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Science for the mankind: Translating research results into policy and practices

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Research for Better Society

ICASH-KEYNOTE

TRANSLATING FUTURE MILLENNIAL: STRUCTURING DISRUPTIVE HEALTHCARE

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EXTENDED ABSTRACT

All sectors including health sector predict the future as the Millennial work force and in many ways, the future is now.

By 2020, Millennials (those born between about 1980 and 2000) are forecast to comprise 75 percent of the global workforce. Some reports have already mentioned that Millennials make up over two thirds of their entire employee base.

They are the replacement of Baby Boomer generation, and they bring new working norms, such as

More workplace tech

Millennials grew up with technology, mobile apps, and frequent disruptive innovative platforms. They're very fluent in computer and internet things. The future is clear, i.e., more devices and technologies as Millennials take over the workforce. Expect to see in-person meetings decline as video conferencing continues become more popular. In a study of Millennial executives, Cisco found that 87 percent believe video has a significant and positive impact on an organization. Expect to be the expert of social media interactions such as WhatsApp groups with thousand active members. Welcome to digital disruptive marketing agenda in health care industry.

Collaboration will be the norm

Millennials are also experts at using social networks to share ideas and innovations. Teamwork is important to them -- a study by IdeaPaint discovered that 74 percent of Millennials prefer to collaborate in small groups, and that 38 percent of Millennials feel that outdated collaboration processes actually damage their company's innovation. Further a study by Champs FPHUI showed that health professionals within WhatsApp groups develop FISH principles, ie., Financially improved-Intellectually capacitated quickly-Spiritually engaged in community services-and Happiness for everyone, effectively than non-WhatsApp group.

Flexibility, flexibility, flexibility

Speaking to emerging needs for independence and employee/employer trust, company culture will start to bend towards flexibility. According to a Deloitte study, nearly 75 percent of Millennials believe that a "work from home" or "work remotely" policy is important. Time to get that home office ready. More dental health professionals consider private clinics is their future

In the coming years and decades, the tools you use at the office will change, and so will workplace culture. The physical layout of your office may transform -- in fact, companies may eliminate offices all together. But have no fear -- change can be a good thing, and it's how every organization progresses. Including yours.

The critical questions are:

What will it mean to be a healthcare system? To the health care professionals? The answers to these and other related questions will shape a digital society.
What are the new institutions that will be the pillars of this new digital society?
What will it take to build these institutions, who will do it, and why?
What is a new institution and why is it important now?