

The DHIN Dialogue

September 2019

A Newsletter from the Delaware Health Information Network



Spotlight on a New Year

It's fall, y'all, and we at DHIN are happy to see summer come to an end. With the extensive conversion of the Community Health Record now behind us (see below for details), we turn our collective focus to the start of Fiscal Year 20.

Among the key initiatives will be building a long-term sustainability plan for Delaware's Health Care Claims Database and receiving [HITRUST CSF](#) recertification.

Want to know more about the Health Care Claims Database (HCCD) and how its data is being put to use in Delaware?

Check out this [video](#), also available on our website at: dhin.org/healthcare-claims-database/.



Like the new school year, a new fiscal year gives us the opportunity to learn and grow. Each year, the DHIN management team develops corporate goals for the upcoming year and submits them to the Board for its blessing at the annual meeting in July. The following goals were approved for FY20, and we look forward to meeting the challenge!

See Corporate Goals chart on next page >

News & Happenings



DHIN is pleased to announce a new contract with [Quest Diagnostics](#), extending Quest's participation as a data provider in Delaware and continuing a decade-long relationship.

As a result of this agreement, Quest results will continue to be made available to healthcare practitioners statewide through DHIN delivery channels and the Community Health Record's searchable patient catalog, providing care providers with more actionable information to help improve patient outcomes.

"The DHIN-Quest connection solidifies the continuity of access to critical medical information relied upon by thousands of care providers and the patients they serve in Delaware and the surrounding region," says Randy Farmer, DHIN's Chief Operating Officer. "DHIN is deeply appreciative for the continued engagement of our Quest colleagues and looks forward to working closely with Quest for many years to come."

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Welcome to our newest data sender, [Avero Diagnostics](#), now submitting lab and pathology reports through DHIN delivery channels. And DHIN is pleased to add another electronic medical record provider to its roster, with [Elation Health](#) joining the 50+ systems DHIN connects with in Delaware.

Corporate Goals for FY20

FY20 Proposed Goals

FINANCIAL

1. Develop a board-approved 3-year sustainability and business plan for the HCCD

CUSTOMER

2. Provide public access to at least five reports generated from HCCD Data

3. Join a national network

PROCESS

4. Achieve HITRUST Recertification

5. Develop a dashboard with at least 3 measures for each DHIN service for presentation at the Jul 2020 BOD meeting (update in Apr)

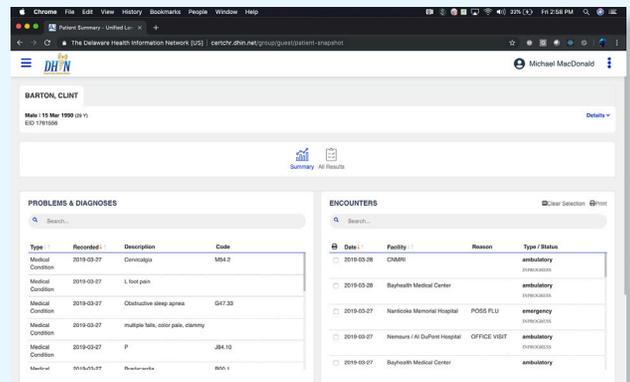
LEARNING

6. 70% of DHIN managers will progress to ITIL Expert level (or v4 equivalent) by end of year

7. Formulate a 3-year technology roadmap that addresses:

- Refresh of current technology
- Implementation of new tools
- Adoption of ONC interoperability standards
- Includes cost estimates

Community Health Record Conversion



Sample Patient Dashboard - Click to enlarge

With an eye to providing a more nimble experience for practitioners, DHIN launched a new Community Health Record earlier in the summer. The revamped version features a fresh look, intuitive design and an improved user experience, including a mobile interface that makes providing care on the go easier, with a tablet-friendly layout.

Together with Audacious Inquiry, who developed the front-end user experience, and MedicaSoft, who provides the underpinning infrastructure, DHIN and its partners created a framework upon which DHIN will continue to build.

Feedback about the new interface has been overwhelmingly positive, and in addition to the videos and resources available on DHIN's website at <https://dhin.org/community-health-record-transition/>, the Service Desk and Business Relationship Management teams continue to be available for any questions or concerns.

DHIN Takes Center Stage at National Conference

Congratulations to DHIN Chief Information Officer Mark Jacobs and Chief Technology Officer Jeff Reger, who joined colleagues Mike O'Neill, CEO of MedicaSoft and Rob Horst, Principal/VP - Operations of Audacious Inquiry for session presentations at the recent Strategic Health Information Exchange Collaborative Annual Conference in Baltimore.

Mark and Mike spoke about the role health information exchanges can play in supporting the national efforts to streamline the prior authorization process, while Jeff, Mike and Rob presented on DHIN's recent Community Health Record conversion and its "best of breed" technology stack.

Audience response was fantastic, and DHIN looks forward to sharing continued insights with several interested attendees.

Getting in Touch

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