

Delaware Health Information Network
Meeting of the DHIN Board of Directors

Wednesday, October 23, 2019
2:00 p.m. - 4:00 p.m.

Christiana Data Center
One Reads Way
New Castle, DE

Meeting Minutes

CALL TO ORDER:

Board Chair Randy Gaboriault called the meeting to order at 2:05 p.m.

WELCOME & INTRODUCTIONS:

The DHIN Board of Directors welcomed Joey Bonano, Director Sales Support CCBS, Highmark, Inc., as our newest DHIN Board Member.

July 24, 2019 MEETING MINUTES:

Jonathan Kaufmann moved to accept the July 24, 2019 meeting minutes. Rich Heffron seconded the motion. Minutes were unanimously approved.

COMMITTEE STATUS REPORTS:

Executive Committee: The Executive Committee met on October 14, 2019 to discuss the nomination of officers: Randy Gaboriault, Chair; Steve Lawless, Vice-Chair; Jonathan Kaufmann, Secretary; and Meredith Stewart-Tweedie, Treasurer.

Dr. Kaufmann motioned for the approval of officer nominations to include: Randy Gaboriault, Chair; Steve Lawless, Vice-Chair; Jonathan Kaufmann, Secretary; Meredith Stewart-Tweedie, Treasurer. Dr. Lawless seconded the motion. The FY20 Officer Nominations were unanimously approved.

FY19 Audit Report: DHIN received a clean audit report for FY19 from Belfint, Lyons, Shuman. Detailed results will be presented to the Board of Directors at the October 2019 meeting.

HCCD Committee: The HCCD Committee continues with their Bi-Weekly calls to discuss any applications received and progress made.

FY19 Audit Report:

DHIN has received a clean audit report for FY2019 from Belfint, Lyons, Shuman. See attached link: https://dhin.org/wp-content/uploads/2020/01/2019-06-30_DHIN-Draft-Financial-Statements-for-FYE-June-30-2019-Audit.pdf.

New DHIN Employees:

DHIN has hired for two positions on the Network and Operations Team: Kevan Browne and Tina McGriff. Melissa Earley will begin on November 4, 2019, in a “hybrid” position as an Application Manager, Service Desk Specialist & a member of the Network and Operations Team. In addition, Dianna Hicks has been hired as a

ACTION ITEM: The Board unanimously approved the July 24, 2019 meeting minutes.

ACTION ITEM: The Board unanimously approved the 2020 Slate of Officers.

Project Manager.

FY20 Proposed Goals:

Financial:

Develop a board-approved three-year sustainability and business plan for the HCCD

Customer:

Provide public access to at least five reports generated from HCCD data:

- More than five reports already created, and more are under development
- New York is developing a solution for **making reports available publicly**
- May come about through a contract with DHSS on price variation

Join a National Network:

- Options for joining eHealth Exchange are being explored
- Plan A: connect through CRISP, at much reduced cost and time
- Plan B: Connect directly to eHX
- Both plans require implementation of IHE Profiles - we need a concrete plan for this

Process:

Achieve HITRUST Recertification: The HITRUST project has kicked off with a new version of requirements setting the bar much higher.

Develop a dashboard with at least three measures for each DHIN service for presentation at the July 2020 Board Meeting: DHIN is exploring technical options for the dashboard and evaluating measures per service to display. In addition, the monthly metric reporting spreadsheet is under development.

Learning:

70 % of DHIN managers will progress to ITIL Expert level (or v4 equivalent) by end of year: ITIL PPO course will take place in November 2019. In order to move forward to the Managing Professional Transition, managers are required to have 17 credits. ITIL MPT will take place Q1 of CY2020.

Formulate a three-year technology roadmap that addresses:

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

Rolling 3-year Roadmap:

DHIN is currently looking at termination dates of all current contracts; the supported lifespan of current tools (Mirth Results); and capacity planning estimates for all future needs. DHIN is looking at emerging needs, such as Teleconferencing, E-signatures and Salesforce ticket for staff use. We are working to identify needed tools and CSI opportunities.

Customer Satisfaction: In September, DHIN sent out a four-question survey via email as each Service Desk ticket is closed; 580 surveys were sent via email. DHIN received 4 responses giving us a 0.7% response rate.

Event Notification Service NPS: Forty surveys went out and DHIN received response from 11 giving us a 27.5% response rate. All ratings were “satisfied” or “very satisfied.” One numerical rating was 5 on a 10-point scale, which counts as a detractor. Written comments offer insights for improvement on data outages/time to resolution and expected notifications not received.

Sunset Review:

DHIN shall continue, subject to any further recommendations from JLOSC.

DHIN continues working with the JLOSC task force on legislation to strengthen DHIN. On October 8, 2019 the Task Force met to discuss:

Discussion of ways to maximize submission of claims to the HCCD:

- Possibly seek legislation to add dental claims
- Seek legislation to add Department of Correction data
- Try to get ERISA plans to submit voluntarily
- Seek legislation to remove state restrictions on submission of HIV and genetic testing data; manage privacy issues through restrictions on disclosure

Discussion of ways to maximize submission of clinical data:

- Seek legislation to require walk-in clinics to submit data
- Seek legislation to require pharmacy data to flow to DHIN via PDMP
- Seek legislation to require specialists, SNFs, Urgent Care, etc. to provide notification to patient’s PCP; submitting data to DHIN satisfies the requirement
- Support for the DHSS mini-grants to encourage practices to use full range of DHIN services, including submitting care summaries to DHIN

DHIN Board of Directors Education:

At all future Board of Directors meetings, Dr. Lee will present an educational piece on DHIN Services. See Link: <https://dhin.org/wp-content/uploads/2020/01/2019-10-23-DHIN-Services.pdf>.

PUBLIC COMMENT:

No one from the public offered comments.

NEXT BOARD MEETING:

The next DHIN Board of Directors Meeting will be on January 22, 2020 at the Christiana Data Center.

ADJOURN:

The meeting adjourned at 3:59p.m.

Attendance:

Board Members Present:

Joey Bonano
Steven Costantino
Randy Gaboriault
Jeffrey Hawtof
Rich Heffron
Jonathan Kaufmann
Nathan Merriman
Faith Rentz
Meredith Stewart-Tweedie

Board Members Phone:

James Collins
Troy McDaniel

Board Members Absent:

Randeep Kahlon
Bill Kirk
Stephen Lawless
Kathy Matt
Remy Richman

DHIN Staff Present:

Dr. Jan Lee
Ali Charowsky
Randy Farmer
Mark Jacobs
Scott Perkins
Ed Seaton
Mike Sims

DHIN Staff Phone:

Terri Lynn Palmer
Jeff Reger
Michele Ribolla
Jamie Rocke

Guest Present:

Christina K. Bell, Belfint, Lyons, Shuman
Jonathan D. Moll, Belfint, Lyons, Shuman