

DHIN – Innovative Solutions That Make Health Data Useful



Jan Lee, MD
Chief Executive Officer
4.06.2017

DHIN is a Statutory Entity

(16 Del. Code Chapter 103)



Purpose of DHIN is Broad

- “Promote the design, implementation, operation and maintenance of facilities for public and private use of health care information in the State.”
- “DHIN shall be the State’s sanctioned provider of HIE services” (§10301)

Powers and Duties are Expansive

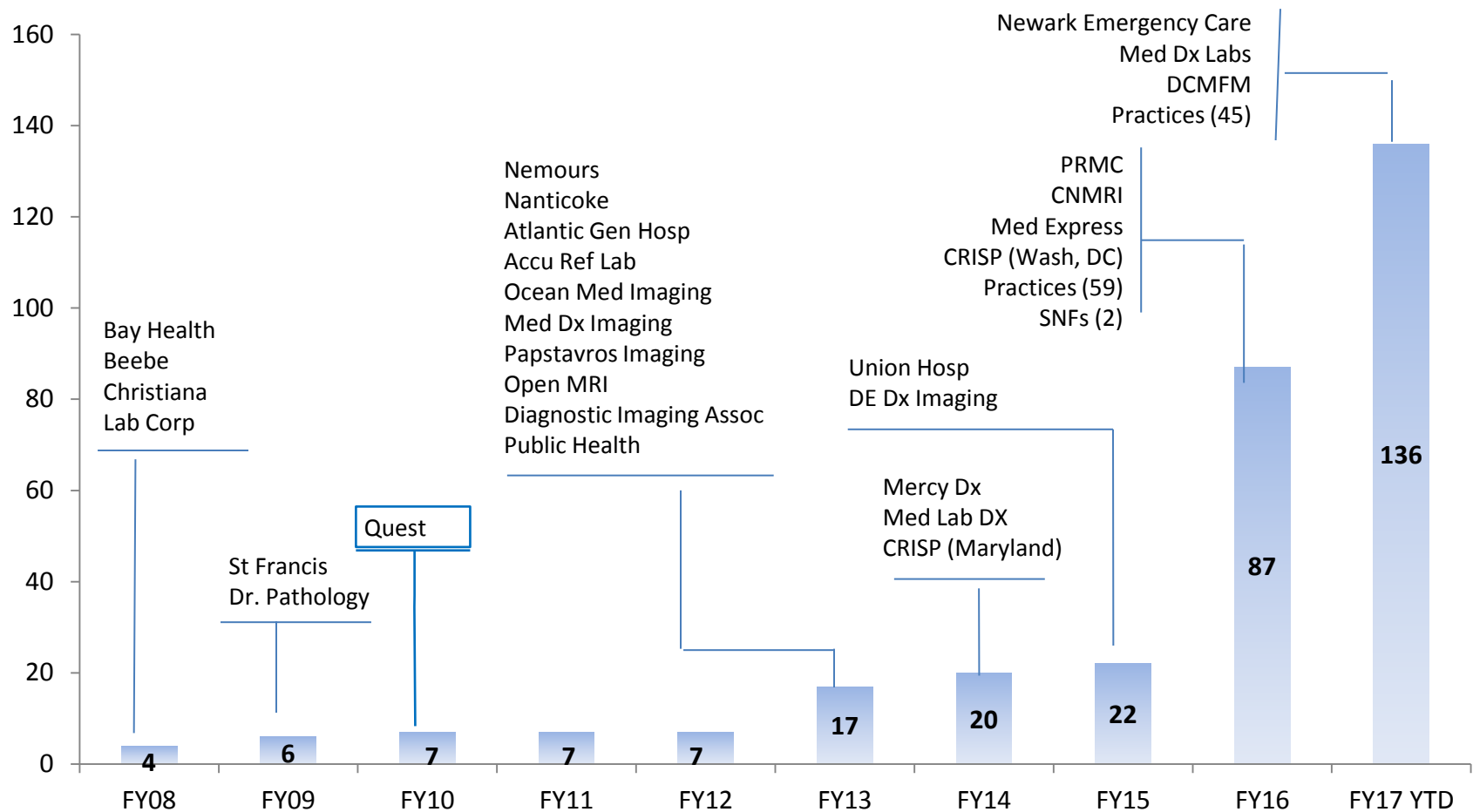
- All powers of a not-for-profit Corporation
- Communicate clinical and financial information
- Monitor community health status (population health)
- Reliable source of information for consumers and purchasers
- Promote efficiency and improved communication across the entire healthcare ecosystem
- Work with governments and other states to integrate into or with the DHIN and/or assist them in providing [RHIOs]
- “Develop or design other initiatives in furtherance of DHIN’s purpose”

Historical Context

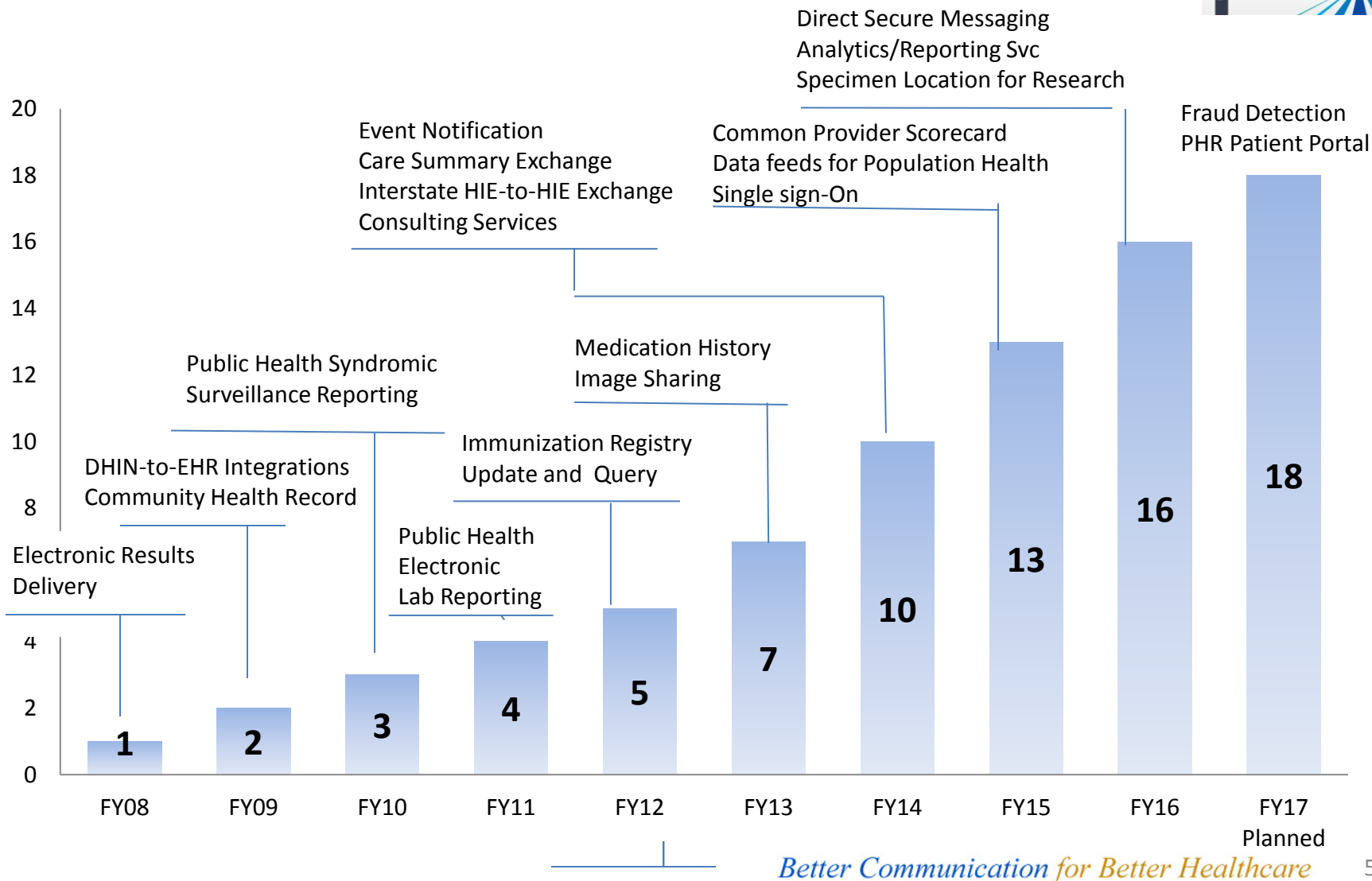


FORMATION	CAPITALIZATION	SUSTAINABLE BUSINESS	INNOVATION / EXPANSION
1997 -- 2005	2006 -- 2010	2011 -- 2016	FY 17 →
<ul style="list-style-type: none"> • Enabling statute; DHIN under HCC • Building trust • Consent model • Financial model • Assessment of technology • Promulgation of DHIN regulation • Contract for day-to-day management of DHIN • Environmental scan <ul style="list-style-type: none"> • Level of EHR adoption • Availability of broad band connectivity • Prioritization of service development 	<ul style="list-style-type: none"> • AHRQ grant (1/3) • State Capital Bond Bill (1/3 – 5-yr pledge) • Private \$-for-\$ match required to draw down State funds (1/3) • Financial model based on cost recovery • Exclusively focused on core services (results delivery & longitudinal community health record) • 2010: HIE Cooperative Agreement, MU 	<ul style="list-style-type: none"> • Statute amended; DHIN to function as a self-sustaining business • Hire of CEO and staff • Value-based business model • Market saturation with core services • Modest expansion of service lines • Execution of HIE Cooperative Agreement • No State bond bill funding since FY 12 • Lowered participation fees in FY 16 • Fully executed FY 12 – FY 16 business plan 	<ul style="list-style-type: none"> • Additional service lines to fulfill statutory purpose, powers and duties • 6 State statutes (FY 15 and FY 16) give specific role to DHIN <ul style="list-style-type: none"> • DMOST • Claims Database • Pre-Auth • Newborn Screening • Genetic testing • Lay Caregiver • Current grants expand services, constituents <ul style="list-style-type: none"> • Consumer tools • LTPAC, BH • Analytics • Ambulatory CCD

Growth in Data Sources



Growth in Services & Capabilities



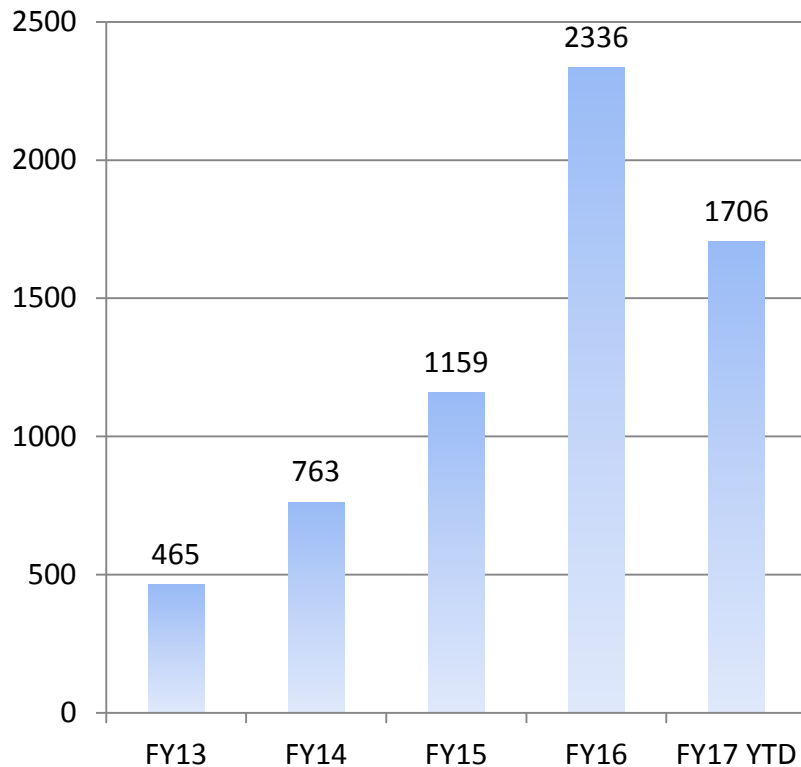
Callout: Services Relevant to SIM

- Behavioral Health Integration
- Event Notification Service (ENS)
 - Supports care coordination at transitions of care setting
- New Data Sources
 - Telehealth
 - Walk-In/Urgent Care
 - Ambulatory Practices
 - Nursing Homes
 - Other State HIEs
- Analytics tools
 - Common Provider Scorecard
 - Health Care Claims Database (coming soon)
- Consumer Engagement Tools

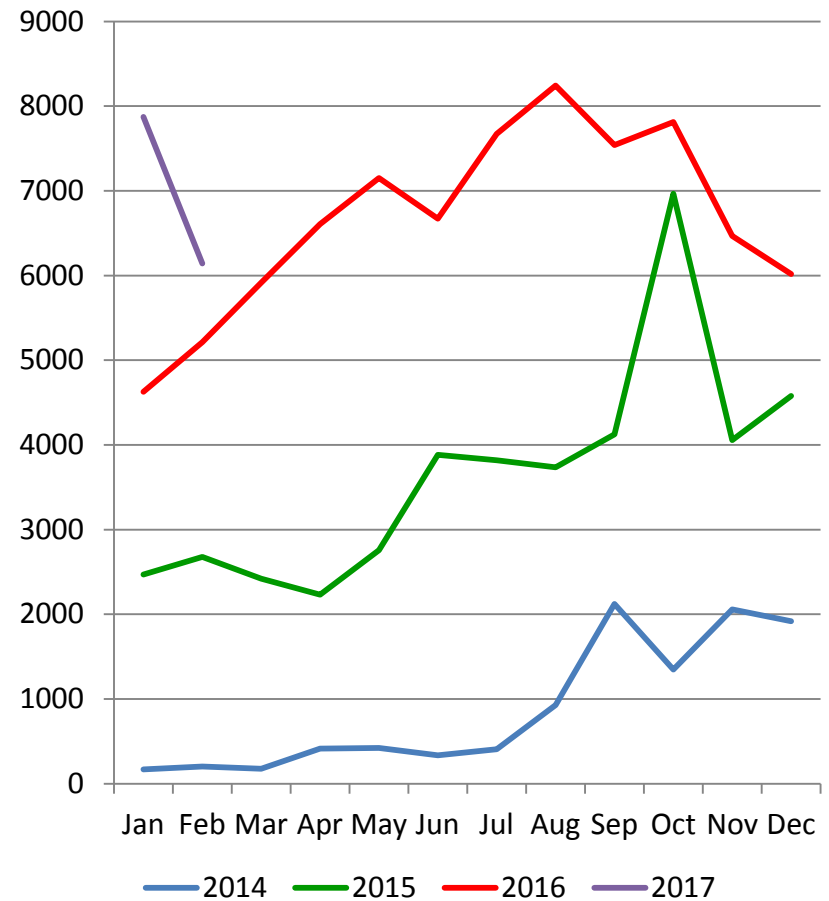
CHR Chart Views: Special Constituencies



SNF Average Monthly Chart Views

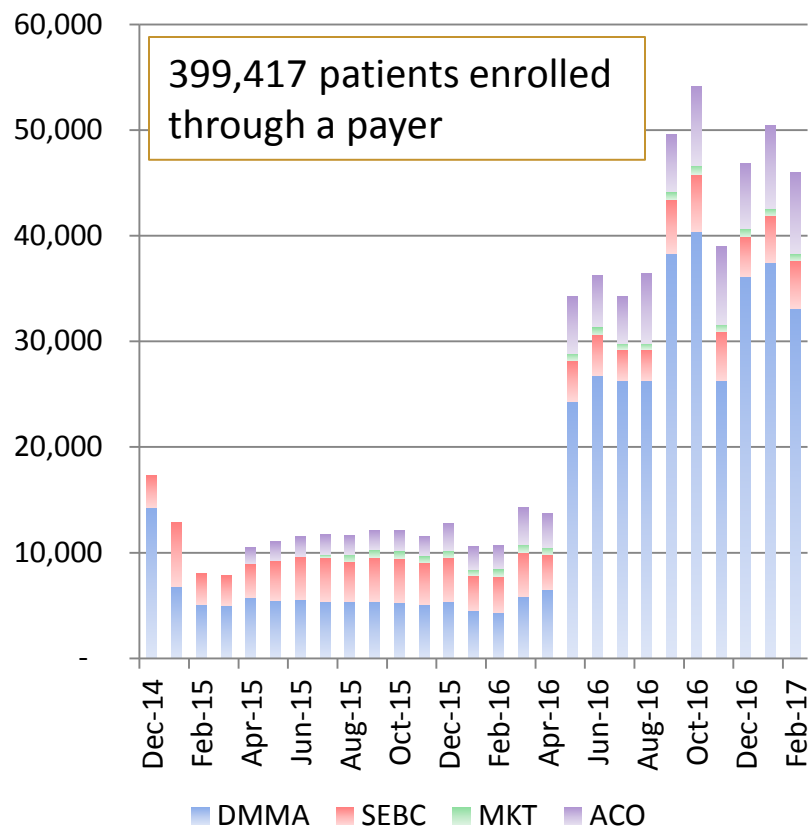


Behavioral Health Chart Views

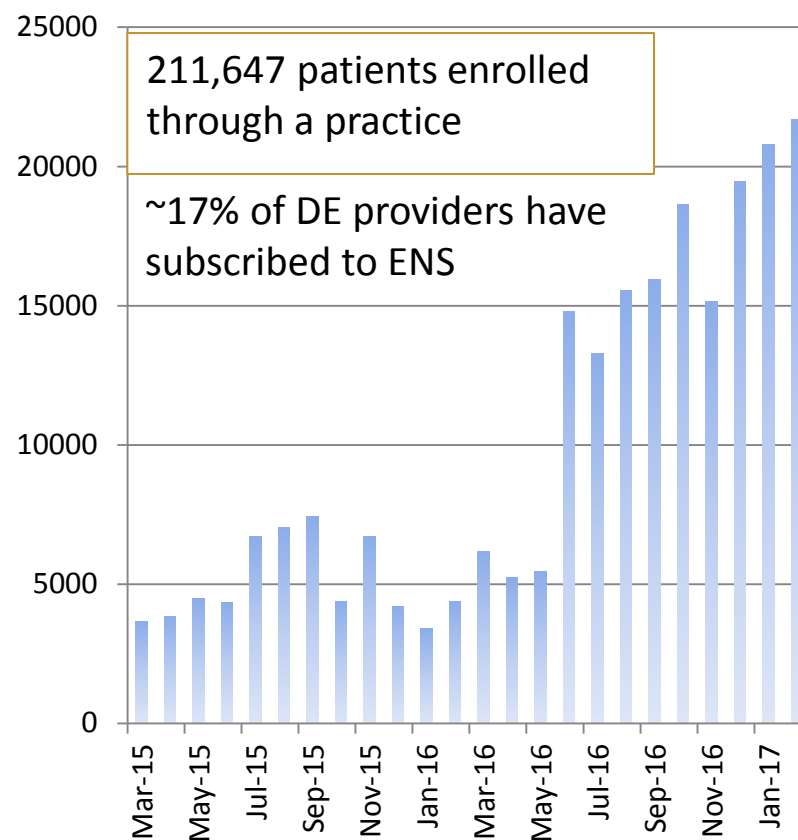


Event Notification

Notifications to Payers

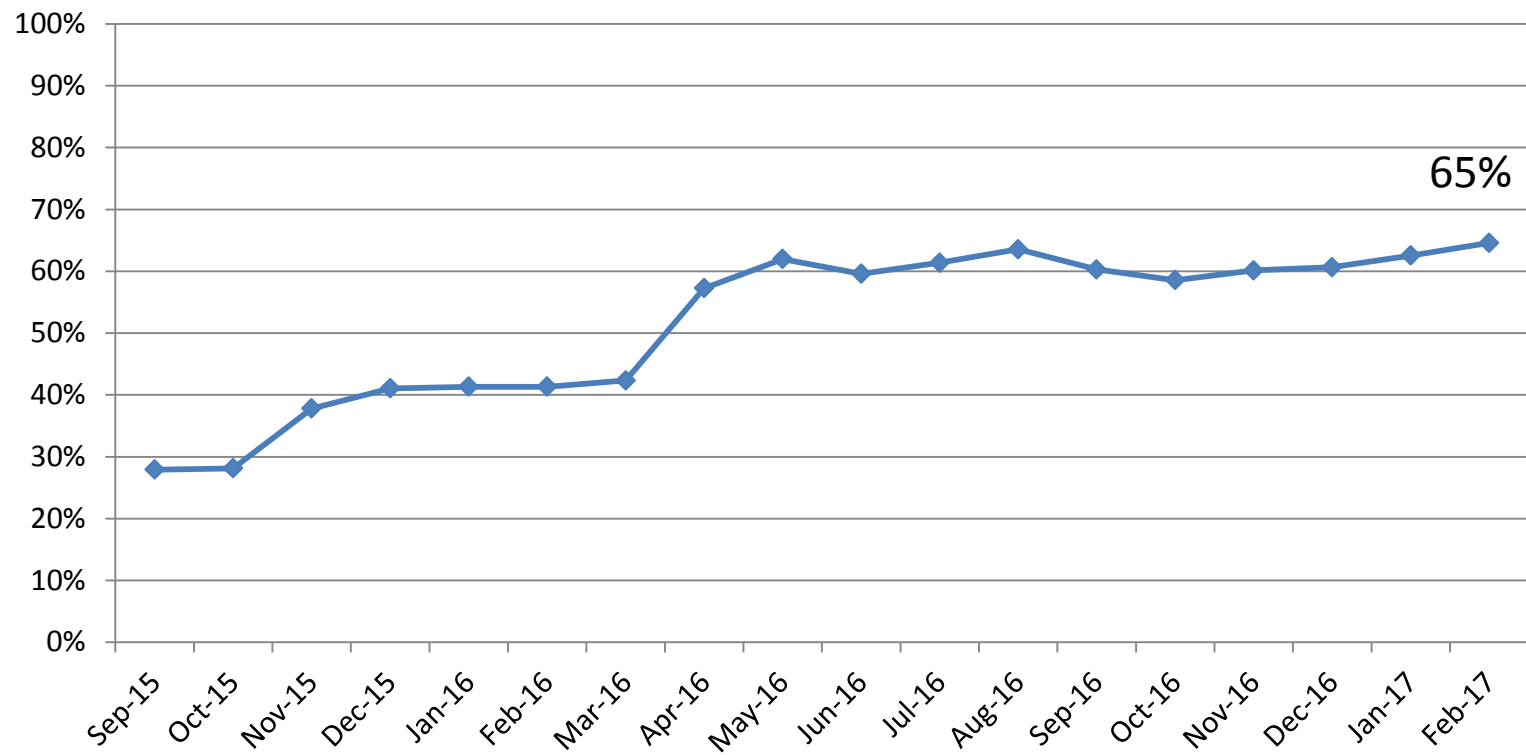


Notifications to Practices



Event Notification

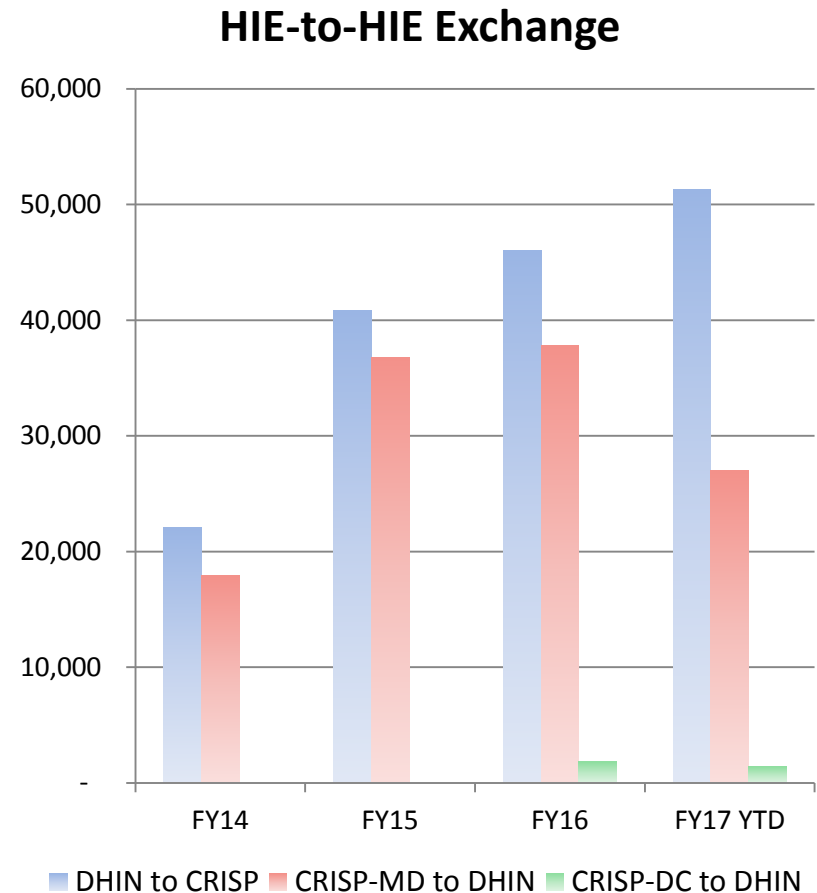
% DE Residents Covered by Notification Services



New Data Sources

Live
In Progress

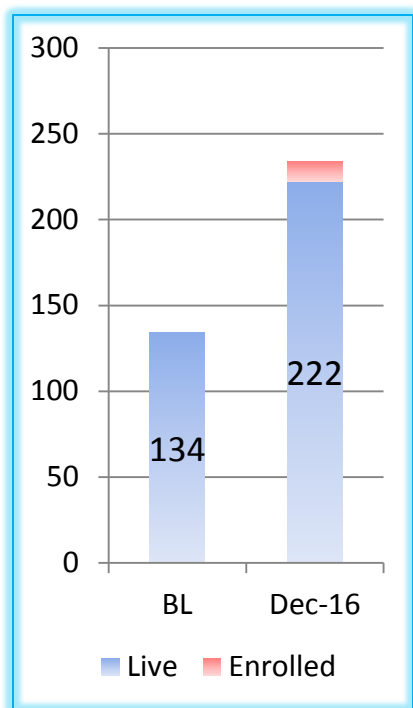
- Telehealth – MDLive
- Walk-In/Urgent Care
 - MedExpress (5 locations)
 - Newark Emergency Care
 - Ambient Care
 - Lewes Surgical and Urgent Care
- Ambulatory Practices
 - ~13% of DE practices
- Nursing Homes (8)
- Other State HIEs (MD, DC, NJ, WV, SEPA)



Analytics Tools

Common Provider Scorecard

Version 2, Release 4 deployed Mar 23, 2017



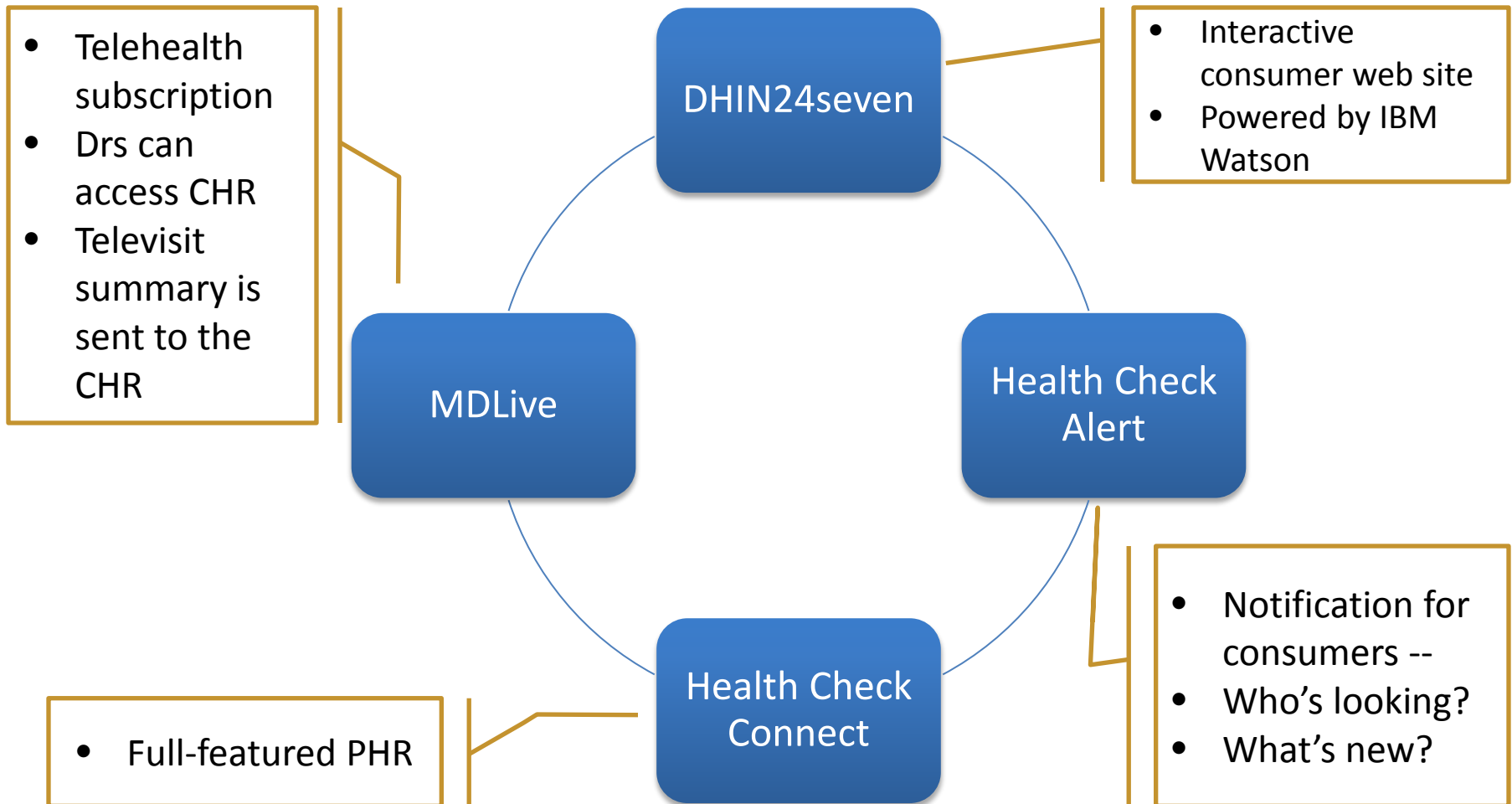
Health Care Claims Database

- Working w/ Freedman Consulting
- Draft regulation 3/31
- DHIN staffing plan 3/31
- RFP for vendor selection Q2 CY17
- Vendor selection Q3 CY17
- Implementation is contingent upon convincing DHIN Board that it is sustainable

Consumer Focus Group Findings:

- Few consumers are aware of DHIN
- Biggest concerns:
 - Security and privacy
 - “Who’s looking at my stuff?”
 - What’s there?
- Marketing emphasis:
 - Security
 - Accurate and reliable health info
 - Consumer sees what the doctor sees -- transparency
- Multiple patient portals → fragmentation, less likely to use
- Those w/ children or a chronic illness are most likely to use a patient portal
- Telehealth valued over patient portal or PHR
- Do not want to have to pay for access to their health data

A Suite of Complementary Services





HOME

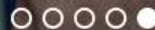
TELEMEDICINE

DHIN CORPORATE

CONTACT US



DHIN Brings Physicians and Patients Together. Learn How.



Search

Search

POPULAR ARTICLES

TELEHEALTH

(6)

AFFORDABLE CARE ACT

(14)

A HEALTHIER YOU

(31)

HEALTH TECH

(6)

03/21/2017



03/21/2017



03/20/2017





Get access to health care **24/7/365** whether you're at home, at the office or around the globe.

Get Started



MDLIVE Telehealth

Why spend more money by going to the doctor and emergency room when you can access quality care from your home, work or on-the-go?

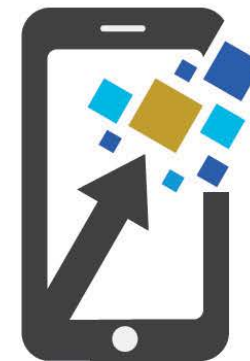
Through Delaware Health information Network (DHIN), the special MDLIVE telehealth monthly price is **\$14.95** for single and **\$19.95** for family. Your initial payment will be charged to your credit or debit card when you enroll. Future payments will be charged to your card each month on your chosen effective date.

Learn More



Health Alert

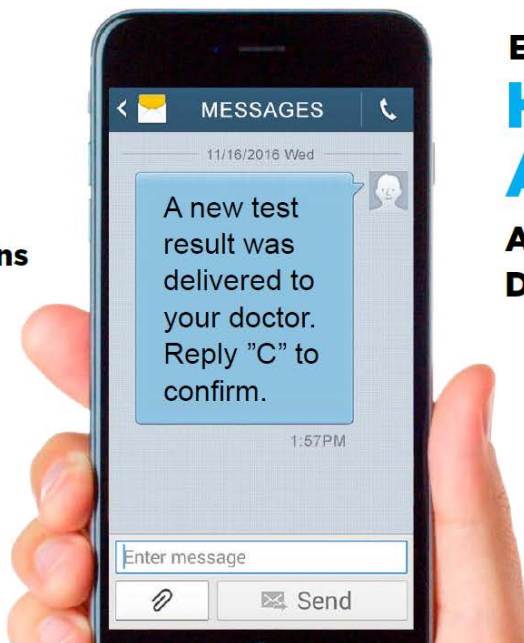
POWERED BY DHIN



PROTECT YOUR HEALTHCARE & YOUR IDENTITY

Did You Know...

**Nearly 2.5 Million Americans
Have Been The Victims of
Healthcare Fraud***



Enroll Today In

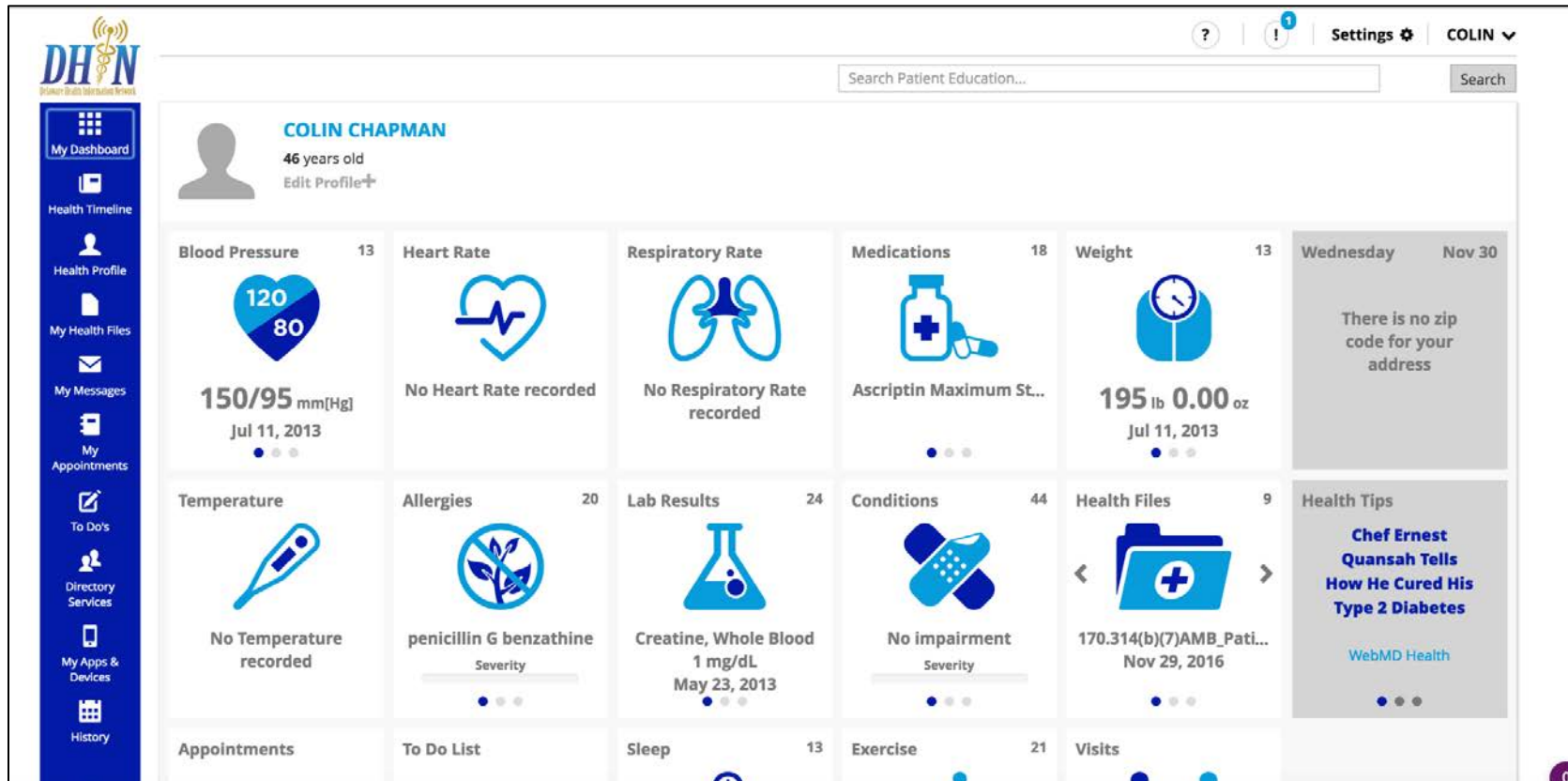
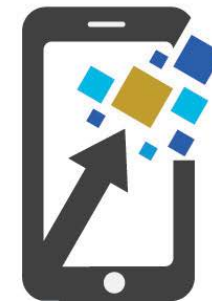
Health Check Alert

**A FREE Service from
Delaware Medicaid**

Health  Alert 
POWERED BY DHIN

Health Connect

POWERED BY DHIN



The screenshot displays the Health Connect patient dashboard for COLIN CHAPMAN, a 46-year-old male. The interface includes a left sidebar with navigation options: My Dashboard, Health Timeline, Health Profile, My Health Files, My Messages, My Appointments, To Do's, Directory Services, My Apps & Devices, and History. The main content area features a grid of health metrics and a right sidebar with a date summary and health tips.

COLIN CHAPMAN
46 years old
[Edit Profile](#)

Health Metrics:

- Blood Pressure:** 120/80 mm[Hg] (Jul 11, 2013)
- Heart Rate:** No Heart Rate recorded
- Respiratory Rate:** No Respiratory Rate recorded
- Medications:** Ascriptin Maximum St...
- Weight:** 195 lb 0.00 oz (Jul 11, 2013)
- Temperature:** No Temperature recorded
- Allergies:** penicillin G benzathine (Severity: 20)
- Lab Results:** Creatine, Whole Blood 1 mg/dL (May 23, 2013)
- Conditions:** No impairment (Severity: 44)
- Health Files:** 170.314(b)(7)AMB_Pati... (Nov 29, 2016)

Right Sidebar:

- Wednesday Nov 30:** There is no zip code for your address
- Health Tips:** Chef Ernest Quansah Tells How He Cured His Type 2 Diabetes (WebMD Health)

Bottom Row: Appointments, To Do List, Sleep (13), Exercise (21), Visits

Goal for the End State:



Consumers can access all of their health data across geography, time, and care settings through a single login

- An existing patient portal can call data from the DHIN CDR via API
- A practice without a portal can use a practice-branded instance of the PHR (must be sending CCDs to DHIN in order for patient to see the practice's data)
- A DHIN-branded instance of the PHR will be provided for patients with no other option

A Practice-Branded Instance

Delaware Heart and Vascular, PA

Health Check Connect

Your Personal Health Information Resource

Health Check Connect makes managing your health record simple, manages your health information from different providers in one location, easily share your information with caregivers and family members, and communicate securely with your doctors. With Health Check Connect, your health information is secure.

 Login with Google

[Forgot password?](#) [Forgot username?](#)

Login





Medical Records

Manage all of your records from one simple, easy to use location.



Personal Trackers

Check your progress on the health goals you have set for yourself.



Messages

You can directly send and receive messages from your doctor.



Dashboard

Easily share your information with family members and caregivers.

[FAQs](#) [Privacy Policy](#) [Terms and Conditions](#)

Consumer Reaction to the Suite



"A telehealth subscription is less than the copay for a single office visit!"



"You mean the telehealth doctor can see my complete record?"



"You mean the record of the telehealth visit gets included in my complete record, so my doctor will know?"



"You mean I can see the same information that my doctor has about me?"



"You can send me an alert about new information so I know when to check the PHR?"



"You can let me know any time someone looks at my data?"

Consumer Marketing

General : 30 TV Spot

Broken Leg Spot

Fingertips Spot

Summary:

- DHIN is fulfilling its statutory purpose
- DHIN is a unique resource
- DHIN is financially stable – operational revenue covers operational expenses
- The value of DHIN grows with increasing participation
- Ideally, all participants should both receive and contribute value
- DHIN is an important tool in achieving the "Triple Aim" of better care, healthier people, and lower costs
- Technology is an enabler, not an end in itself...
- ...But you can't do transformation without technology
- DHIN stands ready to provide additional tools and services as demand dictates and funding enables

A Health Information Ecosystem...



**... in which all participants both
contribute and receive value**