DHIN
Delaware Health Information Network

Upcoming Changes to Your EMR Integration

Protect Your DHIN Results Delivery

As we've shared in earlier issues of the *DHIN Dialogue*, Delaware Health Information Network (DHIN) is engaged in a comprehensive technology transition this spring. Following a successful pilot, we have contracted with Mirth for results delivery, to replicate all functionality that we rely on our current technology vendor, Medicity, to supply. With 280+ practices to convert and 30 electronic medical records (EMRs) to transition by the end of June, time is tight to maintain these connections after June 1st.

As a reminder, this transition to a new delivery platform requires participation by both practices and their respective EMRs.

> If you haven't already done so, please open a ticket with your EMR and request the EMR technical representative contact DHIN's Service Desk to make the switch. During the transition period, the interface for results delivery will be down, as we make the switch and test the interface with increasing message volume.
>
> **DHIN Service Desk**
> (302) 480-1770
> servicedesk@dhin.org

So that your practice continues to receive clinical results, it's critical that the DHIN team be connected with your EMR as soon as possible, if you haven't done so already. Please contact your business relationship manager with any questions about this transition.

New and Noteworthy

Cigna®

DHIN is pleased to share the news that **CIGNA** has recently subscribed to our Event Notification and Clinical Gateway services. As DHIN's analytics offerings continue to develop, CIGNA joins other payers and accountable care organizations in harnessing data to more effectively manage healthcare costs.

avero

And we're pleased to welcome our newest data sender, **Avero Diagnostics**. The ambulatory facility based in Texas provides anatomic and molecular pathology services nationwide and brings DHIN's data sender count to 28 and growing.

By the Numbers... and Letters!

ADT (Admission, Discharge, Transfer) Exchanges
5 states, 1 district
(MD, WV, OH, PA, NJ, DC)

CCD (Continuity of Care Document) Exchanges
117 partners
2.2 million CCDs

EMR (Electronic Medical Record) Integrations
30 systems

Building Blocks: Delaware's Healthcare Claims Database

You'll be hearing a lot in the coming months about Delaware's Healthcare Claims Database (HCCD), also known as an All Payer Claims Database. As we've mentioned in previous issues of the *DHIN Dialogue*, the Delaware General Assembly passed legislation in FY16 authorizing DHIN to stand up this database and work with healthcare payers to make claims data publicly available. To our knowledge, Delaware may well be the first state to join clinical and claims data in one database.

> The goal of Delaware's HCCD is to facilitate data driven, evidence-based improvements in access, quality and cost of healthcare and to promote and improve the public health through increased transparency of accurate claims data and information.

After soliciting public comment on the most recent database document, the data access regulation, DHIN shared feedback from interested parties with our partner, Freedman Consulting, to incorporate where possible.

In the meantime, DHIN is working on the "proof of concept" with our technology platform partner. This phase allows us to develop the database format and connect a subset of patient clinical data to corresponding claims data.

As the HCCD continues to grow, block by block, we'll continue to provide updates in the *DHIN Dialogue*. (Read more about the database and its role in the development of Delaware's healthcare spending benchmark here.)

Back to School!
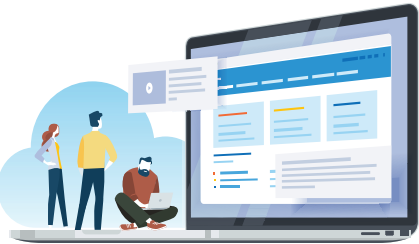
An important component of DHIN's five-year strategic plan is ongoing education and skillset development. In an effort to restructure our service management to better deliver quality IT services efficiently and effectively, members of DHIN management recently completed the next iteration of ITIL (Information Technology Infrastructure Library) training.

The four-day Continuous Service Improvement session focused on soliciting and incorporating feedback in closing the loop on projects. Team members will continue their ITIL study through additional courses related to service strategy, design, transition and operation. By 2020, we anticipate the majority of the DHIN management team will be certified as ITIL Expert-Level practitioners.

New faces

Randy Wise has joined DHIN as a junior project manager. Randy comes to DHIN from a local nonprofit healthcare organization, where he served as director of IT and operations. A certified Project Management Professional with an MBA, Randy is a valuable addition to the DHIN team.

Ashley Green joined the DHIN Service Desk in November as a technical support specialist. With a bachelor's of science in Information Systems, Ashley brings strong technical and customer support skills to DHIN from her previous role with Nemours.

Getting in Touch:
DHIN Relationship Managers

Eddie Armor
Hospitals: Christiana Care and Union
(and any practices related to the hospital)
Practices: Newark; Elkton, North East,
Perryville, Rising Sun and Havre de Grace,
Maryland; West Grove, Jennersville,
Oxford, Landenberg and Kennett Square,
Pennsylvania
eddie.armor@dhin.org

Garrett Murawski
Hospitals: Bayhealth and PRMC
(and any practice related to the hospital)
State of Delaware: Organizations and
departments
Practices: New Castle, Bear, Delaware City,
Middletown through Milford; Chesapeake City,
Earleville, Cecilton, Chestertown and
Warwick, Maryland
garrett.murawski@dhin.org

Ed Seaton
Hospitals: Nemours and St. Francis
(and any practice related to the hospital)
Practices: Wilmington, Elsmere, Newport,
Hockessin, Greenville; West Chester and
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Michael MacDonald
Hospitals: Beebe, Atlantic General,
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the hospital)
Practices: Sussex County
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Jamie Rocke
Director, Business Relationship Management
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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.

Staying Social
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Better Communication for Better Healthcare

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