

What lies ahead for health workforces

Health and Care Workforce Optimization through Data and Digital Health

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Background

The context



53 countries,
nearly one billion
people



Different health
(and digital) situation
and trends



The COVID-19
pandemic



The digital health
fever around
health data

Framework for action on the health and care workforce in the WHO European Region 2023–2030



INVEST

- Increase public investment and optimise use of funds
- Make the economic and social case for investing in the health and care workforce



BUILD SUPPLY

- Modernise education and training
- Strengthen continuous professional development
- Build digital health competencies



RETAIN & RECRUIT

- Improve working conditions and ensure fair remuneration
- Safeguard health and well-being
- Ensure policies that address gender inequality and have zero tolerance for abuse and violence
- Attract young students
- Recruit and retain in rural and underserved areas
- Address outmigration; ethical recruitment



OPTIMIZE PERFORMANCE

- Redefine teams and skill mix
- Improve interactions with patients
- Promote appropriate use of digital technologies
- Reconfigure services to be more efficient



PLAN

- Plan and forecast needs
- Adopt intersectoral planning approach
- Strengthen capacity of HRH units
- Regulate education, service delivery and professions
- Strengthen HRH information systems



The realm of international action, organisational challenges, and growth in digital skills is broad.

The challenges we collectively face

- COVID-19 lessons: Supply of health and care worker/challenges to maintaining essential health services/mental health and burnout and the need for continued INVESTMENT
- Europe has an aging population
- The health workforce is aging too
- Dependency ratios from 3:1 workers to dependents to 3:2 [2022 -> 2100] those people are being born now!
- Constantly shifting burden of disease: LTC, MH, NCDs. Long-term Co-Morbidities.
- Increases in demand for services on health systems and a smaller pool of workers available to health systems
- Need to build trust in health services
- Transform care to patient involved, digitally enabled services [Technology will be a force multiplier (e.g. Virtual hospitals and PHC)]



European Region



Regional digital health action plan for the WHO European Region 2023–2030

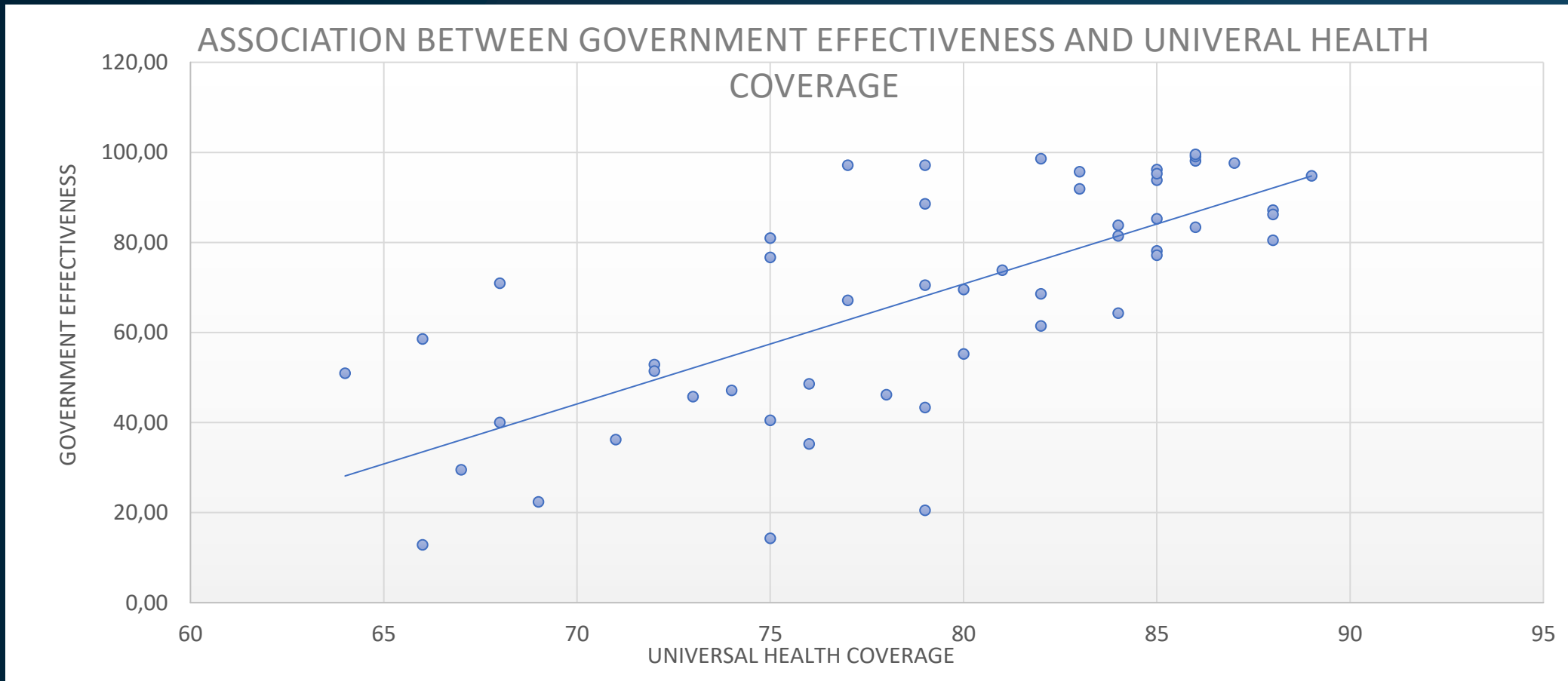
Purpose: digital solutions to leave no one behind

To promote digital health systems to **improve health at scale** in the Region, and to support countries in **leveraging and scaling up digital transformation** for better health and in **aligning digital technology investments with health system needs**, while fully respecting the values of equity, solidarity and human rights.



European Region

Governance Matters



Optimizing performance of Health Workers

- ✓ DH technologies should respond to patients' and health workers' needs
- ✓ Patients and health workers should be heavily involved in the design of digital health tools
- ✓ Digital technologies should support health, patients and workers and avoid transforming the current complexity of healthcare systems into a digital complexity. They should not be a burden for health workers
- ✓ Redesigning patient pathways, care delivery models and processes should be the starting point from which to anchor digital health technologies
- ✓ DH should be integrated into broader health systems, not just delivered in isolation and be part of a long term strategic vision to ensure sustainability, resilience, equity, and people-centeredness
- ✓ Digital technologies shouldn't be used just because they are available. Assessing the effectiveness and impact of digital health technologies is critical for making efficient use of limited resources and to reduce harm
- ✓ The "high-touch" of health workers will not be replaced by the "high-tech" of digital health. Actually, the human component will have to be strengthened in the education and daily work of health workers
- ✓ Build the capacity of Health workers through under graduate education and Continuous Professional Development on Digital Health Competencies



Our Panel

Matthias Wismar, European Observatory on Health Systems and Policies, Belgium

The European health and care workforce crisis: insights into solutions

Åsa Olsson, The National Board of Health and Welfare, Sweden

Workforce development: The cornerstone of digital transformation in Swedish healthcare

Emma Scatterty, NHS Education for Scotland, UK

Building digital skills leadership in Scotland