GE HealthCare

Reimagining Better Health 2023

Quantitative survey data insights

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Perspectives on the future of healthcare

Clinicians agree on the definition of the future of healthcare

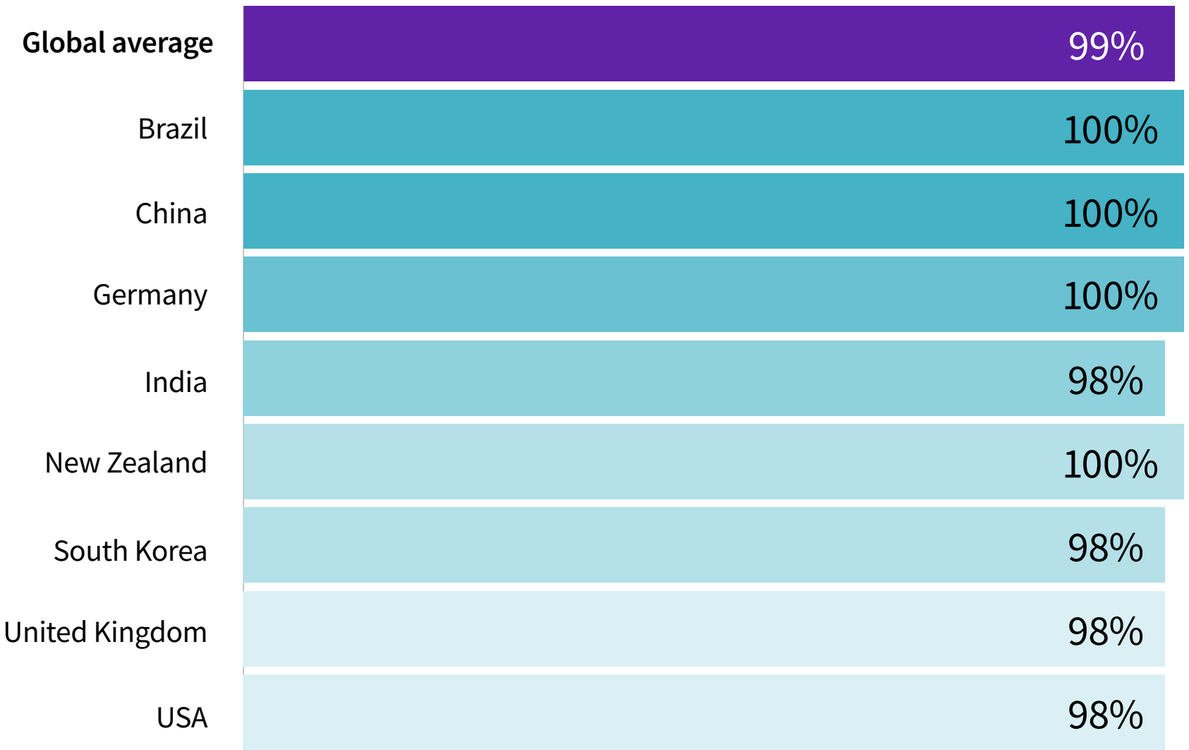
Clinicians were presented with the following definition of the future of healthcare and asked to what extent they agree with it:

- Patients and care teams are more intimately linked together in a partnership via technology solutions.
- Patient care and medical treatment will take place both within and outside of traditional clinical environments, such as in patients' homes.
- The healthcare ecosystem is expanded to include a more varied range of healthcare workers, some of which may not be present today.

Questions related to technology solutions asked for clinicians' general perception and experience with technology within their facilities and made no reference to any specific solutions or vendors.

References related to technology are inclusive of the entire spectrum of medical technology, such as medical devices, software solutions, electronic patient records and other digital workflow solutions.

Share of clinicians who somewhat or completely agree with the definition of the future.



Share of clinicians who selected a value between 3 and 7 on a 7-point scale, where “1” means “Does not agree at all” and “7” means “Agree completely or somewhat agree”

Clinicians across countries identify the same top 3 barriers to overcome for the future definition of healthcare to become a reality

What are the most important barriers to remove for this future model to work and deliver quality healthcare?

The table presents the top five barriers selected for each country.

Clinicians were asked to select up to five barriers from a list of 10

Questions related to technology solutions asked for clinicians' general perception and experience with technology within their facilities and made no reference to any specific solutions or vendors.

References related to technology are inclusive of the entire spectrum of medical technology, such as medical devices, software solutions, electronic patient records and other digital workflow solutions.

	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA
Underdeveloped technology infrastructure in your state, region or country, for example, unreliable electricity or internet service	✓	✓	✓	✓	✓	✓	✓	✓
Ineffective workforce planning at healthcare facilities, including ineffective deployment and support of staff	✓	✓	✓	✓	✓	✓	✓	✓
Lack of technology skills in healthcare teams	✓	✓	✓	✓	✓	✓	✓	✓
Unequal access to healthcare	✓	✓	✓	✓		✓	✓	✓
Shortage of skilled professionals needed on care teams					✓		✓	✓
Facilities not having the necessary medical technology equipment or lacking the ability to upgrade their technology	✓	✓	✓	✓	✓	✓		

Clinicians across all countries want healthcare that is accessible to all

When you think about the future of healthcare to what extent is the following important to you?

The table presents the top five highest ranked characteristics for each country.

Clinicians were asked to rank the importance of 12 characteristics on a scale of 1 to 7, where 1 means "Is not very important" and 7 means "Is very important."

	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA
Healthcare that is accessible to all	✓	✓	✓	✓	✓	✓	✓	✓
Healthcare that is equitable and free from biases	✓	✓	✓	✓	✓	✓		✓
Healthcare that provides timely access to care	✓		✓	✓		✓	✓	✓
Healthcare that creates fair working conditions for care teams		✓	✓	✓	✓	✓	✓	
Healthcare that provides comprehensive care for the patient's condition through integrated care teams	✓			✓	✓	✓	✓	
Healthcare that enables clinicians to have more time to interact with patients							✓	✓
Healthcare that uses advanced technology to make basic clinician tasks more efficient	✓	✓						
Healthcare that facilitates a favorable patient experience		✓	✓		✓			
Healthcare that is personalized to the patient								✓

Patients across all countries want access to technology solutions that enable earlier and faster detection, evaluation and treatment

When you think about the future of healthcare, which of the following are most important to you?

The table presents the top five selected for each country.

Patients were asked to select up to 6 characteristics from a list of 12.

Questions related to technology solutions asked for patients' general perception and experience and made no reference to any specific solutions or vendors.

References related to technology are inclusive of the entire spectrum of medical technology, such as medical devices, software solutions, electronic patient records and other digital workflow solutions.

	Brazil	China	India	Germany	New Zealand	South Korea	United Kingdom	USA
Access to technology solutions that allow for earlier and faster detection, evaluation, and treatment of my health condition and/ or potential health issues	✓	✓	✓	✓	✓	✓	✓	✓
Flexibility in how and where I can interact with doctors, nurses, and other healthcare professionals	✓		✓	✓	✓	✓	✓	✓
Flexibility in where testing such as clinical imaging and blood draws for lab work is performed	✓		✓	✓	✓		✓	✓
Health data available across different healthcare platforms		✓	✓	✓	✓		✓	✓
Access to technology solutions that enable early detection of potential health issues	✓	✓			✓	✓	✓	✓
Access to technology solutions that enable care or treatment that is customized to my specific situation and medical history	✓	✓		✓				
Access to technology solutions that enable me to monitor my own health situation		✓				✓		
Access to technology solutions that alert healthcare professionals in case of emergencies			✓			✓		

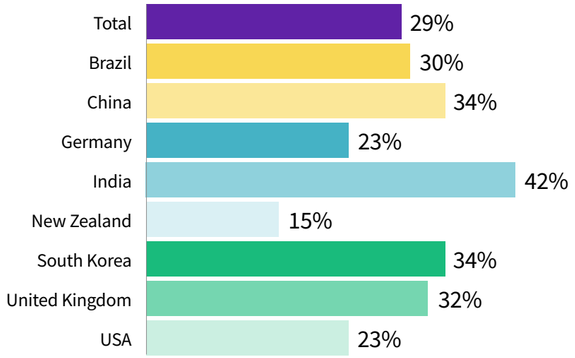
Clinicians prioritize technology skills and soft skills for collaboration

When thinking about the future of healthcare education, which of the following skill sets are the most critical for clinicians of the future (in addition to clinical/medical training)?

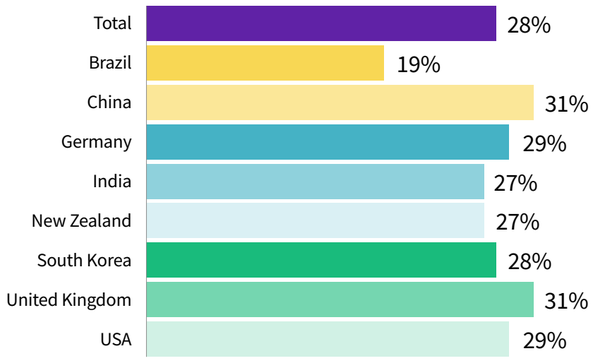
Share of clinicians who selected each skill as the **single most crucial skill** for clinicians of the future:

Results may not add up to 100% as it was possible to select "other."

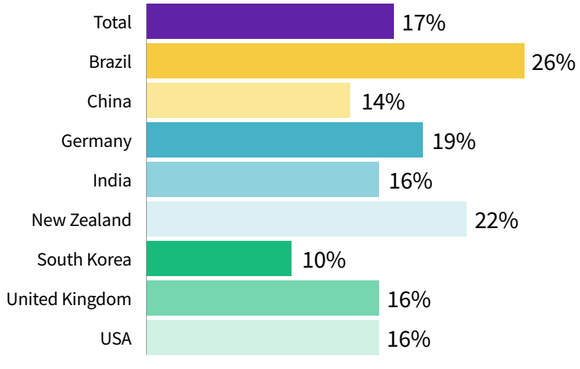
Technology skills/literacy



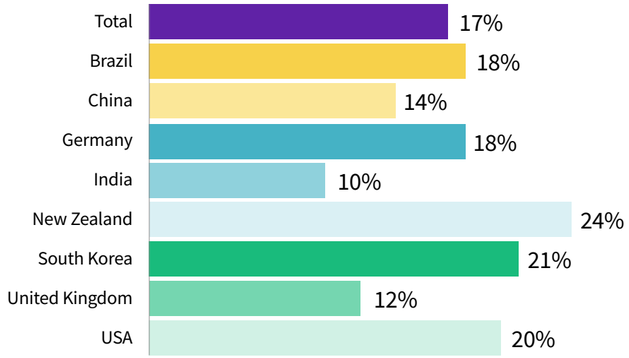
Soft skills for collaboration with both patients and care teams



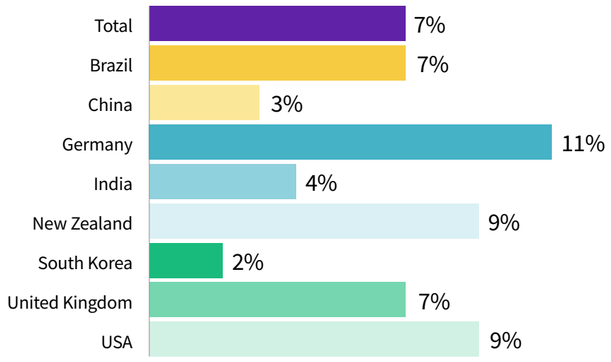
Virtual patient care



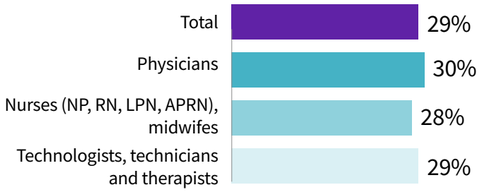
Patient data analysis and management



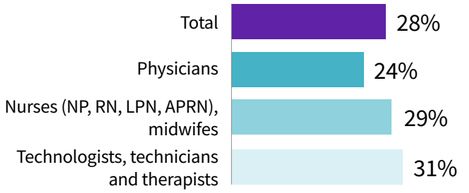
Leadership skills



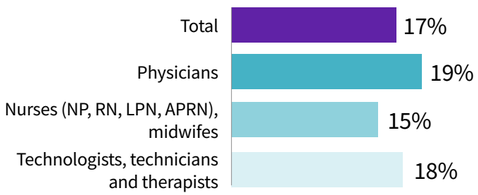
Technology skills/literacy



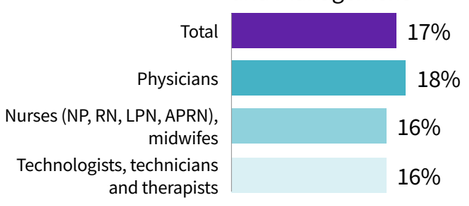
Soft skills for collaboration with both patients and care teams



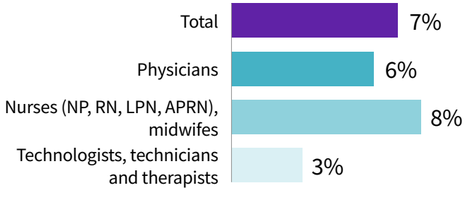
Virtual patient care



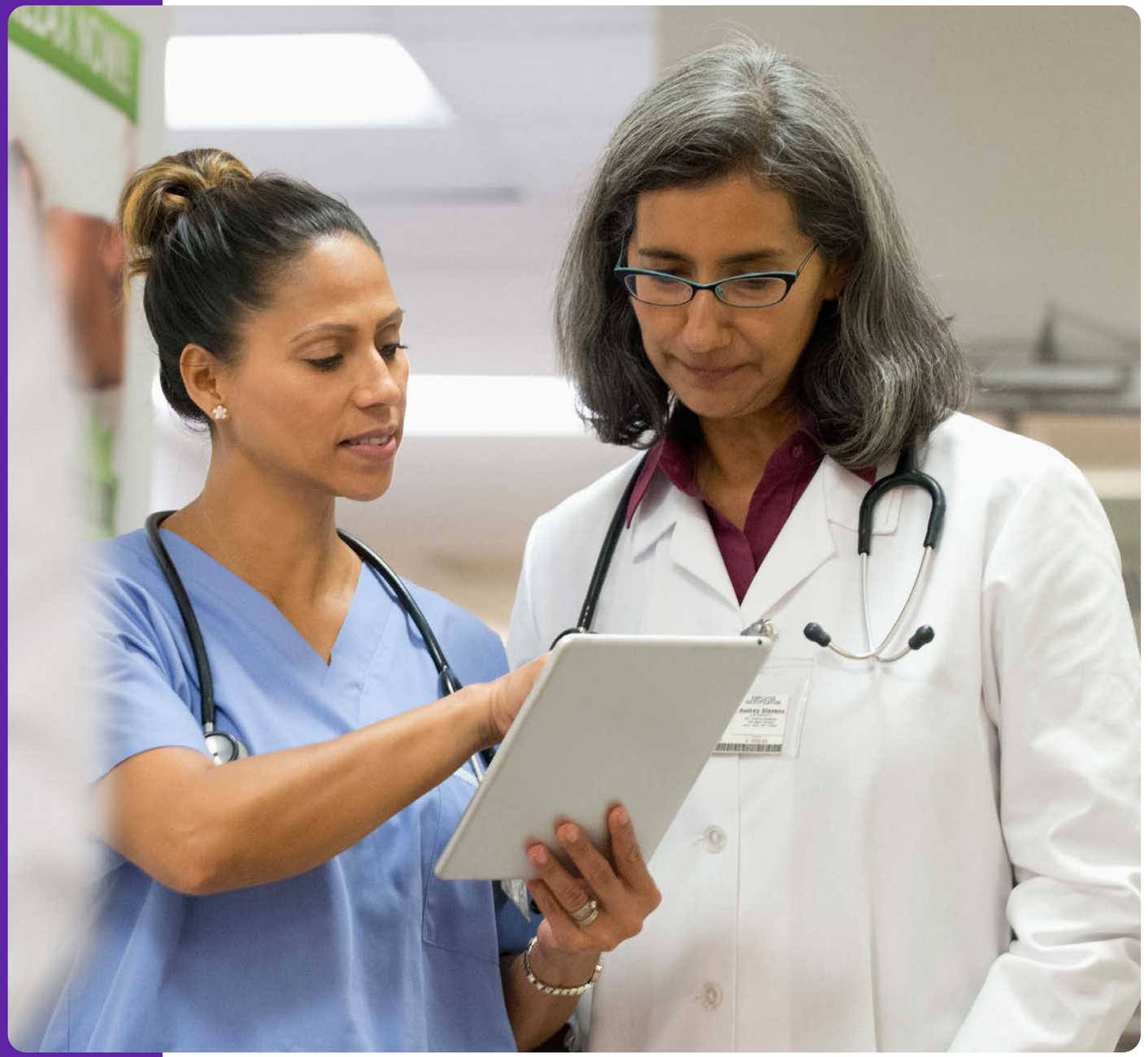
Patient data analysis and management



Leadership skills



Perspectives on people, process, technology



Clinician and patient perspectives

People

Clinician perspectives on People factors (across countries and clinical roles)

Share of clinicians who fully agree with the statements:

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA	Physicians	Nurses (NP, RN LPN, APRN), midwives	Technologists, technicians and therapists
Clinicians feel like they are part of a care team	59%	66%	71%	64%	72%	56%	43%	55%	48%	61%	60%	54%
Clinicians can work to the full extent of their training and/or education in their organizations	56%	69%	69%	63%	64%	53%	39%	46%	44%	55%	58%	52%
Clinicians feel valued and appreciated by patients and patients' families	56%	65%	72%	56%	67%	53%	40%	50%	43%	55%	57%	55%
Clinicians have growth and leadership opportunities in their organizations	54%	70%	71%	58%	62%	52%	38%	44%	38%	52%	56%	54%
Clinicians feel supported by healthcare leaders and administrators	53%	70%	71%	58%	62%	52%	38%	44%	38%	52%	54%	53%
Care team members collaborate well to efficiently deliver patient care	58%	66%	74%	61%	68%	58%	42%	50%	47%	59%	58%	57%
Clinicians have enough time and resources to care for both patients and patients' families	48%	56%	64%	56%	63%	49%	30%	30%	32%	49%	45%	49%

Share of clinicians who selected 6 or 7 on a 7-point scale, where "1" means "Does not describe well" and "7" means "Describes very well."

Patient perspectives on People factors (across countries)

Share of patients who fully agree with the statements:

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA
Clinicians treating me have the competencies to provide the treatment and care that I need	62%	64%	75%	55%	68%	52%	54%	57%	65%
Clinicians treating me care about what happens to my health	61%	62%	72%	54%	70%	50%	51%	55%	62%
The clinicians treating me empathize with my personal situation and how this affects my treatment	57%	60%	70%	46%	68%	50%	46%	51%	60%
I feel heard by the clinicians treating me	57%	61%	68%	51%	69%	43%	44%	51%	59%
I receive clear explanations and instructions from clinicians about my health situation in a timely manner	59%	60%	74%	49%	74%	46%	48%	49%	61%
The clinicians who are treating me collaborate well together to effectively deliver my care	59%	64%	71%	57%	73%	48%	51%	50%	59%

Share of patients who selected 6 or 7 on a 7-point scale, where “1” means “Does not describe well” and “7” means “Describes very well.”

Clinician perspectives on their career in healthcare (across countries and clinical roles)

To what extent do the following statements describe your career in healthcare?

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA	Physicians	Nurses (NP, RN, LPN, APRN), midwives	Technologists, technicians and therapists
Being a clinician gives me a sense of pride	61%	62%	73%	66%	73%	57%	45%	57%	51%	58%	63%	62%
I would recommend a career in healthcare to others	63%	74%	75%	67%	71%	59%	43%	50%	60%	64%	61%	62%

Share of clinicians who selected 6 or 7 on a 7-point scale, where “1” means “Does not describe well” and “7” means “Describes very well.”

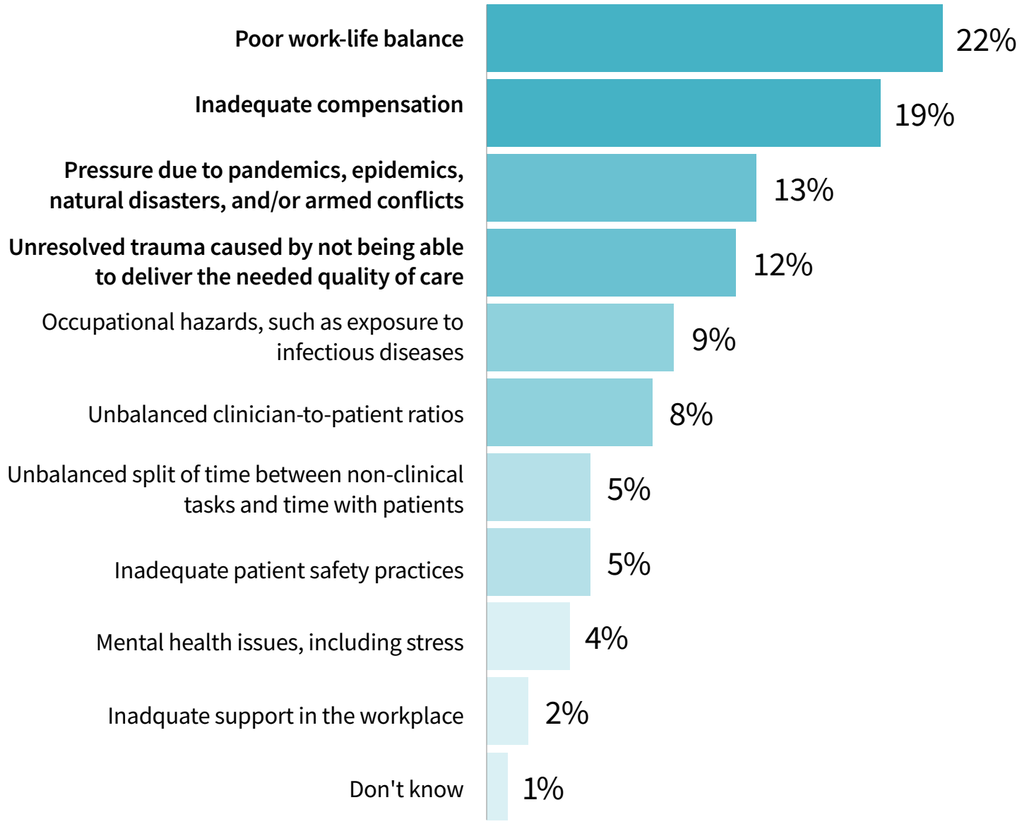
	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA	Physicians	Nurses (NP, RN, LPN, APRN), midwives	Technologists, technicians and therapists
I am actively considering leaving the healthcare industry	42%	29%	50%	51%	57%	41%	47%	30%	37%	45%	35%	53%

Share of clinicians who selected 5-7 on a 7-point scale, where “1” means “Does not describe well” and “7” means “Describes very well.”

Clinicians select poor work–life balance as the top reason clinicians and healthcare workers are leaving their jobs

There is a global trend of clinicians and healthcare workers leaving their jobs. From your perspective, what are the main reasons for this?

All the clinicians surveyed, regardless of clincian role cited the same top four reasons for leaving the healthcare industry (in bold):



Share of clinicians who selected each statement as the single most important reason for leaving the industry.

Top three reasons for leaving the healthcare industry by country:

	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA
Poor work-life balance	✓	✓	✓	✓	✓	✓	✓	✓
Inadequate compensation	✓			✓		✓	✓	✓
Pressure due to pandemics, epidemics, natural disasters, and/or armed conflicts	✓	✓	✓			✓		
Unresolved trauma caused by not being able to deliver the needed quality of care		✓	✓	✓	✓			
Occupational hazards, such as exposure to infectious diseases					✓			
Inadequate compensation							✓	✓

Clinician and patient perspectives

Technology

Clinician perspectives on Technology factors (across countries and clinical roles)

Share of clinicians who fully agree with the statements:

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA	Physicians	Nurses (NP, RN, LPN, APRN), midwives	Technologists, technicians and therapists
Medical technology enhances clinician confidence	60%	70%	79%	68%	65%	60%	40%	53%	49%	60%	61%	58%
Medical technology enhances clinical workflow and promotes efficiency	60%	67%	76%	64%	74%	55%	42%	52%	50%	61%	60%	57%
Clinicians trust their medical technology to provide reliable data-driven insights for patient diagnosis and/or intervention	58%	66%	74%	64%	68%	59%	42%	47%	46%	59%	58%	56%
Clinicians receive adequate training (initially and ongoing) on how to use available medical technology to its full potential	55%	64%	68%	61%	63%	53%	43%	48%	44%	53%	57%	58%
The medical technology clinicians use is easy and intuitive	53%	62%	67%	58%	66%	58%	36%	40%	37%	53%	52%	53%
Medical technologies in my facility seamlessly integrate with each other	51%	68%	62%	58%	63%	46%	40%	35%	37%	48%	54%	50%
Clinicians have timely access to reliable electronic patient records	59%	68%	71%	65%	64%	54%	48%	49%	52%	58%	60%	58%
Collaboration between care teams and data specialists is necessary to improve population health outcomes	64%	72%	74%	66%	72%	57%	52%	60%	57%	50%	51%	52%

Share of clinicians who selected 6 or 7 on a 7-point scale, where “1” means “Does not describe well” and “7” means “Describes very well.”

Questions related to technology solutions asked for clinicians' general perception and experience with technology within their facilities and made no reference to any specific solutions or vendors.
References related to technology are inclusive of the entire spectrum of medical technology, such as medical devices, software solutions, electronic patient records and other digital workflow solutions.

Patient perspectives on Technology factors (across countries)

Share of patients who fully agree with the statements:

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA
I think clinicians have access to the right equipment for my treatment	62%	58%	73%	59%	73%	49%	54%	53%	69%
I think clinicians have access to the right technology which helps them improve my health	62%	58%	76%	58%	73%	52%	52%	52%	67%
Technology solutions are helping to make my treatment more convenient	61%	64%	75%	58%	77%	44%	56%	47%	63%
Clinicians actively use health data and clinical evidence to provide the right care for me	60%	60%	74%	55%	70%	51%	48%	52%	65%
I have access to equipment at home if needed	52%	51%	71%	42%	66%	37%	39%	40%	56%

Share of patients who selected 6 or 7 on a 7-point scale, where “1” means “Does not describe well” and “7” means “Describes very well.”

Questions related to technology solutions asked for patients' general perception and experience and made no reference to any specific solutions or vendors. References related to technology are inclusive of the entire spectrum of medical technology, such as medical devices, software solutions, electronic patient records and other digital workflow solutions.

Clinicians' general perception of Artificial Intelligence (AI) in medical settings (across countries and clinical roles)

To what extent do the following statements reflect your opinions on AI technology?

Share of clinicians who fully agree with the statements:

Share of clinicians who selected 6 or 7 on a 7-point scale, where “1” means “Does not describe well” and “7” means “Describes very well.”

Questions related to technology solutions asked for patients' general perception and experience and made no reference to any specific solutions or vendors.

References related to technology are inclusive of the entire spectrum of medical technology, such as medical devices, software solutions, electronic patient records and other digital workflow solutions.

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA	Physicians	Nurses (NP, RN, LPN, APRN), midwives	Technologists, technicians and therapists
AI technology can support clinicians in clinical decision making	61%	71%	76%	69%	71%	62%	35%	52%	50%	61%	62%	58%
AI technology helps to improve operational efficiency	55%	64%	74%	58%	67%	50%	39%	49%	40%	56%	56%	52%
AI technology enables faster health interventions	54%	66%	69%	61%	68%	50%	35%	46%	38%	55%	52%	57%
AI technology can help to reduce care disparities	54%	68%	68%	65%	61%	49%	36%	44%	39%	53%	55%	53%
AI technology is ready for medical use today	45%	53%	58%	52%	66%	43%	28%	35%	29%	45%	46%	45%
AI technology is subject to built-in biases	44%	53%	35%	58%	60%	41%	29%	38%	40%	46%	43%	44%
AI data can be trusted	42%	54%	55%	54%	51%	41%	25%	31%	26%	42%	38%	52%

Clinician and patient perspectives

Process

Clinician perspectives on Process factors (across countries and clinical roles)

Share of clinicians who fully agree with the statements:

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA	Physicians	Nurses (NP, RN, LPN, APRN), midwives	Technologists, technicians and therapists
Clinicians feel comfortable with delivering clinical care outside of the traditional clinical environment, wherever the patient may be	50%	62%	62%	58%	59%	50%	31%	39%	38%	48%	50%	51%
Clinicians trust technology solutions like virtual care, telehealth, and remote monitoring for accurate patient diagnosis	52%	61%	66%	58%	65%	50%	33%	40%	44%	51%	54%	52%
Some patient care responsibilities could be reallocated from clinicians to other healthcare workers	54%	60%	69%	61%	62%	54%	37%	48%	44%	54%	55%	52%
Remote care is more flexible than in-person consultations	54%	61%	70%	54%	60%	53%	33%	52%	45%	53%	55%	51%
The data from tests that are self-administered/reported testing by patients is reliable	51%	62%	68%	62%	63%	46%	37%	35%	37%	50%	51%	52%

Share of clinicians who selected 6 or 7 on a 7-point scale, where “1” means “Does not describe well” and “7” means “Describes very well.”

Patient perspectives on Process factors (across countries)

Share of patients who fully agree with the statements:

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA
The clinicians treating me have access to the relevant health data	65%	65%	77%	60%	74%	59%	53%	56%	69%
I have access to convenient locations for my treatment	60%	58%	71%	52%	72%	52%	49%	52%	68%
I get adequate education and training in how to manage my health situation after I leave the hospital	57%	62%	65%	55%	67%	46%	44%	48%	60%

Share of patients who selected 6 or 7 on a 7-point scale, where “1” means “Does not describe well” and “7” means “Describes very well.”

Patient perspectives on their personal health data (across countries)

Share of patients who completely trust the following:

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA
I trust that my personal health data is secure and protected	61%	59%	73%	61%	72%	53%	45%	55%	63%
I am willing to share my personal health information data with relevant parties to improve my own treatment	67%	72%	76%	66%	76%	63%	51%	58%	72%
I am willing to monitor my health situation 24/7 to get ongoing input on my health and detect potential diseases	63%	69%	75%	41%	73%	62%	51%	56%	68%
I am willing to do my own basic testing and examinations at home to save time	61%	51%	72%	57%	66%	61%	58%	57%	60%
I am willing to make virtual calls with healthcare professionals instead of in person consultations to make it more flexible	57%	55%	67%	41%	67%	52%	51%	50%	63%

Share of patients who selected 6 or 7 on a 7-point scale, where “1” means “Does not describe well” and “7” means “Describes very well.”

Patient perspectives on their personal health data (across countries)

To what extent do you trust the following entities to handle, use and store your personal health data and information in a secure way?

Share of patients who completely trust the following:

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA
Your general practitioner	66%	73%	72%	64%	72%	67%	40%	60%	72%
Hospitals	65%	68%	81%	54%	74%	58%	59%	58%	61%
Private health clinics	53%	71%	52%	45%	65%	56%	31%	52%	55%
Pharmaceutical companies	42%	48%	50%	33%	56%	32%	26%	41%	43%
Medical device companies	41%	50%	53%	35%	56%	26%	24%	38%	42%
Medical software companies	40%	45%	51%	30%	58%	24%	26%	37%	39%
Technology companies	39%	50%	53%	31%	53%	22%	24%	34%	37%
The government	39%	35%	71%	25%	60%	28%	25%	28%	30%

Share of patients who selected 6 or 7 on a 7-point scale, where “1” means “Do not trust at all” and “7” means “Trust completely.”

Patient comfort with health checks in a distributed system (across countries)

If you need a general health check, how comfortable are you with receiving it in each of the following places?

Share of patients who are comfortable with the following:

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA
At your general practitioner	65%	67%	72%	58%	64%	72%	43%	62%	71%
The hospital	61%	62%	79%	36%	75%	51%	52%	58%	59%
A health clinic	54%	70%	55%	34%	68%	53%	35%	57%	53%
At home under face-to-face supervision by a clinician	54%	62%	58%	46%	69%	48%	35%	54%	53%
Urgent care facility	50%	53%	61%	33%	63%	48%	28%	52%	51%
At home under face-to-face supervision by a healthcare worker	49%	56%	57%	37%	64%	42%	32%	49%	50%
The pharmacy	45%	46%	52%	44%	55%	29%	37%	45%	44%
At home with online supervision by a clinician	45%	49%	56%	31%	64%	31%	33%	42%	48%
At home with online supervision by a healthcare worker	43%	45%	55%	30%	56%	30%	34%	42%	44%
A mobile health clinic	41%	44%	47%	24%	54%	39%	29%	45%	36%
At home conducting the check yourself	38%	40%	42%	34%	55%	28%	27%	36%	41%

Share of patients who selected 6 or 7 on a 7-point scale, where “1” means “Not comfortable” and “7” means “Very comfortable.”

Clinician comfort with patient testing in a distributed system (across countries and clinical roles)

When thinking about patient testing and examinations at non-clinical locations, which of the following scenarios are you generally comfortable with?

Share of clincians who fully agree with the statements:

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA	Physicians	Nurses (NP, RN, LPN, APRN), midwives	Technologists, technicians and therapists
At a patient's home or other non-clinical location under face-to-face supervision by a healthcare worker	49%	64%	62%	58%	60%	43%	22%	42%	38%	51%	47%	47%
At a non-clinical location with online supervision by a clinician	46%	56%	63%	52%	48%	38%	28%	43%	43%	45%	46%	49%
At a patient's home or other non-clinical location under face-to-face supervision by a clinician	46%	54%	53%	59%	54%	45%	18%	46%	37%	46%	48%	40%
At a non-clinical location with online supervision by a healthcare worker	45%	55%	58%	64%	56%	44%	19%	32%	34%	44%	47%	43%
At a non-clinical location with no supervision using self-assessment testing tools	34%	45%	38%	52%	40%	37%	18%	21%	21%	28%	36%	41%

Share of clinicians who selected 6 or 7 on a 7-point scale, where “1” means “Not comfortable” and “7” means “Very comfortable.”

Patient comfort levels with healthcare advice from different clinicians and healthcare workers (across countries)

How much do you trust each of the following to provide you with the most appropriate healthcare advice?

Share of patients who completely trust the following:

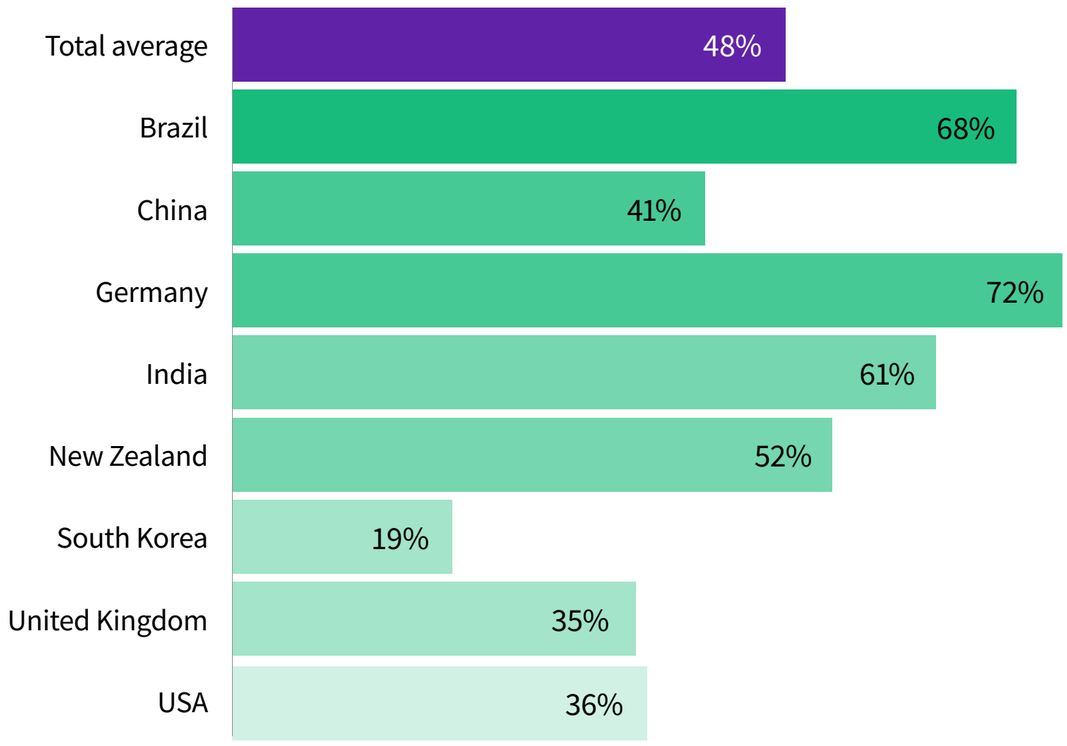
	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA
My personal family doctor/physician	67%	75%	67%	62%	82%	66%	57%	55%	74%
Hospital doctors	62%	59%	78%	51%	75%	55%	54%	58%	59%
Hospital nurses	58%	59%	63%	48%	60%	61%	44%	56%	62%
Pharmacists	53%	48%	59%	49%	60%	48%	44%	53%	56%
Other healthcare workers	48%	64%	57%	34%	62%	43%	28%	45%	49%

Share of patients who selected 6 or 7 on a 7-point scale, where “1” means “Do not trust at all” and “7” means “Trust completely.”

Clinician use of telehealth today (across countries and clinicial roles)

Do you use telehealth/virtual care to interact with patients today?

Clincian use by country:



Clinician use by role:

Share of clinicians who selected 6 or 7 on a 7-point scale, where “1” means “Never and “7” means “A lot.”

Trust and confidence in healthcare

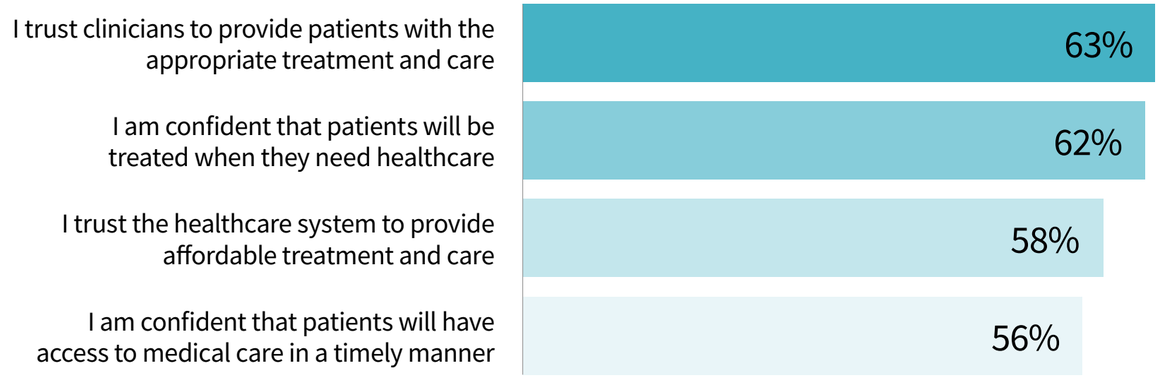
Trust and confidence in healthcare

Four statements were presented to each respondent group.

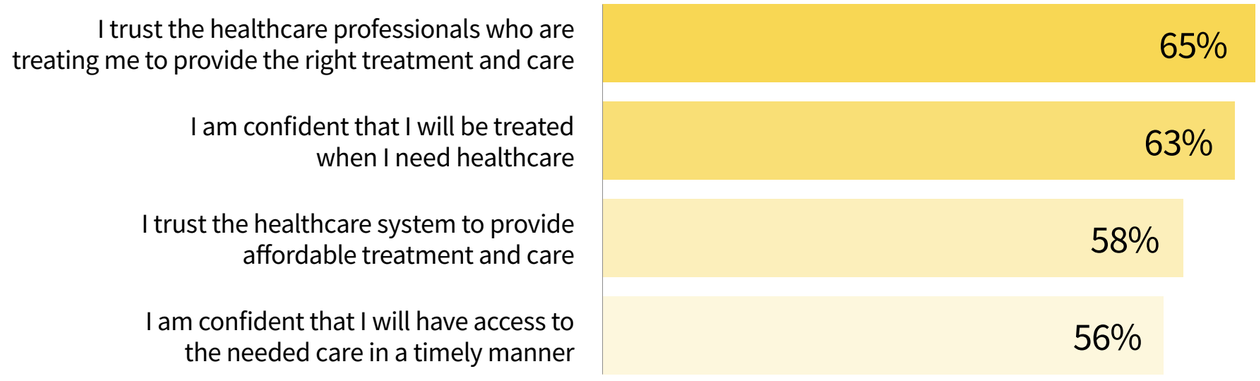
Patients and clinicians each have 60% trust and confidence in their health systems, based on an average of their respective four statements.

Share of respondents who selected 6 or 7 on a 7-point scale, where “1” means “Does not describe well” and “7” means “Describes very well.”

Clinician trust and confidence in their healthcare system



Patient trust and confidence in their healthcare system



Clinician trust and confidence in their healthcare system (across countries and clinical roles)

Share of clinicians who fully agree with the statement:

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA	Physicians	Nurses (NP, RN, LPN, APRN), midwives	Technologists, technicians and therapists
I trust clinicians to provide patients with the appropriate treatment and care	63%	68%	78%	64%	70%	63%	44%	62%	56%	65%	64%	57%
I am confident that patients will be treated when they need healthcare	62%	63%	75%	65%	71%	60%	48%	56%	56%	62%	61%	63%
I trust the healthcare system to provide affordable treatment and care	58%	59%	73%	65%	68%	58%	49%	54%	39%	56%	58%	61%
I am confident that patients will have access to medical care in a timely manner	56%	66%	78%	61%	66%	52%	45%	42%	42%	58%	55%	57%

Share of clinicians who selected 6 or 7 on a 7-point scale, where “1” means “Does not describe well” and “7” means “Describes very well.”

Patient trust and confidence in their healthcare system (across countries)

Share of patients who fully agree with the statement:

	Total average	Brazil	China	Germany	India	New Zealand	South Korea	United Kingdom	USA
I trust the clinicians who are treating me to provide the right treatment and care	65%	67%	77%	60%	75%	55%	53%	59%	67%
I am confident that I will be treated when I need healthcare	63%	59%	77%	67%	73%	48%	55%	51%	69%
I trust the healthcare system to provide affordable treatment and care	58%	51%	71%	55%	69%	52%	55%	55%	51%
I am confident that I will have access to the needed care in a timely manner	56%	54%	72%	55%	72%	37%	50%	43%	61%

Share of patients who selected 6 or 7 on a 7-point scale, where “1” means “Does not describe well” and “7” means “Describes very well.”

Glossary of terms

Artificial intelligence (AI)
Using machine learning models to search medical data and uncover insights can help improve health outcomes and patient experiences. Common roles for AI in medical settings include clinical decision support and imaging analysis.

Barriers
While the healthcare industry is evolving into providing a more human and flexible experience, patients and clinicians have called out problems and pain points. This study identifies nine barriers that are hindering progress.

Biases and inequality
Interpersonal and institutional biases and inequalities in healthcare mean that a patient's quality of care and access to care are limited based on personal characteristics, identities or traits, such as race or gender. Biases can be implicit or intentional.

Big data in healthcare
This comprises a large volume of aggregate patient data. Sources of data can include patient medical records, hospital records, medical exam results and testing machines.

Care team
This refers to a team of clinicians and healthcare workers that collectively deliver care to a particular patient.

Clinicians
Licensed healthcare professionals with direct patient contact, which may include diagnosing, ordering treatments or carrying out prescribed care for patients within the healthcare system.

In the context of the study, clinician was defined as a clinical role with direct patient contact.

A clinical role may include diagnosing, ordering treatments or carrying out prescribed care for patients within the healthcare system—for example, physicians, nurses, respiratory therapists, radiology technologists and sonographers.

Data specialist
This is an information technology expert who specializes in analyzing, collecting, storing and creating electronic data.

Distributed care
Distributed care means decentralizing healthcare and moving services to an alternative care setting that is closer to the patient—for example, in outpatient clinics and non-clinical environments, such as care at home and remote patient monitoring.

Healthcare model
In the broadest terms, there are four major healthcare models: the Beveridge model, the Bismarck model, national health insurance and the out-of-pocket model.

Healthcare system
A healthcare system consists of organizations, people and actions whose primary intent is to promote, restore or maintain health.

Healthcare workers
These include clinical and non-clinical staff working in the healthcare industry.

In the context of the study, healthcare workers were defined as non-clinical support staff who are involved in caring for the patient but are not clinicians.

For example, clerks, aides, administrators and social/case workers.

Interoperability
Interoperabilty refers to the ability of health information systems to work together within and across organizational boundaries, regardless of brand, operating system or medical device/hardware.

Patient
This is a person receiving medical treatment in a healthcare system. Throughout this study, when data is referenced, "patients" are defined as the Reimagining Better Health study respondent group, i.e., patients who were hospitalized between February 2021 and September 2022.

Patient advocate
A patient advocate supports patients and their families throughout the healthcare process. The advocates who participated in the Reimagining Better Health study, actively cared for a hospitalized patient between February 2021 and September 2022.

Patient care
Patient care means the provision of healthcare that includes the interactions between care teams and patients.

Population health
Population health is determined by the health status and health outcomes of a group of people rather than the health of an individual.

Precision medicine
This is a field of medicine that aims to improve health outcomes by precisely diagnosing and treating medical conditions, tailored to the individual patient. It leverages the individual factors of disease, such as physiology and genomic indicators, and patient factors, such as the social determinants of health and lifestyle.

Smart technology
Smart technology uses big data, machine learning and AI to generate insights. Together, smart devices create an ecosystem that has the potential to seamlessly enhance clinician workflows.

Suburbs
A suburban area is an outlying residential district of a city.

Technology, technology solutions and medical technology
This refers to both physical medical devices and equipment, as well as digital systems and solutions used for patient care, such as, electronic health record systems and digital workflow solutions.

In this study, when respondents were asked about technology, the questions referred to their experiences with technology in their hospitals and not with regards to any specific technology solution or vendor.

Trends
This study identifies six trends that are evolving and leading the healthcare system to a more human and flexible experience. The qualitative study confirms that clinician and patient sentiments support these trends.

Research methodology

Methodology

The Reimagining Better Health study provides insights to help drive healthcare towards a more flexible and human experience.

Defining the future of healthcare encompasses many perspectives and characteristics. This study started by identifying points of consensus on key attributes of the future informed by a review of over 50 articles, journals, studies and reports on the topic of the future of healthcare (2021 to July 2022). It then continued with a series of 24 one-hour-long qualitative interviews with healthcare experts across geographies, clinical and patient advocacy roles and health system models.

To determine whether the people at the center of healthcare, clinicians and patients, held the same vision of the future, GE HealthCare commissioned a quantitative survey of 5500 patients and patient advocates, and 2000 clinicians.

This survey provided an understanding of the values and expectations that clinicians and patients have from diverse countries and healthcare models around the world.

The eight countries surveyed were selected as a cross-sample of differences across countries, taking into consideration size, economic maturity and representation of a pure or hybrid form of the four basic healthcare models.[6]

The countries surveyed were intended to be representative of global sentiment and were not universal. However, this respondent sample and the geographies represented revealed that clinicians and patients share many of the same fundamental values, expectations and barriers, regardless of country, healthcare model, clinical role, experience or demographic. Overall, there was consensus in the survey's findings across these categories, which was verified and upheld by the survey data. Ultimately, the desire for a more human and flexible healthcare experience was consistent.

50+

reports, articles and studies focusing on the future of healthcare were reviewed

24

qualitative interviews with clinicians, patients, patient advocates, healthcare researchers and policy experts

7500

patients, patient advocates and clinicians participated in the quantitative survey

Double-blinded quantitative survey methodology

A double-blinded online survey with random sampling was conducted from August to October 2022 by a third-party market research firm.

2000 clinicians

Hospital-based clinicians with direct patient contact.

Physicians

Nurses

- Nurses RN/LPN
- Nurse Practitioner/Doctor of Nursing Practice
- Advanced Practice Registered Nurses
- Midwives

Technologists, technicians and therapists

- Radiology Technologists
- Radiation Therapists
- Anesthesia Technicians/Assistants
- Cardiovascular Technologists
- Operating Room Technologist/Surgical Technologist
- Sonographers/Ultrasound Technologists
- Respiratory Therapists
- Physical/Occupational/ Speech Pathology Therapists
- Phlebotomists/Lab Technicians
- Certified Nursing Assistants
- Telemetry Monitoring Technicians
- Medical Technologists
- Electrocardiograph Technicians

5500 patients or patient advocates

Patients who were hospitalized and patient advocates who cared for a hospitalized patient between February 2021 and September 2022.

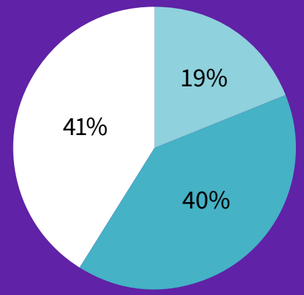
8 countries

- Brazil
- China
- Germany
- India
- New Zealand
- South Korea
- United Kingdom
- United States of America (USA)

Clinician survey

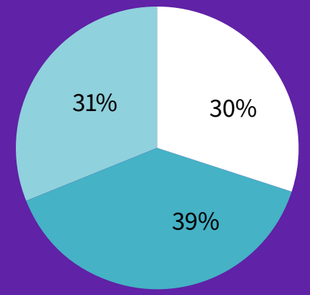
Role

- Physicians
- Nurses (NP, RN, LPN, APRN) and midwives
- Technologist, technicians and therapists



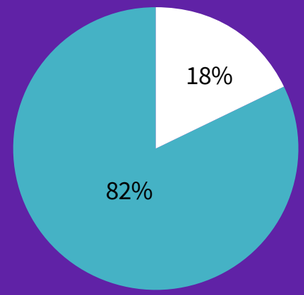
Facility

- Public hospital
- Private hospital
- Academic hospital



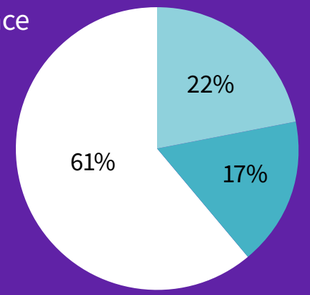
Area

- Urban
- Suburban and rural



Years of experience

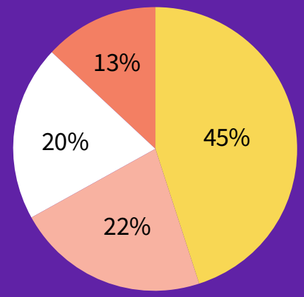
- < 6 years
- 6 —15 years
- > 15 years



Patient survey

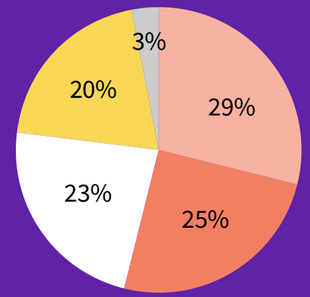
Education

- High school or lower
- Associates
- Bachelors
- Master's degree or higher



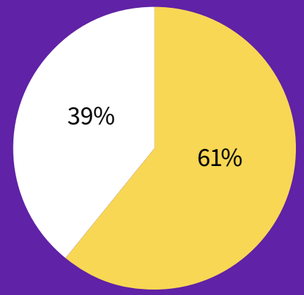
Income

- Bottom
- Lower middle
- Higher middle
- High income
- No answer



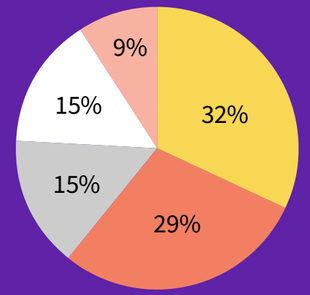
Area

- Urban
- Suburban and rural



Age

- 18—29
- 30—39
- 40—49
- 50—59
- 60+



Quantitative survey methodology

Research was conducted with clinicians and patients/patient advocates in eight countries from August to October 2022.

A separate survey was conducted with each stakeholder group:

- 2000 hospital-based clinicians with direct patient contact
- 5500 patients who were hospitalized and patient advocates who cared for a hospitalized patient between February 2021 and September 2022.

Respondents completed a 10–12 minute online survey in their native language from August to October 2022.

For the patient survey, the sample was boosted in China, the United Kingdom and USA.*

*In the total analysis, the results are weighted so each country counts equally.

Country	Clinicians	Patients/ advocates	Methodology
Brazil	250	500	Online survey
China*	250	1000	Online survey
Germany	250	500	Online survey
India	250	500	Online survey
New Zealand	250	500	Online survey
South Korea	250	500	Online survey
United Kingdom*	250	1000	Online survey
USA*	250	1000	Online survey
Total	**2000**	**5500**	

Country	Clinicians confidence interval	Patients/advocates Confidence interval
Brazil	+/- 7.6-8.8%	+/- 5.4-6.2%
China	+/- 7.6-8.8%	+/- 3.8-4.4%
Germany	+/- 7.6-8.8%	+/- 5.4-6.2%
India	+/- 7.6-8.8%	+/- 5.4-6.2%
New Zealand	+/- 7.6-8.8%	+/- 5.4-6.2%
South Korea	+/- 7.6-8.8%	+/- 5.4-6.2%
United Kingdom	+/- 7.6-8.8%	+/- 3.8-4.4%
USA	+/- 7.6-8.8%	+/- 3.8-4.4%
Total	**+/- 2.7 -3.1%**	**+/- 1.6 -1.9%**

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Participants were compensated for their time, where appropriate.

2022 GE HealthCare Reimagining Better Health study. Results on file.

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