

# The DHIN Dialogue

March 2018

A Newsletter from the Delaware Health Information Network

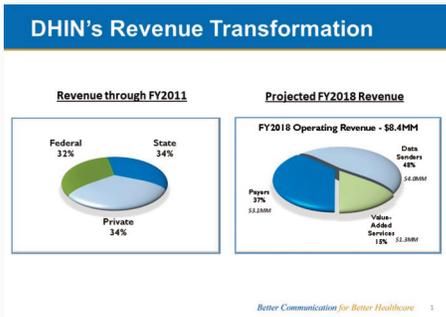


## Delaware Health Information Network Takes Leg Hall

### Initial Presentation to Small Business Caucus

As a dedicated *DHIN Dialogue* reader, you already know how Delaware Health Information Network (DHIN) is making an impact on healthcare in Delaware. But you might not know that DHIN is also an emerging employer in Kent County?

Chief Operating Officer Randy Farmer recently presented to the Small Business Caucus at Legislative Hall. Among the highlights he shared was an overview of DHIN's revenue structure (see below) and an update on the state Healthcare Claims Database, which is expected to require the addition of new team members.



- ### Primary Key Points
- A Prominent Asset for Improving Healthcare**
- Self-sustaining, non-profit since 2012
    - DHIN is the first public HIE to reduce participation fees (10% in FY15)
    - Growing health IT services group, with over 30 employees & based in Dover
  - Much more than just results delivery
    - 20 distinct products and services
  - Diverse Customer Segments
    - Providers, Hospitals, Public Health, Payers & Consumers
  - Getting Information on DE patients from all or parts of 6 states and D.C.
    - DE, MD, WV, SE PA, Southern NJ, & OH (1 southern hospital)
  - A critical population health tool, reducing costs & improving outcomes
- Better Communication for Better Healthcare*

Click [here](#) to enlarge view



The bipartisan caucus, made up of members from the Delaware House of Representatives and representatives from Delaware's small business community, asked several questions about [how DHIN protects its data](#), as well as DHIN's consumer offerings, Health Check Connect and Health Check Alert.

Thanks to the Caucus for the opportunity to present and to Republican Caucus Communications Officer Stephanie Mantegna for the photos. Next up: A legislative lunch'n learn in April!

## Continuing Ed Opportunity: April 12th



DHIN has partnered with the Health Care Commission and Delaware Department of Health & Social Services to offer a series of webinars for providers. Funded through the State Innovation Model (SIM) initiative, these webinars are part of Delaware's ongoing efforts to move toward value-based payment models and improve population health.

The first webinar on April 12th at noon will be dedicated to the common provider scorecard. No registration is required, and a link and dial-in information will be sent by email to newsletter recipients, as well as shared by DHSS. Please contact your DHIN relationship manager with any questions.

(And if you're looking ahead, plan on the June webinar to feature a demo and overview of the new Community Health Record.)

## Save the Date



DHIN is pleased to welcome **Limestone Open MRI** as our newest "live" data sender. Results are now shared through the Community Health Record and Health Check Connect (DHIN's personal health record), and Limestone is also transitioning to Mirth results through its EMR integration [see previous feature.]

## Tech Tips

Many password resets can be handled by the user without a call to DHIN's Service Desk. After three incorrect password entries, a user will be locked out of his or her DHIN account.

To reset a password, click on the link below the logon boxes and follow the prompts. (Click [here](#) to enlarge view)

Username

Password

[Reset Password](#)

**LOGIN**

Password Reset

**1. Enter Username**

Can't remember your password?

Follow the steps below to have your password reset. If you have not previously set up your personalized challenge questions, or cannot remember the answers to your challenge questions, please call the help desk.

Username

(Note: Individual challenge questions may vary.)

Password Reset

**2. Answer the challenge questions.**

Answer the challenge questions. If you have not previously set up your personalized challenge questions, or cannot remember the answers to your challenge questions, please call the help desk.

What was the name of your first pet?

Password Reset

**2. Answer the challenge questions.**

Answer the challenge questions. If you have not previously set up your personalized challenge questions, or cannot remember the answers to your challenge questions, please call the help desk.

In what town did you spend most of your youth?

Password Reset

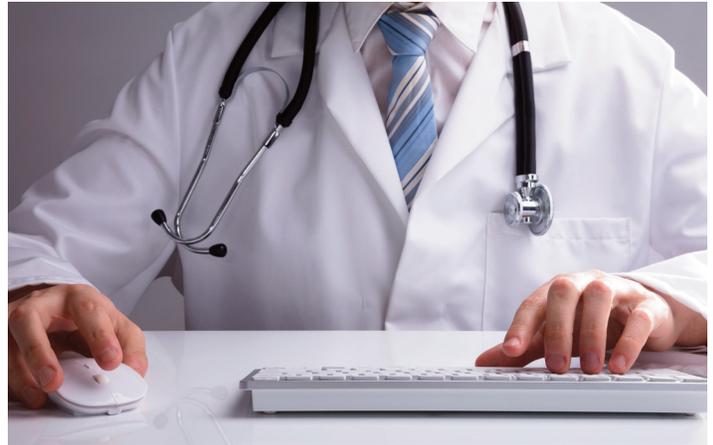
**1. Reset Password**

New Password  Confirm New Password

Enter the new password two times. Log on to the CHR with the new password.

For answers to other 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.

## Technology Transition



### EMR Integrations Underway

As mentioned in previous issues of the DHIN Dialogue, the team is in the process of converting 280+ practices and 30 EMRs over to Mirth for results delivery. Many thanks to our practices who assisted the DHIN staff in connecting with the appropriate EMR technical representatives. At this point, nearly ¾ of EMR integrations are underway, including 92% of practices with an integration. We anticipate all EMR integrations will be converted by June 1st.

### Making the Rounds

Several members of the DHIN management team attended the recent HIMSS18 Global Conference and Exhibition in Las Vegas. The team connected with several firms supporting advances in health analytics and population health tools. Notable speakers included White House Office of American Innovation Director **Jared Kushner** and Centers for Medicare and Medicaid Services (CMS) Administrator **Seema Verma**, who announced the launch of "MyHealthEData" at the conference. The government-wide Trump Administration initiative is designed to empower patients by giving them control of their healthcare data, and allowing it to follow them through their healthcare journey, according to the CMS press release.

### Staying Social

Like. Follow. Tweet. Share.

Connect with DHIN.



5,000+ followers and growing!

## In the News



Moderator David Brond, Gina Altieri, Bill Holloway, Gabriel Humphreys and Randy Farmer gather at Delaware Business Times' Wilmington office to talk about innovation in health care.

PHOTO BY RON DUBICK

In case you missed it, DHIN recently participated in the *Delaware Business Times* Roundtable on Healthcare Innovation. The discussion featured organizations from across the healthcare spectrum, including representatives from the hospital, technology and interior design industries. And what do they all have in common? Find out [here](#).

## Save the Date!



On June 14th, DHIN will host the 2018 Healthcare Leadership Summit at the University of Delaware's Virden Center in Lewes. Speakers will include regional and national industry experts, along with Delaware Lt. Governor **Bethany Hall-Long** and

Delaware Health & Social Services Secretary **Kara Odom Walker**.

This is DHIN's second industry summit, following a successful inaugural event at the Wilmington Riverfront in December of 2016. Attendees will include executives from area hospitals, health insurers and provider groups, along with government and industry representatives.

## 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

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### Ed Seaton

**Hospitals:** Nemours and St. Francis  
(and any practice related to the hospital)

**Practices:** Wilmington, Elsmere, Newport, Hockessin, Greenville; West Chester and Philadelphia, Pennsylvania

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### 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

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### Michael MacDonald

**Hospitals:** Beebe, Atlantic General, Nanticoke (and any practice related to the hospital)

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