Defense Health Agency (DHA) Clinical Communities Speaker Series

2026 NOV CCSS: Healthcare Innovations: Catalyzing the Future of Patient Care Delivery

NOV CCSS S04: Employee and Patient Expectations Today and in 2040: An Intergenerational View

Resource List

Routine Measurement of Patient Experience (2023) proposes a practical framework for routinely measuring patient experience as a core dimension of healthcare quality. It recommends three brief, generic patient-reported measures: overall patient experience, satisfaction with the result of care, and service integration. These measures are intended to capture how patients perceive both individual encounters and their broader care journey. The authors emphasize that consistently collecting and using these data can support quality improvement, organizational accountability, governance, and patient choice, while noting that measures should be simple enough for routine implementation across care settings.

Generational Differences in Healthcare: The Role of Technology in the Path Forward (2025) explores how distinct generational cohorts differentially navigate modern healthcare systems under the strain of aging populations and chronic illnesses. The study details how each generation's unique views on preventive medicine, health decision-making, and communication preferences dictate their adoption of digital health tools. While older generations value trusted, traditional face-to-face provider relationships and encounter barriers like digital literacy or security concerns, younger digital natives (Millennials and Gen Z) actively seek instant gratification, visual engagement, and virtual care options. The authors ultimately argue that integrating tailored, secure, and intuitive digital health technology is vital to bridging these generational gaps, mitigating the risk of online medical misinformation, and ensuring equitable, high-quality care across all age groups.

Aging and Work (2026) outlines the strategic commitment to supporting an aging workforce through the lens of productive aging. National Institute for Occupational Safety and Health (NIOSH) defines productive aging as a holistic, life-span perspective that optimizes work environments to help employees thrive at all ages. Rather than treating aging as a liability, this framework highlights the immense value older workers bring to organizations—including deep institutional knowledge, low job stress, and strong interpersonal skills—while acknowledging physical challenges like increased recovery times and chronic health conditions. To address these realities, NIOSH advocates for a Total Worker Health (TWH) approach that integrates occupational safety with well-being initiatives. This includes practical recommendations like ergonomic workplace design, flexible scheduling, and the creation of age-inclusive cultures through mentoring programs.

Connecting Generations: Planning and Implementing Interventions for Intergenerational Contact (2023) serves as a practical blueprint to combat ageism and foster mutual understanding through structured contact between different age groups. Building directly upon the findings of the 2021 *Global Report on Ageism*, this document identifies intergenerational contact as one of three primary, evidence-based strategies proven to reduce ageist attitudes, stereotypes, and systemic discrimination. It provides step-by-step guidance for health planners, community organizations, and policymakers to design, implement, monitor, and scale up safe and mutually beneficial intergenerational activities. By offering structured frameworks and addressing common execution challenges, the guide aims to strengthen social cohesion, improve mental and physical health outcomes across the lifespan, and support the broader goals of the United Nations Decade of Healthy Ageing (2021–2030).

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References

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