Plenary Sessions

P2.2

Committed Staff, Quality Service

13:15 Convention Hall B

Bridging the Gap between Generations

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We all belong to different generations: generation of endurance, generation of optimism, generation of uncertainty, and now (according to Time 2013) the me-me-me generation.

Time describes the millennials as lazy, entitled narcissists who still live with their parents. Yet, they will save us all. So, why is our youngsters being labelled as the most narcissistic generation. They are mostly children of baby boomers. They grow up with the internet. They are highly educated (at least they have a university degree). They move back in with their parents after going away for college. They refuse to grow into adulthood.

What does that translate into the medical profession? They are relatively well off and being well taken care of by their baby boom parents; so they had little chance to face adversity. They see quality of life more important than achievement; so the choice of jobs and specialty is different. They are connected to each other by whatapp and facebook, but seldom talk face-to-face; so talking to patients and their family might be difficult. They are, maybe, a bit egocentric. Well, I might be bias, but look at the selfies.

So how to connect to this generation? First, Engagement. We need to talk to them, connect with them by social media, and show them we care about them, instead of bossing them. Second, Englightenment. We need to teach them lessons in life, with our own example and experience, but not to insist that this is the only way to success. Third, Endurance. We need to allow them to make mistakes, and then take responsibility of the mistakes that they have made, and then to avoid making the same mistakes again and again. Finally Empowerment. We need to entrust them with more important jobs, such as putting in an intravenous line.

Bridging the Gap between the young medical professionals and us is crucial, because they are our future. They are the one who we shall pass our torch. They are the one in-charge of the healthcare system of our society. They are the one operating on us when we need surgery. These efforts is definitely worthwhile.