Delaware Health Information Network

The Road to Cybersecurity

Cybersecurity Awareness Month, now in its 18th year, aims to raise awareness about the importance of cybersecurity. Held every October, Cybersecurity Awareness Month is a collaborative effort between the government, organizations and businesses to ensure that we all have the resources we need to be safer and more secure online. Whether we realize it or not, good cybersecurity hygiene is critical to our professional lives, our personal lives, our health and even our national security.

As a leading repository for health data, DHIN's attention to cybersecurity protections is a 24/7 effort. "Protecting data is one of the challenges of our day. DHIN takes safeguarding patient health records extremely seriously, and there is no room to become complacent," shares **Denise Bowie**, Director of Information Security at DHIN. "We all must do our part to secure data from criminals. Cybersecurity is a team effort, and we have to be cyber smart."

Nearly 85% of security breaches involve a human element. To that end, DHIN provides regular security awareness training for all employees and is conducting a month-long campaign reinforcing cybersecurity Best Practices.

We've shared some of these below, including:

Go Slow – Cyber-attackers urge their targets to act quickly, take risks and not stop to think things through. When you proceed slowly and carefully, you put the brakes on cyber-attacks.

Report It – If you see strange activity on your computer, report it. Don't assume that your IT team is already aware of the activity.

Verify – If you get a strange or unusual request, it might be a phishing attempt. Reach out to the supposed sender through official channels to confirm that it was real and not a hacking attempt.

Be Suspicious – A hacker's message can include dangerous attachments or entice you to share important data. Always ask yourself: Could this be a scam?

For more information and resources, including training materials for organizations, visit the Cybersecurity & Infrastructure Security Agency's Cyber Month page.

DHIN's Role in Lower Costs, Fewer ED Visits

The eBrightHealth Accountable Care Organization (ACO) recently announced a reduction in health care spending of $19.4 million, according to the latest quality and financial performance results from the U.S. Centers for Medicare & Medicaid Services.

"We are really proud of our results to help improve care and to substantially reduce the cost of care," said Christine Donohue-Henry, M.D., MBA, president and CEO of eBrightHealth ACO. "Data plays a critical role in our efforts and the convenience of leveraging data from hundreds of clinical sources through a single DHIN connection – a network featuring all the health systems in the state and much of the region – is such a key piece that enables our progress and success."

eBrightHealth ACO consists of four regional health systems — Bayhealth, Beebe Healthcare, ChristianaCare and TidalHealth Nanticoke — six private primary care practices and two federally qualified health centers, Westside Family Healthcare and La Red Health Center.

A key component to the ACO's practice is the use of DHIN's event notification system, which alerts a patient's clinical care team of an ED or inpatient admission, discharge or transfer. These near real-time notifications for panels of patients enable better coordination of care and patient education efforts, thereby reducing future ED visits and readmissions.

These results from CMS mark the fifth consecutive year that eBrightHealth has reduced health care costs for its more than 40,000 beneficiaries in Delaware, Pennsylvania and Maryland, bringing the cumulative savings to more than $37.5 million.

Be CostAware About Healthcare

CostAware
Delaware's State Health Care Costs

Last year, DHIN partnered with the Delaware Health Care Commission (DHCC) on the CostAware project, in which the DHCC leverages data from the Health Care Claims Database to run analyses of healthcare costs in the First State.

The results of these CostAware studies will be made available through a new website launching in the coming weeks. Featured on the website will be:

● **Average cost and utilization information for specific medical procedures,** like knee replacement surgery or lab tests
● **Quality measures** published by the Centers for Medicare and Medicaid Services as part of their Hospital Compare and Medicare Shared Savings Program initiatives
● **Average costs for medical services and episodes of care** by hospitals and accountable care organizations (not named by region or provider at this time)

The CostAware project complements existing initiatives, including the Delaware Health Care Spending and Quality Benchmarks, Office of Value-Based Health Care Delivery and Primary Care Reform Collaborative.

Learn more about the CostAware project, including a demonstration of the website and an overview of the data, measures and methods, by attending an upcoming webinar.

Thu 10/14 (11am) ACOs & Payers
Tue 10/19 (4pm) All Stakeholders

New Data Sender On Board

Bear MRI & Imaging is the newest imaging facility to join DHIN. "We are very excited to join Delaware Health Information Network," said Bear MRI & Imaging Center President **Robert Baca**. "DHIN was one of the first collaborative efforts of this type in the country and has helped keep patient care in Delaware on a superior level. We believe we will be adding value to the network by offering high-level imaging services—which will soon include 3-D reports."

Is your organization interested in becoming a DHIN data sender? LEARN MORE

Rising to the Challenge: DHIN Receives Innovation Award
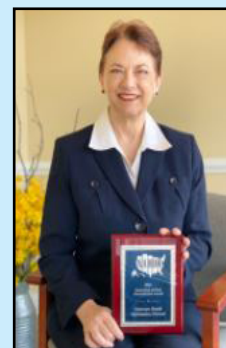
In recognition of the role DHIN's personal health record has played in helping Delawareans during the pandemic, DHIN has been recognized by the National Association of Health Data Organizations (NAHDO) with a **2021 Innovation in Data Dissemination Award**.

Established in 2009, the Award is given to eligible government agencies, non-profit organizations and for-profit companies that understand the importance of effectively communicating health data to the public.

Enrollment in DHIN's personal health record, Health Check Connect, exploded during the pandemic, as Delaware's Division of Public Health relied on the service to share COVID-19 test results electronically with patients. The enrollment spike made the case for added functionality for the HCC, including the introduction of a mobile app.

We were honored to be acknowledged for DHIN's contribution to assisting Delawareans with critical access to their personal health information. DHIN CEO Dr. Jan Lee accepted the award (virtually) at the NAHDO annual conference in late September.

Staying Social

Like. Follow. Tweet. Share. **Connect with DHIN.**

Getting in Touch

DHIN Business Relationship Managers

To better support our practices and data sending organizations, the DHIN Business Relationship team has restructured. Hospital and hospital-based practices should reach out to the assigned Business Relationship Manager below, while private practices and other data sending organizations should contact DHIN's Service Desk.

Michael MacDonald

Hospitals: ChristianaCare, ChristianaCare Union Hospital and Beebe Healthcare (includes the hospital-owned ambulatory organizations)

michael.macdonald@dhin.org / (302) 604.8526

Ed Seaton

Hospitals: Nemours and Saint Francis Healthcare (includes the hospital-owned ambulatory organizations)

ed.seaton@dhin.org / (302) 747.6250

Garrett Murawski

Hospitals: Bayhealth, TidalHealth and Atlantic General Hospital (includes the hospital-owned ambulatory organizations)

garrett.murawski@dhin.org / (302) 943.5392

Service Desk

Private Practices

servicedesk@dhin.org / (302) 480.1770