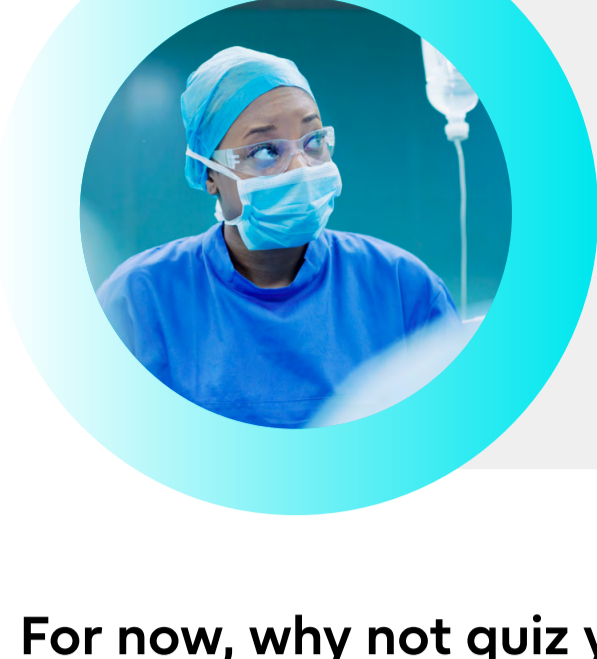


# The future of healthcare

Can you call it?

Healthcare professionals everywhere have been under extreme pressure for decades – let alone the last two years. So, it's no secret that healthcare is an industry at breaking point. But there is light at the end of the tunnel. We know because we've seen what lies ahead.



A Forrester report from December 2021 puts forward 10 bold calls for the next decade, based on the current state of the US healthcare system. Forrester shares a vision for the evolution of healthcare – and it's going to be a dramatic wake-up call.

You can learn more about the key predictions for healthcare in 2030 here:

[Read the full report](#)

For now, why not quiz yourself to see if you can call it?

## Q1.

What age has life expectancy dropped to?

A: 65 years old

B: 69 years old

C: 72 years old

D: 77 years old

The answer is D. 77.3 years to be precise. That's roughly the same figure as 2003. And without preventative action, it could drop ever further. However, with the help of AI and ML algorithms to properly analyze patient data, it's possible to create predictive models and move to a more preventative healthcare model. This will save lives and money in the long term.

"Future payer models must focus on the prediction and prevention of disease."<sup>1</sup>



## Q2.

What % of patients say their clinician is burnt out?

A: 25%

B: 50%

C: 80%

D: 95%

Did you guess right? It's C. A study by Wheel found that 80% of patients reported their clinician was burnt out during a recent visit. This isn't surprising considering the amount of strain healthcare professionals are under. The way to combat this lies in expanding the use of digital platforms. Greater adoption of automation and AI will empower patients to take control of their healthcare using mobile applications and relieve clinicians of such high workloads.



"Healthcare systems will undergo a cultural transformation on both the human resources and operational fronts to reduce clinician burnout and further involve patients in their care plans."<sup>2</sup>

## Q3.

How many clinics closed in 2020?

A: 8,000

B: 16,000

C: 19,000

D: 22,000

The correct answer is B. The Physicians Foundation found that around 16,000 clinics closed in 2020 under the stress of the pandemic. That's about 8% of all physician practices in the US. With fewer clinics around, access to healthcare needs to go online so the clinics that remain aren't overwhelmed. Acute care and general check-ups will be home-based – especially for chronically ill and elderly patients. And hospitals will largely focus on intensive care and invasive procedures.

"Patient care will happen at home first and at a clinic second – and only when necessary. The talk track around patient-centricity will finally shift to just that: going to the patient – not the other way around."<sup>3</sup>



## Q4.

What % of adults say they trust their healthcare provider?

A: 58%

B: 65%

C: 70%

D: 86%

The final answer is A. During the pandemic, only 58% of adults said they trusted their healthcare provider to guide them through it. This is in contrast with the 85% who said they trusted their employer during that time. This isn't helped, of course, by major social media platforms being inundated with COVID-19 misinformation. It's clear transparency must be a cornerstone of the healthcare system again. That's why it's so important to design all digital experiences with trust in mind.



"The trust imperative is front and center – without the trust of consumers, healthcare organisations will fail. Misinformation abounds, even on platforms built for clinicians."<sup>4</sup>

## Preparing for a brighter future

Fujitsu believes the future of healthcare all hangs on embracing technological and culture change through innovation. Creating better outcomes for patients and healthcare professionals alike on a global scale.

We believe there are four key areas to achieving this:



**Self-reliant**

Shifting the focus from treatment to prevention using data to predict issues before they become a problem.



**Seamless**

Integrating healthcare services into daily life, with convenient access at the touch of a button.



**Ignite**

Unlocking a world of possibilities through technology to connect people so they can live better, together.



**Enhance**

Giving patients the option to make their own decisions about their treatment plans, care plans, and medical practices.

As technology experts, we can guide you to the solutions that will help you tackle today's challenges and be ready for whatever comes next.

To learn more:

[Download the full Forrester report here](#)

Get in touch with a Fujitsu expert to find out more about how we can help at:

[askfujitsu@uk.fujitsu.com](mailto:askfujitsu@uk.fujitsu.com)