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Draft 2024-2030 Federal Health IT Strategic Plan Feedback

While the overall framework of the draft plan is accurate and well-intended, in my experience I find it underestimates the challenges of technostress, application overload, hardware functionalities, and the management of electronic health information (EHI) faced by clinicians. The focus should shift towards supporting healthcare providers, clinicians, and staff who are on the frontlines of patient care.

Healthcare professionals continue to adapt and provide care amidst rapidly evolving health IT environments. By prioritizing the support and training of these professionals, we can ensure they are competent and confident in using health IT. This competency will, in turn, facilitate better patient education and understanding. Often, I find barriers for the clinician the actual hardware or application where the simple steps are assumed. Classic example is the use of Microsoft Excel on an iPad, these tools are often provided to a clinician with the assumption they have that basic knowledge, and often that is where the burden starts. If clinicians are truly proficient with health IT, they will be better equipped to embrace patients' needs and provide high-quality care.

Key points to address in the plan include:

1. **Technostress and Application Overload:** Clinicians often face overwhelming stress from learning and using multiple health IT applications. The plan should include strategies to streamline applications and reduce cognitive load.
2. **Hardware Functionalities:** Ensuring that hardware used in health IT is user-friendly and reliable is crucial. Regular updates, maintenance, and training on hardware functionalities should be part of the strategy.
3. **EHI Management:** Effective management of EHI is essential for accurate and timely patient care. The plan should highlight the importance of robust data governance, including privacy, security, and interoperability of health data.
4. **Support for Healthcare Staff:** Provide comprehensive training programs and ongoing support to healthcare staff. This includes not only technical training but also addressing workflow integration and reducing administrative burdens.

Focusing on these areas, the Federal Health IT Strategic Plan will better support healthcare providers, ultimately leading to improved patient care and a more seamless adoption of health IT across the healthcare system.

To offer suggestion, revise the Goals to put Goal 2 as Goal 1, and/or add the suggested content to Goal 2:

1. **Support Healthcare Workforce Competency and Confidence in Health**
 - Support health care professionals, including public health professionals, with using health IT as part of their workflows.

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- Objectives:
 - Engage health IT users in development, optimization, and usability testing.
 - Implement health IT education and training programs.
 - Study and seek to optimize the use of health IT in supporting health care, public health, and human service provider workflows.

Overall, this is great thought and well-intended. I appreciate the opportunity to look at the draft. I welcome questions and contact. Thank you for considering my feedback.

Sincerely,

Claire Floyd, MSN, RN, NI-BC