consumer engagement initiatives.

Through an accompanying smartphone app, attendees responded to presenter questions in real-time and shared their thoughts with other attendees.

- Photos courtesy of Clay Tarpley, asapr Integrated Marketing

## Patient Safety and Your EMR

In response to a safety reminder from eClinicalWorks, the Office of the National Coordinator for Health Information Technology recently posted this message. We couldn't have said it better ourselves and wanted to share.

*Patient safety is always our top priority. We strongly recommend that electronic health record (EHR) users keep up with all EHR upgrades and patches as a matter of patient safety. As this recent safety announcement by eClinicalWorks (eCW) stated, we also encourage any clinicians, prescribers, pharmacists, or patients and their family members and caregivers who experience safety issues or unexpected software function related to eCW software to report it both to eCW and through the Office of the National Coordinator for Health Information Technology's (ONC) website at [www.healthit.gov/healthitcomplaints](http://www.healthit.gov/healthitcomplaints).*



## Interoperability Standards

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.



## 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!



## By the Numbers

We're pleased to share a few significant milestones from this month's network and operations reports, as of January 1, 2017.

### CCD Exchange

105,000 CCDs from 100+ practices in December

High-volume users included Beebe Physicians Network, Nanticoke Physicians Network, MedExpress Urgent Care, Newark Emergency Care and Delaware Health Net Inc. (FQHC for Delaware), using eight different EMR vendors.

### PACS Imaging

16,000+ studies and 1.6 million images from three diagnostic imaging facilities in Delaware available through DHIN's CHR. (A big thank you to St. Francis, Nanticoke and Mid-Delaware Imaging for enabling their radiology reports in the CHR with live hyperlinks to the images referenced in their reports.)

In the past year, hundreds of users have viewed over 5,000 studies from the Community Health Record, eliminating the need for CDs or film.

### Encounter Notifications

More than 67,000 notifications to over 120 practices and insurance providers in December

With more than 600,000 patients assigned to a notification list within the Community Health Record, DHIN provides real time notifications to providers as events occur for their patients.