

# Main innovation trends in the PHS sector

Overview of the results of a survey conducted online by  
EFSI between October 2017 & March 2018



**65 %** of the respondents shared the opinion that innovation is crucial or very important for the sustainability and future development of PHS sector

## Innovation areas Top 3




1 WORKING CONDITIONS


2 WORK ORGANISATION

3 SERVICES DESIGN

## Incentives and barriers



- > **Growing needs** of an ageing population
- > Competition on **quality of services**
- > Higher **budgetary constraints** affecting PHS purchase



- > **Lack of financing**
- > PHS users' **unwillingness or inability to pay** for new services
- > **Lack of key staff** necessary to effect change

## Current & future innovative practices



**Technologies used** to provide PHS are what has changed the most in the last 3 years. Expansion of **online platforms** are recognised as the biggest change.

In the **next 3 years**, the most intensive innovation processes will be related to:

- > the use of **technology**
- > **communication channels** between providers and users
- > providers' **organisational structure**.

