SPINAL FRONTIERS WEBINAR SERIES

28th AUG (THUR) | 1930 CET

Sindimwo Thierry



The Secret to a Thriving Healthcare Workforce: Intergenerational Collaboration

NSpine

innovative spine education™

Housekeeping

- **Conversation, not a lecture. Jump in whenever!**
- **Candidness is foundational for growth.**

Type in the chat…

- **your home country**
- **your role/title/field**
- **number of years in your role/title/field**


CONFIDENTIAL
TOP SECRET
CONFIDENTIAL

11,000,000

global health worker deficit by 2030

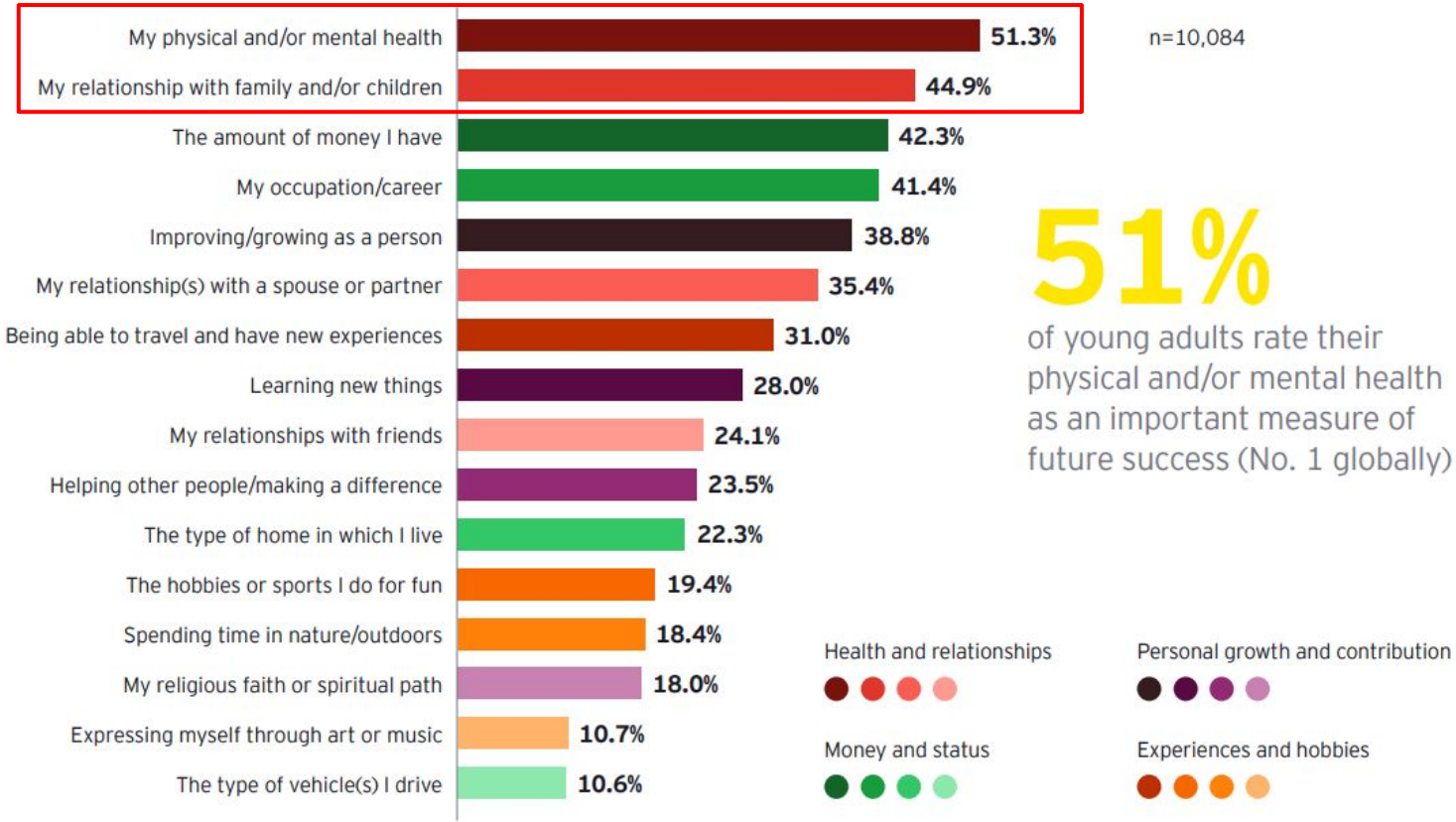
These shortfalls will disproportionately impact lower-income countries

Source: World Health Organization

What is the generational gap?

- We are living in the **first truly global generation**
- Conventional life milestones **no longer dictate career paths**
- Technology is exponentially **more advanced and accessible** for younger generations

What is most important when you think of future success?

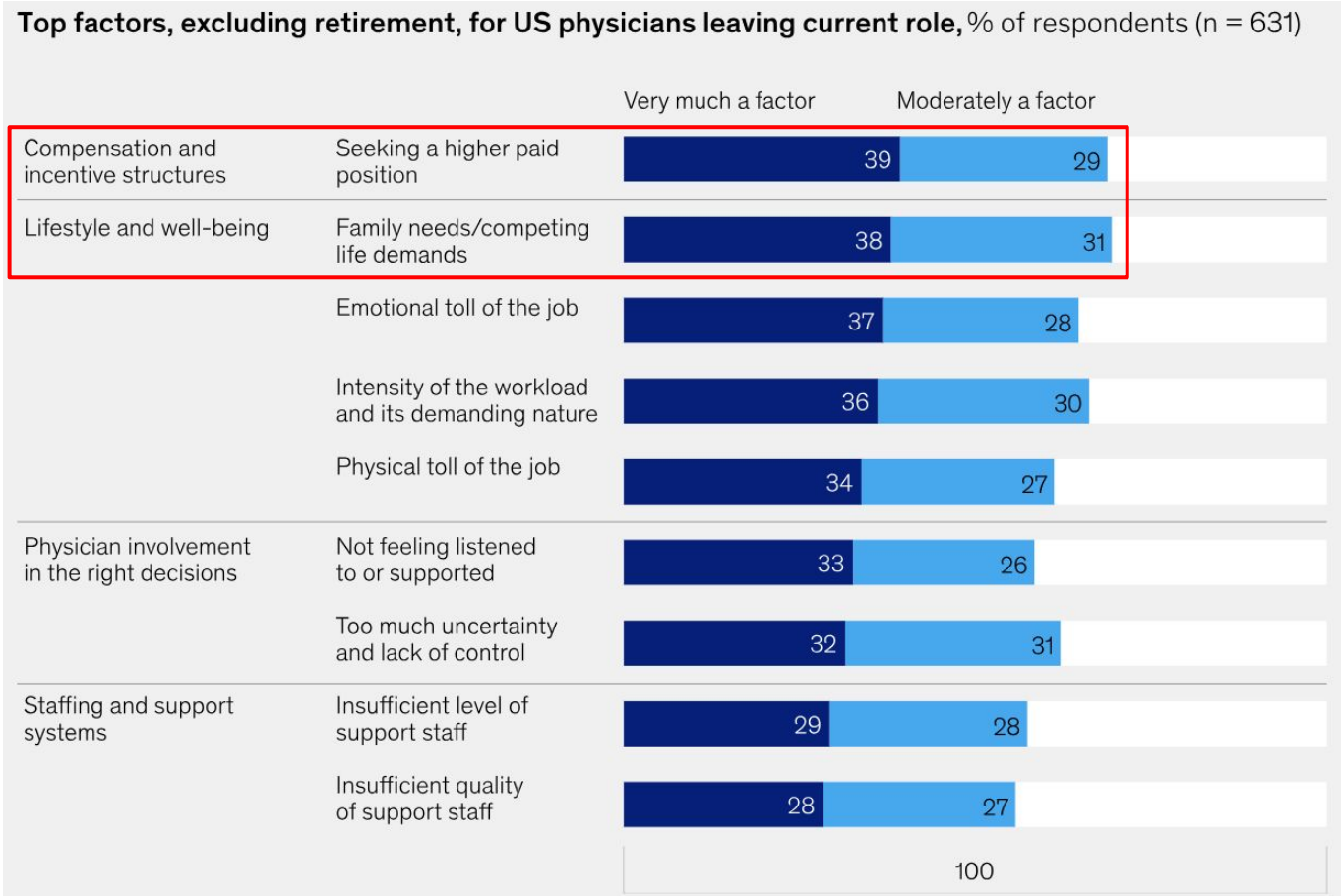


51%

of young adults rate their physical and/or mental health as an important measure of future success (No. 1 globally)

Money is a means… not an end.

Source: EY 2025 Global Generation Report



Balancing lifestyle and wellness is just as important as compensation.

Source: McKinsey US Physician Survey 2023

Why is the generational gap a problem?

Healthcare innovation can **suffer**

+

Workplace dynamics can become **jeopardized**

=

Declining patient outcomes

Solutions

1. **Include younger doctors in decision-making**

   Resource allocation, strategy, hospital culture, patient care guidelines

2. **Create infrastructure that empowers physician-led innovation**

   Intellectual property, business acumen, branding, product-market fit

3. **Establish bi-directional and transparent communication channels between junior and senior doctors**

Case Study 1

A younger physician documents AI notes on a tablet during patient interactions. The older attending views this as unprofessional and damaging to the provider-patient relationship. The generational tension creates friction between the two clinicians.

Intern/Resident

Well it's more efficient and it's how I was trained.



You shouldn't be staring at a screen when patients are talking. That is very rude.

Senior Attending



Case Study 1

A younger physician documents AI notes on a tablet during patient interactions. The older attending views this as unprofessional and damaging to the provider-patient relationship. The generational tension creates friction between the two clinicians.

I can see how AI documentation can feel impersonal to some patients, but others may feel more assured. Can we talk later about how you build trust with patients during live interactions?

Intern/Resident



I noticed that you take AI-powered notes while speaking with patients, is that how you were trained? Based on my training, it seems impersonal to do so.



Senior Attending

Case Study 2

Midway through a difficult surgery, a senior surgeon yells at the resident for handing the wrong instrument. The tone is sharp and the language is harsh. The resident is visibly shaken and the rest of the OR team becomes tense.

I appreciate the high standard you expect from me during my training. At the same time, I think the tone and language may be damaging to the team dynamics. Can we talk later to figure out the best ways to communicate under stressful situations?

Intern/Resident



Thank you for sharing. I value urgency and precision in the operating theater, but I want to create a supportive learning environment. I would love to talk soon and hear your perspective.

Senior Attending



Questions?