

BREAK GLASS

DEEP DIVE INTO ALL THINGS **DHIN**

April | 2025

For DHIN, this month started with staff members attending a national IT conference to talk about healthcare technology and innovations, then the organization launched a new service supporting the health of state employees and retirees and finally DHIN ended the month by welcoming fresh faces to the staff.

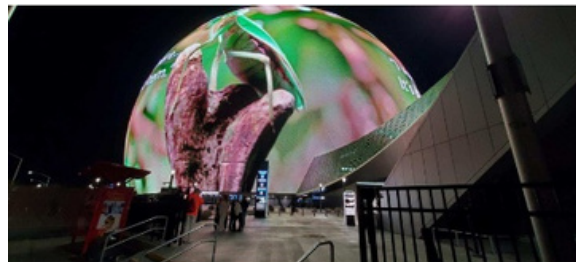
Out and About with DHIN

Making the Rounds at HIMSS

In early March, a coalition of DHIN's management team members gathered in Las Vegas for the annual Healthcare Information and Management Systems Society (HIMSS) conference to learn about advancements in the global health ecosystem and how the space is changing through the power of information and technology.

The DHIN team, featured with our Medicasoft partners at right, joined the more than 40,000 attendees at one of the largest healthcare and information technology conferences in the world.

One of the main takeaways of the group from the conference was the importance of having accurate data, which can lead to better services provided.



"The benefit for DHIN attending a conference like HIMSS is to showcase our abilities as an organization. This conference (and others) allows us to meet with organizations that we normally have a hard time getting in contact with and discuss our services and explore ways we can work together. We're able to leverage our time at the conference to make new contacts, promote our services and showcase our potential in the industry," said DHIN COO **Randy Farmer**. "We also see new services that are being tested, which could be of use to DHIN and our users in

Joining the DHIN Team

DHIN is excited to announce two new hires to our staff: **Perry Ellington** will join permanently as the Director, Architecture & Integration and **Brittany Mincher** is our newest Project Manager.

Perry joins the DHIN staff full-time after coming on board in October 2024 in a contractor role. While initially tasked with designing the next generation of Integration software and tools, he was ultimately asked to take over as Director, Architecture and Integration.

Perry has worked for over 30 years in the Information Technology field, including the last nine years in the HIE industry. He has also worked with multiple HIE's, including a stint with DHIN's CIO Alex Vaillancourt in Cincinnati. Perry brings his expertise as a process and procedure aficionado to lead the architecture and integration team at DHIN.

Perry currently lives in south-central Indiana with his wife Terri. Outside of work, Perry can be found repairing classic import cars, primarily Saabs.



He earned his bachelor's degree from Sullivan University with a double major in business and computer science.



Brittany joins DHIN after working as a Project Manager for PAI Pharma for the past few years. With a background in allocation and workflow optimization and workforce training, Brittany will work as DHIN's newest project manager, helping ensure DHIN's work continues at an efficient pace.

Brittany lives in Easley, South Carolina and will work remotely for DHIN. She earned her undergraduate degree in Human Biology from North Carolina State University and her masters degree in healthcare administration and informatics from the University of Phoenix. Outside of work, she loves to take her dog on hikes, crafting and attending live music events.

DHIN would also like to welcome two new contractors, **Mike Wells** and **Nicole Ball**, to our staff. Mike works with the technical teams to complete infrastructure documentation. This project is designed to help new team members learn information systems and data flow, improve incident response management, and facilitate the reuse of existing infrastructure.

Nikki is leading a customer experience assessment for DHIN, identifying strategies for improving DHIN's customer experience.

Putting Diabetes Data to the Test

A recent agreement between the State of Delaware and CVS Health gave the DHIN team an opportunity to help make Delawareans healthier through data trend analysis.

CVS is working with Delaware's State Employee Benefits Committee (SEBC) and supporting their diabetes care management program. CVS is subscribing to DHIN's care coordination services to better understand trends in A1C values among patients participating, state employees and retirees.

As part of the service, DHIN has provided CVS with a 12-month historical download of recent A1C values for patients on the SEBC initial roster. Subsequent A1C values will be provided systematically to help the care coordinators track results which will influence care coordination strategies. Subsequent roster updates, the addition of new members, will trigger a 12-month historical download of A1C values for those new members with the ongoing feed of A1C values following. This is the latest example of how DHIN supports efforts to keep Delawareans healthy and reduce the cost of care.

For Assistance...

Please reach out to your designated business relationship manager or the DHIN service desk with any questions about DHIN's services. For problems impacting your use of DHIN's services or for practices looking to add a provider to their CHR account, please contact the DHIN service desk.

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