

DHIN Dialogue

May 2021

A Newsletter from Delaware Health Information Network



DHIN Makes Data Security a Priority



With cyber threats and organized targeting of health-care data on the rise across the nation, Delaware Health Information Network (DHIN) has demonstrated its commitment to protection of health data and data security by earning HITRUST CSF Certified status for information security.



As the nation's first operational statewide health information exchange, DHIN was also one of the first health information exchanges to initially attain HITRUST CSF certification, the "gold" standard for measuring and certifying security management programs.

"HITRUST provides guidelines and a framework for securing electronic health data, which when applied, delivers assurance to patients in Delaware and beyond that their health information is secured to the highest industry standards," said **Jeffrey Reger**, DHIN Chief Information Officer.

HITRUST was established to ensure that information security becomes a core tenet of the technology environment in healthcare organizations. CSF certification, created by healthcare, technology, information security, privacy and compliance leaders, incorporates federal and third-party standards and regulations.

Earning HITRUST CSF certification is a rigorous process—the certification team at DHIN spent nearly a year performing an exhaustive analysis of existing security and privacy practices and strengthening policies and procedures where needed.

"We are demonstrating to practitioners, providers, patients and partners our adherence to the highest standards for protecting sensitive healthcare data by achieving HITRUST CSF Certification," said **Dr. Jan Lee**, DHIN Chief Executive Officer. "It is important as the State's health information exchange that we lead by example and follow best practices."

New Addition to the DHIN Team

Please welcome **Amanda Cottman**, who has joined DHIN as a Technical Support Specialist for the Service Desk Team.



Hailing from Middletown, Amanda comes to us with outstanding customer support and technical experience. She enjoys coding, problem-solving, and learning new things! Previously a contractor, we are happy to have her officially join the team!

DHIN Expert Participates in Artificial Intelligence and Healthcare Outcomes Webinar



Terri Lynn Palmer, DHIN Director of Data Analytics, recently participated in a webinar for the University of Delaware's Alfred Lerner College of

Business and Economics. She lent her expertise to a discussion about the growing importance of artificial intelligence, or AI, in the healthcare industry and its potential to improve patient experience and outcomes.

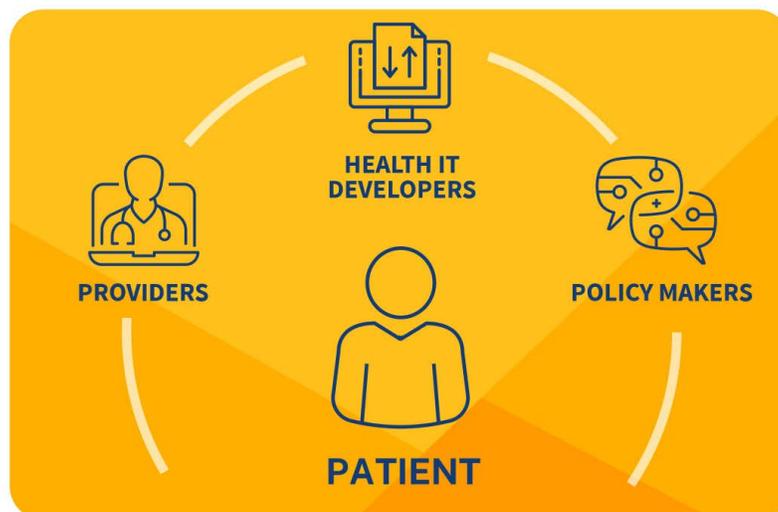
The webinar is available [here](#).

Information Blocking: What You Need to Know

Significant changes to federal rules around information blocking, impacting both providers and patients, recently went into effect, and you might have some questions.

What is information blocking?

A requirement of the [21st Century Cures Act](#), known as the Information Blocking Rule, *prohibits healthcare providers, health IT developers, health information networks and health information exchanges from impeding the access to or exchange or use of electronic health information.* This new requirement to the existing bill is designed to assist in the free flow of patient health records across the healthcare ecosystem.



The Office of the National Coordinator for Health Information Technology (ONC) published the Information Blocking Final Rule on May 1, 2020, with a final compliance deadline of April 5, 2021.

Under the Cures Act, “actors” can be fined civil penalties for confirmed instances of “interfering with the access, exchange, or use of electronic health information.” “Actors” are defined as healthcare providers, health IT developers and health information exchanges.

What It Means for Clinicians and Hospitals



Making Patient Data Requests Easy and Inexpensive



Allowing Choice of Apps



Implementation



Improving Patient Safety

How does this impact information received from DHIN?

Practitioners are not alone in unpacking this complex mandate; as a health information exchange, DHIN has shored up its practices around information sharing, which includes this important change:

Removal of the 96-hour hold on clinical results in Health Check Connect. DHIN’s personal health record, Health Check Connect, previously included a delay of 96 hours before clinical results were made available to patients. This decision was intended to give practitioners the opportunity to share and discuss test results directly with patients, preserving the sanctity of the clinician-patient relationship. Because the Rule requires that results must be made available to the patient as soon as they are available to the provider, that hold has been lifted.

Additional information about the Information Blocking Rule and how it impacts practitioners can be found [here](#).

ICYMI: Conditions of Participation and Healthcare Providers

This month, practices may begin to receive an increased number of event notifications relating to patient care. The Centers for Medicare & Medicaid Services (CMS) has required hospitals to ensure that a “reasonable effort” is made to send electronic notifications regarding admissions, discharges and transfers to PCPs, specialists, skilled nursing facilities and other clinical care partners at either the provider’s or patient’s request.

DHIN’s team of Business Relationship Managers is reaching out to practices to determine preferences for receiving these notifications. If your practice has not been contacted, please reach out to a DHIN team member (contact information below).

Learn more about this requirement [here](#).

Getting in Touch

DHIN Business Relationship Managers

Michael MacDonald

Hospitals: Christiana Care and Union (and any practices related to the hospitals)

Practices: All of Newark; Elkton, North East, Perryville, Rising Sun and Havre de Grace (MD); West Grove, Jennersville, Oxford, Landenberg, Kennett Square (PA)

michael.macdonald@dhin.org / (302) 604-8526

Eddie Seaton

Hospitals: Nemours and Saint Francis (and any practices related to the hospitals)

Practices: All of Wilmington, Elsmere, Newport, Hockessin, Greenville; West Chester, Philadelphia (PA)

ed.seaton@dhin.org / (302) 747-6250

Garrett Murawski

Hospitals: Bayhealth and PRMC (and any practices related to the hospitals)

State of Delaware: Organizations and Departments

Datasenders: PS, AKUMIN, DDI, AccuRefLabs, CNMRI, MDI, OMI, MedExpress

Practices: New Castle, Bear; Chesapeake City, Earlville, Cecilton, Chestertown, Warwick (MD); Delaware City, Middletown, Townsend, Smyrna, Camden

garrett.murawski@dhin.org / (302) 943-5392

Brooke Clogg

Hospitals: Beebe, Atlantic General, Nanticoke (and any practices related to the hospitals)

Practices: All of Milford and below

brooke.clogg@dhin.org / (302) 538-0322

DHIN Service Desk (Technical Issues)
servicedesk@dhin.org / (302) 480-1770

Addressing Post-Acute Care Data Gaps

Together with Delaware accountable care organizations (ACOs) Aledade, BrightHealth and electronic medical record provider PointClickCare, DHIN is working to close a significant data gap in Delaware healthcare.

Post-acute care organization data has not been adequately represented in DHIN’s Community Health Record (CHR). Pending the execution of contracts, DHIN will begin incorporating the admission, discharge and transfer summaries for patients in skilled nursing and long-term care facilities across the state into the CHR. DHIN staff has been meeting with these facilities to encourage their participation. Their involvement will allow DHIN to onboard up to 85% of post-acute care organizations in the state.

For more information, please reach out to your Business Relationship Manager or Randy Farmer, DHIN Chief Operating Officer, randy.farmer@dhin.org.

Staying Social

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