A Roadmap to the Future of Radiology Staff Resilience

Enhancing employee engagement of Millennials

With the introduction of the Quadruple Aim at Royal Philips, healthcare staff experience is recognized as an important health system performance indicator. Engaged healthcare employees are related to retention, patient-centered care, high patient safety and improved quality of care provided (Lowe, 2012). However, burnout seems to be a common phenomenon among healthcare personnel (Glasberg, Eriksson, & Norberg, 2007; Prins et al.,

2007; Prins et al., 2010; Thomas, 2004). Especially employees from radiology departments are prone to developing burnout symptoms (Philips, 2019b). This does not only have negative consequences for the individual's well-being (Salvagioni et al., 2017) and the organizations' performance (Demerouti, Bakker, Nachreiner, & Schaufeli, 2001), but also negatively affects the quality of patient care (Prins et al., 2010; Wood & Killion, 2007).

As Millennials are the least engaged generation (Gallup, 2016) but will take up 75 per cent of the workforce in 2025 (Forbes, 2018), this thesis extensively explored how the employee experience at radiology in 2030 will look like that enhances the engagement among Millennials.



technologists



residents



radiologist

"The role of radiology shifts towards being the center of solving patient pathologies together with referring physicians as well as with the support of system technology. A structured, integrated and efficient workflow supports staff equality to create an open and safe learning environment and will contribute to value-based imaging in order to achieve the best diagnoses for patients."

technologists will have tailored roles which can vary from being a management-expert, patient care-expert and technology-expert

residents will all have a personalized learning pathway paced on their needs and learning preferences

radiologists will get technology support and can therefore focus more on the complex cases and collaboration with other physicians

Horizon 1 | 2021 Horizon 2 | 2023 Horizon 3 | 2025 Enhanced employee workflow through Enhanced department workflow through Enhanced hospital workflow through facilitating collaboration and guidance boosting task efficiency and facilitating support in interpretation complexity and in personalized responsibilities knowledge acquisition providing guidance in personalized pathways Structured supervision & Linked to supervisors ask questions to right people Prioritized cases and with right core values support in protocol Personalized learning Support in 'complex' pathway Support in 'simple' image interpretation image interpretation Guidance to become expert Tailored technologist role Tasks based on personal fit for tailored role

Britta van Schaik
A Roadmap to the Future of Radiology Staff
Resilience
19 December 2019
Strategic Product Design

Committee

Company

L.W.L. Simonse
A. Albayrak
C.S. van der Zwaluw
Philips Research

