WHAT IS THE HEALTHCARE WORKFORCE OF THE FUTURE?
VIDEO TRANSCRIPT
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The workforce of the future means a number of things. One is the work, fundamentally, is changing. So just like we want to serve patients differently in the future, and they expect to have more of a consumer-type approach, you know, consumerized approach in the way that they engage with their provider, it’s very similar when it comes to the employee. The employee has a certain expectation, and I think what we’ve got to take into consideration is we’re driving digital and automation into the workforce. It’s not about just more technology, it’s about smart technology. It’s about making my job more enjoyable and more satisfactory, so I can serve the patient.

When we think about what’s going on in the healthcare industry that causing this need to reimagine and reengineer the work, there is a reality as an industry that we are a little bit behind. There are many things in the day to day that are things that frustrate physicians and patients and their families and the administrators that have gone on for decades. So, for example, take things like the way that clinicians document. The need to document has been a need forever. In the old days, right, it was paper charts and whatnot, and some are still on paper today. That need to go with that electronic medical record, have things documented real time, being able to drive charge capture real time, that is much more of something that is required today that was not the case in the past.

What it’s also allowing us to do is take leaders in industry, and outside of industry, to design together and address those challenges in more of a systems’ view, in a holistic view, that says how could we design to delight the patient or the employee.