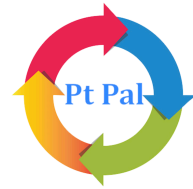


Re: 2020-2025 Federal Health IT Strategic Plan

To: Department of Health & Human Services

We believe that the single investment the federal government can make is in the effort to move patients and caregivers off paper self-care instructions. Moving patients and caregivers from paper handouts to electronic delivery on mobile devices and computers, will allow for more rich content delivery, reduce the likelihood that the instructions will be lost and allow for clinicians to see what the patients have done and what they have not done. We did this when we moved physicians and nurses and therapists off paper orders and documentation. This made orders legible and standardized, they could be tracked and documentation could be read without it being in front of you. All of the reasons we moved clinicians off paper are doubly so with patients and caregivers. They have no training, they forget things. They need to be held accountable.

1. **Promote health and wellness** – sending self-care instructions and exercises and diet instructions from a clinical team ensures that the patient and caregiver have the information and it won't end up on the back seat of the car. Video instructions can be included. Devices can be integrated so we can collect data from their performance.
2. **Enhance the delivery of care** – which would you rather receive? Photocopied hand-outs or a personalized plan on your phone? One that downstream providers can see instead of asking the patient for that information every time they are seen by someone new.
3. **Build a Secure, Data-Driven Culture to Accelerate Research and Innovation** – paper handout instructions for research is the worst. It is static, it gets lost, you can't update it, and the patients are expected to carry it with them. Phones are *designed* to collect data (passively and actively) from end users.
4. **Connect Healthcare and Health Data through an Interoperable Health IT Infrastructure** – If patients are already receiving their self-care instructions on their phones, being able to send them their medical records is the next step.



Then they can have them with them to upload to a new provider, rather than faxing or depending on an expensive back-end interface.

We in the health IT industry spent the last 30 years moving clinicians and hospital staff off paper and have completely ignored the patient. If you want to reduce cost, move work from the clinicians to the patients. In order to do that successfully, you have to give them better tools to do the work. Requiring that all patient instructions be delivered electronically will give them the tools they need to succeed.

Respectfully,

A handwritten signature in black ink, consisting of a circle followed by a series of loops and a long horizontal stroke.

John Dzivak
VP/CIO
Pt Pal