



November | 2025

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New Additions - Board of Directors

DHIN has added new members to our Board of Directors, and we are pleased to welcome Stephanie Hartos, Rachel Hersh and Timothy Gibbs.

Mr. Gibbs is the Director and Principal Investigator of the Delaware Academy of Medicine. Previously, he was the Executive Director of the Delaware Academy of Medicine and the Delaware Public Health Association. Ms. Hartos is the Director, Statewide Benefits and Insurance Office with the State of Delaware. She has spent more than four years with the State of Delaware in various roles, including epidemiologist and public health administrator. Dr. Hersh is the CEO of La Red Health Center, Inc. Prior to her work in Delaware, she was an executive in the community health space in Pittsburgh, PA.

Along with the new members of the board, DHIN has appointed new members to its Board of Directors. Jonathan Kaufmann is moving from Vice Chair to Chair of the Board, Meredith Stewart-Tweedie from Treasurer to Vice Chair, Stephanie Hartos will be the new Board Secretary and Joey Bonano is the new Board Treasurer.

In addition, Randall Gaboriault, Faith Rentz, A. Richard Heffron and Drs. Jeffrey E. Hawtof and Randeep Kahlon are ending their time with the DHIN Board after serving for over 60 combined years. DHIN thanks them for their leadership and service longevity.

Customer Feedback Prompts Improvements

This year, to help improve the effectiveness and usability of our services, DHIN took an initiative to increase the amount of feedback we receive from our users. We wanted to bring an internal focus on two things: where DHIN was missing the mark to make improvements and where DHIN was doing well to continue that trend.

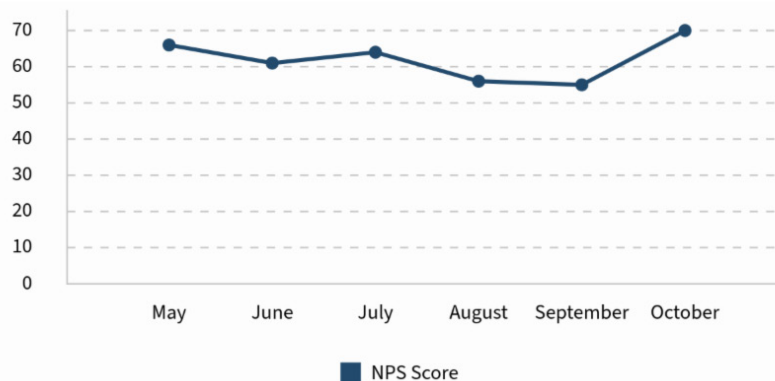
To begin, DHIN convened a "SWAT Team" to identify and resolve customer issues more efficiently. The team rolled out a new survey to gather additional feedback and pinpoint areas needing improvement within the Community Health Record (CHR). After compiling the results and other feedback, the team created a new CHR issue log to track and prioritize the most pressing concerns, helping us resolve issues faster and enhance the overall user experience.

Some of the enhancements include:

- "Purpose of Use" designation to increase compliance and accountability
- Data matching issue through our vendor related to twins and trauma patients
- CHR filter restoration

Additionally, we recalculated our Net Promoter Score (NPS). NPS measures how you - our customers - perceive DHIN's performance based on your survey responses and feedback. As a result of our SWAT Team's efforts, your perception of DHIN experienced a substantial increase - climbing from 69 to 75 in one year.

We will continue surveying the users of our CHR and Service Desk. Your feedback is incredibly important and essential to improving our services and enhancing your experience.



The infographic above shows DHIN's 6-month rolling NPS for the CHR.

Hear from DHIN at Conferences



Industry events spark ideas and shape future industries. Speaking at these events is about being part of the conversation, sharing what you know and highlighting the impact of your expertise. As a part of those conversations, DHIN brings our expertise to the table, while bringing back new ideas that help shape our work and help our partners with their issues.

DHIN staff members went around the country last month to a few conferences, including the [2025 Civitas Annual Conference](#) in Anaheim, California and the [2025 Becker's Health IT + RCM Conference](#) in Chicago.

Two leaders spoke on panels at each conference. Matt Enright, Director of Data Analytics, spoke on a panel during the Civitas Conference about linking APCD and HIE data to demonstrate the potential of combining this data. Listen to a portion of Matt's panel discussion below.



Randy Farmer, Chief Operations Officer, spoke on two separate panels while at the Becker's conference. His first panel discussed best practices for improving communication, negotiating better contracts and aligning incentives for mutual success with payers. During the second panel, Randy discussed DHIN's ability to combine clinical and claims data to produce insights that would not have been to achieve previously.

Randy will be back in Chicago, speaking on a panel during [Becker's Healthcare CEO + CFO Roundtable](#), November 3-6.

Future Events - Chat with DHIN's Business Relationship Managers

In the coming months, DHIN's Business Relationship Managers will be out and about at various events throughout the state:

- **November 6th:** [2025 Delaware Health Care Facilities Association Annual Conference and Trade Show](#) - Bally's Dover Casino Resort (Dover, Delaware)
- **December 10th:** [29th Annual Delaware Healthcare Forum](#) - Bally's Dover Casino Resort (Dover, Delaware)

If you plan on attending one of these events, stop by the DHIN table to talk with them! If you cannot make the event, or missed them at the event, and want to speak with our BRMs, [contact us!](#)



Two of DHIN's Business Relationship Managers, Dana Roomet and Juan Arjona, with Melinda Duncan, PhD, professor of biological sciences at the University of Delaware, at the 2025 Delaware INBRE Renewal Celebration.

DHIN is hosting a webinar two times a week giving an overview of the Federal initiative of TECCA and how DHIN can help your practice meet the requirements.

Click here to find a date/time that works best for you.

Community Health Record (CHR) Updates

As a reminder, to provide for more security for the patients in the CHR, and to ensure a better user experience, DHIN now requires a "Purpose of Use" designation when accessing patient data. This change aligns with national standards and it strengthens compliance and accountability.

What's Changing

- Users will now be asked to select a **Purpose of Use** when accessing patient data, including Recent and Favorite Patient charts.
- Purpose of Use options will vary based on user role (e.g., Provider, DHIN Staff, Org Admin).
- The duration for which your selected Purpose of Use remains valid will depend on the option you choose.

Important Note

- After the upgrade, you'll be prompted to select a new Purpose of Use when searching for a patient or when opening a chart from your Recent Patients or Favorite Patients list.

For Admin Users

Organizational Admins can now access Comments Card for their users, providing additional visibility into account activity, including reasons for inactive accounts.

If you experience any issues after the update, try clearing your browser cache:

- **Windows: Press Ctrl + Shift + R**
- **Mac: Press Command + Shift + Delete**

Please contact the [DHIN Service Desk](#) or your Business Relationship Manager if you have any questions and/or need support.

Updates from DHIN - Town Hall Recap

Our monthly town halls are a great way to learn more about how DHIN is supporting you. During the most recent town hall, DHIN's CEO Dr. Jan Lee discussed the following topics:

- Cleanup of DHIN's Master Patient Index (MPI)
- New updates to the CHR (detailed above)
- Single-Sign On (SSO) project with work completed with Bayhealth
- Grant submissions for various potential projects
- Pursuit of clinical trials

The next town hall will be held on Wednesday, November 5. If you would like to attend, please send us an [email](#), or use the Zoom information below:

Join DHIN's Zoom Meeting:

<https://dhin.zoom.us/j/97265666337?pwd=UGtHaGNuMUFiVTVMtXFMGMGxldUEvdz09>

Meeting ID: 972 6566 6337

Passcode: 592684

One tap mobile:

[+13017158592](tel:+13017158592)..97265666337# US (Germantown)

[+13126266799](tel:+13126266799)..97265666337# US (Chicago)

Get to Know DHIN

We are excited to welcome three new faces to DHIN's staff!



Fabian Fuchs is our new Senior Project Manager where he will help lead projects at DHIN, ensuring they are completed in a timely fashion and in budget. A healthcare data and analytics professional, Fabian previously worked for Highmark Health as their Manager of Data Operations. A Tampa, Florida resident, he earned his B.S. and MBA from Indiana University of Pennsylvania and his Doctorate of Business Administration and Management from Liberty University.

Joining the Data Management Team are Rachel Pennington and Alec Resha.



Rachel is our new Business Data Analyst. She previously worked as an admissions specialist for DaVita, a dialysis company. She earned her B.S. in Life Science from the United States Military Academy.



Alec Resha joins DHIN as our new Data Engineer. Previously, he was as a data engineer at a large immigration law firm, Berry Appleman & Leiden. He earned his B.S. in Computer Science and Minor in Mathematics from California State University, Sacramento in 2022.

For Assistance...

Hospitals and hospital-based practices should reach out to your assigned Business Relationship Manager below, while private practices and other data-sending organizations should contact DHIN's Service Desk.

Juan Arjona

Hospital(s): ChristianaCare and Beebe Healthcare (includes the hospital-owned ambulatory services)

State Agencies and Payors

juan.arjona@dhin.org / (302) 612-0049

Garrett Murawski

Hospital(s): Bayhealth, Tidal Health and Atlantic General (includes the hospital-owned ambulatory organizations) garrett.murawski@dhin.org / (302) 943-5392

Dana Roomet

Hospital(s): Nemours and Saint Francis (includes the hospital-owned ambulatory services)

dana.roomet@dhin.org / (302) 747-6250

DHIN Service Desk

Private Practices servicedesk@dhin.org
/ (302) 480-1770

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