

Missouri Rural Health Transformation Digital Readiness Survey

Purpose of the Survey

This survey helps the State of Missouri understand digital readiness of facilities participating in the Rural Health Transformation Program (RHTP), in areas including digital infrastructure, interoperability, cybersecurity, data reporting, and workforce capacity. Survey responses will directly inform how the State prioritizes digital backbone investments and technical support across rural providers.

Instructions

Please complete and submit one response of this survey per organization/facility; if multiple team members contribute, designate a single coordinator to compile and enter the final responses. Responses are due by March 30th; please answer to the best of your ability and select “Not Sure” where appropriate.

Survey Sections

Facility Information

- A. EHR & Interoperability
- B. Cybersecurity & Privacy
- C. Data Governance & Reporting
- D. AI Adoption (not applicable for LPHAs and EMS)
- E. Patient-Facing Technologies
- F. Digital Workforce Capacity
- G. Financial Sustainability
- H. Infrastructure & Broadband
- I. Additional Information

Facility Information

Facility Type (select one):

- Hospital
- FQHC
- LPHA
- EMS
- CCBHC
- CMHC
- SUD Tx
- Other (please specify) _____

Facility Name

Street Address

City

Zip Code

County

Other Facility Information & Key Contacts

Key Contact Name: _____

Key Contact Email: _____

Key Contact Phone Number: _____

Annual Patients Served (Unique Individuals, if known): _____

Total Number of Employees: _____

Which types of care or clinical services does your facility provide? (Select all that apply)

- Primary Care
- Behavioral Health
- Maternal health (e.g., prenatal, labor & delivery, postpartum care)
- Emergency care
- Specialty care
- Others

A. EHR & Interoperability

What EHR system(s) are currently in use in your facility? (select all that apply) Please select vendor(s) and specify the exact product

- Altera Digital Health: _____
- Athenahealth: _____
- Epic Systems Corporation: _____
- McKesson: _____
- Meditech: _____
- Netsmart Technologies: _____
- Oracle Cerner: _____
- TruBridge: _____
- Other (please specify) _____
- Not Sure
- None

When was your current EHR system deployed? Please provide as close to the exact date as possible (e.g., Month and Year). If not sure, write "Not Sure."

Is your EHR hosted or provided through a 3rd party (e.g., a partner organization such as OCHIN)?

- Yes
- No
- Unsure

You chose 'Yes' to EHR is hosted or provided through a 3rd party organization. Which 3rd party organization?

Does your EHR support affiliate hosting or shared access models (e.g., Epic's Community Connect) that allow local provider organizations to use your instance?

- Yes
- No
- Unsure

Does your system support [HL7 FHIR](#) APIs? (FHIR is a common standard that allows systems to exchange health data using APIs.)

- Yes
- No
- Unsure

Do the HL7 FHIR APIs have [R4 endpoints](#)?

- Yes
- No (please specify what endpoints you have) _____
- Unsure

Is your system certified for [USCDI](#) version 3 (or later)? (USCDI is a standardized set of health data classes and data elements designed to enable nationwide, interoperable health information exchange)

- Yes
- Certified for older version USCDI (please specify) _____
- Not certified for any version of USCDI
- Not sure

Is your system integrated with a Health Information Exchange (HIE)? (An HIE helps organizations securely share patient records electronically.)

- Yes (please specify which HIEs) _____
- No
- Not sure

You indicated that your system is integrated with a Health Information Exchange (HIE). What level of integration?

- Bidirectional exchange
- Send only
- Receive only
- Not sure

How long does it typically take for exchanged data to be available between your facility and the HIE?

- Near real-time (within minutes)
- Less than 12 hours
- 12-24 hours
- >24 hours
- Not Sure

Is your system integrated with a social care referral platform / Community Information Exchange? (These platforms—e.g., Findhelp, Unite Us—send and track referrals for needs like food, housing, or transportation)

- Yes (please list) _____
- No
- Not sure

Is your social care referral platform performing to your satisfaction?

- Yes
- No
- Not sure

Please provide more detail about your experience with your Social Care Referral Platform, including components / functionalities that you find useful, and any pain points or gaps in functionalities that you've identified.

Can patients access and download their health data through a patient portal or app? (A portal is a secure digital tool (web or mobile) where patients log in to view, download, and share their health information that is pulled directly from the organization's EHR, often through standards-based APIs like FHIR)

- Yes
- No
- Not sure

How would you rate your facility's interoperability maturity (e.g., ability to share and receive electronic health information with other organizations)?

- Very Low
- Low
- Average
- High
- Very High
- Not Sure

B. Cybersecurity & Privacy

How would you rate your facility's overall cybersecurity maturity?

- Very Low
- Low
- Average
- High
- Very High
- Not Sure

Do you have a cybersecurity officer or designated lead?

- Yes
- No
- Not Sure

Please provide the name and email address of the cybersecurity officer or designated lead (optional):

Name _____

Email _____

Do you have a data privacy officer or designated lead?

- Yes
- No
- Not Sure

Please provide the name and email address of the data privacy officer or designated lead (optional):

Name _____

Email _____

When was your last third-party cybersecurity assessment?

- Within the last 12 months
- Within the last 1–2 years
- > 2 years
- Never
- Not Sure

Is your facility's protected health information (PHI) encrypted at rest and in transit? (“At rest” refers to stored data; “in transit” refers to data being sent between systems)

- Yes
- Yes – Vendor managed
- No
- Other (please specify) _____
- N/A
- Not Sure

Does your facility meet [HHS Cyber Goals](#)? (please see link for more information)

- Yes
- No
- Not Sure

What cybersecurity framework is your EHR certified against? (select all that apply)

- HITRUST
- NIST CSF
- ISO/IEC 27001
- SOC 2 Type II
- CIS Critical Security Controls
- Other (please specify) _____
- None
- Not Sure

Does your EHR use role-based access control ([RBAC](#))?

- Yes
- No
- Not Sure

What is the primary technical hosting environment for your EHR system?

- Fully cloud-based
- On-premises
- Hybrid
- Not Sure

Are security patches and EHR updates applied in a timely and structured manner?

- Yes – Automated or vendor-managed
- Yes – Manual but structured process
- No formal process
- Not Sure

C. Data Governance & Reporting

Does your facility have a published data governance policy?

- Yes
- No
- Not Sure

Does your facility have a data governance council or other data governance structure?

- Yes
- No
- Not Sure

Does your facility use a shared data governance model across facilities/organizations? (i.e., shared consent, audit, and/or access-control frameworks across facilities to reinforce interoperability)

- Yes
- No
- Not Sure

What types of health data does your facility manage? (Select all that apply)

- Demographic
- EHR/Clinical
- Prescription data (e.g., orders, fulfillment)
- eCare Plan
- Billing/Claims/Utilization Data
- Telehealth & Remote Monitoring Data
- Behavioral Health Data
- Social Needs/SDOH & Community Referral Data
- Public Health Reporting
- Others (please specify) _____
- Not Sure

Where is your patient data and population-level data housed (e.g., on-premises data warehouse, public cloud, private cloud)? If not sure, write 'Not Sure'

Do you use standardized data formats (e.g., [USCDI](#)) for reporting to CMS or partners? (USCDI is a standardized set of health data classes and data elements designed to enable nationwide, interoperable health information exchange)

- Yes
- No
- N/A – we do not report to CMS or other partners
- Not Sure

How do you share performance or quality data? (select all that apply)

- HL7 FHIR APIs
- Secure file transfer (e.g., SFTP)
- Fax
- Mail
- Other (please specify) _____
- Not Sure

How would you rate your facility's data governance and reporting maturity?

- Very Low
- Low
- Average
- High
- Very High
- Not Sure

D. AI Adoption

Has your facility piloted any AI tools? (Select all that apply)

- Ambient AI Chart Documentation (which ones?) _____
- Other (please specify) _____
- None
- Not Sure

Has your facility deployed any AI tools? (Select all that apply)

- Ambient AI Chart Documentation (which ones?) _____
- Other (please specify) _____
- None
- Not Sure

What percentage of your clinical hours are supported by Ambient AI Chart Documentation?

- <10%
- 10-20%
- 20-30%
- 30-40%
- 40-50%
- >50%
- Not Sure

Are there established governance processes and/or policies for AI deployment?

- Yes
- No
- N/A
- Not Sure

Are clinical staff aware of systems using AI and trained to interpret AI-generated insights?

- None
- Few
- Some
- Most
- All
- Not Sure

E. Patient-Facing Technologies

Which patient facing technologies are in use at your facility? (Select all that apply) Please select technology and specify products/vendors.

- Telehealth services _____
- Remote patient monitoring _____
- Other (please specify) _____
- None
- Not Sure

Are these patient-facing tools integrated with your EHR?

- Yes
- No
- N/A
- Not Sure

What barriers do patients report most often, related to consumer technologies? Rank in order from most frequent barrier to least common barrier.

- _____ Broadband
- _____ Device cost
- _____ Usability
- _____ Privacy concerns
- _____ Trust
- _____ Other (please specify)
- _____ Not Sure

F. Digital Workforce Capacity

How many employed or contracted full-time equivalents (FTEs) are dedicated to health IT and analytics roles?

- Number of FTE: _____
- Not Sure

Do IT staff receive training in cybersecurity and EHR support?

- Yes
- No
- N/A
- Not Sure

How would you rate your facility's digital workforce capacity?

- Very Low
- Low
- Average
- High
- Very High
- Not Sure

G. Financial Sustainability

What percentage of your budget is allocated to health IT?

- 0–5%
- 6–10%
- 11–20%
- >20%
- Not Sure

Are you pursuing other funding sources for digital health? If yes, please specify.

- Yes _____
- No
- Not Sure

H. Infrastructure & Broadband

How would you rate your facility's broadband reliability for telehealth and data exchange?

- Very Low
- Low
- Average
- High
- Very High
- Not Sure

Does your facility maintain a disaster recovery and business continuity plan for IT systems?

- Yes
- No
- Not Sure

Do all facility sites have access to high-speed broadband (≥ 100 Mbps)?

- Yes
- No
- Not Sure

I. Additional Information

Is there any additional information you would want to share? (Optional)

Is there any additional information you would want to hear about the Rural Health Transformation Program? (Optional)

Clicking 'Next' will submit this survey.

Please take the time to navigate to prior pages to review your responses prior to submitting.