



The Delaware Health Care Commission (DHCC) Meeting

May 7, 2020

9:00 a.m. to 11:00 a.m.

Meeting Attendance and Minutes

Commission Members Present: Dr. Nancy Fan (Chair), Theodore W. Becker (Mayor of Lewes), Robert Dunleavy (DSCYF), Secretary Rick Geisenberger (DOF), Richard Heffron, Melissa Jones, Dr. Jan Lee (DHIN), Nick Moriello (Highmark), Trinidad Navarro (DOI), and Secretary Dr. Kara Odom Walker (DHSS)

Meeting Facilitator: Dr. Nancy Fan (Chair)

Health Care Commission Staff: Elisabeth Massa (Executive Director), Eschalla Clarke (Sr. Social Services Administrator), and Marques Johnson (Administrative Specialist III)

CALL TO ORDER

Dr. Fan called the meeting to order at approximately 9:05 a.m. via Webex video and phone conference. The meeting started with an attendance roll call to check if the commissioners were all on the line. All commissioners were present with the exception of Commissioner Navarro who would dial in shortly. Leslie Ledogar with the Department of Insurance was representing Commissioner Navarro in the interim. Dr. Fan asked public attendees to virtually sign-in by sending their name and contact information to the DHCC Resource Account (dhcc@delaware.gov). Dr. Fan shared the May meeting was occurring during National Nurses Week 2020 and the 200th anniversary of the birth of Florence Nightingale.

Approval of March 5, 2020 Meeting Minutes

Dr. Fan asked the commissioners to review the March 5, 2020 meeting minutes. The Commission did not meet in April. Nick Moriello motioned to approve the minutes, and Ted Becker second the motion. All commissioners present approved the minutes.

BOARD BUSINESS

Commissioners' Perspective on COVID-19

The Primary Care Reform Collaborative started their most recent meetings with members of the Collaborative providing an update on COVID-19 as it relates to the work they are doing in their various sectors. Dr. Fan has found it useful as a debrief and also an opportunity for networking and collaboration when it comes to dealing with the pandemic. Dr. Fan asked commissioner and Cabinet Secretary Dr. Kara

Odom Walker to start the discussion with an update from the Department of Health and Social Services (DHSS)

Dr. Walker thanked all involved for their contributions to address the pandemic. She also commended Governor Carney for his leadership and commitment to the science of this disease. The department is briefing him every day and providing up-to-date guidance. DHSS is working hard to make sure they have the measures that make sense for Delaware and the tools for contact tracing as we think about reopening Delaware. Dr. Walker expressed her appreciation for the healthcare workers, nurses, and staff on the front lines. She shared our minority communities have been impacted and we have to continue to make sure we are addressing their needs by providing not only testing and health care support, but also make sure we are providing housing, food supplies, and financial resources. Dr. Walker also shared information about [My Healthy Communities](#) dashboard, the go-to data source for Coronavirus information at the neighborhood level.

Department of Finance (DOF) Secretary Rick Geisenberger shared his perspective as a cabinet member of the State and employer. The state employees a large number of people and what he has seen is incredible responsiveness and creativity, including the state agencies response to move almost 90% of the workforce to telework and implement social distancing for those in the office. Commenting on the economics of the pandemic, DOF employs a number of economists and headed into this, understood what this meant for state revenues and the economy of the state. DOF immediately started working with Delaware's federal delegation. While Delaware has received some assistance from the federal government, Secretary Geisenberger commented Delaware has not had much support for the Office of State Revenue. Over the last 45 days, the Delaware Economic and Financial Advisory Council (DEFAC) forecast has dropped state revenue \$10 - \$15 million dollars (dollars that pay for teachers, regular health care, and childcare). The state does not have a relief for those type of things. DOF is working with the state's budget director, the Governor's office, and legislature to determine what next year's budget is going to look like if Delaware does not receive that federal relief. The State budget needs to be passed in June and if there is not something out of Washington, it is going to present a big challenge on how the state funds the regular things we do.

Commissioner Trinidad Navarro (DOI) acknowledged that DOI was not exactly prepared for the effects of the pandemic. He echoed Secretary Geisenberger's comments how we have evolved over time. DOI has been able to accomplish a number of great things over the past several weeks. DOI worked with insurance companies to give back money to consumers and be more flexible with payments, such as auto insurance. DOI also worked with Highmark and UnitedHealthcare to support telemedicine during these times.

Nick Moriello (Highmark) shared how fast the Highmark team responded early on, making changes and quickly adapting to the crisis while still being able to provide services with little disruption. He noted one silver lining in this pandemic is how quickly there has been a movement to implement telehealth services and virtual care delivery, services that have been envisioned for years, that are now here out of necessity. He has been very pleased with the responsiveness and resilience of their customers, provider partners, teams internally at Highmark, and the collaboration with their competitors all working together. Nick noted there is still more to learn as insurance carriers in general tend to move at glacier pace. Moving faster than what has happened historically is refreshing, but mistakes have been made with lessons learned along the way.

Dr. Jan Lee shared DHIN as an organization has been thinking about pandemics for quite a while and given thought to how their services and technology could be helpful in a pandemic setting. When the dust settles a little bit more, there will be opportunities for closer collaboration between DHIN and other entities that have important roles responding to a health crisis. As a technology firm, a significant number of DHIN's workforce works remotely under ordinary conditions.

Bob Dunleavy spoke from the child and youth perspective. He shared the Department of Services for Children, Youth and their Families (DSCYF) business has a changed a little bit – crisis services have decreased with the number of calls, however, the number of calls the department now receives have changed the focus. While previously they received calls about acting out behaviors, parent/child conflict, some depression, and kids being angry, now the department is seeing kids being isolated, a lot more depression (not necessarily suicide), and kids with family members that are dying from the disease. Overall more grief, depression, and loss. Youth is not into social distancing which has been a big problem and the department is seeing depression as a reaction to the isolation.

Ted Becker, the Mayor of Lewes, shared his perspective from a local level and Sussex County. Sussex County has recently seen an increase in the number of cases. The Governor's meetings every week with local mayors have been most appreciated and helpful. He was very pleased to see the increased testing in Sussex County. There is a large concern about the thousands of tourists that will come to the beaches once the stay at home order and short-term rental ban is lifted. Recognizing that tourism is the #2 economic driver in the state, he recognizes this needs to happen, however, there is a concern with how to control reopening. He suggested messaging needs to come out broadly with public service announcements, etc. to make sure there is awareness about the conditions. On a local level, there is a concern about how to deal with opening public restrooms and crowds. Many small businesses are totally dependent on the summer for their economic survival – they need to reopen.

Melissa Jones shared her thoughts from a dental perspective. The American Dental Associations guidelines have been helpful to dental offices. Many offices have been able to continue to provide care for true dental emergencies. She praised the state for doing such a great job with the hotline/call center. The Division of Public Health's hotline works very well for employers to be able to seek advice.

Rich Heffron was the next commissioner to share, however, his audio was not working, and he was unable to speak.

ACTION ITEM: Review State Loan Repayment Awards (SLRP)

March 15, 2020, closed the first SLRP application cycle for calendar year 2020. The DHCC received 11 applications during this period and six were eligible for an award. The commissioners reviewed the handout that was provided in advance to the meeting prepared by the SLRP program manager, Eschalla Clarke. Dr. Fan asked the commissioners if there were any questions or points of discussion. Hearing none, Dr. Fan asked for a motion to approve and conducted a roll call for approval. The commissioners approved the six awards. Awardee information, deidentified, will be available on the DHCC website after contracts are finalized with the practitioners.

Health Management Associates (HMA) Letter of Support

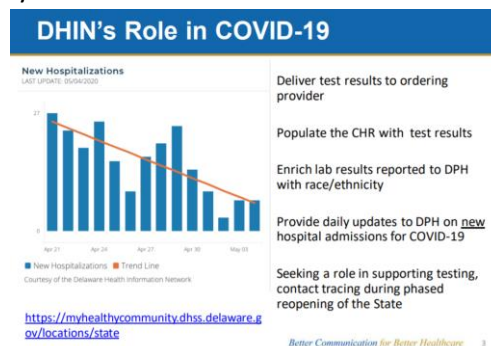
Dr. Fan shared the DHCC recently provided a letter of support to HMA. HMA was applying for a proposal to provide infrastructure support. HMA has provided consultant services for the DHCC in the past, including work with the SIM grant and support for the Primary Care Collaborative. Dr. Fan felt comfortable sending a letter of support because the request met the commission's qualifications needed to issue a letter of support. A copy of the letter was provided to the commissioners in advance to the meeting. Dr. Fan asked if the commissioners had any comments or points of discussion. There were no comments.

POLICY DEVELOPMENT

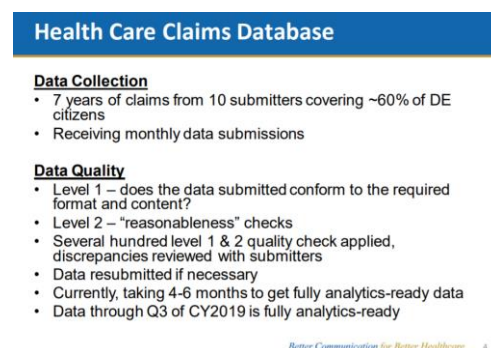
DHIN

Commissioner Dr. Jan Lee, the Chief Executive Officer of the Delaware Health Information Network (DHIN), presented a DHIN update. Her presentation highlighted DHIN's role in COVID-19, the Health Care Claims Database, DHIN's FY20 work and accomplishments, and highlights of what is planned for FY21.

Dr. Lee discussed in detail, DHIN's role in COVID-19. She shared the Division of Public Health (DPH) approached DHIN with a request for DHIN's assistance addressing the race and ethnicity disparities because the lab results DPH was receiving did not contain that information. DHIN was able to use their database and populate results with the needed information. Dr. Lee shared there is good news that overall, statewide, the daily number of COVID-19 hospitalizations are going down, though there are still hotspots, especially Sussex County.



Dr. Lee highlighted the data collection and data quality for the Health Care Claims Database. DHIN is receiving 60% of claims from Delaware citizens. DHIN conducts a number of quality checks on the data received.



Dr. Lee shared information about how the database is funded and sustained. A significant level of funding was provided initially by the federal SIM grant and then the State appropriated \$2 million dollars which will be exhausted in February 2023. DHIN was able to secure enhanced federal match with 90% federal funding and 10% state funding. Dr. Lee shared DHIN's key activities, outcomes, and deliverables in FY 19-20 as well as DHIN's activities planned for FY 21 which include data enhancements, automation, and ease of use. She looked further into the future sharing activities, outcomes, and deliverables for FY 22 and FY 23.

Dr. Lee concluded DHIN is continuing a number of internal optimization projects, growing the Health Care Claims Database and analytics service line, strengthening ties to existing customers and relationship building, enhancing DHIN services, and attracting new customers.

Dr. Lee's full presentation is available on the DHCC's website at:

https://dhss.delaware.gov/dhss/dhcc/files/dhinpresthccmtg_052020.pdf

Dr. Fan applauded DHIN for their efforts to address the COVID-19 pandemic and also DHIN's ability to move the overall work of DHIN forward which is especially helpful for the work of the Primary Care Reform Collaborative.

Dr. Walker thanked Dr. Lee for DHIN's collaboration with DHSS during COVID-19.

UPDATES

Primary Care Reform Collaborative (PCRC)

Dr. Fan provided a brief update about the Primary Care Reform Collaborative. Meetings were held in April and May where updates were shared about how various organizations (health care systems, primary care providers perspective, clinicians, payers, and Medicaid) have been addressing the COVID-19 pandemic. The PCRC finalized their annual report with some modifications. Once approved, the report will be available on the DHCC's PCRC website. The PCRC agreed to create a technical committee which will serve as a liaison between the Collaborative and the new Department of Insurance (DOI) Office of Value-Based Healthcare Delivery. Dr. Fan thanked Leslie Ledogar (DOI) and the Insurance Commissioner for their work standing up the new DOI office. Freedman Healthcare is the vendor providing support for the office and provided a detailed presentation at the May 6 PCRC meeting. DOI is working with Freedman to develop a road map to move forward. The PCRC will meet again in June.

Secretary Geisenberger asked, what does the state need to do to encourage Delawareans to seek health care when needed during COVID-19? Dr. Fan mentioned that the Medical Society has had outreaches to practices and the change to telehealth has been a huge help. She noted a recent study from Penn Medicine that over 50% of survey respondents indicated they would need to be extremely ill before they seek care. Practices are looking at how to get patients back for well visits and elective surgeries. People need to feel comfortable, safe, and measures need to be in place. Nick Moriello also mentioned some concerns Highmark has seen as well from smaller independent practices that are struggling with the limited number of patients they are seeing.

Health Resource Board (HRB) Sunset Review

Dr. Fan provided an update about the Health Resources Board (HRB) Sunset review process. The DHCC presented to the Joint Legislative Oversight and Sunset Committee (JLOSC) on March 11. After the presentation, there was a Q & A session with members of the committee. The JLOSC Committee agreed quorum, recusals, and vacancies are a challenge for HRB. There was a discussion about updating Bylaws, the Health Resources Management Plan, and researching the pros and cons of states with Certificate of Need (CON) programs.

The next step in the JLOSC process is the recommendation phase. During this phase, the Division of Research will formulate a list of recommendations for the JLOSC to consider. Recommendation meetings are now on hold because of COVID-19. The Committee will share additional information regarding the Recommendation meetings and next steps after Memorial Day holiday. DHCC staff will be sure to share this information with the Commission. All documents from the March 11 meeting are uploaded on the JLOSC's website and available to the public.

Public Comment:

Sherman Townsend, the Chair of DIMER, shared the DIMER board will hold a board meeting the following week on May 13. He provided a quick overview of DIMER graduate residency plans. There are 15 students from Sidney Kimmel Medical College that have chosen residency programs in primary care and four will be starting residency programs in Delaware at ChristianaCare and Nemours. There are seven PCOM students that have chosen ChristianaCare for residency, however, not all our DIMER students. Mr. Townsend voiced his support for the General Assembly to pass the Health Care Provider Loan Repayment program.

ADJOURN

Dr. Fan encouraged attendees to check the [State of Delaware Public Calendar](#) for DHCC meeting location and updates. The June meeting is scheduled to be held at Del Tech, however, because of COVID-19, the meeting will likely be virtual.

Hearing no other business or public comment, Dr. Fan adjourned the meeting at approximately 10:58 a.m.

Next Meeting

The next DHCC meeting will be held on June 4, 2020 from 9 a.m. – 11 a.m.

Public Meeting Attendees 05/07/2020

Randy Munson
Jill Fredel
Brian Olson

United Medicaid LLC
DHSS
La Red Health Care

Laura Owenson
Phil Cooke
Tim Gibbs
Victoria Brennan
Leslie Ledogar
Mary Fenimore
Mary Perkins
Bill Howard
John Dodd
Christiana Bryan
Lincoln Willis
Anthony Onugu
Lolita Lopez
Nick Conte
John Gentile
Pamela Gardner
Joanne Haase
Carolanne O'Brien
Mary Jo Condon
Vinayak Sinha
Lisa Goodman
Corinne Armann
Peter Orrok
Nina Figuerua
Kathy Collison
Sherman Townsend
David Roose

Novartis Pharmaceuticals
BDC – Health
Delaware Academy of Medicine
Delaware General Assembly
Department of Insurance
Medical Society of Delaware
MACHC Goeins-Williams Associates
BDC – Health
BDC – Health
Delaware Healthcare Association
TWG
UMACO
Westside Family Healthcare
DHSS, DPH
Senator Carper
DSHA
League of Women Voters

Freedman Healthcare
Freedman Healthcare
Hamilton Goodman Partners

Johnson & Johnson

DHSS, DPH
DIMER
DOF