



August | 2025

In July, DHIN was busy working to improve our services. Availity was brought on board to improve our Continuity of Care Documents (CCDs). DHIN also signed an agreement with Quality Health Alliance (QHA) to help with its care coordination efforts. DHIN also welcomed a new Director of External Affairs, Jessica Iben. But first, read about how DHIN's Health Care Claims Database (HCCD) helped the Centers for Disease Control (CDC) in a recently published study.

DHIN's Expertise

DHIN's HCCD Helps the CDC

DHIN offers many services that are useful in improving Delawareans' health. Recently, the CDC used DHIN's HCCD to conduct a study that showed the viability of claims data as a tool for public health.

The study, published in early March 2025, demonstrated the effectiveness of healthcare claims as a source of timely data on health outcomes at geographically refined levels and on health outcomes not available through existing public health surveillance systems. The study also demonstrated the availability of demographic information on all healthcare plan members from all-payer claims databases that can be used as denominator data for public health studies.

In 2014, per- and polyfluoroalkyl substances (PFAS) were detected in five drinking water wells in New Castle City, Delaware. This study used healthcare claims data to show that healthcare plan members living in the ZIP code served by the five wells were at higher risk for type 2 diabetes, hypertension, hypertensive diseases, coronary artery disease and hyperthyroidism based on new claims compared with healthcare plan members living elsewhere in the county. Healthcare claims data provided timely information on health outcomes not captured by traditional public health surveillance systems and at finer geographic levels.

Click [here](#) to read more about the study and the impact of DHIN's HCCD.

New Partnership with Availity

DHIN and Availity, the nation's leading real-time health information network, have agreed to a partnership aimed at improving the usability and viability of DHIN's CCDs.



As part of the collaboration, DHIN is uploading CCDs to Availity Clinical Data Solutions, an API-driven technology that ingests data from multiple sources and transforms it into a robust asset that can be effectively deployed into clinical and administrative workflows. The result is a clean, consistent and summarized CCD that is easier for providers to navigate and use at the point of care.

For DHIN's users, this partnership is already having a significant impact. Since going live in December, DHIN has processed over 340,000 CCDs for over 125,000 patients to improve the quality and ability to share the valuable clinical data contained within them. The collaboration will continue to scale, with both organizations working to increase CCD volume, extract discrete data elements and further integrate the improved documents into DHIN's infrastructure. The goal: improve clinical workflow, accelerate transactions, and reduce delays in patient care.

DHIN FACTS

DHIN YOU KNOW...

DHIN's Healthcare Claims Database (HCCD) has over 120 million medical claims and over 115 million pharmacy claims

Recent CHR Enhancements



DHIN implemented new enhancements for its Community Health Record (CHR) that are designed to make the user experience more efficient and user-friendly. Here's what's new:

- **Clinical Inbox Size:** Results per page can now be set to 20, 50 or 100.
- **Save Filters:** Users can now create and save filters in the clinical inbox and on the patient chart results page.
- **Header Display:** Choose which headers you'd like to see in the inbox

and results view.

Timeout Timer: A visible timer will now display session time remaining. It will turn color when less than 5 minutes remain. Click the refresh icon at any time to extend the session.

DHIN + Quality Health Alliance

DHIN has signed an agreement with Quality Health Alliance (QHA) to help the organization with its care coordination efforts.

With QHA using DHIN's care coordination services, the organization will receive notifications about its roster of patients and can provide increased value-based care. For example, if a patient on QHA's roster goes into a hospital, QHA will receive an alert and will be able to conduct follow-ups with that patient. QHA can ensure that any medications are filled, any required medical equipment is provided and any follow-up appointments are scheduled for the patient.

Delawareans on QHA's patient roster will benefit from this agreement because they will have more attentive care through follow-ups, reminders and greater preventative care.

Share Your Story

Here at DHIN, we are always looking for ways to highlight our community and users. If you have any suggestions for the content of this newsletter, please contact us at newsletter@dhin.org.

Get to Know DHIN

Jessica Iben is the latest addition to the DHIN staff, joining as the new Director of External Affairs. Jessica comes to DHIN after two decades of working in the communications field.

Previous career stops for Jessica include Ketchum, where she worked as the Vice President of Media. She was also the Global Corporate Communications Director at Axalta, where she spearheaded communication initiatives for the company's global refinish coatings business and she spent a decade at Cigna, holding several enterprise and business-level leadership roles, including Chief of Staff.



"Nothing is more important than our health. DHIN's vision of being the preferred, highly trusted health data services provider is rooted in this philosophy," said Jessica Iben, Director of External Affairs. "I'm excited to join the DHIN family and use my expertise to help us authentically tell our story together."

Jessica's role with DHIN as the leader of the External Affairs team will be to cultivate DHIN's brand reputation through successful marketing and relationship-building and revenue generation. She will also be responsible for developing the DHIN brand and marketing of DHIN products and services, focusing on all strategies and activities relating to marketing, public and media relations and brand development, as well as advocacy, outreach and government public relations.

In her spare time, Jessica enjoys time with her family, including her stepchildren and her boxer, Bella. She is also an avid Notre Dame football fan, a true crime junkie and is the founder of Iben Communications consulting business.

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.

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