Social Security Administration

Feasibility Study Questionnaire

Introduction:

Social Security Administration (SSA) is conducting a feasibility study for internal use only to explore the integration of consumer directed exchange for patients/claimants into the disability determination business process. SSA is interested in identifying the benefits to all stakeholders involved when leveraging a patient's right to access their health information when applying for disability. Currently, a patient/claimant only submits treating sources and authorization for SSA to collect their records. SSA is then responsible for locating and collecting the medical evidence of record. This can be a costly and timely step in the disability determination process for claimants, adjudicators, and healthcare providers. A core mission of the agency is to provide accurate and timely decisions to all disability claim applications and would like to evaluate how consumer directed exchange could be integrated into their business to achieve this goal.

General Questions:

1. Please enter the following information here:

   Name: Click or tap here to enter text.
   Title / Role: Click or tap here to enter text.
   Organization: Click or tap here to enter text.

2. Type of Organization, please select all applicable (click box):
   ☐Healthcare Provider
   ☐Healthcare System
   ☐Vendor: Click or tap here to enter text.
   ☐Government
   ☐Other: Click or tap here to enter text.

3. What is your level of knowledge in regards to consumer directed exchange (10 be the highest)?
   ☐1   ☐2   ☐3   ☐4   ☐5   ☐6   ☐7   ☐8   ☐9   ☐10

4. Do you authorize the use of your responses in the feasibility study, to be shared **within** SSA in a named & unmasked fashion: ☐Yes ☐No
   a. If No, do you authorize the use of your responses in this feasibility study, to be shared **within** SSA in an anonymous & masked fashion: ☐Yes ☐No

Survey Instructions:

Please review the sectioned questions below and response to all applicable to your knowledge, who you are representing, or stakeholders. If you do not feel informed or qualified to answer all of the questions, please provide responses to as many questions as possible and feel free to elaborate as you see fit.

Feasibility Study Questionnaire:

1. Based on your knowledge, what is the level of adoption and trajectory (awareness, use, usefulness) of consumer directed exchange in the healthcare industry with regards to **patients**?
   Click or tap here to enter text.
2. Based on your knowledge, what is the level of adoption and trajectory (awareness, use, usefulness) of consumer directed exchange in the healthcare industry with regards to **providers**?
   Click or tap here to enter text.
3. Based on your knowledge, what is the level of adoption and trajectory (awareness, use, usefulness) of consumer directed exchange in the healthcare industry with regards to **payers**?
   Click or tap here to enter text.
4. Based on your knowledge, what is the level of adoption and trajectory (awareness, use, usefulness) of consumer directed exchange in the healthcare industry with regards to **technology vendors (interoperability, health record, integration, etc.)**?
   Click or tap here to enter text.
5. What is your perception of consumer directed exchange and how it impacts the interoperability landscape?
   Click or tap here to enter text.
6. What consumer directed exchange platforms are you aware of in the marketplace?
   Click or tap here to enter text.
7. Does your organization utilize consumer directed exchange, and if so, to what degree and what are the realized benefits?
   Click or tap here to enter text.
8. Does your organization provide user portal, application, or mobile app for patients to access their health records? Click or tap here to enter text.

   If yes to #8, please answer the following:
   a. Was it developed in-house, outsourced to a vendor, or included through EHR?
      Click or tap here to enter text.
   b. Does your platform implement the use of APIs, Fast Healthcare Interoperability Resources (FHIR), or other industry standards to **enable secure patient access to electronic health information**?
      Click or tap here to enter text.
   c. What information is available **to the patient**? Please select all that apply:
      ☐ Conditions/Problem List
      ☐ Medications
      ☐ Encounters
      ☐ Procedures
      ☐ Lab Results
      ☐ Diagnostic Imaging Interpretations
      ☐ Clinical Notes
      ☐ Other: Click or tap here to enter text.
   d. What health record formats are available **to the patient**? Please select all that apply:
      ☐ IHE
      ☐ C-CDA
      ☐ FHIR
      ☐ Proprietary
      ☐ Document File / Images (i.e. tif, pdf, docx, txt)
      ☐ Other: Click or tap here to enter text.

e. Does your platform implement the use of APIs, Fast Healthcare Interoperability Resources (FHIR), or other industry standards to **allow patients to transmit electronic health information to a 3rd party**?
Click or tap here to enter text.

f. What information is available **to be transmitted to a 3rd party**? Please select all that apply:
☐ Conditions/Problem List
☐ Medications
☐ Encounters
☐ Procedures
☐ Lab Results
☐ Diagnostic Imaging Interpretations
☐ Clinical Notes
☐ Other: Click or tap here to enter text.

g. What health record formats are available **to be transmitted to a 3rd party**? Please select all that apply:
☐ IHE
☐ C-CDA
☐ FHIR
☐ Proprietary
☐ Document File / Images (i.e. tif, pdf, docx, txt)
☐ Other: Click or tap here to enter text.

h. What percentage of your patients have accessed their electronic health records?
Click or tap here to enter text.

  i. If yes, what percentage of your patients have accessed their electronic health record in the last month?
Click or tap here to enter text.

  ii. What are your organization's plans or current actions to increase patient engagement in the access and use of their electronic health information?
Click or tap here to enter text.

i. Can you briefly explain the process and timeline for patients to achieve access to their electronic health records (including any authentication, registration or credentialing process)?
Click or tap here to enter text.

9. How is the provenance of the patient electronic health information maintained and guaranteed? (i.e. Where does the data come from and what assurances are there that this is the true source and it has not been altered?)
Click or tap here to enter text.

10. Can you explain any difficulties or pain-points in leveraging a consumer's right to their health data that a question in this study has not already addressed?
Click or tap here to enter text.

11. Can you explain any benefits in leveraging a consumer's right to their health data that a question in this study has not already addressed?
Click or tap here to enter text.

Additional Questions (Please answer if applicable to your organization and information is available):

1. What vendors are you connected to?
   ☐ Epic
   ☐ eClinicalWorks
   ☐ athenahealth
   ☐ Cerner Corp
   ☐ Allscripts
   ☐ GE Healthcare
   ☐ NextGen Healthcare
   ☐ MEDITECH
   ☐ CPSI
   ☐ Greenway Health
   ☐ McKesson
   ☐ Other: Click or tap here to enter text.

2. If you represent an aggregation application, how many underlying health systems, providers or electronic health record vendors are you connected with?
   Click or tap here to enter text.

3. Do they have any information on the applications utilization by patients? (i.e. how many patients are registered? using the application on a monthly basis? Depth (time) of content? Breadth (content coverage, e.g. clinical notes) of content?)
   Click or tap here to enter text.