

Delaware Health Information Network DHIN Board of Directors

Wednesday, October 28, 2020
2:00 p.m. - 4:00 p.m.

Meeting Minutes

CALL TO ORDER:

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

WELCOME & INTRODUCTIONS:

Maestro's Presentation of DHIN's Strategic Planning Overview

July 22, 2020 MEETING MINUTES:

Bill Kirk moved to accept the July 22, 2020 Board of Directors Minutes. Rich Heffron seconded the motion. Minutes were unanimously approved.

Committee Status Reports:

Executive Committee Updates:

In addition, officer nominations were approved by the Executive Committee and will be presented at the October 2020 Board of Directors meeting for approval. Officer nominations included: Chair: Randy Gaboriault; Vice Chair: Steve Lawless; Treasurer: Meredith Stewart-Tweedie; Secretary: Jonathan Kaufmann.

Bill Kirk moved to accept the slate of nominations. Rich Heffron seconded the motion. DHIN's officer nominations were unanimously approved as follows: Chair: Randy Gaboriault; Vice Chair: Steve Lawless; Treasurer: Meredith Stewart-Tweedie; Secretary: Jonathan Kaufmann.

FY21 Financials: See attached link.

FY21 Organizational Goals:

Financials:

Generate at least \$275K in revenue from services related to the HCCD. The HCCD three-year sustainability and business plan were approved at the May 5, 2020 Board of Directors Meeting.

Customer:

Develop and deploy a consent management tool in support of reporting and use of behavioral health and substance use disorder data. Verato Auto-Steward tool has been developed and we are working with Ai and MedicaSoft on integration into current technology stack.

Internal Processes:

Complete the migration of results delivery to AWS and conversion from Mirth Results to insourced and DHIN-managed solution.

ACTION ITEM: July 22, 2020 meeting minutes were unanimously approved.

ACTION ITEM: Slate of Officers were unanimously approved.

Develop a new five-year strategic plan for Board Approval at the April 2021 Board of Directors Meeting: DHIN is currently working with Maestro on developing a five-year strategic plan.

Learning and Growth:

70% of DHIN employees will progress to at least one additional ITIL certification.

DHIN is currently on track to reach 70% progress. DHIN's Management Team is scheduled to take the ITIL Digital and IT Strategist / DITS session in January.

Commission an independent 3rd party Evaluation of DHIN's value and benefit

Maestro study is currently in progress.

COVID-19 UPDATE:

Public Health continues promoting our Personal Health Record (PHR) which has seen a huge increase in the past several months. However, a sudden spike in growth has masked a few issues that we were not previously aware of. DHIN & our vendors are working to address these issues and will continue to make improvements to ensure end users have a good experience. Once a consumer sets up an account in the PHR it requires identity proofing. PHI cannot be exposed or viewable by anyone and amid a pandemic, identity proofing has been a challenge. A solution based on credit history works in most cases work; however, young adults or lower income families may not have enough credit history to get an identity match. The State is pursuing a single, sign-in identity proofing solution for all citizens who would like to access State Services.

PUBLIC COMMENT:

No one from the public offered comments.

NEXT BOARD MEETING:

The next DHIN Board of Directors Meeting will be virtual on January 20, 2021. Beginning with a Retreat w/Maestro on DHIN's Five Year Strategic Goals.

ADJOURN:

The meeting adjourned at 4:03 p.m.

Attendance:

Board Members Virtual

Steven Costantino
Randy Gaboriault
Jeffrey Hawtof
Rich Heffron
Jonathan Kaufmann
Bill Kirk
Stephen Lawless
Troy McDaniel
Faith Rentz
Remy Richman
Meredith Stewart-Tweedie

Board Members Absent

Joey Bonano

DHIN Staff Virtual

Dr. Jan Lee

Ali Charowsky

Randy Farmer

Ashley Green

Mark Jacobs

Mike MacDonald

Terri Lynn Palmer

Scott Perkins

Jeff Reger

Michele Ribolla

Jamie Rocke

Stacey Schiller

Ed Seaton

Mike Sims