

A Roadmap to the Future of Radiology Staff Resilience

Enhancing employee engagement of Millennials

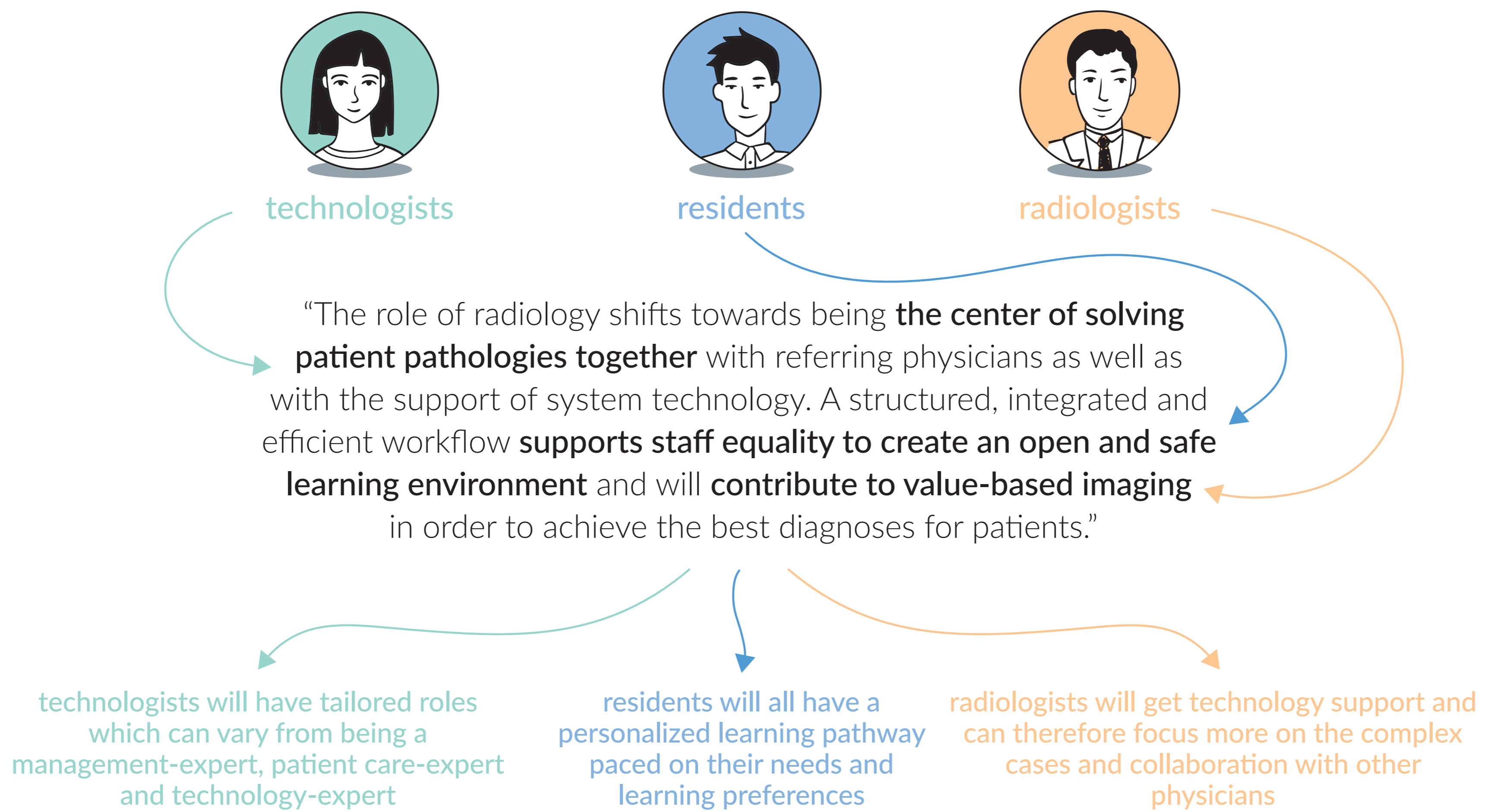
introduction

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.,

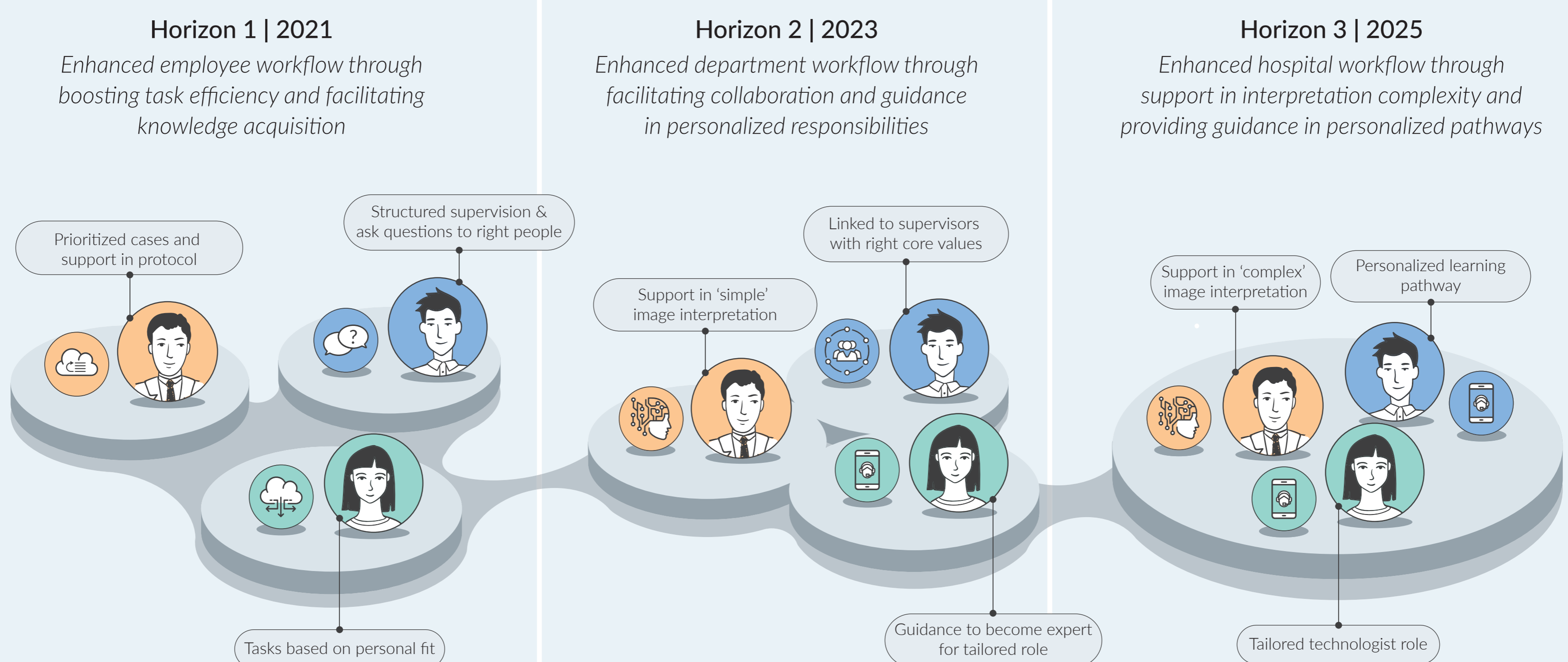
2007; Prins et al., 2010; Thomas, 2004). Especially employees from radiology departments are prone to developing burnout symptoms (Philips, 2019b). This does not only have negative consequences for the individual's well-being (Salvagioni et al., 2017) and the organizations' performance (Demerouti, Bakker, 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.

future vision



work environment



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

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

