

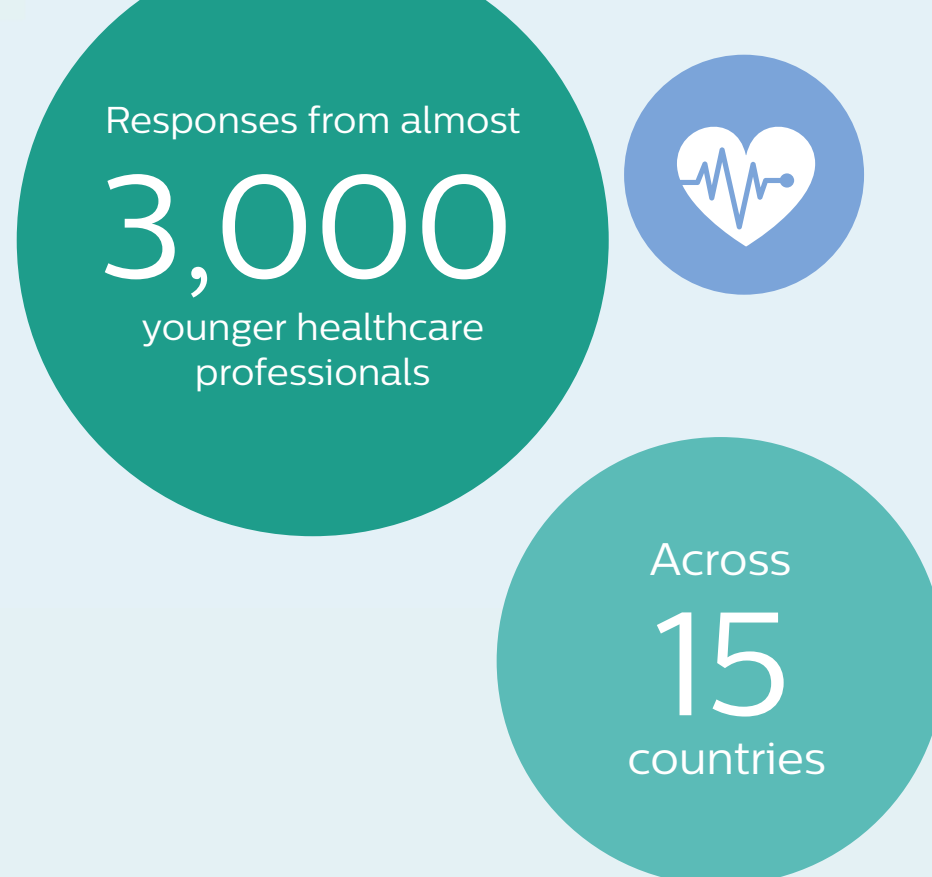
The age of opportunity

Empowering the next generation to transform healthcare

The world's healthcare systems are facing unprecedented challenges from both growing and aging populations as well as an increasingly burnt-out workforce.

As the first global survey of its kind, the Future Health Index 2020 report examines the views of the **next generation of healthcare professionals*** - those that will soon assume responsibility for addressing our global healthcare challenges.

*Healthcare professionals, including all medical staff, under the age of 40.



1 Exploring the gaps in healthcare education and training

The skills gap

Many younger healthcare professionals feel their **education** and **training** have not fully prepared them for their roles.



44% medical education has **not prepared** them at all for business administration tasks

The knowledge gap

Hospitals and practices are increasingly shifting to value-based care models. However, most younger healthcare professionals are not familiar with the concept.



How much younger healthcare professionals knew about value-based care prior to taking the survey:

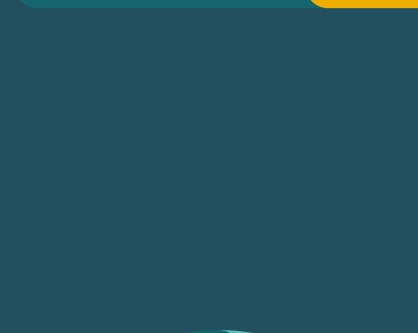
78% only knew it by **name/a little/nothing at all**

The data gap

Data plays a crucial role in modern healthcare, yet many younger healthcare professionals feel underinformed and overwhelmed by digital patient data.



35% Don't know how to use digital patient data to inform patient care.



35% Are overwhelmed by the amount of digital patient data.

The career expectation gap

Worryingly, many younger healthcare professionals don't feel the reality of their career meets their expectations.



41% **disagree** or **neither agree nor disagree** that the reality of their career lives up to their hopes and expectations.

2 Harnessing technology to help transform healthcare

An openness to technology

Younger healthcare professionals see a lot of potential for **digital technology** and **data**:

81% Agree that the right technologies have the potential to **reduce their workload**.

78% Agree that the **societal benefits of improved patient care** from the use of anonymized health data outweigh the perceived data privacy concerns to the individual.

Smart hospitals make happier professionals

Younger healthcare professionals, who work in **smart facilities**, are more likely than those in both digital and analog facilities to be **satisfied in their work**.

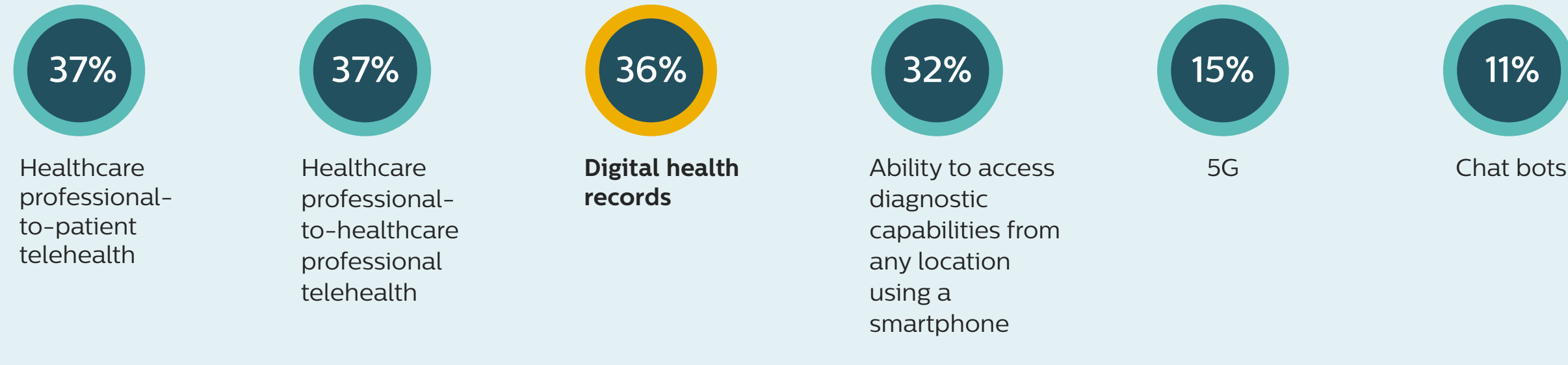
Smart		85%
Digital		80%
Analog		71%

Confidence in digital health records

When it comes to technology, younger healthcare professionals are concerned about **getting the basics right**, particularly digital health records. Despite current pain points, younger healthcare professionals see the potential of digital health records as a foundation for improving the delivery of care.

When asked which digital health technology will be **most beneficial** for improving patient care over the next five years, **digital health records** topped the list.

Digital health records are also one of the **top technologies** younger healthcare professionals say are necessary for them to feel confident treating patients remotely.



Base (unweighted): Total of younger healthcare professionals who believe digital health technologies will make them feel confident treating patients remotely (n=2,706)

However, **fixing problems** that impair the smooth running of these technologies is also paramount for younger healthcare professionals:

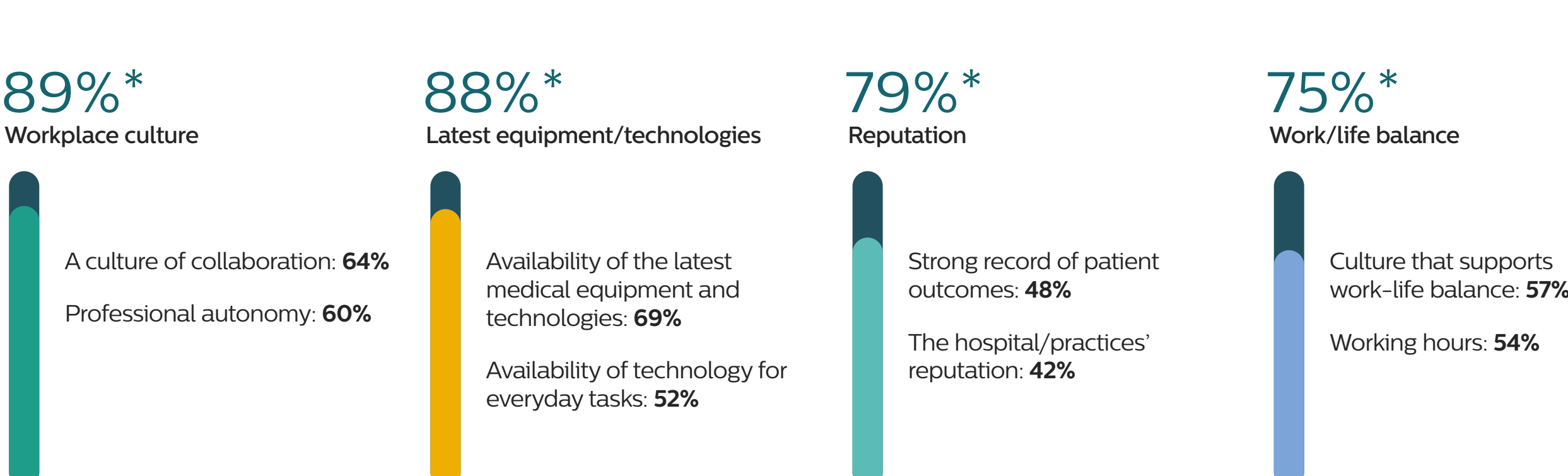
Younger healthcare professionals call for improved interoperability, data accuracy and security to ensure **healthcare data** is utilized to its fullest potential.



3 Creating the ideal healthcare working environment

Smarter and more flexible working environments are key to attracting talent

Other than salary, factors around collaboration, autonomy and technology are important when **choosing a workplace**.



*Percentages are NETS. Base (unweighted): Total of younger healthcare professionals excluding those who selected 'salary' (n=663)

The future opportunity

Despite the challenges they face, younger healthcare professionals are confident in their ability to **drive change**. Healthcare leaders have a huge opportunity to build on this sense of empowerment, enabling this generation to create the healthcare systems needed for tomorrow.

53% About **half** of younger healthcare professionals feel they are able to **drive change** in how their hospital or practice is managed.

Addressing the gap

This data gives a clear mandate to healthcare leaders to respond to the concerns of this younger next generation of healthcare professionals. It highlights **three core areas to address urgently**:

- | | | |
|---|--|--|
| <h4>Education and training</h4> <ul style="list-style-type: none"> Administrative and business management Use and interpretation of technology and data Principles of value-based care | <h4>Technology</h4> <ul style="list-style-type: none"> Investment in data sharing technologies Harnessed to improve work-life balance and outcomes Greater product interoperability | <h4>Cultural change</h4> <ul style="list-style-type: none"> Opinion acknowledgement Involvement in business operations Flexible working |
|---|--|--|

To see the full report visit www.philips.com/futurehealthindex-2020

The Future Health Index is commissioned by Philips

The 2020 study comprises original research via a survey of 2,867 healthcare professionals under the age of 40 years old across 15 countries: Australia, Brazil, China, France, Germany, India, Japan, Netherlands, Poland, Romania, Russia, Saudi Arabia, Singapore, South Africa and United States of America.

For a full methodology and list of sources: <https://www.philips.com/a-w/about/news/future-health-index/research-methodology.html>