

A large, stylized orange chevron graphic pointing to the right, serving as a background for the text.

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# 2016 Tech Trends

## Trend 2: Liquid Workforce

### Video Transcript

#### Dr. Kaveh Safavi:

The term liquid workforce really means how do you take people and make their special skills available wherever they're needed and whenever they're needed. In a world where you have to be physically present to do work, the ability to do something else is very difficult because you have to move or you have to retrain. And what we're finding in healthcare is because of

the shortage of healthcare professionals, our ability to take advantage of a liquid workforce actually means that we can solve for shortages that otherwise would leave people waiting.

We're doing this with clinical staff. We're doing this with people who have expertise in administrative systems, even doing this with our ability to go reach people to help them enroll into an insurance product where you don't know

where you're going to need them and you don't know what kind of expertise you're going to need. But as soon as the need arises, you can go find the right person to provide a service.