

By The People

Democracy in the 21st Century



What is “Web 2.0”?

- **Well, what was Web 1.0?**
 - Not interactive
 - Value is inherent in the content
 - “Me-to-you”
- **Web 2.0 is the “interactive web”**
 - Interactive tools and media
 - Users are what adds value to the content
 - “We, together”

How To “Do” Web 2.0

- Web 2.0 is primarily about **building community**

Community

People use these tools to create and share content

Applications

Wikis, blogs, apps create a user environment

Platform

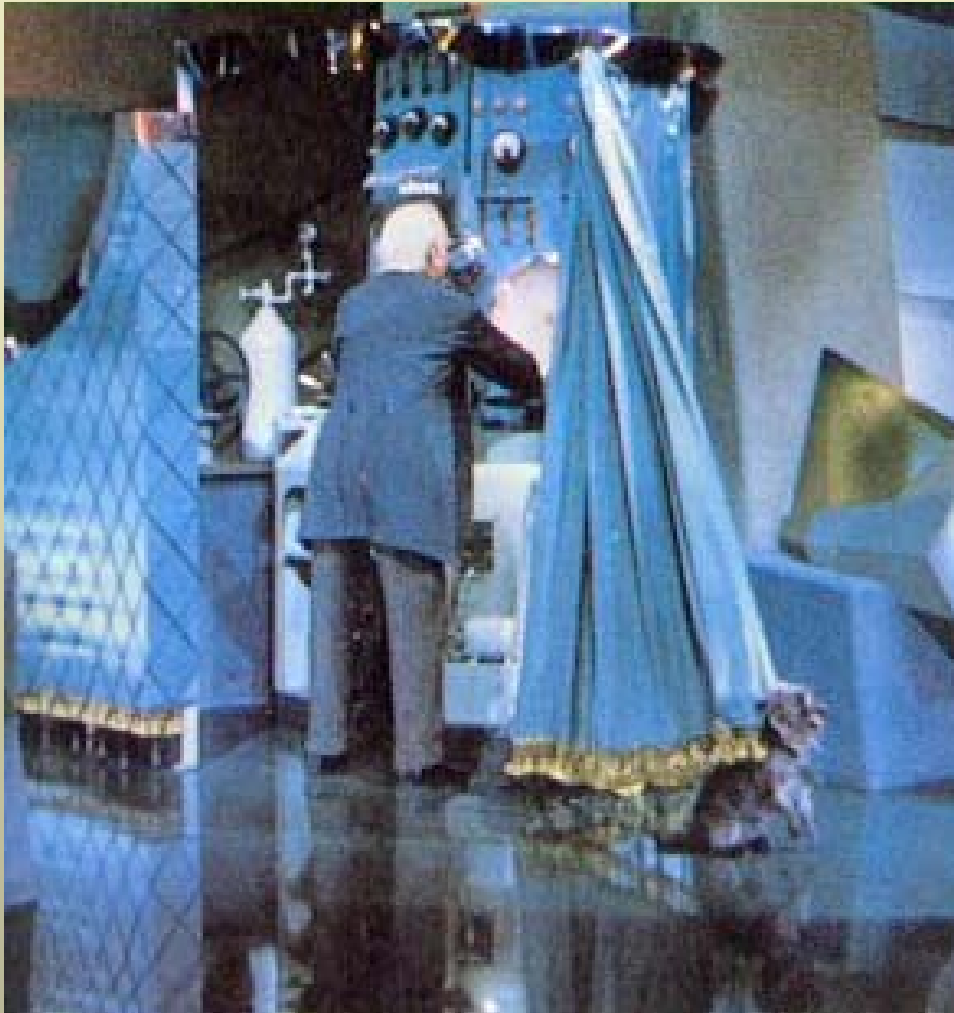
Technologies provide basic functionality

Government

People have an unprecedented ability to **get involved** with government...



The Old Way is Changing



Technology
is enabling
transparency,
collaboration,
&
participation.

- Stakeholders can **see inside** their government...
- ...and **influence** it.

The National Academy of Public Administration

The Collaboration Project

The Collaboration Project (www.collaborationproject.org) is an independent forum of leaders who share a commitment to the adoption and use of collaborative technologies to solve complex problems of public management.

With the support of dedicated staff and access to the National Academy's distinguished Fellows and other subject matter experts, the Collaboration Project convenes members in person and online to share best practices; produces research on the opportunities and challenges of collaboration; and assists agencies in implementing collaborative tools and approaches.



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TSA IdeaFactory



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evolution

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TSA Unveils New TSO Uniforms

News & Happenings

July 18, 2007

As part of TSA's continued efforts to transition the workforce to a cadre of well-trained, professional transportation security officers, uniforms more reflective of the critical nature of their work and of the high standards they must uphold will be introduced in the fall.

TSA's National Advisory Council (NAC) identified TSO uniforms as a major issue among our 43,000 TSOs. An independent Uniform Board, comprised of TSOs and managers from all three TSA regions, was created to work closely with the Office of Security Operations and recommend changes.

The board reviewed and developed



Media Room

DHS Leadership Journal Posts

News & Happenings

Press Releases

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Terminal Madness

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Workforce Stories

Myth Busters

Virtual Alabama



The Alabama Department of
Homeland Security

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Information for Citizens

Resources for
First Responders

Resources for Vendors

Resources for
County HS POCs

Press Room

Helpful Links

Virtual Alabama

Welcome to Virtual Alabama

In October 2005, the Alabama Department of Homeland Security (AL DHS) initiated a project to access new technologies in 3D visualization. At the request of Governor Bob Riley, AL DHS began exploring and identifying ways to leverage existing state asset imagery and infrastructure data into a visualization tool that is affordable, scalable, maintainable, and capable of employing the power of existing and evolving internet based applications. As a result, the Virtual Alabama program was created.

What Is Virtual Alabama?

Watch this 3 minute video with Alabama Homeland Security Director Jim Walker explaining the nationally recognized program, Virtual Alabama. Director Walker and Virtual Alabama team members walk you through the development of Virtual Alabama and how it has revolutionized government in the State of Alabama.

- ▶ [Click here to view brief introductory Virtual Alabama video \(97 mb WMV file\).](#)
- ▶ [Click here to read the entire Virtual Alabama Fact Sheet.](#)
- ▶ [Click here to contact Virtual Alabama.](#)
- ▶ [Click here for the Alabama Department of Homeland Security](#)



Bob Riley
Governor
State of Alabama



Jim Walker
Director
Alabama DHS

National Threat Advisory: **ELEVATED**


Significant Risk Of Terrorist Attacks

The threat level in the airline sector
is **High** or **Orange**.
[Read more](#)

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Association of Fire Fighters...](#)

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National Fusion Center
Conference...](#)

12-Mar-2009
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A National Dialogue

- Week-long, web-based discussion platform that lets users submit ideas, discuss them, rate the best ones
- Provide government with an example of how to “do” public engagement and deliberation—drawing on examples from Singapore, UK, New Zealand, Canada
- We often start from polarized views and try to “win” conflict; can we work towards consensus and make progress on the issue?
- Health IT & Privacy: Important national issue with huge relevance to individuals’ lives

Collaborative Brainstorming

Seven-Day Time Window

Citizens

engage the question and submit their ideas



Text, Links, Video, Pictures, Documents, etc.

The Crowd

refines ideas, votes the best ones to the top, and invites others in to help “grow” the discussion community



Discussion



Voting



Social Networks

Catalysts

use their expertise to guide, focus, and track the discussion



Actionable, Citizen-Centered Guidance

The National Dialogue

The screenshot displays the National Dialogue website interface. At the top, there is a yellow header with the logo "A NATIONAL DIALOGUE" and navigation links for "Register" and "Log In". Below the header, a search bar is present with a "Search" button. A teal navigation bar contains links for "All ideas", "Learn more about the issues", "About the National Dialogue", and "Opinion Tracker". The main content area features a large red heading: "How should we expand the use of information technology and protect personal privacy to improve health care?". Below this heading, two paragraphs of text provide context about the 2008 presidential election and the dialogue's conclusion. To the right, a sidebar shows a list of ideas. The first idea is a "PRINCIPLE" titled "Nine Core Principles for Health Information Technology", submitted by "jlemieux", with 2 comments and a 5-star rating. The second idea is an "IDEA" titled "Categorize Health data for different security treatments", submitted by "rleung", with 6 comments and a 4-star rating. Both ideas are marked as closed.

Register Log In

A NATIONAL DIALOGUE

ON HEALTH INFORMATION TECHNOLOGY AND PRIVACY
The dialogue is now closed

Search

All ideas | Learn more about the issues | About the National Dialogue | Opinion Tracker

How should we expand the use of information technology and protect personal privacy to improve health care?

On the eve of the 2008 presidential election, citizens and stakeholders from around the country convened here to share their ideas and concerns about the future of our health IT and privacy policies. Over 3,000 people from every state and 80 countries around the world visited this website, generating hundreds of ideas and comments.

Although the National Dialogue has concluded, the ideas and opinions remain available on this website for the review of all those who are interested. It is our hope that this information will continue to spur dialogue and innovation around this important topic.

All ideas Highest rated Latest Most comments

PRINCIPLE

Nine Core Principles for Health Information Technology

Submitted by: jlemieux

2 comments | This idea is now closed - view comments

★★★★★
Number of stars: 5 based on 1 vote

IDEA

Categorize Health data for different security treatments

Submitted by: rleung

6 comments | This idea is now closed - view comments

★★★★☆
Number of stars: 4 based on 4 votes

Rich, Constructive Discussion

IDEA

Ease of use for consumers and patients

What is the idea?

What are we doing to make it easy for patients and consumers to access their personal health information from providers, and use this information to help them lead healthier and longer lives?

Why is it important?

Currently health data and information exists in many places in electronic or digital format. Health plans, pharmacies, lab services, and most hospitals have digital data about you. Even doctors are starting to have EMRs. But this information can be incredibly difficult to obtain in native digital formats, e.g. PDF, Word, the Continuity of Care, CCR, record standard. Until this is easy and convenient for people, it may slow down the use of this information for many good purposes.

Submitted by [davidkibbe](#) from American Academy of Family Physicians on Oct 27, 2008 at 09:54AM

This idea is now closed to further comments.

Tags: [access to health data](#) , [emrs](#) , [consumers](#) , [ccr standard](#) , [hipaa](#) , [open source](#)

24 Comments



Current number of stars: 3
based on 7 votes

Dialogue catalyst comment

I think Smart Cards are a great idea for patient/consumer convenience of access to and transport of one's relevant summary health information. This doesn't have to be "either/or" in terms of other methods of mobile storage and transport. E.g. cell phones, USB drives, along with Smart Cards. Choice is probably a good thing. DCK

Comment from [davidkibbe](#) at American Academy of Family Physicians on Oct 27, 2008 at 12:13PM

Member comment

If health records can be kept safe from unauthorized access, making them available on the Internet can save lives. This will result in quick access to all records during emergencies, out of town health needs, etc. Making records universally understandable & searchable (similar to PDF for text docs) can speed diagnoses -- no searching through pages & pages of over-xeroxed records for a hand-written comment about a symptom that would assist diagnosis.

But the release of medical information should be more restricted than it is, and the patient should be consulted before their information is passed on to anyone or used for research/analysis purposes.

Comment from [FranTomJ](#) on Oct 27, 2008 at 02:30PM

Building the Community

Outreach was guided by **two main principles**:

- **Find a community that is engaged with and passionate about the issue**
 - “Stakeholder” communities
 - Direct contact to nearly 800 groups/individuals
- **Give *them* tools to keep growing the community organically – go viral!**
 - **Low-tech** (“viral” ≠ hi-tech!): Distribute sample e-mails and newsletter announcements
 - **Hi-tech**: Social networks: Twitter, YouTube, Facebook, Digg, GovLoop, OpinionTracker

Leveraging Social Networks

twitter

Home Profile Find People Settings Help Sign out E08

A NATIONAL DIALOGUE



natdialogue

Following Device updates OFF

Privacy of Mental Health Information:
Mental health records are ..

<http://tinyurl.com/6rh8zh>

about 12 hours ago from twitterfeed

Electronic Prescriptions: What access should be allowed for eprescribing?
Should physicians be.. <http://tinyurl.com/5mjf4s> about 20 hours ago from twitterfeed

Podcast of today's Fed News Radio segment is now online - w/ latest numbers on the HUGE response we've been getting! <http://snurl.com/4us0s> about 21 hours ago from web

Insist on Open Source: Those deciding on health IT solutions should insist on Free and Open Source (.. <http://tinyurl.com/6elc44> about 22 hours ago from twitterfeed

Name natdialogue

Web <http://thenationa...>

Bio How should we protect personal privacy and expand the use of information technology to improve health care?

279 following

140 followers

37 updates

Updates

Favorites

Actions

block natdialogue

Following



Leveraging Social Networks



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Joined: **October 23, 2008**

Last Sign In: **4 days ago**

Videos Watched: **71**

Subscribers: **2**

Channel Views: **65**

<http://www.thenationaldialogue.org>

How should we expand the use of information technology and protect personal privacy to improve health care?

Next week, Americans will elect a new president. This is your chance to send a strong message to the next Administration about what our health IT and privacy policies should look like. Share your ideas, discuss them with others, and vote on the best ones. Make sure your voice is heard!

Name: **National Dialogue**

Country: **United States**

Website: <http://www.thenationaldialogue.org>

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About the National Dialogue

From: natdialogue

Leveraging Social Networks

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31 National Dialogue on Health IT and Privacy
www.TheNationalDialogue.org

Event Info
Host: National Academy of Public Administration
Type: Meetings - Informational Meeting
Network: Global

Time and Place
Start Time: Monday, October 27, 2008 at 9:00am
End Time: Monday, November 3, 2008 at 12:00pm
Location: <http://www.thenationaldialogue.org>

Contact Info
Email: info@thenationaldialogue.org

Description

The National Academy of Public Administration and AmericaSpeaks.org are hosting a National Dialogue on Health IT & Privacy, an *online event* aimed at exploring views and finding common ground on the thorny issues involved in leveraging technology to enable our health system.

The Dialogue will run from October 27th to November 3rd at www.thenationaldialogue.org. You can sign up now to receive updates and a reminder to log on once the dialogue opens.

This is an issue that will affect every one of us, and is central to the efficient and effective delivery of healthcare in America. Please take a moment during the week of October 27th to log into the site and participate in the discussion. You will be able to contribute ideas, share concerns, ask questions and learn more. You'll also be able to vote for the best suggestions, and see at glance the ideas that rise to the top.

JOIN THE NATIONAL DIALOGUE
How can we use technology to improve health care, while safeguarding privacy?
The OMB, GSA, and Federal Agencies are listening. Be heard.

Invite People to Come
Cancel this Event
Edit Event
Message All Guests
Remove from My Events

Share + Export

Your RSVP

Advertise

Win 200 Free MP3s

PEPSI STUFF.COM
amazonmp3

Love music? Tell us who your favorite artist is! Plus enter for your chance to win 200 free MP3s from PepsiStuff and Amazon MP3!

125 North 10th St. Condos

Check out the 125 North 10th St. condos

Applications Online Friends (25)

Leveraging Social Networks

National Dialogue (natdialogue)

A person who joined Digg on October 17th, 2008

Profile

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1 [US Academy of Family Physicians highlights National Dialogue](#)
Submitted in News - on 10/28/2008


1 [LBJ Library Highlights National Dialogue on Health IT](#)
Submitted in News - on 10/28/2008

2 [Federal News Radio highlights National Dialogue on Health IT](#)
Submitted in News - on 10/28/2008

2 [TechPolicyCentral: National Dialogue on Health IT & Privacy](#)
Submitted in News - on 10/28/2008

1 [FCW covers revolutionary "National Dialogue" on Health IT](#)
Submitted in News - on 10/28/2008

1  [About the National Dialogue on Health IT & Privacy](#)
Submitted in Videos - on 10/27/2008

2  [Transition Idea: A National Dialogue](#)
Submitted in News - on 10/25/2008

1 [OMB sponsors online discussion of privacy issues](#)
Submitted in News - on 10/25/2008


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GO PAPER LESS!

Go paperless with online billing and e-pay and make a difference.

nationalgrid

Take action 

Leveraging Social Networks



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Dan Munz

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Join the National Dialogue on Health IT and Privacy!

Posted by [Dan Munz](#) on October 29, 2008 at 4:14pm

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[How should we expand the use of information technology and protect personal privacy to improve health care?](#)

Next week, Americans will elect a new president. This is your chance to send a strong message to the next Administration about what our health IT and privacy policies should look like.

The National Academy of Public Administration, on behalf of OMB, GSA, and the Federal CIO Council, is hosting a weeklong, online-only conversation aimed at finding ideas and building consensus around this critical issue. Once the Dialogue ends on November 3rd, these ideas will be analyzed and turned into a report that can guide the next administration on finding a citizen-centric approach to using new technologies and ensuring privacy in our health care system.

Admin Options

[Edit Post](#)

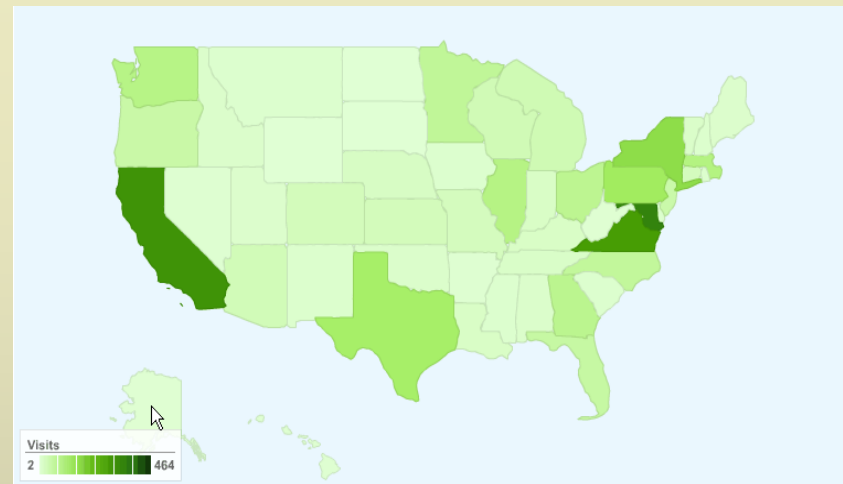
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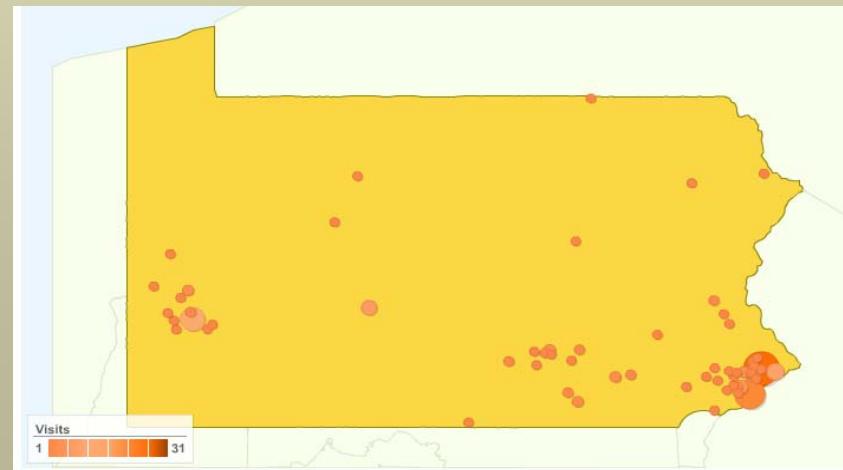
[Manage Blog](#)

The Results

- 4,413 visits; 2,835 unique visitors; 31,982 page views
- Over 120 unique ideas and 500 comments
- Visitors from all 50 states and 80 countries
- Strong diversity in terms of urban, rural, and suburban visitors
- High sectoral diversity: 44% healthcare providers, 34% consumer advocates, 8% government, 7% business, 6% academia, 1% open government advocates



This country/territory sent 3,637 visits via 52 regions



This state sent 177 visits via 60 cities

What We Learned

- Best Practices for Citizen Engagement
 - Lower Barriers to Entry
 - Ensure a Value Exchange
 - Help People Put Their Best Foot Forward
 - Provide Clear Ground Rules
- Lessons Learned About Health IT and Privacy
 - People personalize privacy, but not health IT
 - People are willing to engage constructively
 - There is more work to do on this issue

What should government do?

It is clear that, today, good government means **civic engagement**:

- **It's The Right Thing To Do:** We have to enlist citizens in their own governance
- **It's Good Policy:** Some of the best ideas come from outside the beltway
- **We Don't Have A Choice:** Most of the challenges facing us are too big for any single person or agency to tackle

“We cannot meet 21st century challenges with a 20th century bureaucracy.”

– President Obama

Government



Infrastructure

Build an open IT infrastructure



Data

Treat data as a national asset



Culture

Create a culture of collaboration

The Challenge for Managers



Believe

This isn't *going to* happen – it *has* happened



Learn

Engage with new approaches and platforms



Act

Find a program partner and pick a problem to solve