

## Annex

### **Addressing healthcare system challenges: Workforce, data and workflow optimization**

With Singapore's population set to become "super-aged" by 2026, and 21% of its population over the age of 65, the healthcare system faces mounting pressures.[1] According to the [Singapore findings of the Philips Future Health Index \(FHI\) 2024 report](#), nearly two-thirds (65%) of healthcare leaders report that workforce shortages are leading to staff having less time with patients, higher patient-to-staff ratios and/or an increase in clinical errors. These challenges highlight the urgent need to augment clinical manpower and address growing patient workloads and demands on Singapore's health services.

In addition to workforce shortages, healthcare leaders identified workflow prioritization as a key area for automation, which can help healthcare professionals better manage high patient volumes without compromising on care quality. For instance, automated initial screening of medical images can help prioritize cases and direct them to the right sub-specialty radiologist. Similarly, automated triaging systems can assist emergency department staff, improving efficiency and reducing strain on personnel.

[Philips FHI 2024 report](#) also revealed that 84% of Singapore's healthcare leaders face data integration challenges, which hamper their ability to deliver timely, high-quality care. The inability to fully utilize data has wide-ranging effects, from financial and operational concerns to limiting coordination between clinicians and reducing their time spent with patients. Overcoming barriers to integrate data accessibly across clinical operations, human resources, and financials for reporting is therefore critical for continuous improvement, better decision-making and better patient empowerment.

