# Workshop: Amenability of US Healthcare to Blockchain-Enabled Self-Sovereign Identity (SSI)

Participant booklet

Thursday, August 10, 2023

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## Preliminary agenda and housekeeping

When	What	
10:00 am - 10:15 am EDT 04:00 pm - 04:15 pm CET	Welcome message Introduction to the research study	
10:15 am - 10:40 am EDT 04:15 pm - 04:40 pm CET	Topic: Blockchain-enabled SSI properties Activity: Word jam	Priming
10:40 am - 10:55 am EDT 04:40 pm - 04:55 pm CET	Topic: Pre-workshop expert interviews and survey results Activity: Open discussion	- Friming
10:55 am - 11:00 am EDT 04:55 pm - 05:00 pm CET	Break (5 min)	
11:00 am - 12:00 pm EDT 05:00 pm - 06:00 pm CET	Topic: Exploring assessment framework components Activity: Card sorting	Designing I
12:00 pm - 12:05 pm EDT 06:00 pm - 06:05 pm CET	Break (5 min)	
12:05 pm - 12:45 pm EDT 06:05 pm - 06:45 pm CET	Topic: Converging on assessment framework components Activity: Dot voting	Designing II
12:45 pm - 01:00 pm EDT 06:45 pm - 07:00 pm CET	Reflection & closing	Debriefing

#### Housekeeping

- The session will be recorded
- I have to keep track of time and might have to move us forward – thus, I do not do this because I am
   rude but because I have to in the interest of time

#### **About thing.online**

- On the left side, if you pull out the sidebar, you can see the agenda items (thing.online calls them flows)
- If you move your avatar close to another avatar until a circle appears, you are having a private conversation with that person, meaning the rest cannot hear it. If you want to leave the private conversation, just move your avatars away from each other until the circle disappears
- If you run into an issue, just text me on WhatsApp (+ 49 15162809750) or send me a LinkedIn message, I am more likely to see that pop up on my phone than an email
- It only works with Google Chrome and on a desktop (no mobile unfortunately)

## Workshop participants



Alexander Colgan

Head of Strategic Partnerships & Marketing,
LedgerDomain
alex.colgan@ledgerdomain.com
https://www.linkedin.com/in/alexcolgan/

Location

Nova Scotia, Canada

**Background** 

Started working as a writer for Leap Motion, a hand-tracking start-up that was more of an Al start-up dressed up like a hand-tracking start-up

Did some consulting work

Is currently Head of Strategic Partnerships & Marketing at LedgerDomain – a decentralized identity company for the pharmaceutical supply chain, and thus, DSCSA (Drug Supply Chain Security Act) insider



Daniel Fritz
Executive Director, PharmaLedger Association
daniel@pharmaledger.org
https://www.linkedin.com/in/dafritz/

Location

Basel, Switzerland

**Background** 

Held various global supply chain positions at Novartis, remaining loyal to the firm for over 20 years

Transferred to PharmaLedger, a consortium that researches the value of blockchain technology for the healthcare industry, as Industry Project Leader, ensuring successful coordination and collaboration between the consortium members

Moved up to the position of Executive Director at PharmaLedger Association – a not-for-profit Swiss Association, to enable and foster a Digital Trust Ecosystem (DTE) in healthcare



Debbie Bucci
Chief Data Officer, Equideum Health
debbie.bucci@equideum.com
https://www.linkedin.com/in/debbie-bucci/

Location

Bethesda, United States

Background

Is a working musician and provides therapeutic music sessions

Worked for the federal government for the department of Health & Human Services through her engagement at and NIH and ONC.

She recognized the potential of decentralization and identity early on and became an active participant in the digital identity community. She has been working on these topics at the National Institutes of Health (NIH) and the National Institute of Standards and Technology (NIST), as well as at the Internet Identity Workshop (IIW). Furthermore, she is the brain behind the ONC "Blockchain in Healthcare" whitepaper contest.

She identity journey continues at Equideum Health.



Drummond Reed
Director, Trust Services, Gen Digital
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https://www.linkedin.com/in/drummondreed/

Location

Seattle, United States

Background

Has spent a quarter-century in Internet identity, security, privacy, and trust frameworks

Served as Director, Trust Services at Avast after the acquisition of Evernym where he was the Chief Trust Officer

He is a co-author of the book *Self-Sovereign Identity* (Manning Publications, 2021), co-editor of the W3C Decentralized Identifiers (DID) 1.0 specification, and co-author of the Respect Trust Framework, which was honored with the Privacy Award at the 2011 European Identity Conference

Currently he is Director, Trust Services at GenDigital – a company that unites trusted consumer brands (Norton, Avast, LifeLock and Avria) under one company



Evin McMullen
Co-founder and CEO, Disco.xyz
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https://www.linkedin.com/in/evin-mcmullen/

Location

New York City, United States

**Background** 

She has been interested in technology since a young age. Growing up during the Napster era, she was fascinated by file sharing and the intellectual property issues it raised

Evin proceeded to pursue a bachelor's degree in information systems at Yale

Excited about the promises of web3 she got together with a few friends and founded Disco to bring self-sovereign identity to the Metaverse



Kaliya Young
Identity Woman
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Location

San Francisco Bay Area, United States

**Background** 

Kaliya (also known as "The Identity Woman") is a prominent figure and influential voice in the field of digital identity and SSI

She co-founded IIW, which convenes twice a year to discuss the Internet's missing identity layer with like-minded individuals

Kaliya has published a significant body of work, including blog posts, articles, and her book titled *The Domains of Identity* (2020)

She continues taking the lead in steering the conversation towards the development of decentralized identity



Philippe Page
Chair of the Board of Trustees, The Human Colossus
Foundation
https://www.linkedin.com/in/philippe-page-948727109/

Location

**Background** 

Geneva, Switzerland

He obtained his Ph.D. in physics at a time when the HTTP protocol was just starting to find its first users

Since then, he has worked in various companies and industries, such as consulting and banking, always in business and transformation roles

Upon the emergence of blockchain technology, he developed an interest in the Sovrin Foundation and became involved

As part of his current endeavor, The Human Colossus Foundation, which aims to establish a dynamic data economy by utilizing innovative technologies that ensure data verifiability, immutability, and trusted consent, he devotes considerable time to research and has published numerous papers. His most recent one is titled Dynamic Data Economy: An alternative model of digital transformation



Stephan Baur
Principle IT Architect and Technology Strategist, Kaiser
Permanente IT
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Location

**Background** 

San Francisco, United States

He has extensive experience in the healthcare sector, having worked at Kaiser Permanente for over a decade, attracted by the sector's purpose.

Stephan began his career as a young software engineer for a telecom company in Europe and was involved in the initial stages of transforming existing telecom networks to the Internet

The dotcom boom brought him to San Francisco, where he worked as a consultant for a while

After transitioning into healthcare, he quickly focused on emerging technologies and has since built his reputation in the digital identity space by holding working sessions at IIW and attending other such events

## Researcher



Sophia Goeppinger

Master student, University of St.Gallen | Exchange Semester, Columbia Business School sophia.goeppinger@student.unisg.ch | sgoeppinger23@gsb.columbia.edu https://www.linkedin.com/in/sophia-goeppinger/

Location

**Background** 

New York City, United States

She holds a bachelor's degree in International Management from ESCP Business School and currently pursues a master's degree in Strategy and International Management at the University of St. Gallen, Switzerland. As a part of the program, she joined Columbia Business School's MBA class

During an internship at Roche Pharma, she discovered her love for healthcare and has since made it her mission to be an enabler and driver of transformative impact at scale in the sector

She is a blockchain enthusiast since 2017. That enthusiasm has led her to learn about self-sovereign identity through various engaging discussions with her former Blockchain and Cryptocurrencies professor Omid Malekan.

Her master's thesis on blockchain-enabled SSI in US healthcare lets her merge her interest in both fields

## **Observers**



Omid Malekan
Explainer-in-Chief | Adjunct Professor, Columbia Business
School
om44@columbia.edu
https://www.linkedin.com/in/omid-malekan/

Location

New York City, United States

**Background** 

In crypto as a hobbyist since 2013, professionally since 2017

He published two books:The Story of the Blockchain (2018) & Re-Architecting Trust (2022)

He has written for New York Times, FT, Harvard Business Review, and Coindesk

He worked at Citi Ventures and consulted companies and industry groups

He teaches at Columbia Business School, where he passionately imparts knowledge through several cutting-edge courses on blockchain and cryptocurrency. Through has led him to become one of Sophia's thesis mentors and supervisors

## **Observers**



Alexander Meier
Research Associate, University of St.Gallen
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https://www.linkedin.com/in/alexander-meier-234142164/

Location

St.Gallen, Switzerland

**Background** 

He holds a master's degree in Management and Technology from the Technical University of Munich and pursued his Ph.D. in Philosophy at the University of St.Gallen

As a member of the Institute of Information Management at St.Gallen, he is highly enthusiastic about blockchain and is currently working on the topic of blockchain application in education with a focus on upskilling

In that capacity, he is assisting Sophia in her master's thesis

## Research details

## Methodology

## Participatory action research study

Objective: Develop a framework for assessing the amenability (= suitability) of US healthcare system use cases to SSI

Unit of analyses: Use case, system

#### Goals

#### Research Steps

Diagnosing

- (i) Identification and (ii) definition of primary problems to successful deployment, meaning value-adding adoption and use, of administrative, technological innovations in the US healthcare system that share one or more characteristics with SSI to substantiate the need for an SSI amenability use-case assessment.
- (ii) Development of a theoretical problem statement based on theoretical foundations
- (i) Semi-structured expert interview study and coding (Gläser and Laudel, 2009) with representatives of <u>core</u> HC stakeholders: Providers, payers, payviders, federal agencies, health IT vendors, clinical data exchanges, academia, manufacturers, emerging technology companies, and cross-stakeholders
- (ii) Qualitative patient survey

We are here

**Action Planning** 

- (i) Development of amenability assessment model dimensions (i.e., a method) based on theoretical foundations
- (ii) Operationalization of the model and making it qualitatively testable
- (iii) Identification of implications for SSI endeavors in US healthcare
- (iv) Initial evaluation of the assessment model

 Workshop with (HC) self-sovereign identity experts with a focus on SSI through verifiable credentials

**Action Taking** 

Application of the amenability assessment model w/ HC stakeholders, evaluation of the main proposition(s), and recommendations for action

(i) Semi-structured interviews with HC stakeholders from diagnosing stage: Providers, payers, payviders, federal agencies, health IT vendors, clinical data exchanges, academia, manufacturers, emerging technology companies, and cross-stakeholders (Part 1)

**Evaluation** 

Evaluation of outcomes of the action research interventions:

- (i) Check interview data for completeness and accuracy
- (ii) Clarification of whether the assessment model provides a solid basis to prepare the decision-making process as to whether and how to deploy HC SSI
- (iii) Final evaluation of whether HC SSI use cases can be implemented

 Semi-structured review interviews with HC stakeholders from diagnosing stage: Providers, payers, payviders, federal agencies, health IT vendors, clinical data exchanges, academia, manufacturers, emerging technology companies, and cross-stakeholders (Part 2)

Specifying Learnings

Knowledge documentation and communication to stakeholders from (i) research and (ii) practice (i.e., core HC stakeholders and SSI community)

- (i) This thesis
- (ii) Action research documentation
- (iii) Final assessment model presentation

Sources: Baskerville, R. (1999); Baskerville, R. & Wood-Harper, T. (1996); Stairway to heaven or highway to hell: A model for assessing CA use cases

## **Unit of analyses**

- 1 System analysis
- 2 Use case

My thesis operates on two levels of unit of analysis, i.e., (1) looking at the **entire healthcare system** and not just individual actors in a vacuum, and (2) setting the scope purposefully at the **use-case level** 

## 1 System analysis

- The research is purposefully set at a system level, looking at the entire healthcare system as a whole
- Rational:
  - "To understand an organized whole, we must know both the parts and the relations between them"1.
  - One of blockchain-enabled SSI's properties is strong, positive network effects

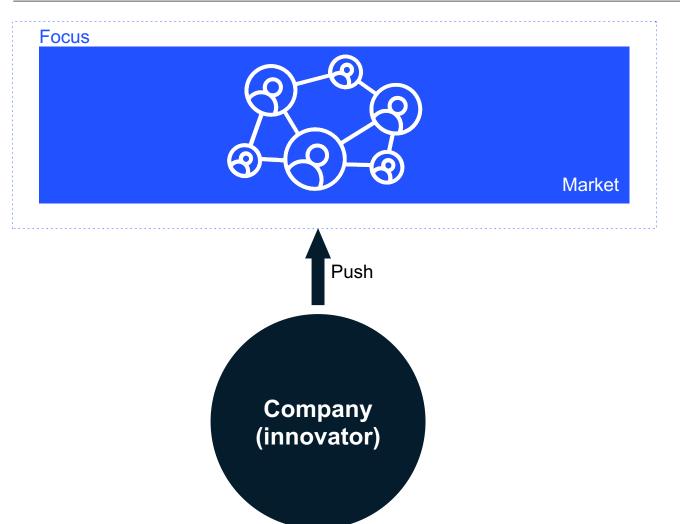
## 2 Use case

- Use cases can be broken down into a sequence of processes that again comprise several tasks and conditions that determine the task sequence<sup>2, 3</sup>.
- Rational to drill down to a use case unit of analysis:
  - Provides boundaries and scope to make an intangible, potentially paradigm-shifting technology like SSI feel more structured
  - Federal agencies operate at the use case level for policies and mandates, and these are often key drivers for the successful deployment of technologies with characteristics similar to SSI (see pre-workshop research results below, slide 43)
  - Aids in identifying the chess pieces that play a role and play out the relative responsibilities of each

Sources: <sup>1</sup>Bertalanffy (1972, p. 411), <sup>2</sup>Van Der Aalst et al. (2004), <sup>3</sup>Goodhue and Thompson (1995)

# The study focuses on the market circumstances of adoption and implementation, not the capabilities of the innovator

Study focus lens



It is certainly relevant that the company entering the market with a technology that it wants to see adopted and used has sufficient resources, skills, and resilience, but these aspects are beyond the scope of this study. Rather than that, this study **focuses** on the **market circumstances** that the technology is anticipated to encounter upon its introduction.

## Establishing a common ground amidst interpretational variance

**Definitions overview** 

### **Amenability**

The likelihood of the successful deployment of blockchain-enabled SSI in the US healthcare system

## Successful deployment

Value-adding adoption and use

- Value adding: Realization of the true potential of the technology (i.e., using the technology to its full intended potential; this includes the notion of scalability)
- Adoption: All the information gathering, conceptualization, and planning for the adoption of an innovation leading up to the decision to adopt
- Use: All the events, actions, and decisions involved in putting the innovation into use

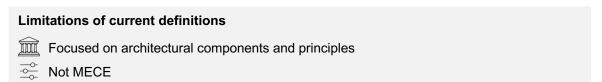
#### **Unsuccessful deployment**

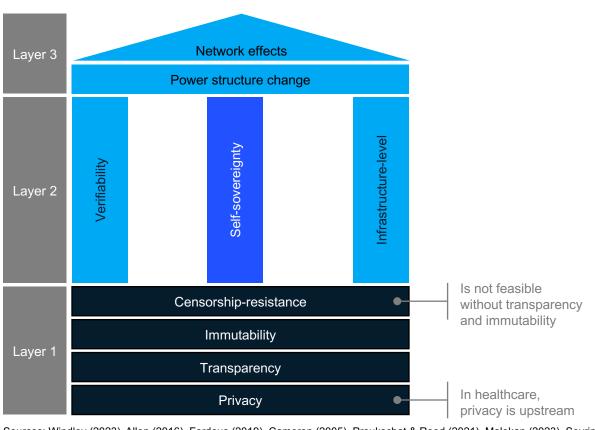
Any deviation from a set **goal** with a set **timeline**, and a set **scope** 

## Characteristics of a blockchain-enabled identity metasystem

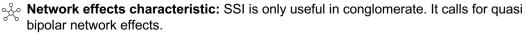
Defining blockchain-enabled SSI in the healthcare context







#### Second-decree



**Power structure change:** The locus of control shifts from the big players at the center of the network to the periphery

#### First-degree

#### Self-sovereignty characteristic

- All parties to a relationship are considered peers, which means they have equal power and rights. This notion bestows them autonomy about what they request, share, and consent to
- Sovereignty is non-transferable
- Verifiability characteristic: Identity credentials are digitally verifiable instantaneously

#### m Infrastructure-level characteristic:

- Serves as an identity metasystem with an encapsulating protocol that enables the creation of myriad identity system on top of it
- Ensures interoperability indexed by scalability across various contexts and interchangeability of different identity technologies operated by multiple providers

#### **Enabling technology**

The following first principles of blockchain serve as enabler of self-sovereign identity

- Censorship-resistance: Access is public and validation is permissionless; thus, no one can deny access to anyone else
- Immutability: All transaction data (not health data) on the blockchain is tamper-proof
- Transparency: All protocol rules and transaction data is available for inspection
- Privacy: Cryptographic means allow for user data privacy

Sources: Windley (2023), Allen (2016), Ferdous (2019), Cameron (2005), Preukschat & Reed (2021), Malekan (2023), Sovrin Foundation, etc.

## Pre-workshop research results

# **Expert** interviews

Participants

## Interview partners overview (1/3)

N = 15

Interview partner belonging to multiple stakeholder groups

	Stakeholder group	#	Interview partner code	Position	Duration
Diagnosis Stakeholder Expert Interviews	Providers	1	PV1_DI	MD (Cardiologist)	1h
		2	PV2_CDE3_DI	MD (Family physician)	1h
		3	PV3_ETC2_DI	MD (Emergency physician)	1h 30m
	S	4	PY1_A3_DI	Senior director	1h 30m
	Payers	5	PY2_DI	Director emerging technologies	1h 30m
	Payviders	6	PYV1_DI	Principal IT architect and technology strategist	1h 50m

## Interview partners overview (2/3)

N = 15

Interview partner belonging to multiple stakeholder groups

	Stakeholder group	#	Interview partner code	Position	Duration
Diagnosis Stakeholder Expert Interviews	Manufacturers	7	M1_DI	Senior manager	Part 1: 45m Part 2: 40m
		8	M2_DI	Global access strategy leader	1h
	Federal agencies	9	FA1_DI	Deputy national coordinator	1h 50m
		10	CDE2_FA2_DI	Branch chief of privacy and security office of technology; security advisor to chief privacy and security officer	1h 30m
	Clinical data exchanges	11	CDE1_A1_DI	Board member	45m
		12	CDE2_FA2_DI	Chief data officer	1h 30m
		13	PV2_CDE3_DI	Chief medical officer	1h

## Interview partners overview (3/3)

N = 15

Interview partner belonging to multiple stakeholder groups

	Stakeholder group	#	Interview partner code	Position	Duration
Diagnosis Stakeholder Expert Interviews	Health IT vendors	14	HITV1_DI	Product management and implementation consultant	1h
	Emerging tech companies	15	ETC1_DI	Head of strategic partnerships & marketing	1h 30m
		16	PV3_ETC2_DI	Founder and CEO	1h 30m
	Academia	17	CDE1_A1_DI	Adjunct professor	45m
		18	CS2_A2_DI	Adjunct professor	1h 30m
		19	PY1_A3_DI	Adjunct professor	1h 30m
	Cross- stakeholders	20	CS1_DI	Consultant	Part 1: 1h 30m Part 2: 1h 30m
		21	CS2_A2_DI	Venture capitalist	1h 30m

## Interview partner coding legend

1. First letter: Stakeholder

Code	Code meaning
Α	Academia
CDE	Clinical data exchanges
CS	Cross-stakeholder
ETC	Emerging technology company
FA	Federal agencies
HITV	Health IT vendors
M	Manufacturer
PT	Patient
PY	Payer
PV	Provider
PYV	Payvider (integrated system)

- 2. Number: Interview number within the stakeholder group
- 3.
- 4. Action research stage:
  - "D": Diagnosis
  - "AP": Action planning
  - "AT": Action taking
  - "E": Evaluation
- 5. If an action research stage has several empirical phases, this is the phase
  - "I": first phase/research step within the respective action research stage
  - "II" second phase/research step within the respective action research stage

E.g., PY1\_DI means, "First payer interview partner from the first phase of the diagnosis stage (i.e., stakeholder interviews)."

## **Patient survey**

Participants

## Patient survey participants demographics

N = 25

Demographic characteristic	Sample (#)	Sample (%)
Age		
18-24	5	20.0
25-34	9	36.0
35-44	4	16.0
45-54	4	16.0
55-65	2	8.0
65-74	1	4.0
75 and over		
Gender		
Male	11	44.0
Female	13	52.0
Non-binary	1	4.0
Number of years living in the US		
<1		
1-5	1	4.0
6-10	1	4.0
11-15		
16-20	2	8.0
21 and over	21	84.0
Number of scheduled doctor appointments per year		
More than once a month		
Every 1 to 2 months	3	12.0
Every 3 to 6 months	7	28.0
Every 7 to 12 months	5	20.0
Less than once a year	10	40.0

#### Purpose the patient survey

An online (N = 19) and hard paper copy (N = 6) patient survey was conducted to account for the patient's voice about technology deployment problems in the US healthcare system.

#### How

While the online survey was coded in Qualtrics and administered in Prolific, the researcher engaged in convenience sampling, distributing the survey to people passing by on the street in a lower-income neighborhood of New York with the objective to minimize the digital divide bias.

## **Results**

# Why is the successful deployment of administrative technology so important?

Implications of unsuccessful deployment

## **First-order implications**



No advancement in better care for people



**Degradation** of patient care as the physician's energy is being taken towards often uncompensated administrative tasks

## **Second-order implications**



Lack of employee satisfaction, burnout



Lack of **customer satisfaction** 



Mistrust and uncertainty towards the deployment of any future technology



Loss in momentum and the window of opportunity in the space



**Financial impact** with sunk costs, delayed billing, and lack of additional financial commitment to drive the deployment process



**Escalation** of unsuccessful deployment to the C-Suite



The vacuum is filled with something that could be a worse outcome

# There are two primary data flows, administrative data flow and clinical data flow, in the US healthcare system

Clinical data flow Data flows in US healthcare Impaired flow (= data flows to treat healthcare) (= data flows to pay for healthcare) Data sources / holders Services Intermediaries (IT services, Payers (incl. (wholesalers, Patients & consultants, Medicare & Federal agencies Retailers **Providers** Manufacturers Caregivers distributors, pharma services, Medicaid) PBMs, GPOs) patient advocacy groups) **Exemplary data sets** Claims data Real-world Lab results. EHR data. (DRG, CPT, evidence. Health app data imagine Patient iourney billing data, ICD-10), billing diagnostic data, Public health TBD (Fitbit, Apple modalities (X-(credit card data (bank clinical trial data data Watch) rays, MRIs, information) data, patient information). CAT scans) eligibility data journey data **Data formats** HL7 X12 **JSON** ND-JSON **FHIR** 

# The following technologies were discussed during the interviews and patient survey

Electronic health records (EHRs)

Standardized data formats (FHIR, X12, etc.)

Blockchain
(in general, and in the context of digital identity)

Artificial intelligence (AI)

**Electronic patient support programs** 

**Technology discussion frequency** 

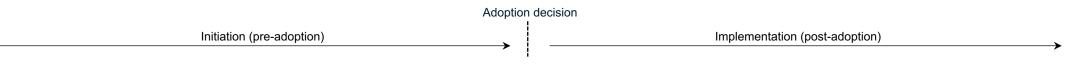
Because these technologies were discussed in an administrative context, as opposed to a medical context, they will be referred to as **administrative technologies/information systems (IS)** from this point forward, although this term might not do justice to all of the technologies involved.

# Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (1/15)

Owner of deployment barriers: Individual

Theoretical foundation

#### Barrier relevance to IS deployment process



#### Negative past experience with prior technologies

Explanation: Previously, physicians were enthusiastic about new technology-facilitated processes; however, they were frequently disillusioned when it came time to implement them.

Implication: These physicians tend to be more skeptical until a solution has been proven, often assuming that innovation will require additional work.

## dependence<sup>1,</sup>

Exerted

effort3-6

#### Excessive technology portfolio

Explanation: Physicians already have too many technologies and applications to handle. Implication: New technologies need to integrate with existing ones, such as EHRs, to ensure seamless functioning. This may be achieved through strategic partnerships with health IT vendors.

#### New technology perceived as complementary

Explanation: The new technology is not perceived by users as a replacement for the old one. Implication: Users either use the two technologies in parallel or revert to the old workflow.

#### New technology perceived as a burden

Explanation: Physicians are hesitant to adopt and use any solution that takes longer than their current practices. They are driven by metrics, such as the number of clicks required to complete a task.

Implication: If the technology requires more clicks than before, physicians often find unintended workarounds.

#### Burned out physicians

Explanation: There is a shortage of physicians and healthcare personnel, and they are overworked.

Implication: Physicians often lack the time to familiarize themselves with new technologies. Newly introduced technologies may not be top of mind for them; hence, they do not immediately think of incorporating them into their work. Physicians tend to focus on activities they perceive as valuable, such as their immediate business or family commitments, in order to manage their time efficiently.

#### Interoperability efforts perceived as uncompensated additional work

Explanation: Physicians do not receive compensation for the improving flow of clinical information within and across organizations. Implication: They do not voluntarily engage in any activity for which they are not financially compensated.

#### Complexity of new technologies

Explanation: Frequently, technologies are not designed by clinicians, leading to their complexity, excessive clicking, and diverting physicians from providing patient care.

Implication: Physicians often experience disappointment and frustration with new technologies.

#### Lack of pain

Explanation: The technology solution does not solve a problem sufficiently painful to be a driver of change for all involved stakeholders.

Implication: It is necessary to understand each stakeholder's pain lens.

"Pain drives change." (M1 DI)

Sources:¹DiMaggio (1988), ²Cohen and Levinthal (1990), ³Venkatesh et al., (2003), ⁴Thompson and Graetz (2019), ⁵Kruse et al. (2016a), ⁶Kruse et al. (2016b)

# Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (2/15)

Theoretical foundation

Owner of deployment barriers: Individual

Barrier relevance to IS deployment process Adoption decision Initiation (pre-adoption) Implementation (post-adoption) Digital divide Explanation: Certain patient demographics, such as seniors and people in rural areas without internet access, do not have access to digital technology. Implication: They cannot adopt and use the technology, and some cannot even if they are the most tech-savvy. Patient data ownership cost resistance Explanation: Patients view healthcare as an entitlement and expect the healthcare system to cover all costs. Exerted effort1-4 Implication: They are not willing to pay to hold their own clinical data. Incomprehensible data for patients without training Explanation: Clinical data is often not in a usable format for patients who are not medically trained physicians or nurses. Implication: They do not take advantage of the regulatory offer to get access to their health information. Perverse incentives: Pursuit of intense levels of independence and authority Explanation: Individuals in positions of power in the primary stakeholder groups of providers and payers are often seen as rugged individuals, unwilling to defer to anyone within or across stakeholder groups; they want to do it their own way; they do not want anything potentially hinder revenue generation. Alignment / Implication: This disposition makes it difficult to get these people to work together without a government mandate and enforcement. misalignment<sup>5</sup> "What do I care, you know, it's like I'm focused on this X-ray, this bone this hammer, you know, don't tell me that they're allergic to the antibiotic I want to give them; someone else will pick that up along the way'." (PV2 CDE3 DI) Incorrect attribution of innovation champions Explanation: Often, the wrong individuals are approached as innovation champions to communicate the value proposition of the technology, meaning to burned-out physicians (see Social slide 33) or individuals who do not like laying people off or who measure their leadership influence<sup>1, 9-11</sup> importance by how many direct reports they have. Implication: Without innovation champions, the technology may not make it onto the innovation priority list of the stakeholder in focus.

Sources: <sup>1</sup>Venkatesh et al., (2003), <sup>2</sup>Thompson and Graetz (2019), <sup>3</sup>Kruse et al. (2016a), <sup>4</sup>Kruse et al. (2016b), <sup>5</sup>Corsaro and Snehota (2011), <sup>7</sup>Kahn (1969), <sup>8</sup>Hansen and Baroody (2020), <sup>9</sup>Rogers (2005), <sup>10</sup>Kraut et al. (1998), <sup>11</sup>Hao et al. (2018)

# Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (3/15)

Owner of deployment barriers: Individual

Theoretical foundation

#### Barrier relevance to IS deployment process

Adoption decision
Initiation (pre-adoption)

Implementation (post-adoption)

## Organizational innovativeness

Explanation: Many healthcare executives are risk-averse due to the compensation structure that ties their pay to the organization's performance, and they do not want to bear the consequences if the innovation does not pan out. In addition, because executives in low-margin organizations are focused on keeping the lights on, innovations must fight for executive mindshare.

Implication: These decision makers tend to stick to the status quo and are averse to innovation, so radical innovation tends to lose out in the prioritization process.

Risk-averse leadership attitude

#### Workflow incompatibility

Explanation: Many companies have built great software solutions, but they end up forcing physicians to change the way they are used to working. Changing workflows is not a zero-sum game, but someone wins, and someone loses.

Implication: Changing workflows can cause individuals to feel a loss of control or quality of work.

"One of the first things I look at now that I'm an investor, and I'm looking at companies that have cool technology solutions to enable data transfer is, you know, 'How easily does it integrate into the workflow of the doctor or the nurse?', and ... there's so many companies I've met that have these really cool, ... software solutions they built to do all kinds of analytics and dashboards and, ... beautiful ways of representing data, but it ends up forcing the clinician to completely change the way they're used to working to support whatever needs to be done with this platform." (CS2\_A2\_DI)

## Facilitating conditions<sup>2-5</sup>

#### Limited process redesign

Explanation: The introduction of a new technology does not always entail process redesign. For example, when transitioning from paper to electronic health records, they still had to document the information. However, the former process involved using pen and paper, whereas the new process uses digital means.

Implication: Some individuals feel disaffected by the new technology.

#### Generational divide

Explanation: The digitization of healthcare makes older generations of physicians feel like everything has changed since they were in residency.

Implication: They resist with hair and bones against any profound changes.

#### Competence discomfort

Explanation: Often, healthcare professionals feel incompetent to use software such as EHRs because they are afraid of human error when entering information or clicking the wrong place.

Implication: They prefer to not use them, delegate or go back to the tried and proven.

Sources: <sup>1</sup>Rogers (2005), <sup>2</sup>Venkatesh et al., (2003), <sup>3</sup>Teckert (2020), <sup>4</sup>Dauwed (2019), <sup>5</sup>Kruse et al. (2016a)

### Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (4/15)

Owner of deployment barriers: Individual

Theoretical foundation

### Barrier relevance to IS deployment process



### Patient privacy and security concerns

Explanation: For many patients' data movement and ubiquity is not perceived as a desirable state. Many patients do not want their health data to be recorded in the EHR and to be shared with other healthcare stakeholders because they are afraid to be denied future care if the system has all her health information and the data analytics show that she should not be granted access to or reimbursed for a certain treatment. Further they are afraid of general data leaks.

Implication: Digital trust of patients starts to be compromised, leading to lower willingness to share personal health information via the digital medium, turning to making phone calls to schedule appointments. To not have highly sensitive health information recorded in the EHR, patients tend to lie about their (chronic) conditions to their physicians.

### Contextual factors of privacy and security concerns

Explanation: The patient's willingness to share data is influenced by contextual factors such as the stakeholder requesting personal health information (PHI), the purpose for which the information is requested, and the type of information requested. This is consistent with the existing literature, although it has been quantitively demonstrated that the type of information requested does not have a significant effect on the willingness to provide access to PHI as all PHI is considered sensitive<sup>1</sup>. Primary care providers are the most trusted by patients as they appear to be genuinely concerned about their health. Compared to primary care providers, hospitals and pharmacies are less trusted. Payers, health app providers, manufacturers, and government agencies are the least trusted. This is due to their perceived self-interest in collecting data and generating profit or their lack of established relationships with patients. In general, organizations with a negative or controversial public image or little perceived authority are less trusted. A relationship with an organization increases its trustworthiness. Furthermore, the quantitative study revealed a relationship that was not identified in the present study, indicating that individuals with negative emotions concerning their current health status are more willing to disclose PHI.

Implication: The context of sharing PHI appears to significantly influence a patient's willingness to share data electronically.

### Perception of security determined by system assurance, not inherent technology features

Explanation: Perceptions of a technology's security often rely on circumstantial information. This information may include whether friends and family have used or trust the technology, if the patient had a good experience with the technology before, whether the terms and conditions are reasonable, whether the company providing the technology has had negative press, whether the user can decline to have their data sold to third parties, or whether security measures like complex passwords or two-factor authentication are required. These references are based on the assurances provided with the system rather than the inherent security features and actual capabilities of the technology. This finding is consistent with previous research on this topic<sup>1</sup>.

Implication: Patients are likely to place less importance on the specific technical details of the underlying technology than on the safeguards surrounding it.

### Limited task-technology fit

Explanation: Information technologies are designed to streamline physicians' tasks and improve patient care, but their user-unfriendliness can impede physicians from accomplishing their tasks.

Further, health IT systems are often optimized for the billing of healthcare, instead of for patient care.

Implication: Physicians encounter difficulties in reconciling patient care, which is their primary responsibility, and managing various duties like data management, alerts, documentation, and billing that assist or complement their work. This struggle frequently results in a shortage of time for patient care. In addition, optimizing for billing comes at the expense of effective patient care.

Sources: <sup>1</sup>Anderson and Agarwal (2011), <sup>2</sup>Mauwed et al. (2019), <sup>3</sup>Zhu et al. (2006), <sup>4</sup>Thompson and Graetz (2019), <sup>5</sup>Rathert et al. (2017), <sup>6</sup>Adler-Milstein et al. (2015), <sup>7</sup>Scarbrough and Kyratsis (2022), <sup>8</sup>Martínez et al. (2023), <sup>9</sup>Sahi et al. (2018), <sup>10</sup>Teckert (2020), <sup>11</sup>Kruse et al. (2016a), <sup>12</sup>Kruse et al. (2016b)

Risk-Trust trade-off<sup>1, 2</sup>

trade-off<sup>1, 2</sup>

Technology

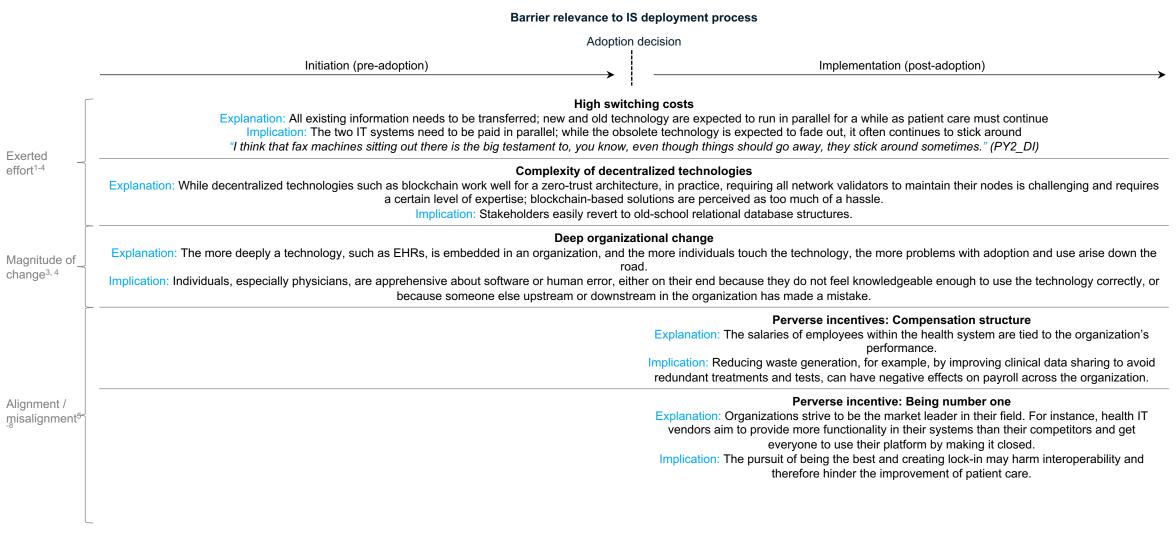
performance3

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### Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (5/15)

Owner of deployment barriers: Organization

Theoretical foundation



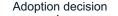
Sources: <sup>1</sup>Venkatesh et al., (2003), <sup>2</sup>Thompson and Graetz (2019), <sup>3</sup>Kruse et al. (2016a), <sup>4</sup>Kruse et al. (2016b), <sup>5</sup>Holmgren & Adler-Milstein (2016), <sup>6</sup>Corsaro and Snehota (2011), <sup>7</sup>Kahn (1969), <sup>8</sup>Hansen and Baroody (2020)

## Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (6/15)

Owner of deployment barriers: Organization

Theoretical foundation

### Barrier relevance to IS deployment process



Initiation (pre-adoption)

Implementation (post-adoption)

### Absence of a superior business case

Explanation: To be adopted, an innovation's business case must surpass that of others to secure a higher rank in the prioritization list; otherwise, it must be mandated for adoption. The system's narrow operating margins make ROI requirements exceptionally high. Thus, an innovation must demonstrate its profitability and meaningful value from the outset, regardless of its underlying technology. Individuals often prioritize costs over value propositions, given the industry's continuous cost focus and the difficulty of quantifying the latter in many innovations. In addition, the difficulty of quantifying benefits also leads to ROI uncertainty<sup>4</sup>.

Implication: The expectation of profit drives innovation in healthcare, and the fiduciary duty to shareholders does not always align with decentralized technology use cases.

"... it's not that ... a hospital's looking and saying, 'Well, we could do this interoperability thing, but you know, we think it'd be better not to.' That's not it at all; they're choosing which of their children to feed and which ones they gonna let starve to death." (CS1 DI)

Business value<sup>1-4</sup>

### High direct and indirect adoption and implementation costs

Explanation: High implementation costs, maintenance costs, switching costs, opportunity costs, potentially lost business intelligence if the innovation requires data sharing, lost revenue if the innovation reduces waste, such as duplicative testing, legal risks, reduced productivity due to using old and new system in parallel and loss in medical examinations<sup>3</sup>, political costs<sup>2</sup>. Implication: Smaller providers and self-insured employers cannot afford such investments. In addition, any major innovation will put the organization on hold for several years, closing it off from other innovations in order to focus on implementation.

"You're doing a brain transplant. ... when we're talking about the payer side, the core claim systems when you change those out, it's like doing a simultaneous heart, brain, and lung transplant. But let's say it's just one; you're just doing a brain transplant. In the middle of the brain transplant, would it be a good idea to do another surgery that, say, implement some kind of robotics device that required the brain to do a bunch of things? None of that. You're going to hold the brain function as still as possible." (CS1 DI)

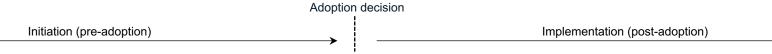
Sources: <sup>1</sup>Zhu et al. (2006), <sup>2</sup>Flessa and Huebner (2021), <sup>3</sup>Teckert (2020), <sup>4</sup>Kruse et al. (2016a)

### Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (7/15)

Owner of deployment barriers: Organization

Theoretical foundation

### Barrier relevance to IS deployment process



### The inherent low-margin core of healthcare

Explanation: Providers, particularly small hospitals, operate on very thin margins of 1%-2%. Implication: The IT budgets of these organizations are constantly under pressure. Historically, hospitals have spent 2%-3% of their total revenue on IT, while the average American industry spent about 7%-8%. Thus, the IT staff is typically underfunded and must often deal with well-intentioned yet costly government-mandated upgrades and programs, leaving them with a limited budget for additional IT innovations.

### Phased approaches to technology adoption

Explanation: Organizations often want to take a phased approach to technology implementation rather than bringing traditional processes to a screeching halt all at once.

Implication: They are slow to adopt new technologies and reluctant to communicate clearly about the process change, resulting in less exposure to social influence as manifested by social contagion and imitation and delaying the onset of network effects.

### System closure

Explanation: Some organizations, such as health IT vendors, try to keep their systems as closed as possible, fearing that opening them up to others will lead to data breaches and security problems (see "Organization's privacy and security concerns", slide 41).

Implication: While this benefits these organizations by creating lock-in and serves patients on a cursory level by keeping their data secure, it may be detrimental to the larger patient population as the true intent of these systems, which is to have a complete picture of a patient's health, aggregating all of their health information data points, cannot materialize.

Organizational innovativeness

### Location

Explanation: While existing literature shows that rural practices report lower rates of innovation adoption due to high-cost in relation to low IT budgets, bandwidth, and patient acceptance barriers<sup>2</sup>, the interviews revealed that innovation is most likely to occur in more peripheral settings that are not as strictly regulated by HIPAA, which typically leads to innovation paralysis due to fear of legal risk.

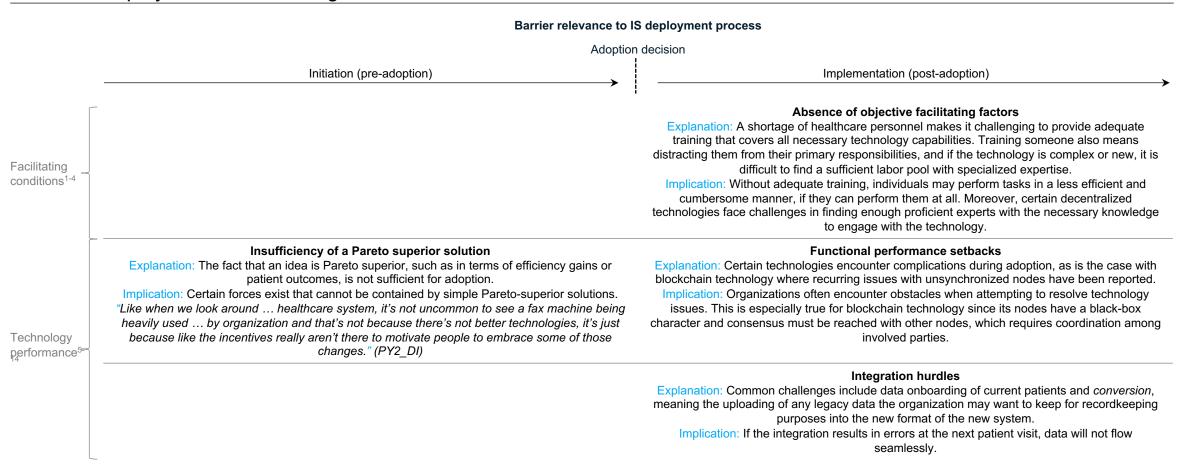
Implication: Location is a strategic consideration in innovation adoption efforts.

Sources: <sup>1</sup>Rogers (2005), <sup>2</sup>Kruse et al. (2016a, 2016b)

### Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (8/15)

Owner of deployment barriers: Organization

Theoretical foundation



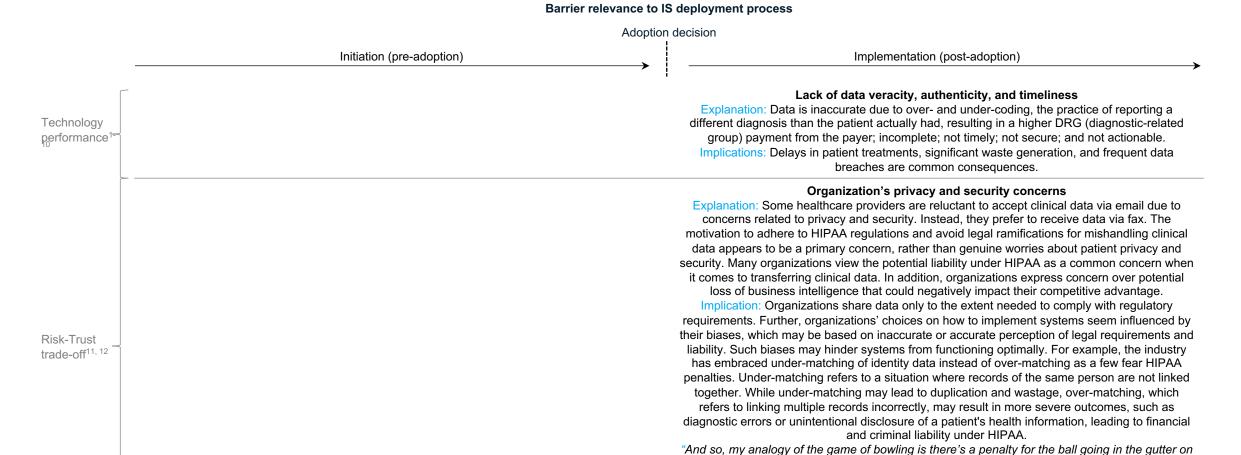
Sources: <sup>1</sup>Venkatesh et al., (2003), <sup>2</sup>Teckert (2020), <sup>3</sup>Dauwed (2019), <sup>4</sup>Kruse et al. (2016a), <sup>5</sup>Zhu et al. (2006), <sup>6</sup>Thompson and Graetz (2019), <sup>7</sup>Rathert et al. (2017), <sup>8</sup>Adler-Milstein et al. (2015), <sup>9</sup>Scarbrough and Kyratsis (2022), <sup>10</sup>Martínez et al. (2023), <sup>11</sup>Sahi et al. (2018), <sup>12</sup>Teckert (2020), <sup>13</sup>Kruse et al. (2016a), <sup>14</sup>Kruse et al. (2016b)

## Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (9/15)

Owner of deployment barriers: Organization



the right there is no penalty for the ball going in the gutter on the left. So, everybody just constantly throws the ball to the left gutter to make sure that they avoid the penalty. Until there's a mandate to say avoid both gutters equally, get the ball down the middle. We can't expect people to try to get the ball down in the middle." (CS1 DI)

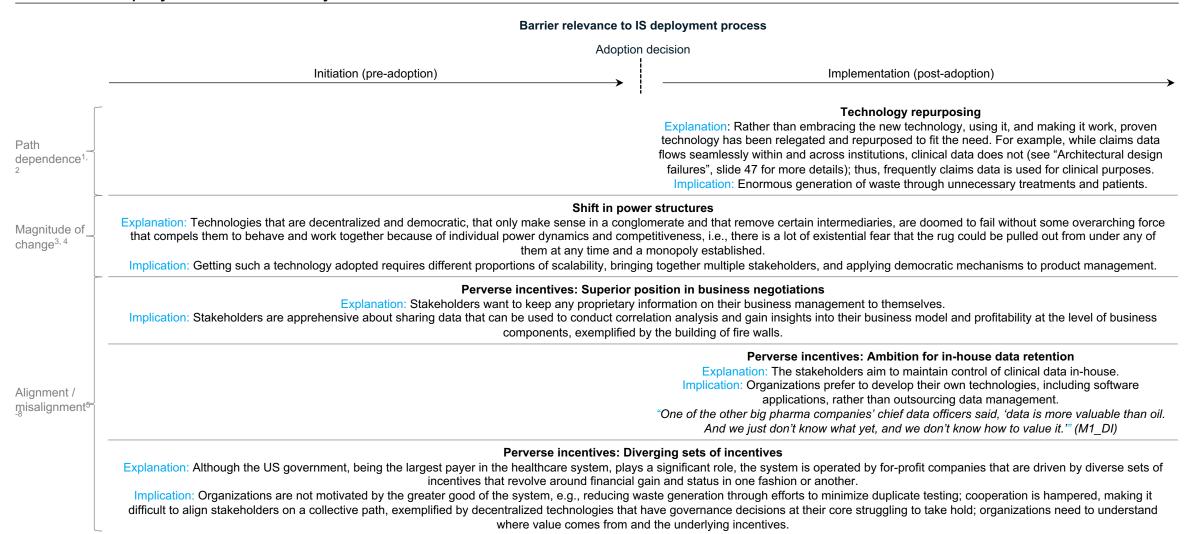


Sources: <sup>1</sup>Zhu et al. (2006), <sup>2</sup>Thompson and Graetz (2019), <sup>3</sup>Rathert et al. (2017), <sup>4</sup>Adler-Milstein et al. (2015), <sup>5</sup>Scarbrough and Kyratsis (2022), <sup>6</sup>Martínez et al. (2023), <sup>7</sup>Sahi et al. (2018), <sup>8</sup>Teckert (2020), <sup>9</sup>Kruse et al. (2016a), <sup>10</sup>Kruse et al. (2016b), <sup>11</sup>Anderson and Agarwal (2011), <sup>12</sup>Mauwed et al. (2019)

## Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (10/15)

Owner of deployment barriers: System

Theoretical foundation



Sources:¹DiMaggio (1988), ²Cohen and Levinthal (1990), ³Kruse et al. (2016a), ⁴Kruse et al. (2016b), ⁵Holmgren & Adler-Milstein (2016), ⁶Corsaro and Snehota (2011), ¬Kahn (1969), ³Hansen and Baroody (2020)

## Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (11/15)

Owner of deployment barriers: System

Theoretical foundation

### Barrier relevance to IS deployment process



### Misalignment of business practices

Explanation: Often interacting stakeholders do not follow the same practices, e.g., describing diagnosis and procedures in different ways Implication: Hampers progress towards interoperability (see "Technical interoperability deficiency", slide 47 for more details).

### Cognitive misalignment: Semantic interoperability

Explanation: It is common for two physicians to interpret the same information differently.

Implication: To achieve semantic interoperability, a significant amount of upfront work is required to establish a common understanding of terminology, ontology, and definitions.

### Absence of altruistic inclination

Explanation: Stakeholders aim to have technologies tested for their implementation in the industry, but there is no willingness to bear individual costs; achieving equitable collaborations for all stakeholders involved is complex.

Implication: Piloting for the for the benefit of the community to improve the technology and eventually scale is difficult; altruistic solutions do not work on the long term

Alignment / misalignment<sup>4</sup>

### Regulatory leeway

Explanation: There is a lack of mandates, manifested by "may" instead of "shall" statements, and enforcement to combat perverse incentives and drive stakeholders to adopt ubiquitous formats and standards; even if there is enforcement, the cost of compliance can often be higher than that of non-compliance.

Implication: The industry tends to change and shuffle around the priority list only when mandated and enforced, and even then, stakeholders weigh up the cost of compliance versus non-compliance; thus, it takes a significant combination of circumstances for the industry to affect major change without government mandates and enforcement.

"The government put out a rule about [hospitals having to publish their price of procedures], and the industry sued. ... The court said, 'Congress has this authority because the President has his authority, dear hospitals, you have to publish it.' So, about half the hospitals looked at what the fine was and said, 'I'd rather pay the fine than publish the data.' And you might think ..., 'Well, they didn't want to do all the hard work of gathering the data and normalizing and publishing.' It wasn't that at all. ... It was that inside that data, where business secrets ... of what doctors refer to me, what doctors do I refer to, and how much did I negotiate prices with the different payers. Those business secrets the hospitals believed were so important they'd rather be non-compliant, look bad in the newspaper, and get fined by the government than to comply with the rule." (CS1 DI)

### Policy dilemma

Explanation: Federal agencies are faced with the dilemma of directly regulating certain issues, requiring relevant actors to meet respective milestones, and engaging with industry early in the regulatory process to entice them to move them down a particular path even without a mandate in place

Implications: Federal agencies have to navigate between laggards, those who need a stick, and stakeholders who are willing to innovate early.

Sources: <sup>1</sup>Holmgren & Adler-Milstein (2016), <sup>2</sup>Corsaro and Snehota (2011), <sup>3</sup>Kahn (1969), <sup>4</sup>Hansen and Baroody (2020)

## Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (12/15)

Owner of deployment barriers: System

Theoretical foundation

### Barrier relevance to IS deployment process



### Alignment / misalignment<sup>4</sup>

Explanation: Final regulations tend to be repeatedly postponed; when they are enacted, they often (a) are not comprehensive enough, leaving loopholes for targeted stakeholders, (b) lenient (see "regulatory leeway" above), demonstrating a desire to be evolutionary rather than revolutionary, while some provisions are so tightly regulated down to the protocol that they stifle innovation, (c) shift too much of the burden of achieving specific policy goals onto one stakeholder group (e.g., the primary beneficiaries of the data are not those involved in the up-front data collection, or one-sided investment is required), (d) fail to address perverse incentives by not compensating for the imbalance created by changing the system, and (e) come as an afterthought while the industry has already moved forward.

Regulatory ineffectiveness

Implication: A situation is created in which not all stakeholders are enthusiastic about moving the case forward but feel disenfranchised about doing work for which they see no value or are not adequately compensated; federal agencies have a highly complex task of aligning business interests with policy interests and accommodating all stakeholder needs on the table and predicting the share of free market capitalism.

### Cold-start problem

Explanation: No stakeholder wants to be the first to adopt a technology.

Implication: To overcome the cold-start problem in healthcare, it is necessary to build on the existing legacy processes rather than initiating something new and revamping everything.

### Social influence<sup>5-8</sup>

### Lack of same-side and cross-externalities

Explanation: The level of adoption has not yet reached the point where positive network effects set in, and the technology reaches escape velocity.

Implication: The technology is not unlocking the value it was intended to.

### Size of the US healthcare system

Explanation: The healthcare system in the United States accounts for around 20% of the Gross Domestic Product (GDP). With expenses amounting to approximately \$4.3 trillion, it is comparable in size to a small country.

### System \_ characteristics

Implication: Approximately 30% of the system's processes result in waste due to fraud, abuse, mistakes, duplications, and unnecessary procedures. Consequently, there is a general effort to reduce costs without considering the negative impact on downstream factors, such as patient care. In theory, policies could eliminate the significant waste that is so intractably built into the system. However, the waste is so substantial that it would result in the eradication of numerous livelihoods in absolute terms. Effecting real change within this vast system is enormously challenging.

"If you were to take all of the healthcare in the United States, all the spending, ... and you were to make it a country, a sovereign nation-state, it would be the fourth largest country in the world; it

"If you were to take all of the healthcare in the United States, all the spending, ... and you were to make it a country, a sovereign nation-state, it would be the fourth largest country in the world; it would be larger than Germany. ... When you have a system that large - I forget, I think the last statistic I saw said one in nine Americans works in the US healthcare system - when you have a system that large, a good idea doesn't change it. A Pareto superior solution does not change it. A PowerPoint does not change it. A single law, even as big as something like the ACA [Affordable Care Act], doesn't change it." (CS1\_DI)

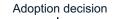
Sources: <sup>1</sup>Holmgren & Adler-Milstein (2016), <sup>2</sup>Corsaro and Snehota (2011), <sup>3</sup>Kahn (1969), <sup>4</sup>Hansen and Baroody (2020), <sup>5</sup>Venkatesh et al., (2003), <sup>6</sup>Rogers (2005), <sup>7</sup>Kraut et al. (1998), <sup>8</sup>Hao et al. (2018)

### Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (13/15)

Owner of deployment barriers: System

Theoretical foundation

### Barrier relevance to IS deployment process



Initiation (pre-adoption)

Implementation (post-adoption)

### Medicare as a driver of change in the system

Explanation: The majority of patient flow and reimbursement comes from Medicare, a government-sponsored and -run health insurance program (between 58% and 64% of every healthcare dollar is spent by the government).

Implication: With providers heavily dependent on Medicare patients and cash flow, Medicare, as a slow-to-change, inefficient, and poorly run government agency, acts as an oversized influencer and director of change in healthcare.

### Healthcare being a business

Explanation: The US healthcare system is not state-run but by for-profit companies, despite the government having some control, and those for-profit companies have a fiduciary duty to their shareholders.

Implication: Despite healthcare's noble purpose to improve the health of the population, healthcare is not a charitable sector; it is a business. Ultimately, the patient is the product, meaning there is an opportunity to make money at every step of the patient journey.

### Subsector oligopolies

Explanation: Often, a few large companies dominate a particular space, such as Epic and Cerner in health IT.

Implication: Many stakeholders are beholden to these companies. For example, in health IT, the large health IT vendors, due to their oligopoly, try to find the lowest common denominator, making it difficult for users of these services and products to influence the technology roadmap.

### Healthcare's hallmarks of inter-connectedness and obligation to never stop

Explanation: Healthcare is inherently tied to the ongoing health and well-being of individuals and populations; it can never stop. It is very fraught with humanity due to its emotional, personal, and private nature. In addition, everything in healthcare is interconnected, meaning that a failure in one part of the healthcare system will affect downstream processes.

Implication: Technology they rely on is not allow to fail them ever, or it would come not only at the detriment of the bottom line but patient safety.

### Normalization of IT failures

Explanation: Failed IT implementations, failure defined by going back to what there was before, are common in the industry; thus, IT failures are normalized.

Implication: While they might shine a bad light onto the leader, they tend not to be career-ending neither for the individual employed by the company that made the decision and oversaw the failed effort nor for the vendor who failed to bring the implementation to bear as in other industries might be the case.

### Federative nature of the US

Explanation: State and federal efforts and laws often work in opposition to one another.

Implication: The healthcare stakeholders are confused, uncertain, and hesitant to act due to fear of non-compliance with regulations, which hinders the pace of change.

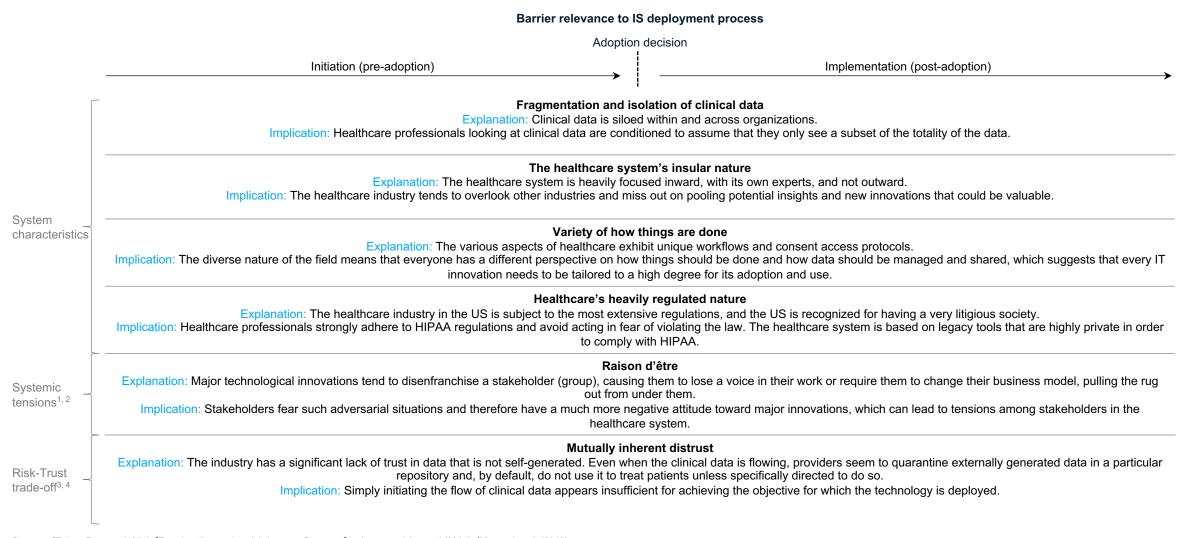
System \_ characteristics

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### Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (14/15)

Owner of deployment barriers: System

Theoretical foundation



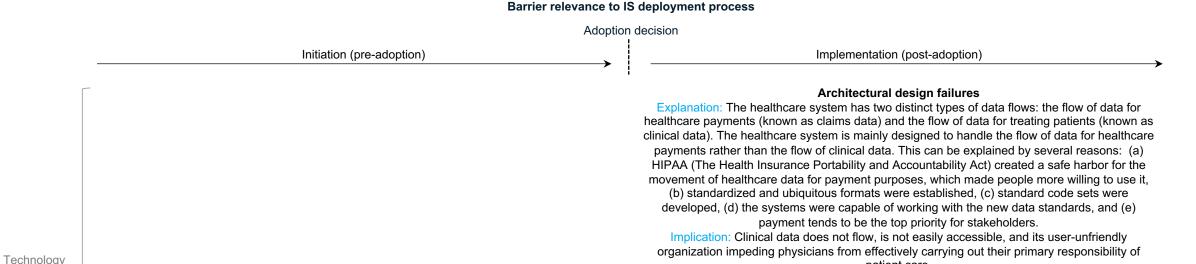
Sources: <sup>1</sup>Talcott Parsons (1951), <sup>2</sup>Functionalism and social change – Parsons, <sup>3</sup>Anderson and Agarwal (2011), <sup>4</sup>Mauwed et al. (2019)

## Barriers to successful deployment of technologies that share +1 characteristics with blockchain-enabled SSI (15/15)

Owner of deployment barriers: System

performance

Theoretical foundation



### Scalability constraints

patient care.

Explanation: The lack of standardization and ubiquity can constrain scalability. For example, electronic medical records have encountered scalability problems while attempting to resolve the challenge of developing technology that is versatile enough to be implemented and utilized in various settings, while still accommodating the tailored needs of their clients.

Implication: The market's demand for high levels of customization often impedes scalability and, thus, ubiquity.

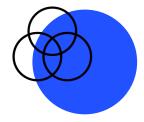
### **Technical interoperability deficiency**

Explanation: Technical interoperability requires (a) standardized, ubiquitous formats (which can be more easily thought as envelops), (b) standard code sets (which can be more easily thought as the common understanding of the alphabet used to write the letter that goes in the envelope) to describe diagnoses and procedures in a unified way, and (c) systems that are capable of working with these standards. However, past efforts in the US healthcare system failed to meet one or all of these three requirements. Often, different code sets are being used even within health systems to address the varying needs of different departments.

Implication: Achieving technical interoperability requires the presence of all three elements. The use of different code sets even within health systems explains why departments in the same organization my be unable to communicate with each other.

Sources: 1Zhu et al. (2006), 2Thompson and Graetz (2019), 3Rathert et al. (2017), 4Adler-Milstein et al. (2015), 5Scarbrough and Kyratsis (2022), 6Martínez et al. (2023), 7Sahi et al. (2018), 8Teckert (2020), 9Kruse et al. (2016a), 10Kruse et al. (2016b)

### **Key takeaways**



Depending on the administrative technology in focus they **share** different **characteristics** with blockchain-enabled self-sovereign identity:

- Power structure change
- Network effects
- Immutability
- Transparency
- Privacy



The implications of unsuccessful technology deployment are detrimental in healthcare, given that it is in the game of life.



There is a **need for an assessment framework** to determine the U.S. healthcare system's amenability to blockchainenabled self-sovereign identity.

### Additional workshop information

### For the workshop we will be leveraging Thing.Online and Miro

Tools expected to be used during the workshop

Instead of Zoom, we will be using Thing.Online as a virtual facilitation platform.

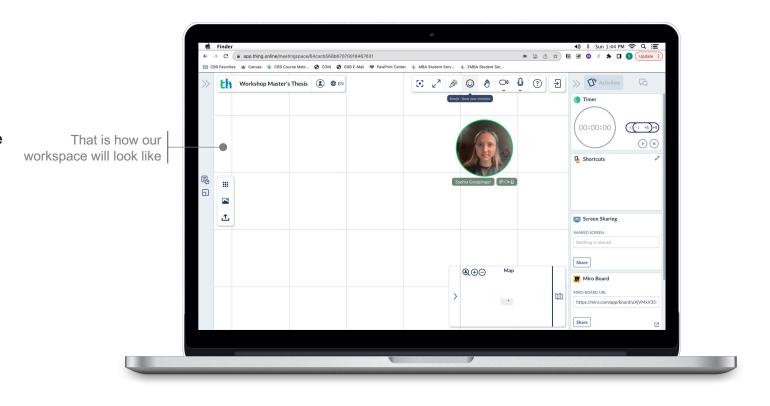
Just follow this link, and you will be brought right to our workspace. This link will also be available in the workshop calendar invite. Please use Google Chrome as server, as the functionalities with Safari are limited.

While Thing. Online is our virtual meeting space; we will also be using **Miro** to help us with brainstorming & co.









Sophia M. M. Goeppinger 51 CONFIDENTIAL AND PROPRIETARY

# I'm very much looking forward to the workshop with you!

Let me know if you have any questions.

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