**2020-2025 Federal Health IT Strategic Plan**

*Patti Spencer--Comments/Feedback*

Format and Organization of Plan Content

The plan is an easy read at ~20 pages of content. The format of content is made easier with graphics and tables to visualize the main driving concepts. The goals are very good. I especially like the support for developing New Technologies goal.

I did ***not*** however, like the roman numeral style of notating and listing the References. A simple 1,2,3 style would be easier to follow for the reader.

Something new I liked

In the first paragraph of the National Coordinator’s Letter of Introduction (page 3) to the plan, the statement is made…**“*one industry that has not quite caught up (with rapidly advancing technology) is healthcare*”**. I was very pleased to see this it at the beginning to focus the purpose of the plan.

As a field professional of over 25-years I have been extremely disappointed over my career in my colleague’s reluctance to be informed of new technology and unlocking its potential impact for evolving the performance/quality of operations in healthcare, social service and public benefit nonprofits/local government service delivery systems. Not only are individual service providers lacking the knowledge and skills needed to be good consumers of technology, that can improve the delivery of their services, but local and state government systems to support this work has lagged behind, to the point of being phobic on the topic of technology.

While I am not a “techie” I have learned how to operate and improve many types of software in various roles throughout my career in local government and community based nonprofit population health. I made it a priority to continually learn about technology tools being developed and which would be the best fit for a particular program or organization. This is not the norm within my industry sector.

In fact, studies to specify the lack of progress in adopting and using technology, for those in the population and healthcare sectors, confirm the lack of knowledge and confidence in even ***talking*** about technology options within their own organizations. Before we can truly push through the barriers of understanding how to best use technology and evaluate new innovations, we need to teach field professionals to become good users and consumers of these products and tools.

After participating in many painful staff discussions that seem to go in circles around technology product choices and selection of a particular vendor, even when IT staff are present, the decision is usually made based on a gut feeling or an endorsement by someone who knows someone who uses the product.

Suggestion

Consider offering training for healthcare consumers (purchasers)/users on how to evaluate and purchase IT products. This training should be ongoing and stepped for new/intermediate/advanced levels of knowledge to build confidence in the skill with time and increasing knowledge.

Should you be interested in learning more about this idea, please contact me.