

**Delaware Health Information Network**  
**Town Hall**  
**Wednesday, January 13, 2021**  
**11:00 a.m. – 12:00 p.m.**

Zoom Conference Call

**Meeting Minutes**

**Purpose**

To keep our public informed.

**Agenda**

What we are doing

What we will be doing

What should we be doing (public feedback)

**I. Current Activities and Updates:**

Happy New Year!!

DHIN has completed the HITRUST assessment which is the validation of secure best practices. We completed our first assessment a few years ago making DHIN one of the first HIE's to be certified. There have been many changes in the certification process over the past few years and with the current process there were several issues due to circumstances beyond our control. All documents have been submitted for review and validation and we are currently awaiting response. Once approved, DHIN's recertification for best practices will be effective December 31, 2020.

**Migration to the Cloud:**

DHIN continues working on the MPI clean-up; we had a tuning exercise and are currently a week away from the completion. As you may be aware, DHIN has been using the Verato Auto Steward Referential Tools to augment our MPI. Referential tools look out to public data bases and if we are not able to make a clean match based on information provided by our data sender, we are able to link to public data base to augment. We have been very pleased and have renewed our contract with Verato for the next three years. Cost to support the MPI matching was available with COVID-19 funding and very much appreciated.

**COVID-19 Update:**

DHIN continues working with Public Health on several projects. This past year, with the COVID-19 Pandemic, several small labs have on-boarded for Covid-19 test results. Labs have the option of sending results through Public Health or through DHIN, which many would prefer. However, on-boarding and getting the ELR feed is another step which requires three parties and will be an on-going project. The three parties include DHIN, Labs and Public Health.

### Contact Tracing:

Contact Tracing also continues to be on-going. The script that is used by the contract tracer is constantly changing. Calls with patients receiving positive results are taking too long. How can we code an entire family with one phone call? Or calls going out to patients that are already in the hospital. There are various scenarios and additional development that needs to be completed. DHIN is assisting with the feeds to the Contract Tracing System to include data about hospital status; however, it will take time and resources.

### PHR:

Our work with the DHIN Personal Health Record (PHR) continues; we are currently over 17,000 new enrollments. Public Health continues to promote the PHR, as we continue to get new enrollments each month. We have received funding from Public Health to support converting DHIN's PHR into a mobile application: Tap on iPhone, Android, etc. and you will be directed to the PHR enrollment application. There is additional development to be done; however, we anticipate a soft launch the end of February 2021, and the official launch the end of March 2021 or Mid-April 2021.

### Analytics:

DHIN hosts the Healthcare Claims Data Base for the State and we receive many requests for access to the data from State which are by statute designated as collaborating State agencies with DHIN. We have done work for the Department of Insurance, Department of Justice, Health Care Commission, and recently a call with the Secretary of Health and Human Services (HSS) on work involving Total Cost of Care Transparency Project. The project will be done in phases to start providing transparency around actual cost of various types of medical conditions, insurance costs, out of pocket expenses and address both cost and quality.

## **II. CURRENT Activities Update:**

DHIN expects to be receiving the completed contract from Division of Substance Abuse and Mental Health (DSAMH) shortly. Once we have a signed agreement, it will involve both bringing DSAMH on as a Data Sender and enrolling in a number of our services. DHIN is very excited as this will be the first Behavioral Health and Substance Abuse data sender into DHIN. In parallel, with our work on contracting with DSAMH, we have been working on developing a Consent Management Tool which allows us to capture patient consent to share their data. Since DHIN began, we have been considered an OPT-Out HIE. The presumption is that patients would like for everyone involved in their healthcare to have access to their data. Unless a patient specifically requests to OPT-Out and that their health data should not be accessible to others, they will remain in our Community Health Record (CHR) and data will be viewable for all involved in their healthcare.

However, Substance Abuse Disorder is in a category of its own. There are federal regulations that are far stricter than HIPAA regarding receiving patient consent to share. Patients **must** agree in writing what data can be shared, who it can be shared with and for how long. For us to incorporate Substance Abuse Disorder data into our services we must be able to manage and honor these consents and declarations.

We have been working with our sister HIE's in Maryland and Arizona. The basic consent capture application has been developed and we must now incorporate into our technology stack.

DHIN will be working with two vendors to get this tool integrated and in use. MedicaSoft hosts our data repository (NXT Platform) and they need to ensure they can receive consent codes from the application. Ai: The API that the CHR uses to pull data from the NXT Platform and display it into the CHR will need to recognize the consent codes and only return the data based on the consent the patient has rendered.

DHIN is very excited to on-board DSAMH as our first Behavioral Health data sender and want to be able to demonstrate in the real world that this consent tool works and to provide reassurance to other Behavioral Health organizations that they can safely and confidentially send their data to DHIN knowing we will proceed in accordance with all Federal regulations. Our hope is to have the work completed by June 2021.

### **III. ON-GOING Activities Update:**

Other work coming up that will impact our stakeholders. DHIN has received notice from the hosts of our SFTP server that they will be shutting down infrastructure at the end of March 2021. Though we already had plans to migrate to the cloud, the project will now be expedited. All DHIN partners who send data to the SFTP server or go to our server to pick up data will be impacted. It is important that we meet to discuss a migration plan. This will not be a difficult project, but will require much attention and man hours to meet the hard deadline of March 2021.

#### Five-Year Strategic Plan:

DHIN is currently in the 5<sup>th</sup> year of our Strategic Plan that was completed with Gartner. We are currently working with Maestro on our next Five-Year Strategic Plan and have been quite pleased with the progress. Maestro has provided an incredibly thorough and thoughtful analysis of the industry and current market drivers: basic fact finding as part of the environmental scan has been phenomenal, we have looked at strengths, weakness, and threats.

We will be meeting next week with the DHIN Board of Directors for a Strategic Retreat and provide them with information that we have been given from Maestro and begin the process of the actual strategic initiatives that DHIN will be looking to embed into our next five-year plan. Thank you to all involved in the discussions & interviews with Maestro! We would not be here without your support and we look forward to sharing their findings.

Next Town Hall: February 10, 2021

March 10, 2021