

Ongoing Board Education

# **DHIN SERVICES AND PLATFORM**

# DHIN Services

To be covered today

1. Results Delivery
  - a. EHR Integrations
  - b. Clinical Inbox
  - c. Autoprint
2. Public Health Reporting (DERRS)
3. Specialized Message Delivery (into a system other than an EHR)
4. Community Health Record (CHR)
  - a. Interstate data exchange
5. Single Sign-On
6. Event Notification Service (ENS)
  - a. Interstate data exchange
7. Clinical Gateway
  - a. Interstate data exchange
8. Personal Health Record (PHR) (Health Check Connect)
9. Patient alerting/fraud detection (Health Check Alert)
10. Medication History
11. Patient-directed records transmission to third parties
12. Image Sharing
13. Care Summary creation/download
14. Care Summary Exchange (ambulatory data into DHIN)
15. Direct Secure Messaging
16. Specimen Location for Research
17. Locate clinical trial candidates
18. Analytics/reporting service (clinical)
19. Health Care Claims Database (HCCD)
20. DMOST Registry (end-of-life medical orders)

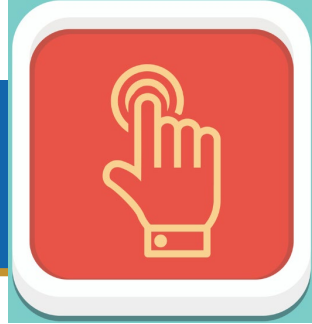
# Enhancing Services Accessed Through the CHR



VALUE ADDED

- Single Sign-on (SSO)
- Medication History
- Image Sharing
- Care Summary Creation and Download

# Single Sign-On

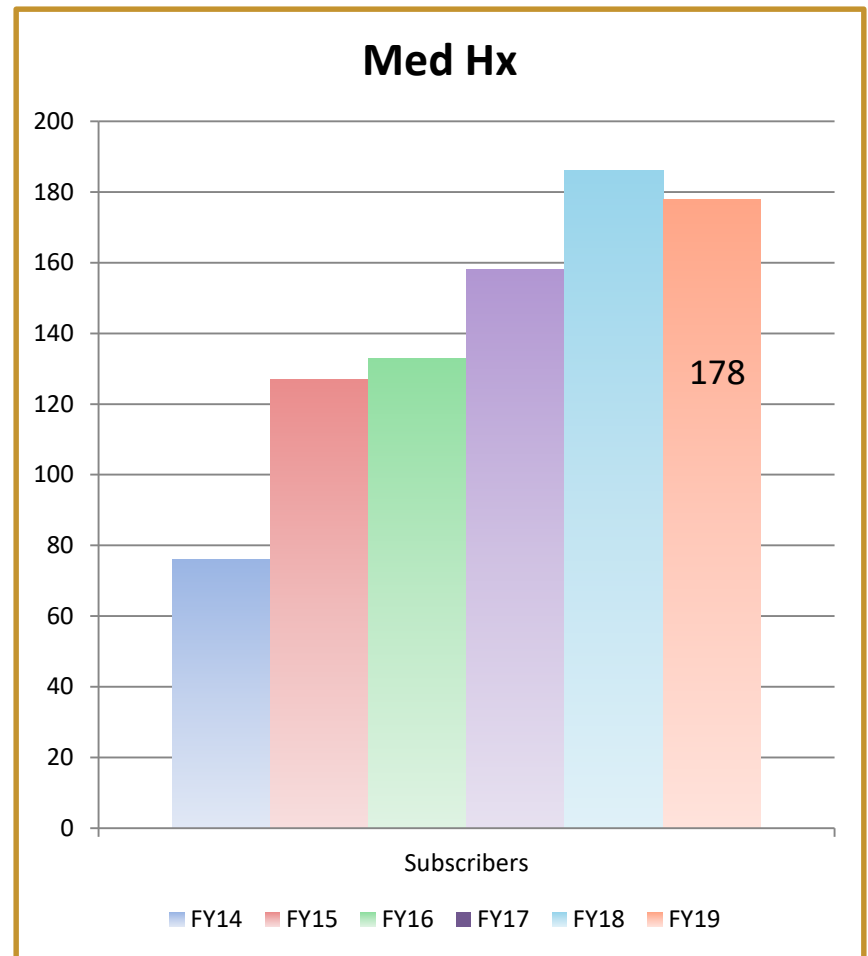


- Enables a user to log into the CHR from their own EHR and maintain patient context
- DHIN CHR opens as a window inside their EHR
- Currently available for Cerner users
  - Implemented by CCHS
  - In process of Implementation by NMH and BB
- Streamlines workflow for end user
- Theoretically possible from within any EHR if we have customers who want it and will bring their EHR vendor to the table

# Medication History



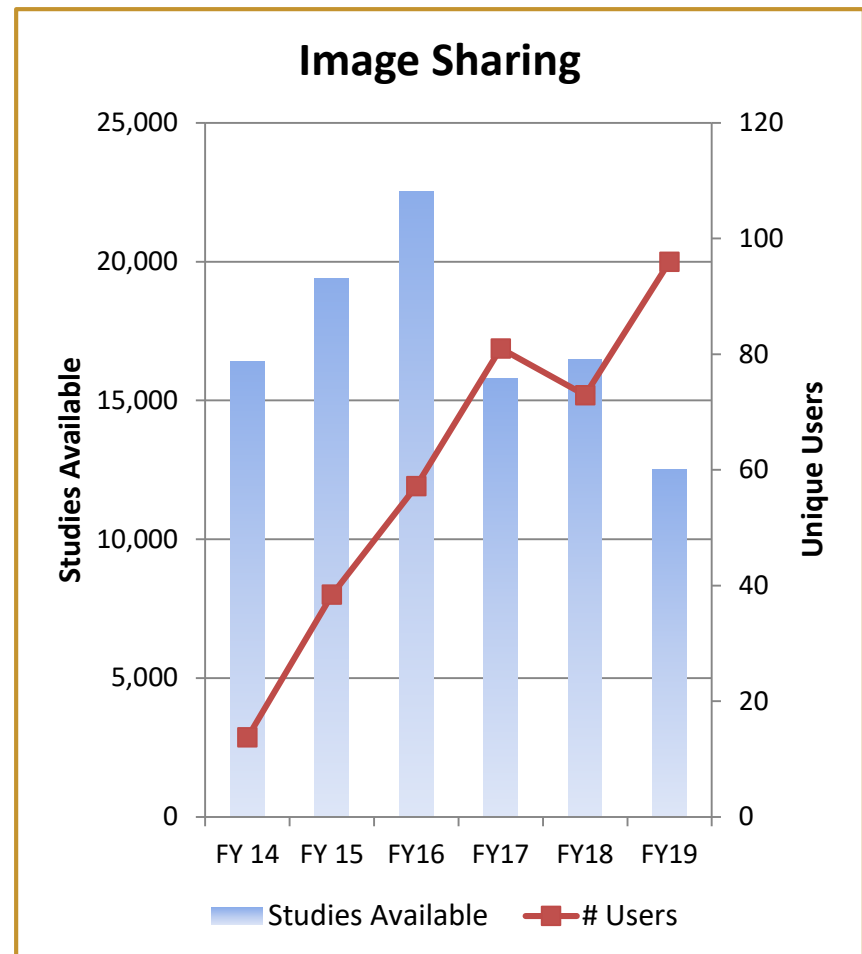
- Supplier is Surescripts (formerly HCS)
- Subscribers have access to a button in the CHR that let's them query for a 12-month nation-wide medication fill history
- Largest subscriber is Department of Corrections providers



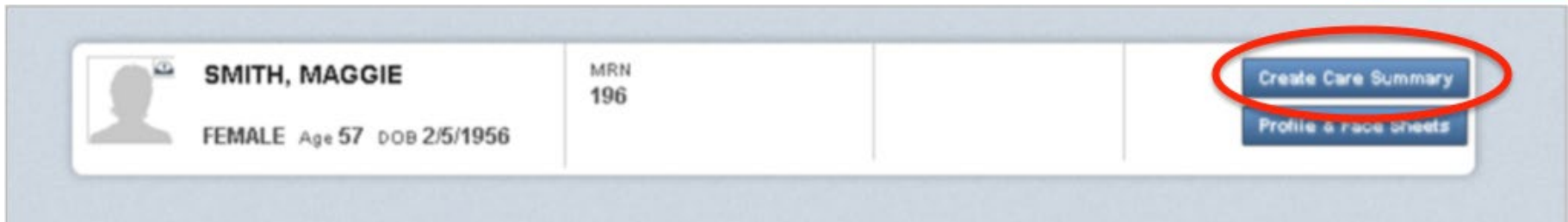
# Image Sharing



- Imaging groups are the paying customers
- A URL embedded in the radiology report in the CHR links to the actual image on a cache server maintained by the subscriber
- Two subscribers – St Francis and Nanticoke
- Mid Del Imaging withdrew due to low number of users
- Barriers to further adoption:
  - Confusing pricing model by supplier
  - Lack of integration with EHRs



# Care Summary Creation & Download



- “The poor man’s interface”
- From within a patient’s chart in the CHR, a user can create and download to their local environment a composite care summary
- This was a feature of Medicity CHR and a requirement which Ai has not yet met
- Enables a user to download a full history on a new patient

# Consumer-Facing Services



- Patient alerting / fraud detection
- Personal Health Record (PHR)



# Consumer Engagement: A Suite of Complementary Services



- Interactive consumer web site
- Powered by IBM Watson

DHIN24seven

- Notification for consumers --
- Who's looking?
- What's new?

Health Check  
Connect

Health Check  
Alert

- Full-featured PHR

# Patient Alerting and Fraud Detection

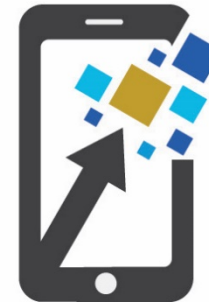
- Focus group reaction to DHIN's CHR:
  - “Great that my doctor has all my information”
  - “Scary that I don't know who else looks at it”
- When asked how often they might actually visit a PHR or patient portal:
  - “When I know there is new information there”
- DHIN sought to develop a consumer product that would let consumers know:
  - When we get new information about them (trigger them to go to the PHR to view)
  - When someone views their information (ability to provide notification of disclosures is required under HIPAA)

# Patient Alerting and Fraud Detection

- Presentation to DMMA to seek a pilot project with Medicaid members:
  - “Add one more feature, and it’s a fraud detection tool”
  - Let patients respond to a notification indicating they do or do not recognize the activity
- Suggests other target markets and a business model
  - Sell to payers as a fraud detection tool
  - Sell to healthcare organizations who have experienced a breach and need to provide ID theft monitoring

# Health Alert

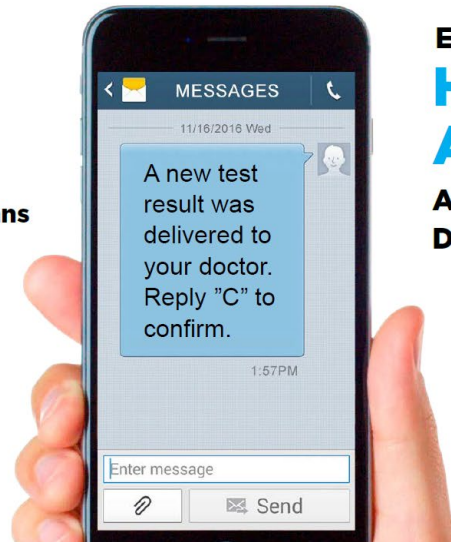
POWERED BY DHIN



PROTECT YOUR HEALTHCARE & YOUR IDENTITY

## Did You Know...

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



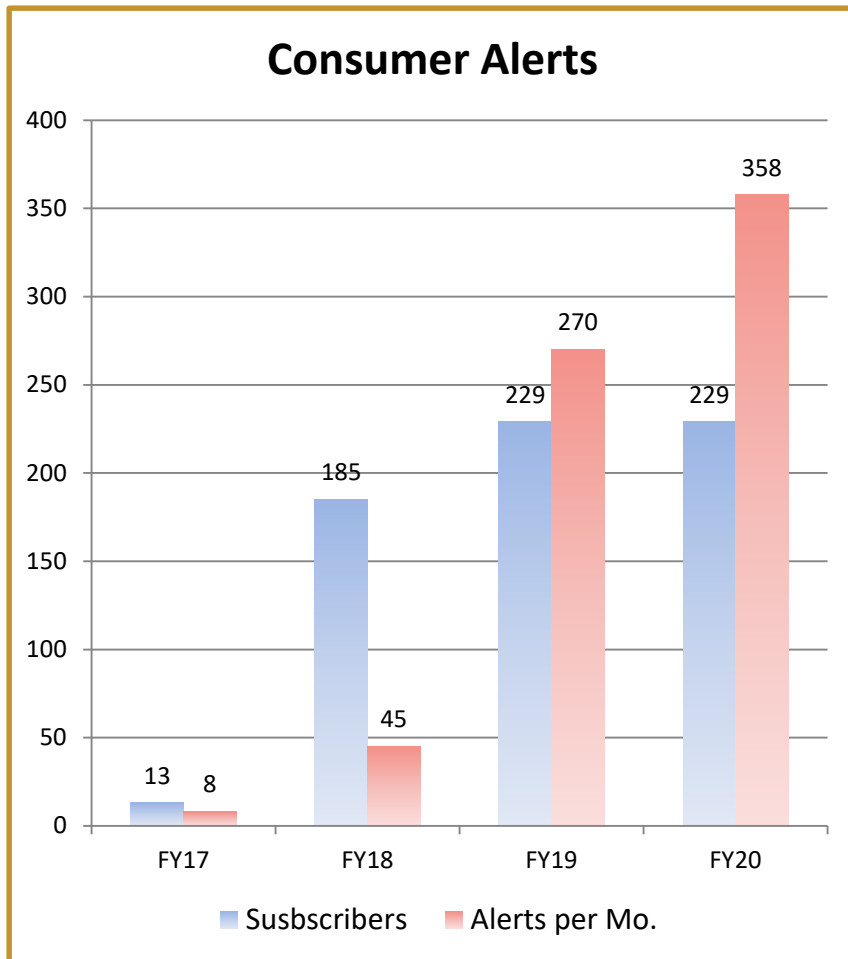
Enroll Today In  
**Health Check  
Alert**

**A FREE Service from  
Delaware Medicaid**

Health  Alert  
POWERED BY DHIN 

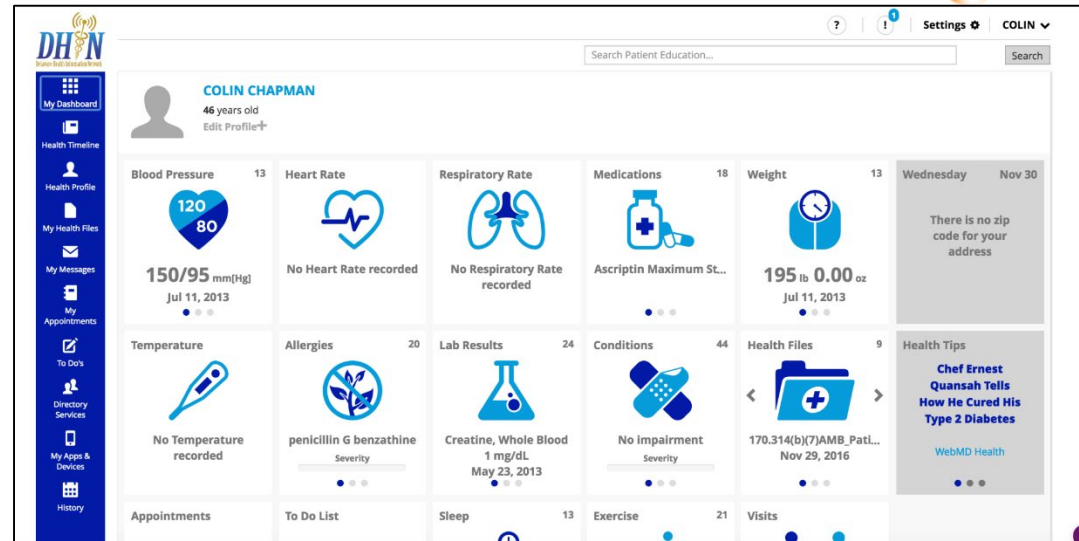
- Upon receipt of data, a SMS text message is sent to patient's mobile phone
- Patient can confirm they expected that data or not; "no" triggers payer notification
- No PHI is included

# Adoption & Utilization: Consumer Facing Services



- Contract executed with Legal Shield to add medical record alerts to their IDShield product
- One-time commission and monthly royalty to DHIN for all new accounts
- Expected to launch in CY20
- Expected to drive additional adoption of the DHIN PHR

# Personal Health Record

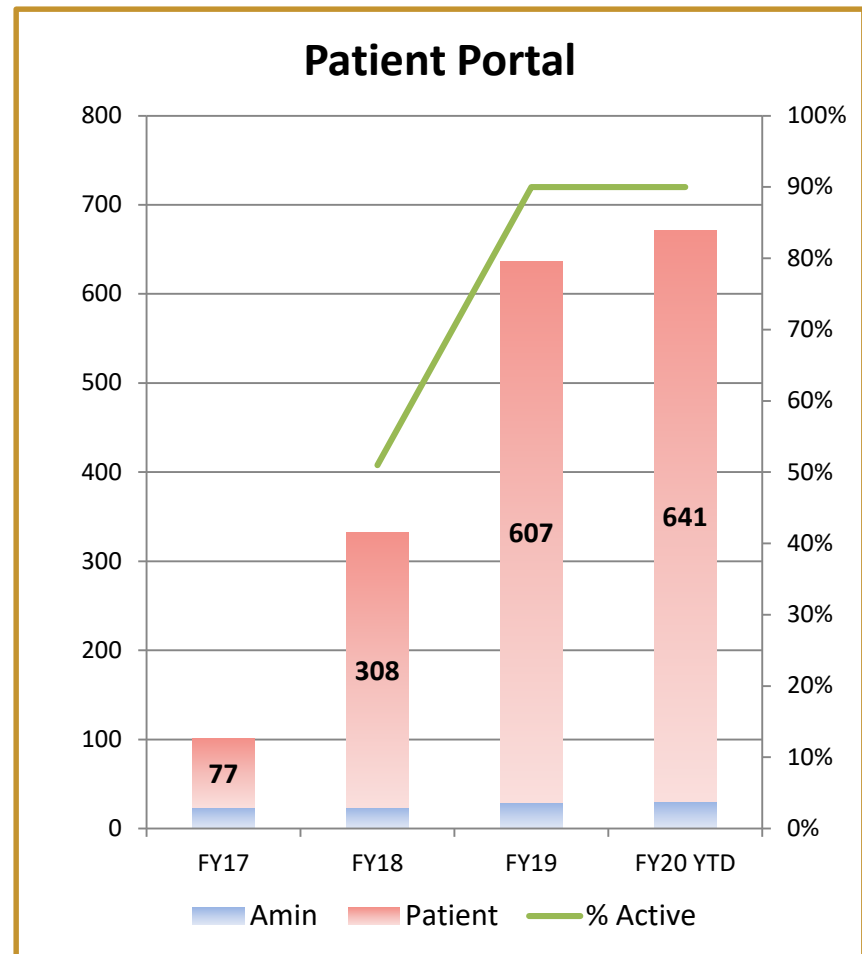


- Implemented in 2016 with grant funds
- Consumers see the same data their provider sees in the CHR, but through a layman-friendly user interface
- Consumers only need one login to see all their data

# Point of Decision: To Keep or Retire the PHR?



- Paying customers were expected to be small practices seeking to implement MU consumer engagement objective
- Several practices and 3 hospitals have expressed interest in adoption, but none have followed through
- Aggressive direct marketing to consumers has led to modest adoption
- Ongoing operating costs are limited to hosting and storage
- Just 0.3% of DHIN's total expenses could be saved if we retire it



**Is the political value sufficient to justify retaining it?**