

DHIN Update for Delaware Health Care Commission

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*Empowering
data-driven decisions*

Outline

Looking Back

Current State

Looking Forward

FY23 Work

Gray text = work planned, but cancelled or on hold
Pale blue text = pop-up projects not part of original FY23 work plan

Begin CHR replacement

✓ **HITRUST recertification**

Expansion of data from Encompass
Onboard SUN Behavioral Health
Onboard First State Orthopedics (imaging reports)

✓ **Scale up school absentee reporting (“DASH”)**

Ongoing HCCD projects

Ongoing COVID work with Public Health
Single Sign On (or similar) to CHR for Epic EHR users

✓ **St. Francis Epic conversion**

Syndromic Surveillance and Electronic Lab Reporting to DPH replacement for DERRS

- ✓ **TidalHealth interface to DHIN**
- ✓ **Onboard 34 SNFs (PCC users)**
- ✓ **Upgrade to FHIR r4**

Ongoing internal projects for improved operational efficiency

Complete the distribution and execution of updated participation agreements

- ✓ **MED Express LIS change**
- ✓ **Limestone MRI RIS change**
- ✓ **Centene (“DE First”) onboarding**

VA/DoD onboarding via eHealth Exchange

MedENT onboarding

Acutis Diagnostics onboarding

PHR Historical Data cutover



CHR Replacement

CHR Transition

- Aug '22 – requirements finalized
- Sep – Dec '22 – vendor proposals and demos
- Jan '23 – competitively selected Outcome Healthcare as new vendor
- Feb-Mar '23 – contract negotiations
- Apr '23 – project kickoff
- May-Jul '23 – development sprints
- May – Aug '23 – testing cycles
- Aug – Sep '23 – training
- Oct – Dec '23 – production cutover

Dev complete for
54% of user stories

CHR Work Planned for FY24

- **Begin roll out of new capabilities**
 - Secure forms
 - Closed loop referrals
 - Descriptive analytics
- **Single sign on for Epic users**
- **Parse claims/CCDs into discrete data elements**

Additional FY24 Work Planned

- **Complete CHR refresh**
- **Upgrade our technology stack (FY24 and ongoing)**
- **Major tech refresh (ENS, Clinical Gateway, MPI – FY24 and ongoing)**
- **Compliance requirements**
- **TEFCA readiness**
- **Continue automation of manual work**
- **Contracts in negotiation (new data senders, lines of business)**
- **Additional projects as negotiated with customers/stakeholders**
- **Continue work to mature analytics capabilities**

Analytics – “The Next Big Thing”

The Analytics service line ties to all of our major strategic themes

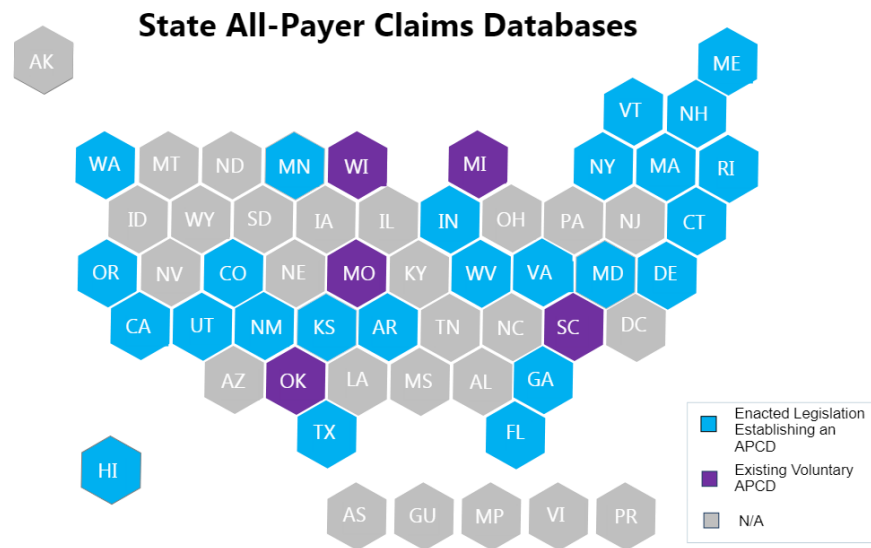
- 1. New Sources/Types of Data**
Claims, clinical, SDOH, other?
- 2. Strengthen Our Ties to the State**
75% of current analytics work is for State agencies
- 3. Business Sustainability**
The market for DHIN’s historic core services is tapped out
Cost of doing business continues to grow
New service lines and new markets are crucial for sustainability
- 4. Maintain Our Current Strengths and Advantages:**
Trusted, neutral, not-for-profit existing to provide a public good



The screenshot displays the CostAware website interface. At the top, there is a navigation bar with the Delaware.gov logo and links for Agencies, News, Topics, and Contact. Below this is the CostAware logo and tagline, "Delaware's State Health Care Costs", along with links for Home, FAQ & Resources, Methodology, and Contact Us. The main content area features a large billboard advertisement with the text "Awareness of Cost Leads to Greater Value" and a bar chart. Below the billboard, a call-to-action box reads "Compare Cost and Quality Data for Common Outpatient Services in Delaware" and includes the text "Get started by selecting an outpatient service to see the difference in cost."

Market Scan: HIEs and APCDs

- **Most viable HIEs are offering some form of analytics services**
 - Clinical trial recruitment
 - Clinical quality improvement
 - Integration of claims and clinical data
 - Population health platform
- **DHIN was first to serve as both the State-designated HIE and the State's APCD**



Source: APCD Council, NCSL

Market Scan: Healthcare Analytics

Predominant Vendors Fall Into Three Categories:

- Imbedded analytics within the EHR (rarely integrate claims)
- Population Health Management Centric (Care Management Platform)
- Best of Breed Analytics

Typical Use Cases:

- Quality and operational dashboards
- Cost accounting
- Budgeting
- Contract modeling and management
- Financial forecasting
- Gaps in care
- Variations in care
- Risk stratification
- Network optimization

Where Are We & Where Do We Want to Go?

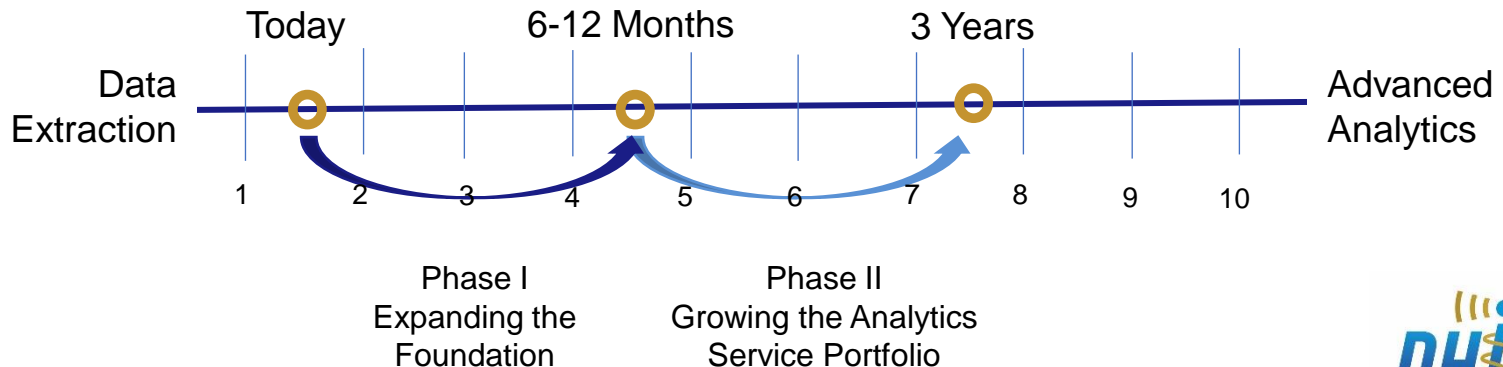
On a scale of one to ten, with the following definitions:

- One – Data Extraction Service
- Ten – Advanced Analytics Service

Where are we today?

Where do we want to be in 6-12 months?

Where do we want to be in 3 years?



Summary

- **DHIN's flagship services have near total market penetration with little to no further growth potential**
- **DHIN's sustainability requires new markets, new services, new revenue sources**
- **Data analytics appears to be the obvious “next big thing” for DHIN**
- **A rigorously developed business plan for growth of the analytics service line includes:**
 - Planned service offerings
 - Targeted customer groups
 - Updated pricing and revenue model
 - Marketing
 - Operations
 - Technology
 - Staff skill development and org structure realignment
 - Data governance
- **A detailed roadmap has been developed**



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Q & A?