

START THE DISCUSSION:

Disruptive Trends Impacting the Healthcare Industry



With the healthcare marketplace transforming to a value-based reimbursement model, healthcare organizations are aiming for efficiency, cost control and sustainability by rethinking their strategy and reallocating capital and resources toward future business models, either through investments in technology or different care delivery models. At the same time, turbulent disruptions are occurring, not only in regulations but also in four other significant areas outlined below and explored in detail in our full [RUPT™ Report for Healthcare](#).

Consider the questions below, and use this guide as a resource to prompt productive conversations about these disruptions in your workplace. For more information download the full [RUPT™ Report for Healthcare](#).

CONSUMER-RELATED DISRUPTIONS

1. With so many gaps likely to exist between what patients expect and what our organization is capable of delivering, how will we avoid spreading our resources too thinly in an effort to solve them?
2. How will we develop and reinforce customer-centric skills such as empathy and listening for all our talent, even those not in direct patient-facing roles, so that a customer-driven culture can take root?
3. How can we develop the capacity to deliver a world-class experience and superior value to a patient we might never encounter directly?

TECHNOLOGICAL DISRUPTIONS

1. Is our organization ready for “talent” that isn’t human?
2. How will our HR department partner with IT to design the next generation of tech-driven talent practices?
3. How can we help our people maintain their engagement and identify as healthcare providers/healers as technology plays an increasing role in patient care?

INDUSTRY DISRUPTIONS

- 1. To create more value and promote innovation, what assumptions about “who is capable of doing what” in our organization may need to be challenged?
- 2. As our organization focuses on delivering increasing value to our patients, how can we make sure that we’re also maintaining a focus on delivering value to our talent?
- 3. As our organization seeks to shift its value proposition to the customer from volume to value, how might we undergo a corresponding shift with what we reinforce for performance management?

SOCIETAL DISRUPTIONS

- 1. How can our organization begin to reframe its identification and assessment of risks and develop a proactive rather than reactive approach to compliance?
- 2. How well is our organization equipped to go outside the healthcare industry in search of partnership and solutions? How can we draw from the talents in industries such as law enforcement, education, and government?
- 3. How well is our organization equipped to provide emotional and physical support to those on the front lines of dealing with public health crises? How can our organization help these individuals avoid burnout and also build their capacity to learn and grow from their experiences?

NOTES

For insights and more questions related to the implications of these disruptions download the Center for Creative Leadership’s full [RUPT™ Report for Healthcare](#).