

The DHIN Dialogue

July 2017

A Newsletter from the Delaware Health Information Network



Delaware Health Information Network Receives HITRUST Certification

First State's Health Information Exchange Puts Security First

HITRUST CSF Certified

Ten months of intense efforts in security management culminated last month in HITRUST (Health Information Trust Alliance) Certification for the Delaware Health Information Network (DHIN), one of a select group of health information exchanges in the nation to receive this important designation.

Together with HITRUST Certified Assessor BluePrint Healthcare IT, the DHIN team spent nearly a year performing an exhaustive analysis of existing security and privacy measures and strengthening policies and procedures as needed.

With cyber threats and organized targeting of healthcare data on the rise, the HITRUST Common Security Framework (CSF) has become the "gold standard" for measuring and certifying security management programs. Created by healthcare, technology, information security, privacy and compliance leaders, the CSF combines requirements from both existing federal and third-party standards and regulations.

"Hospitals, labs, radiology firms and nearly 1,500 healthcare providers from across the region entrust DHIN with their patients' clinical information," says Mark Jacobs, DHIN's chief information officer. "Receiving HITRUST Certification gives practitioners, payers and consumers added assurance that DHIN meets the highest standards of security, privacy and compliance."

"We're very proud of DHIN's accomplishment as well as of our partnership to guide them through their HITRUST Certification journey. As a health information exchange, DHIN plays a critical role in modern healthcare and one that, increasingly, requires HITRUST. This achievement speaks to their hard work and dedication to superior security," says Vikas Khosla, BluePrint Healthcare IT's president and chief executive officer.

The two-year certification requires continued monitoring of privacy controls, no reportable data security breaches and timely completion of interim reviews.

Secure Messaging with DHIN's Directory



As part of our ongoing efforts to improve communication between health-care providers, DHIN has launched a **provider directory** for secure messaging. You'll find a link to the directory on dhin.org, next to the Community Health Record link.

The directory, which will be updated regularly, lists secure email addresses for participating Delaware physicians, to be used to safely exchange patient information, per ONC requirements.

Only DHIN-enrolled users can access the directory. Just enter your user ID and password as you would for the Community Health Record to view the directory.

To add your practice's secure address to the directory or to establish a HIPAA-compliant secure address for your practice, please contact your DHIN Relationship Manager or the DHIN Service Desk at servicedesk@dhin.org.

There is no charge for this service through June of 2018. We hope this directory saves time and makes secure exchange easier for you and your practice.

State of the State



You'll find DHIN's FY16 Annual Report on dhin.org, under the About Us section.

Capping Off a Challenging Year

Fiscal Year 17 was certainly one for the books, as DHIN wrapped up an extensive list of initiatives funded through the two-year, \$2.75 million grant from the Office of the National Coordinator for Health IT, Department of Health & Human Services.

FY17 GOALS

Successfully execute grant outcomes/spend down

Support the adoption of health information technology and health information exchange across the continuum of care, particularly among eligible providers and the previously unreached long-term post-acute care (LTPAC) and behavioral health communities.

Eligible professionals:

- Met goal of 85% of eligible professionals (EPs) providing their patients with online access to their information via a portal or DHIN's personal health record
- Exceeded goal in analytics training for EPs and the number of EPs receiving scorecard reports
- Exceeded overall goal in ENS enrollments and activations
- Below goal in percentage of CCDs viewed; DHIN will continue to promote this capability, as well as to pursue value-added enhancements

Consumer engagement:

- Rolled out brand awareness campaign, introducing DHIN to consumers and promote consumer engagement products
- Launched **Health Check Alert**, a mobile messaging system utilizing secure messaging technology with the goal of providing greater transparency for consumers as well as identifying and subsequently reducing healthcare fraud
- Piloted **Health Check Connect**, DHIN's free personal health record for consumers

Behavioral health and LTPAC facilities:

- Worked to promote adoption of advanced communication tools among state nursing, behavior health and long-term care facilities
- Adoption has been slow among these segments, but DHIN met its goals of recruitment visits, even if DIRECT adoption and CCD exchange among these populations fell short

Develop governance and technical specs in support of a health care claims database

- Board approved by-laws changes to address governance
- Technical specs for file formats, frequency of submission developed
- Data collection regulation out for public comment through July 2017
- FY18 work will include promulgation of a data access regulation and selection of platform and tools

Achieve HITRUST Security Certification

- DHIN is HITRUST-certified as of April 24, 2017 for a period of two years

Develop required provider scorecard V2 functionality and four releases

- Fourth release went to production in February

FY17GOALS - CONTINUED

Execute Year 1 elements of strategic plan and technology refresh

- Expand DHIN team
 - Three of four recommended new hires on board
- Develop staff
 - 100% of DHIN team members certified in ITIL Foundations
 - Management team implementing ITIL principles and drafting multi-year staff development plan
- Segment customer/stakeholder communications
 - Hosted DHIN Summit for C-level healthcare audiences
 - Individual meetings:
 - Medical Society leadership
 - Governor Carney's transition team
 - Population health and other business units of hospitals
 - Key legislators and heads of state agencies
- Stand up formal portfolio management
 - In progress; technology tools selected
- Begin technology refresh activities
 - Implemented clinical data repository in cloud
 - Conducted successful MIRTH results delivery pilot; contract executed

With a technology refresh on the horizon, continued evolution of consumer offerings and a strategic roadmap focused on driving value for participants in the healthcare ecosystem, we see a very busy – and productive! – Fiscal Year 2018 in the cards.

At Your Service!



In recognition of its expanded customer service role, DHIN has re-branded our faithful Help Desk as the Service Desk. If you've chatted or emailed with members of our team recently, it's more likely you had a question about results delivery or one of DHIN's products than needed a simple password reset. Our Service Desk team is an extension of our Relationship Managers and can be a valuable resource for your DHIN needs.

As a reminder, our Service Desk can be reached Monday – Friday, 8 am – 1 am at 302.480.1770 or ServiceDesk@dhin.org. After-hours, holidays and weekends, please contact 866.439.3446 or customer_support@medicity.com.

Does Your Practice Submit Medical Orders?

If so, please contact your DHIN Relationship Manager (see list and contact information on the next page) to complete a Business Associate Agreement (BAA) with DHIN.

Delaware recently passed the Delaware Medical Orders for Scope of Treatment Act, and DHIN will play an integral role in standing up an online registry through which a patient's end of life wishes will be made available to members of his or her care team. A signed BAA is required from all practices submitting medical orders.

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 Service Desk during business hours at (302) 480-1770.

Getting in Touch: DHIN Relationship Managers

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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! **5,000+ followers and growing!**