


The Nation's First Statewide Health Information Exchange



Delaware Health Information Network

AcademyHealth National Health Policy Conference
State Health Research and Policy Interest Group Meeting
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Agenda

- What is DHIN
- Key Success Factors & Lessons Learned
- The Planning & Implementation Process
- User Engagement

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Key Success Factors

Getting Started:


- Define the Problem
- Rally Around a Common Vision
- Create an Organizational Structure

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Why do we need it?

- Most Doctors receive laboratory results from 5 different labs all sending results in a different format and method
- Clinicians who use computerized records system are more likely to adhere to clinical guidelines
- Missing information is Judged to:
 - Adversely affect care in 44% of visits
 - Delay care in 59% of visits (*"JAMA"*, January 2005)

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DHIN Vision

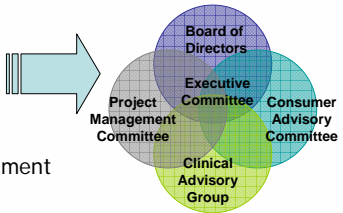
Develop a network to exchange real-time clinical information among all health care providers (office practices, hospitals, labs and diagnostic facilities, etc.) across the state to improve patient outcomes and patient-provider relationships, while reducing service duplication and the rate of increase in health care spending.

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DHIN Management

Public-Private Partnership

- Hospitals
- Physicians
- Consumers
- Business
- Insurance
- State Government



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Lessons Learned: Governance

- Must be public-private partnership
- Must be balanced among stakeholders
- Must be tied to sustainability plan

- And.....We're still learning.....

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Key Success Factors

Finding the way:

- Take the Time for Strategic Planning
 - Define what "it" is
 - Manage scope creep
- Engage Those with Greatest Interest
 - ...others will follow
- Build Consensus Around Functionality and Architecture
- Select the Right Technology Partner
 - Determine what you want and need and know the difference
- Stay Focused

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Creating Value in HIE

- Reliable, secure and available information
... one chance to get it right...
- Support physicians regardless of their level of technology adoption
 - Paper
 - Web
 - Electronic Medical Records
- Manage need along the adoption curve
 - "low-tech" vs "high-tech" physicians
- Eliminate current delivery methods

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DHIN Implementation Phases

- Secure Results Delivery ➤
 - Lab & Pathology Results
 - Radiology Reports
 - Admission Face Sheets
 - Transcribed Reports
- Public Health Reporting
- eOrder Entry from EMR - In Development
- Patient Record Inquiry - In Development
- Patient Portal - In Development
- Medication Reconciliation - Planned
- Radiology Images - Planned
- eOrder Entry from DHIN - Planned

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DHIN Participants

Account for:
**85%
Laboratory
Testing
&
81%
Hospital
Admissions
in Delaware**

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Lessons Learned: Planning & Implementation

- Consensus takes time
- Keep the patient at the center of the discussion and focus of system
- Cannot be "all" to "everyone" in the beginning
 - Think long term
- Resource dedication of data senders
- Long term commitments for funding stability

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Key Success Factors

Sustainability is a team sport:

- Establish critical mass
- Those paying for the system should be define the model
- Start simple and plan for operational sustainability

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Build it....

and if it's what they need *and* it's affordable, they will come....



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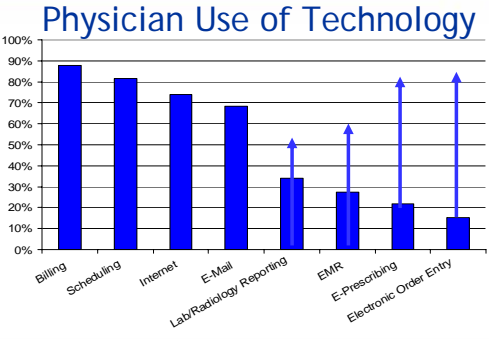
Interest in DHIN

- 85% of primary care providers are interested in participating in DHIN
- Those currently using EMRs are twice as likely to participate in DHIN
- Those using the least technology in their practices are least likely to participate in DHIN
- Those using EMRs are willing to pay more for access to DHIN data

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Physician Use of Technology



Technology	Usage (%)
Billing	~85%
Scheduling	~80%
Internet	~75%
E-Mail	~70%
Lab/Radiology Reporting	~35%
EMR	~25%
E-Prescribing	~20%
Electronic Order Entry	~15%

Source: University of Delaware Center for Applied Demography and Survey Research, Primary Care Providers in Delaware 2006

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Financing Model: 3 Phases

- Phase I: Selling the Concept
 - AHRQ State and Regional Demonstration
- Phase II: Capital Funding
 - State and Private Matching Funds
 - National Health Information Network 2
- Phase III: Operations and Maintenance
 - Fee/Subscription Model
 - Fair and Equitable

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Lessons Learned: Sustainability

- Learn what is important to stakeholders
- Define the value and benefits in terms that are:
 - Understandable
 - Meaningful
- Market forces will prevail
 - Mass adoption is essential

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Questions?



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