THE ROLE OF MILLENIALS IN THE TRANSFORMATION OF HEALTHCARE

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NURSING AS A PROFESSION

- A complex system that needs to regenerate and redefine itself.
- The language applied in the culture of nursing shapes the reality in the profession.
- It must engage in autopoiesis to survive.
- It must be willing to let go of its present form so it can reorganize into a new form of order

GENERATION

- A group of people born around the same time and raised around the same place.
- They exhibit similar characteristics, preferences, and values over their lifetimes.
- Powerful clues showing where to begin connecting with and influencing people of different ages.
- Looking at people through a generational lens offers useful predictability for those trying to reach, inform, or persuade a large cross-section of a population.

DIVERSITY

- Generational diversity in a clinical work group is a gift because each generation brings unique talents to the table.
- Utilizing each team member's strengths can assist in providing more culturally sensitive care to our multigenerational patient population.

TRADITIONALISTS (1900-1945)

- Traditionalist nurses tend to be loyal to their organization.
- It isn't uncommon for these nurses to have only worked for one or two healthcare organizations in their career.
- They see loyalty to the organization's mission as a priority for their professional practice.
- They prefer face-to-face meetings and are less likely than any other generation to utilize e-mail or texting.
- To ensure that traditionalist nurses are included in communication, information should be relayed in person.

BABY BOOMERS (1946-1964)

- Baby boomer nurses are known for their strong work ethic, optimistic attitude, and workplace loyalty.
- They prefer face-to-face meetings or phone conversations with open, informal communication.
- When they text, they may use full sentences instead of the abbreviations that are more favored by their millennial peers.
- The last baby boomers set to turn age 65 will do so in 2029.
- As they begin to retire, these nurses can foster succession planning by actively engaging generation X and millennial nurses who'll benefit from their wealth of experience.

GENERATION X (1965-1980)

- Generation X nurses are typically independent, flexible, and informal.
- They prefer to use e-mail and texting versus extensive formal face-to-face communication.
- To enhance team cohesiveness, generation X nurses should allot time for face-to-face communication with baby boomer colleagues to learn from their insight.

MILLENNIALS (1981-2000)

- Millennial nurses are confident and technologically savvy, anticipating rapid responses to electronic communication.
- They typically prefer e-mailing and texting, frequently using abbreviations and acronyms that can be frustrating for older nurses who may not be familiar with this style.
- To facilitate an effective communication pathway with the other generations, millennials can avoid using abbreviations or acronyms that aren't approved and widely accepted by their healthcare facility.
- They may also need for other generations to provide an anticipated response time to any questions or communication so that they can plan accordingly.

HOW DO MILLENIALS TRANSFORM THE HEALTHCARE?

BORN IN THE DIGITAL AGE

- Communicating via mobile texts, email, and social media is the way they communicate.
- They retrieve information differently than previous generations.
- They rely on mobile health apps and fitness trackers.
- They have also been designated as the "instant gratification" generation.
- They have the inclination toward the concept of "telehealth".
- They rely on online physician reviews by other patients.
- They value the ability to book appointments and pay medical bills online.

FISCALLY PRUDENT

- Millennials seek out cost information before they schedule a consultation.
- They request and receive estimates before undergoing medical treatments.
- They usually ask for discounts and to get access to insurance.
- They have adopted different attitudes and behaviors relating to their health and well-being.
- They help in driving price transparency in healthcare.

HEALTH BEHAVIORS

- Staying healthy is a mantra for Millennials.
- They are extremely conscious of their eating and exercising habits and focus on maintaining healthy behaviors.
- They have a more holistic view of health and wellness.
- They do not schedule preventive physician visits.
- They have the inclination to try to solve their medical problems independently.
- They are not inclined to “free” preventive services.

IMPACT ON CASE MANAGEMENT

- The ramifications following the behaviors of Millennials are becoming apparent in the skills they need, the tasks they perform, new ethical concerns, and practice setting.
- Case managers may moderately be affected by millennials' cost-conscious healthcare consumption.
- They require their case managers to offer opinions about the value of these various treatment plan elements.
- They have recommendations based on their own conduct of research and study.

A MILLENIAL-DRIVEN HEALTHCARE

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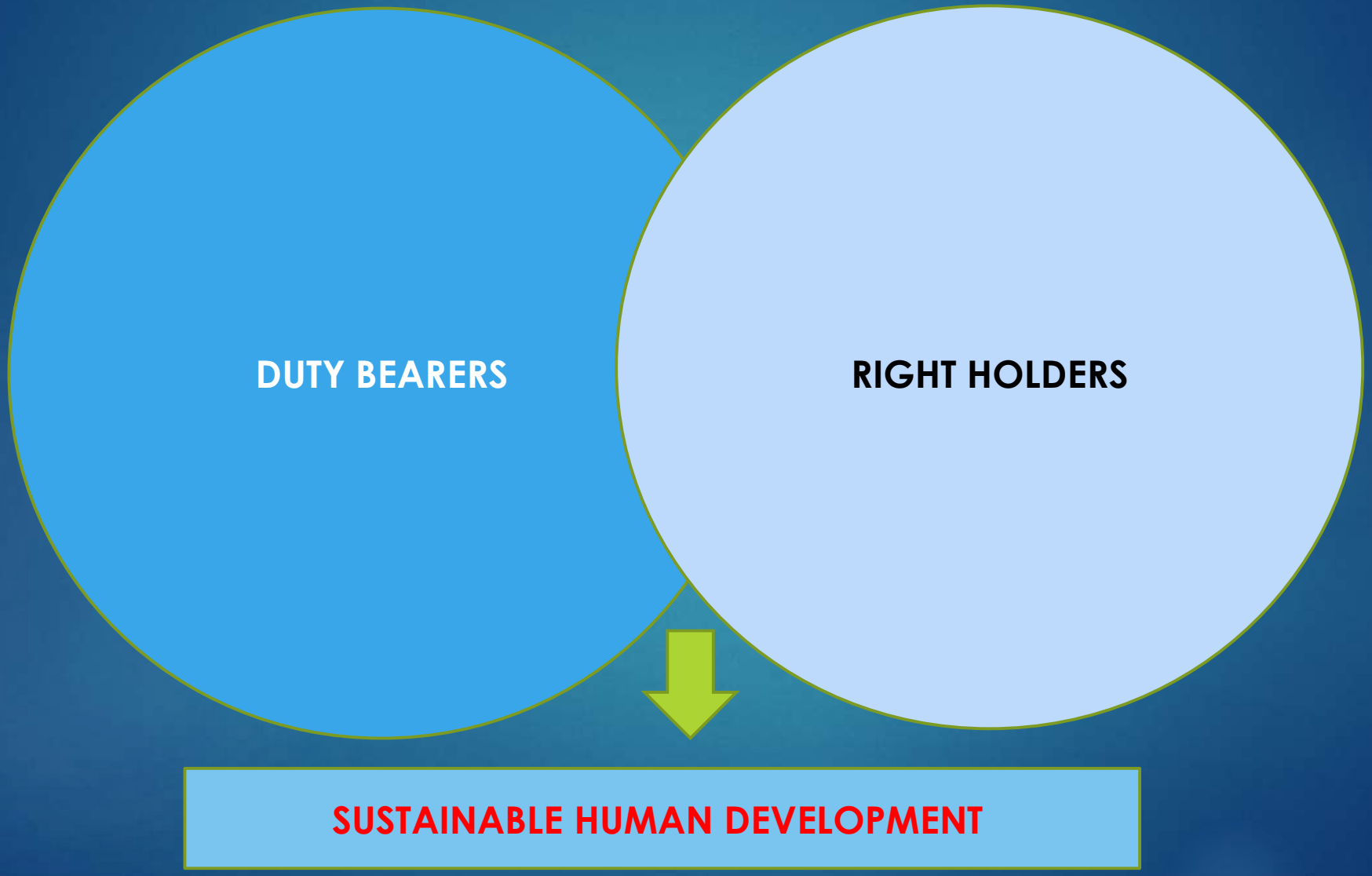
- Millennials advocate for a healthcare system that focuses on a holistic approach to healthcare incorporating preventive health measures.
- It will focus on healthy rather than sick and reward healthy behaviors.
- It will be accessible, giving patients full ownership of their health records, and access to information about their healthcare providers clinical outcomes and fees.
- Information will be available electronically through secure mobile apps, website patient portals, and electronic exchanges between the client and care provider.

A MILLENIAL-DRIVEN HEALTHCARE (cont'd)

- Communications with healthcare professionals will be convenient, streamlined, and paperless as much as possible.
- Millennials have the opportunity to engage with their healthcare providers, ask questions, and fully understand their medical condition and prescribed treatment plan so that they maintain full control of their health.
- Nurses, who strive to guide millennials in taking a more proactive role in their healthcare management, will find their independence refreshing and an indication of an improved patient care, and deliver a better over-all patient experience.

RIGHTS-BASED APPROACH TOWARDS SUSTAINABLE HUMAN DEVELOPMENT THROUGH A HOLISTIC HEALTHCARE

RIGHTS-SENSITIVE HEALTHCARE





DIOS MABALOS SAINDONG GABOS!