

MO RHTP Digital Readiness Survey

Frequently Asked Questions (FAQ)

Overview

This FAQ accompanies the MO Rural Health Transformation Program (RHTP) Digital Readiness Survey. The survey is distributed by the State to participating organizations' leadership and is intended to be completed collaboratively by the appropriate internal subject matter experts. Hospitals and clinics, local public health agencies (LPHAs), EMS organizations, and Behavioral Health Facilities are asked to complete the survey as part of the RHTP initiative.

The survey is administered in Qualtrics and gathers information on digital tools, data exchange capabilities, security practices, reporting and governance, workforce capacity, financial sustainability, and infrastructure. Responses will help the State identify gaps and prioritize targeted investments and support.

About the Survey

What is the Digital Readiness Survey?

A structured questionnaire that captures your organization's current digital capabilities and constraints across multiple domains (including EHR, interoperability, cybersecurity, data governance and reporting, workforce, and infrastructure).

Why is the State conducting this survey?

To establish a baseline of digital readiness across RHTP participants and to understand where data and technology investments would be most impactful.

How long does it take?

Completion time varies by organization and how readily information is available. Most organizations can complete the survey in one sitting with the right contributors, or by dividing sections among staff and consolidating responses.

Will there be ongoing engagement beyond this survey?

Yes. The Digital Readiness Survey establishes a baseline of current capabilities, but the State intends to work collaboratively with participating facilities throughout the Rural Health Transformation Program. This may include follow-up discussions, targeted surveys, technical assistance, and program communications (e.g., newsletters) to help allocate grant funding effectively, support implementation, and track progress over time. Please visit Missouri's RHT website for more information about the program: <https://mydss.mo.gov/mhd/rural-health>.

Survey Delivery, Deadline, and Submission

How will the survey be delivered and completed?

The survey will be sent and completed in Qualtrics. Your organization should enter responses directly in Qualtrics using the provided link.

Survey Link: https://moexperience.qualtrics.com/jfe/form/SV_9FcQKW6M52inHeu

When is it due?

Surveys should be submitted within 21 days of initial distribution. Submission deadline: **March 30th, 2026**

Should we submit one response or multiple?

Please submit one response per organization/facility. If multiple staff contribute, designate a single coordinator to enter the final responses in Qualtrics. A Word version of the survey was provided along with the survey link; if helpful, you may use it to gather input internally before submitting responses in Qualtrics.

Can we save and return later?

Qualtrics generally supports returning to an in-progress survey. If you experience issues saving or resuming, contact the State support team (see contacts below).

What if we cannot answer every question?

While we strive to collect as rich data as possible, we understand that not all information may be known. Please answer what you can. If you do not know an exact value (e.g., deployment date), provide your best estimate or select 'Not Sure' where available.

Support for Respondents

What support is available?

The State will provide support for respondents, including clarification of survey questions/definitions and troubleshooting with Qualtrics.

How do we request help?

Email: DSS.RHTP@dss.mo.gov

If your question is better suited for your association, please reach out to the appropriate association contact listed below:

- **MHA:** Mat Reidhead (MReidhead@mohospitals.org) or Nate Blackford (nblackford@mohospitals.org)

- **FQHCs:** Sam Joseph (sjoseph@mo-pca.org)
- **Pharmacy:** Jake Galdo (jake@choosemypharmacy.com)
- **LPHA:** Brenna Davidson (Brenna.Davidson@health.mo.gov) or Tiffany Bayer (Tiffany.Bayer@health.mo.gov)
- **MBHC:** Natalie Cook (ncook@mobhc.org)
- **EMS:** Justin P. Duncan (jduncan@wcadems.org)

How Results Will Be Used

How will responses be used?

Responses will be used to understand current readiness, identify gaps, and inform how the State prioritizes and allocates RHTP investments, resources, and technical assistance.

Will the survey be used to evaluate our performance?

No - the survey is intended as a readiness and needs assessment. Self-rated maturity questions are used to understand relative needs and to guide where support may be most beneficial.

Will responses be shared publicly?

No, individual responses will not be shared publicly. The State's intent is to use the information to guide program planning and support. If results are summarized, they may be reported in aggregate to minimize identification of individual organizations.

Additional Frequently Asked Questions

What if we do not use an EHR (or do not use ePCR)?

If you do not use an EHR/ePCR, select 'None' where offered and proceed to the next applicable section. If your organization documents care in another system, use the 'Other' option and specify the system name.

What if we use more than one system (e.g., multiple EHRs)?

Select all systems that apply and specify product names where requested. If systems vary by site, you may note that in the 'Additional Information' section.

What does "integrated with an HIE" mean in this survey?

In general, integration means your system can send and/or receive patient information electronically through an HIE, beyond fax or manual file exchange. If you are unsure, select 'Not Sure' and add any context you have.

We share access to another organization’s EHR instance—how should we answer?

Answer based on what your staff can access and use today (e.g., shared access models where another organization hosts the system and you access it).

What if our organization has limited cybersecurity staffing?

Answer based on your current approach, including use of contracted vendors or regional partners. If you do not have a designated lead, select 'No' and continue.

How should we answer maturity rating questions (e.g., interoperability or cybersecurity maturity)?

These are self-assessments intended to help understand where support is most needed. Use your best judgment based on your current operations; there is no “right” answer.

Our broadband varies by site—what should we do?

Provide an overall assessment, and note major differences (e.g., one site has limited reliability) in 'Additional Information' if helpful.

What if we need to correct an answer after submitting?

If changes are needed after submission, contact the State support team and reference your organization/facility name so they can assist.

Plain-Language Glossary

The survey uses a few common health IT terms. The definitions below are intended to support consistent interpretation.

EHR: Electronic Health Record system used to document and manage patient/client information.

ePCR: Electronic Patient Care Reporting system used by EMS to document encounters and generate patient care reports.

Interoperability: The ability to electronically share and receive health information between organizations and systems.

HIE: Health Information Exchange; a network/service that helps organizations share patient records electronically.

CIE / Social Care Referral Platform: A platform that supports referrals for community and social needs (e.g., food, housing, transportation) and tracks referral status.

HL7 FHIR API: A modern, standards-based way for systems to exchange data through APIs (often used for apps and portals).

USCDI: A standardized list of health data elements used by certified health IT to support exchange and reporting.

RBAC: Role-Based Access Control; limits system access based on a user's job role.

NIST CSF / HITRUST / ISO 27001 / SOC 2: Common cybersecurity frameworks or certifications used to assess security controls and maturity.

Telehealth: Clinical services delivered remotely (e.g., video visits).

Remote Patient Monitoring (RPM): Collection of patient data (e.g., vitals) using devices outside the clinic/hospital to support care.

Disaster Recovery / Business Continuity: Plans and processes to restore IT systems and continue operations after an outage or incident.

Tips for a Smooth Completion Process

- Designate a survey coordinator to route sections and gather responses before submission.
- Use 'Not Sure' where appropriate; add context in 'Additional Information' if an answer needs explanation.
- If a question does not apply to your organization, select 'N/A' where available.

Contact

For questions, clarification, or Qualtrics troubleshooting, contact: DSS.RHTP@dss.mo.gov

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