

**Delaware Health Information Network
DHIN Board of Directors Meeting**

**Wednesday, July 16, 2021
10:00 a.m. - 12:00 p.m.**

Virtual

Meeting Minutes

CALL TO ORDER:

Board Chair Randy Gaboriault called the meeting to order at 10:05 a.m.

WELCOME & INTRODUCTIONS:

Jeff Reger introduced Denise Bowie, DHIN's Security Information Officer. Denise joins us after a long career in Information Security at Glasgow Smith Kline. She has only been with us for a short time and has all-ready made significant contributions as we continue our journey with HTRUST certification.

April 21, 2021 MEETING MINUTES: ACTION ITEM

Bill Kirk moved to accept the April 21, 2021, meeting minutes. Stephen Lawless seconded the motion. Minutes were unanimously approved.

DHIN's Reorganization Chart

Status of FY21 Financials

FY21 Approved Budget Net income = (\$653,875); Mid-year FY21 Reforecast Net income = \$177,133. DHIN's actual EOY position – Net Income = \$773,880 which is 280 days of operating reserve and exceeds the board target by forty-six percent.

2021 June Financial Package

Status of FY21 Goals:

Financial:

Generate at least \$275K in revenue from services related to the HCCD:

\$207K in HCCD earned revenue and \$70K in cost recovery

Customer:

Develop and deploy a consent management tool in support of reporting and use of behavioral health and substance use disorder data:

Version 1 of the Consent Tool was deployed and into production June 30, 2021.

Internal Process:

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

Mirth Results replacement and cloud migration was completed on November 20, 2020.

Develop a new 5-year strategic plan for board approval at Apr 2021 BOD meeting:
DHIN's Five-Year Strategic plan was approved at the April 2021 Board of Directors Meeting.

Learning and Growth:

70% of DHIN employees will progress to at least one additional ITIL certification
Twenty-six of DHIN's Thirty-six employees achieved a new ITIL certification

Commission an independent 3rd-party evaluation of DHIN's value and benefit
Maestro's Value Study was presented to the Executive Committee at the May 19, 2021, meeting and has been provided to the DHIN Board of Directors.

[Executive Summary: DHIN Strategic Plan](#)

Current State Value Assessment:

DHIN's Core Service Lines:

- Community Health Record (CHR) = \$22.3M
- Results Delivery (RD) = \$9.1M
- Event Notification Service (ENS) = \$7.5M
- Clinical Gateway (CG) = \$4.2M

Each year, DHIN provides over \$43M in value through our Core Services.

DHIN: Re-Branding:

Director of External Affairs, Stacey Schiller, introduced DHIN's new branding which was approved by DHIN's Board Members. In FY22 DHIN developed a new Mission and Vision statement which better reflects our evolution to a data services organization. Part of this is how we represent ourselves to the public. DHIN has been overdue for a re-brand of our logo; we engaged with ABC who developed a series of logo treatments for our consideration. [DHIN Re-Branding:](#)

FY21 Highlights:

- Avg # lab results processed by DHIN nearly double our pre-COVID levels
- 71,000 CHR chart views daily
- Delivered over 100,000 alerts and notifications each month to payers and providers
- Electronic reporting to Public Health (SS and ELR) – 5 new labs since COVID outbreak; 3 MD hospitals
- Growth in use of Clinical Gateway to drive population-level studies of COVID-19

COVID and New Roles for DHIN:

- Enriching labs to DPH with demographic data (race, ethnicity)
- Daily updates to DPH on number of new COVID hospital admissions – reported on public-facing website
- Final common data pathway to the Delaware Contact Tracing database (with enrichment & deduplication)
- Providing de-identified data to DPH for reporting underlying conditions in COVID deaths
- Use of DHIN PHR by DPH labs for patient access to their COVID results

PHR Adoption and Utilization:

- The enhancements that have been made to the PHR include administrator enhancements, improvement of the synch with DHIN MPI and the mobile application in both Android and Apple. Currently there are 18,617 users.

Additional FY21 Highlights:

- National connections through eHealth Exchange
- Numerous internal projects for modernization and improved operational efficiency
- Numerous stakeholder-specific projects
- HITRUST certification
- Onboarding DSAMH as our first “Part 2” data provider
- Enhanced ENS to support auditing and artifacts needed by hospitals to comply with CMS CoP
- Substantial work in the HCCD

Executive Summary: HCCD Progress Report:

In FY21, DHIN achieved all tasks planned for FY21, in addition to the many tasks planned for FY22.

Collaborating State Agency reporting needs and supportive funding drove accelerated development of data enhancements (now available for other customers as well).

Creative use of interns and subcontracted data scientists augmented our capacity for work and our skill set.

Key Development Achievements:

- Episodes of care
- Quality metric Reporting
- Risk adjustment scores
- Census Tract Geocoding for social determinants of health (SDOH) assessments (begun)
- Standard de-identified data set that can remain highly accessible to more customers at a lower cost (in progress)

Numerous fulfilled data/analytic requests for a mix of state and federal agency, DHIN data partners, and several public-facing reports

\$277K in earned revenue/cost avoidance, as well as State and Federal funding
FY21 HCCD Progress Report

Key Lessons Learned:

- The FY21 three-year strategy resembled in a linear plan; actual execution occurred in faster iterative loops. This enabled achievements ahead of schedule
- Faster iterative work loops also required more simultaneous FTE resources
- Collaborating state agency analytic resource needs are higher than expected

- Data Release process and other processes needed defining quickly to help the 3-party workgroup (MedicaSoft, Freedman Healthcare and DHIN) achieve well-coordinated resource management and consistency in practice.
- Marketing should be improved. The value of HCCD data is not readily apparent to customers. Provider stakeholders are needed to join the conversation.

Objectives from 3yr Strategy Plan of July 2020:

FY21: Project Plan

Utility: Data quality, usability and functionality; Accessibility: Ease of access
Efficiency: Smarter operations

FY22: Project Plan

Transparency: Visibility of HCCD and its value; Sustainability: Realize revenue, security and scalability

FY23: Project Plan

Completeness: Expansion of data sources

Projects

Next Steps:

Update the 3-year HCCD Strategy Plan by September 2021

Customer Satisfaction:

Scores are trending higher since the improvements have been made in the Personal Health Record (PHR). The PHR is now available as a mobile application through Health Check Connect and also on both Apple and Android platforms. In addition, we are working toward a more user-friendly identity proofing solution.

Our survey response rates continue to be very low at 2%; average monthly NPS = 72
Range: 68 – 79.

FY21 Relevant State Legislation:

SB 87: DHIN and Anatomical Gifts: SB87 allows the State's designated Organ Procurement Organization (OPO) access to data on potential anatomic donors for any purpose identified in Delaware's Uniform Anatomical Gift Act. **SB87 has passed and has been sent to the Governor for signature.**

SB 88: DHIN and Protection and Use of Information: SB88 unambiguously brings State statute into harmony with recent federal legislation. Clarifying allowable uses to include treatment, payment, operations, disclosures to public health authorities, and for other purposes allowable under HIPAA and other federal laws and regulations pertaining to the privacy of PHI. **SB88 has passed and has been sent to the Governor for signature.**

SB128: Technical Corrections: As a result of the Sunset Committee, it has been recommended to amend DHIN's chapter to conform existing law with the standards of the Delaware Legislative Drafting Manual. **SB88 has passed and has been sent to the Governor for signature.**

Federal Update:

DHIN anticipates that it will not be until January 2022 before we can apply for the APCD grant.

ONC expects to have finalized terms of the Common Agreement and begin accepting QHIN applications by Q1 CY22

Committee Reports:

HCCD Committee: The HCCD Committee has not met since the April 2021 Board of Directors Meeting.

Executive Committee:

The Executive Committee met on May 19, 2021, and June 21, 2021. Items discussed were the FY22 Organizational Goals and the FY22 Budget. Both were approved by the Executive Committee and will be presented to the Board of Directors for final approval at the July 2021 meeting.

FY22 Proposed Organizational Goals:Financial:

Apply or assist the State in applying for a federal \$2.5M APCD grant. Per the application instructions

Automate internal management reports and apply a user-friendly GUI to enable ease of use across the organization and eliminate at least one hundred hours a month of manual work

Customer:

Draft a new Data Sender Master Agreement that addresses recent legal and regulatory changes, especially the Information Blocking Rule, and circulate to all Data Senders for execution

Internal Process:

Address all FY22 HITRUST CAP issues

Enhance current consent management tool to enable patient consent to share their “Part 2” health data at a granular level (provider/practice level of detail)

Learning and Growth:

Conduct a comprehensive competency review of DHIN staff; develop a plan to close gaps

Randy Gaboriault moved for a motion to approve the FY22 Goals as presented. Rich Heffron moved to accept the FY22 Goals. Bill Kirk seconded the motion. DHIN's FY22 Goals were unanimously approved.

FY22 Proposed Budget Package

Randy Gaboriault moved for a motion to approve the FY22 Budget as presented. Bill Kirk moved to accept the FY22 Budget as presented. Jason Clarke and Jonathan Kaufmann seconded the motion. DHIN's FY22 Budget was unanimously approved.

PUBLIC COMMENT:

No one from the public offered comments.

EXECUTIVE SESSION:

At 11:37 a.m., Randy Gaboriault moved, pursuant to [Pursuant to DE Code – Title 29, Chapter 100, §10004 (b)(9)], that the DHIN Board of Directors go into Executive Session to discuss end of year personnel matters. Steve Costantino 2nd the motion. The motion was unanimously approved.

At 11:56 a.m. the DHIN Board of Directors voted to exit Executive Session. All FY21 personnel matters were approved.

NEXT BOARD MEETING:

The next DHIN Board of Directors Meeting will be held virtually on October 20, 2021.

ADJOURN:

The meeting adjourned at 12:00 p.m.

*Attendance:***Board Members:**

Joey Bonano
Jason Clark
Steven Costantino
Randy Gaboriault
Rich Heffron
Jonathan Kaufmann
Bill Kirk
Stephen Lawless
Faith Rentz

Board Members Absent:

Jeff Hawtof
Randeep Kahlon
Kathy Matt
Troy McDaniel
Meredith Stewart-Tweedie

DHIN Staff:

Dr. Jan Lee
Ali Charowsky
Denise Bowie
Brian Cohen
Andrew Ellis
Randy Farmer
Brent Gaines
Ashley Green
Erica Hutchinson
Mark Jacobs
Garrett Murawski
Mike McDonald
Terri Lynn Palmer
Scott Perkins
Jeff Reger
Michele Ribolla
Stacey Schiller
Mike Sims
Krishna Vasireddy

DRAFT