

Delaware Health Information Network
Meeting of the DHIN Board of Directors

Wednesday, January 22, 2020
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 2:04 p.m.

WELCOME & INTRODUCTIONS:

October 24, 2019 MEETING MINUTES:

Jonathan Kaufmann moved to accept the October 24, 2019 meeting minutes. Meredith Stewart-Tweedie seconded the motion. Minutes were unanimously approved.

COMMITTEE STATUS REPORTS:

HCCD Committee: In December, Freedman Consulting sent the attached update to all Committee Members. See Attached [2020-01-22 HCCD Update](#).

Financial Update: See attached: DHIN's 2nd Quarter Financial Package [DHIN 2Q Financial Package](#)

FY20 Proposed Goals:

Financial:

Develop a board-approved three-year sustainability and business plan for the HCCD: DHIN has received a \$2M one-time State appropriation of which ~45% has been expended. We continue working with DMMA on IAPD for enhanced federal financial participation at a mix of 90/10 and 75/25 federal/state match. The IAPD was approved by CMS in late May and will take us through FY21; funding can be renewed repeatedly; however, it must be re-applied and re-justified to continue.

The MOU between DHIN & DMMA has been executed and should carry us to year three. By year three with State appropriation funding, we would need 25% of on-going operational expenses in order to secure the 75% federal matching funds. In addition, we will also plan for some paying customers.

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

DHIN will submit a formal sustainability plan at the May 2020 Board of Directors Meeting.

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 them publicly available**
- Awaiting pricing proposal from MedicaSoft

Join a National Network:

DHIN will be joining eHealth Exchange as a CRISP Participant; through CRISP we will be able to receive a cost reduction and ensure a shorter timeline:

- Phase 1: Respond to queries from other eHE Participants
- Phase 2: Initiate queries by DHIN end users from within the CHR
- Phase 3: Join Carequality
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*Phases 1 & Phase 2 will be completed in FY20

Process:

Achieve HITRUST Recertification: The HITRUST pre-assessment tasks have been completed and our documentation upload is currently underway. DHIN's assessment should be complete by the end of March 2020 and it may not be until the end of FY20 before we receive our results.

Develop a dashboard with at least three measures for each DHIN service for presentation at the July 2020 Board Meeting: DHIN will displaying a dashboard within the Board Effect application. We are selecting the appropriate measures per service to display. In order to keep dashboard current, decisions are being made to the development of Process/Technology. DHIN will be sharing a preview of the dashboard at our May 2020 meeting.

Learning:

70 % of DHIN managers will progress to ITIL Expert level (or v4 equivalent) by end of year: In order to move forward to the Managing Professional Transition, managers are required to have 17 credits. The MPT class has been scheduled for March 2020.

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 terminations dates for all our current contracts; the supported lifespan of our current tools (Mirth Results); our capacity planning estimates for future needs; emerging needs of DHIN and any automation opportunities.

Customer Satisfaction: Between October and December 2019 - 1,675 surveys were sent out with 81% being very satisfied and 14% being satisfied. DHIN's Service Desk staff were given a kudos along with several positive comments.

Sunset Review:

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

- Final report to JLOSC on Dec 30
- HCCD Annual Report to Governor, General Assembly, and JLOSC on Jan 7, 2020
- Worked with Task Force on recommended legislative actions for consideration by JLOSC
- Expect to see proposed legislation in the February/March timeframe

DHIN Board of Directors Education:

At all future Board of Directors meetings, Dr. Lee will present an educational piece on DHIN Services. See Link: [2020-01-22 DHIN Services and Platform.](#)

DHIN On-Going Updates: DHIN provides the Board of Directors a quarterly update on the status of additional projects: [2020-01-22 Additional Information Updates](#)

Other Business: Nominations for new DHCC Board Members was presented for approval: Emmilyn N. Lawson, AmeriHealth Caritas Delaware; Andrew Wilson, Morris, James LLP; Cydney Taymar Teal, CCHS; E. Kent Evans, USI Insurance Services, LLC; Todd P. Graham, Highmark. The above DCHI Board Members were unanimously approved for their nominations as new DCHI Board of Directors.

ACTION ITEM: The Board unanimously approved the slate officers nominated for DHCC.

PUBLIC COMMENT:

No one from the public offered comments.

NEXT BOARD MEETING:

The next DHIN Board of Directors Meeting will be on May 11, 2020 at the Christiana Data Center.

ADJOURN:

The meeting adjourned at 3:59p.m.

Attendance:

Board Members Present:

Joey Bonano
Randy Gaboriault
Jeffrey Hawtof
Rich Heffron
Jonathan Kaufmann
Bill Kirk
Stephen Lawless
Nathan Merriman
Faith Rentz
Meredith Stewart-Tweedie

Board Members Phone:

James Collins
Troy McDaniel
Remy Richman

Board Members Absent:

Kathy Matt
Steven Costantino

DHIN Staff Present:

Dr. Jan Lee
Ali Charowsky
Randy Farmer
Mike Sims

DHIN Staff Phone:

Terri Lynn Palmer
Scott Perkins
Jeff Reger
Jamie Rocke
Stacey Schiller

Guest:

Elisabeth Scheneman