



February | 2025

Thank you for subscribing to Delaware Health Information Network's monthly newsletter, **Break Glass**. DHIN revived this newsletter to keep you, our customers and users, informed about everything happening at DHIN. We hope you find this information useful!

DHIN Developments in FY25

As we move into the second half of Fiscal Year 2025, the Delaware Health Information Network (DHIN) team celebrates the hard work of the past several months to amplify our core services.

We implemented new updates to improve ease of use with the Community Health Record (CHR), leveraged federal funding to move Delaware's Master Patient Index (MPI) to an upgraded database platform and transitioned the Event Notification System (ENS) to the new CHR environment. In the coming months, DHIN looks forward to working closely with Governor Matt Meyer's administration and the Delaware General Assembly on several key initiatives, including data exchange and care coordination. DHIN's Director of External Affairs **Stacey Haddock Hassel** joined Christiana Care's **Meredith Stewart Tweedie** - also a DHIN Board member - on the Meyer policy transition team's Care and Community Actions Committee and supported proposals to integrate and consolidate healthcare data and social services data.

Additionally, DHIN continues its exploratory work in the area of clinical trials recruitment, evaluating how Delaware's health information exchange could provide healthcare and potential clinical trial cohort information to organizations looking for Delawareans to participate in clinical trials.

And, as always, DHIN will continue to improve on the services our customers and users rely on every day to deliver healthcare and make policy decisions in the First State.

Community Health Record

This fiscal year, one of DHIN's priorities was to improve the usability of the Community Health Record. DHIN put in great effort to ensure the new enhancements are working properly and improving the experience of using the CHR.

To begin, we heard from the feedback that logging into the service had become difficult, especially if a user was attempting to use the "password reset" function. In previous iterations, users were not able to reset their passwords after their accounts were



locked, leading to a high volume of calls to DHIN's Service Desk. The new password reset function allows users to reset their password, even if their account is locked. Users can view a password reset walk-through instruction manual and/or video by visiting dhin.org/chr.

Another enhancement to the CHR was the addition of the Event Notification System. ENS was added in early FY25, with users now able to access them through the CHR interface. If you want to view ENS in the CHR, visit dhin.org/chr, scroll down to the "Items of Note" section and watch a tutorial video of ENS.

Master Patient Index

The Master Patient Index, an underpinning functionality for DHIN's service offerings, has received an upgrade, as well. The MPI is designed to help identify patients quicker, link all of their records with greater accuracy and ensure DHIN provides the most accurate patient health data for its users.

With support from long-time Delaware **Senator Tom Carper**, DHIN received \$1.4 million in federal Appropriations funding to finance the MPI software platform upgrade. The new MPI technology platform, hosted by Verato, is considered to be a state-of-the-art referential tool that provides the best matches with the fewest number of patient details and reaches a larger patient pool with its national index. Completion of the initial "Implementation Phase" led to the current "Optimization Phase" with DHIN using Verato's "Referential Matching" algorithms to remediate possible duplicate/unmatched patient contact information.

Event Notifications System

As detailed above, DHIN's Event Notification System was added to the CHR, allowing for easier access for users. You can view a tutorial video of how to access ENS, as well as the functions of the enhancement in the CHR, by visiting dhin.org/chr and scrolling down to the "Items of Note" section.

New to ENS are filters such as "Care Manager" and "Primary Care Provider" that make navigating your notifications easier. Users can jump directly to a patient's CHR chart with a convenient new link in the ENS notification list.

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DHIN YOU KNOW:

Alex Vaillancourt is coming up on a year as DHIN's Chief Information Officer (CIO). He previously worked for The Health Collaborative in Cincinnati, Ohio, serving as the SVP/CIO for over five years. Working in the Health Information Exchange (HIE) field, Alex saw the opportunity to work for DHIN and enhance the organization's ability to share healthcare information with patients, doctors, practices and government to better the healthcare in the state.

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“In coming to work at DHIN, I thought we could help hospitals, clinicians and other users of our systems gain easier access to important data and information,” said Vaillancourt. “I want DHIN to be leading the move toward healthcare data sharing to be more open and easier for all interested parties.”

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Since coming on board, Alex has helped DHIN become a leader in the healthcare technology-sharing industry in Delaware through the advancement of the Community Health Record (CHR) and by showcasing the benefits of DHIN's other services to hospitals, clinicians and other users.

Alex currently lives in Cincinnati, Ohio with his wife and two children, but he frequently travels to Delaware to work in office. He earned both a bachelor's degree and master's degree in electrical engineering from Northwestern University and Ohio State University, respectively.

Other members of DHIN's staff that have been hired in the past year include Human Resources Generalist Erika Barber, Director of Data Management Dan Eckrich, Technical Support Specialist Jackie Diaz, Senior Manager of Clinical Trials Emily Hubbard, Communications Specialist Matt Popelka and Director of Information Security Phil Rohrbach.

Erika Barber is DHIN's first HR generalist and helps with the day-to-day HR operations of the organization. Dan Eckrich leads the Data Management team and ensures that DHIN's data infrastructure is robust, scalable, and aligned with its strategic goals. Jackie Diaz joins as a Technical Support Specialist for the service desk, providing technical support and troubleshooting for our users. Emily Hubbard is DHIN's first Senior Manager of Clinical Trials and will lead the organization's exploratory work in the area of clinical trial recruitment. Matt Popelka is a part of the External Affairs team at DHIN and works on communication projects. And Phil Rohrbach is DHIN's new Director of Information and heads up the team in charge of IT security.

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)

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Dana Roomet

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

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DHIN Service Desk

Private Practices

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