

HL7 International Strategic Framework: 2025

The framework's five strategic themes outline who we are, where we will focus, and how we will move forward to deliver our Vision: a world where every individual has secure, timely, and accurate access to essential health information, empowering them to make informed decisions anytime, anywhere.

To meet the needs of all our stakeholders we will...

- Expand and Diversify Membership:** Grow global participation, engage diverse stakeholders, and simplify HL7's membership model for inclusivity and unity.
- Enhance Membership Value:** Assess and improve HL7's value proposition to meet member needs and ensure satisfaction across all levels.
- Reimagine Global Membership:** Harmonize benefits, pricing, and engagement globally, addressing financial and cultural considerations for a unified approach.
- Measure and Sustain Impact:** Track satisfaction, growth, retention, and engagement metrics, ensuring continuous improvement and financial sustainability.



To optimize our global voice we will...

- Expand Membership:** Grow HL7's global reach by diversifying membership across regions and organizations while simplifying structures.
- Enhance Value:** Improve HL7's value proposition by addressing member needs, boosting satisfaction, retention, and engagement.
- Harmonize Globally:** Implement a unified global membership model balancing equitable benefits with local legal and cultural considerations.
- Measure Success:** Use metrics to track satisfaction, growth, engagement, and revenue, ensuring continuous improvement and alignment with goals.

To reinvent HL7 Internal Operations we will...

- Streamline and Automate Processes:** Current state assessment, document workflows, and leverage AI for efficiency, quality, and reduced workloads.
- Establish Process Improvement Infrastructure:** Implement systems to enhance process effectiveness and reduce administrative burdens.
- Foster a Culture of Continuous Improvement:** Empower staff and community members to lead improvements, modernize technology, and support ongoing evaluation of processes.
- Measure Success and Impact:** Track metrics like stakeholder satisfaction, workload reduction, and productivity increases.

To increase revenue we will...

- Refine HL7's Value Proposition and Market Alignment:** Define stakeholder needs, core competencies, and future opportunities to ensure HL7's aligns with our mission and market relevance.
- Establish a Business Development Framework:** Create the infrastructure to pursue new revenue opportunities and support financial sustainability.
- Evaluate and Optimize Portfolio:** Assess initiatives for value, cost-efficiency, and stakeholder needs to prioritize high-impact activities.
- Track and Improve Metrics for Success:** Include revenue, market perception, stakeholder engagement, and mission alignment, with regular reviews and updates to guide strategy.

To nurture and maintain HL7 we will...

- Update Standards Regularly:** Review and refresh the HL7v2, HL7v3, HL7 CDA, HL7 FHIR, and related standards.
- Provide Support:** Offer implementation toolkits and technical help for effective adoption of HL7 standards.
- Encourage Feedback:** Create channels for users to share feedback and improve standards based on real-world use.
- Promote Education:** Offer training and certifications to boost understanding and use of HL7 standards.
- Highlight Success Stories:** Showcase case studies to demonstrate the value of HL7 standards in interoperability.

See the whole story at: hl7.org/stratplan