

Closing Data Gaps Through Collaboration

With over 150 million clinical messages and results in DHIN's data repository, skilled nursing facilities (SNFs) and long-term care (LTC) organizations represent one of the few remaining data divides in DHIN's network. That gap is closing, thanks to a collaboration between DHIN and leading Delaware accountable care organizations (ACOs) Aledade and eBrightHealth, connecting electronic medical records of post-acute care facilities with DHIN's care coordination services.

Fewer than 10% of Delaware's skilled nursing and long-term care facilities send clinical data to DHIN, most notably patients' admission, discharge and transfer documentation (ADTs) and care summaries. This lack of transparency within the cycle of care has been described as a "black box" by providers, who rely on these notifications for prompt follow up care and care summaries for details of clinical care rendered.

Beginning later this month, participating facilities will begin sending ADT notifications to DHIN and in mid-December, transmitting clinical care summaries, through the PointClickCare electronic medical record. The addition of these facilities represents the final piece of the puzzle, which will reveal a more complete view of the health landscape in Delaware.

"We are immensely grateful to be working with Aledade and eBrightHealth on this important and impactful project. Making this data available through DHIN's services will help improve transitions of care and provide visibility into post-acute care patient activity that has not been available before," shares **Randy Farmer**, DHIN Chief Operating Officer. "We are excited to see this collaboration come to fruition and look forward to working with our partners to use the power of DHIN's data services to improve care and reduce costs."

Months in the making, the primary goal of the collaboration has been to improve efficiencies and outcomes in the delivery of healthcare in Delaware. Since the spring, DHIN has been working

with SNFs to get them to sign up to share records to the ENS through PointClickCare, the most utilized EMR by these facilities. About 85% of DHIN-enrolled post-acute care facilities subscribe to PCC's EMR software.

"Expanding data coverage in Delaware will empower Aledade-partner practices to continue their efforts to improve care across the state," according to Vincent Gonzales, Director of Integration Strategy and Data Acquisition for Aledade. "Transitions of care are core to the Aledade mission and leveraging DHIN's event notification service continues to provide the acute hospital data necessary to effectively manage patient care. Closing the data gap with the increased post-acute care facility data will enhance provider insight and improve the collaborative care of our patients."

Millcroft Senior Living in Dover was the first SNF to execute an agreement with DHIN in September. Nineteen more facilities have since signed contracts to move forward, representing nearly half of the facilities approached to participate in this 2-year pilot sponsored by Aledade and eBrightHealth. **These two organizations are funding the project to help offset setup and ongoing costs. eBright Health will cover the funding for Year 1 of the project and Aledade for Year 2.**



[Learn more](#) about how this collaboration helps patients and providers.

Making ADTs and care summaries available in DHIN's Community Health Record and through its Event Notification Service (ENS) supports better patient care by helping to:

- Reduce hospital readmissions.
- Decrease unnecessary emergency room visits.
- Lower costs through better coordination across disparate care teams.
- Improve outcomes of care through better care coordination.

A Fond Farewell



The DHIN team gathered for a retirement luncheon in Terri Lynn's honor, presenting her with personalized outerwear sure to improve her golf game!

DHIN's Director of Analytics **Terri Lynn Palmer** is retiring at the end of the month, and we are certainly sorry to see her go. A certified project management professional, Terri Lynn joined the DHIN team in 2015, overseeing projects with key leaders in the State, expanding DHIN's data services among managed care, accountable care, interstate and HIE exchange organizations.

Prior to joining DHIN, Terri Lynn served as Compliance Officer for UnitedHealthcare and previously served in various positions related to healthcare data at Christiana Care. With a Masters in Public Administration and experience on both the provider and payer sides, Terri Lynn was the ideal candidate to lead the development and launch of Delaware's Health Care Claims Database in 2019.

Under her leadership, the HCCD has grown into a revenue-generator for DHIN and a valuable data service for customers large and small. She has shepherded the submission of multiple federal funding requests, while simultaneously guiding customers through the sometimes onerous HCCD application process and working collaboratively with data senders on countless rounds of submitted data - often requiring additional "cleaning" and re-submission.

Her attention to detail, commitment to building and supporting DHIN's analytics team and unwavering focus on delivering a quality service make Terri Lynn tough to replace. As she heads out to hit the links in sunny Florida, we welcome our new director, Rich Schroder, whom we introduced in last month's DHIN Dialogue. With Rich at the helm, we look forward to the continued development of DHIN's analytics offerings and Delaware's Health Care Claims Database.

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.

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