

# Plenary Sessions

**P2.1**

**Partnering for Healthcare**

**13:15 Convention Hall**

## Globalisation and Change Management of Healthcare Delivery

*Bali V*

*Fortis Healthcare Limited, Hong Kong*

---

Healthcare worldwide is going through a dramatic change, consistent with the changes that globalisation has delivered to many other sectors. By 2020 healthcare spending is projected to triple from its current base. Universally, health systems around the globe face challenges on cost, quality and consumer trust. A highly informed healthcare consumer, a growing middle class in emerging countries, highly trained physicians worldwide and intense pressure on the constrained public healthcare systems that are unable to meet the demands and expectations of patients are some of the forces behind the demand for globalisation in healthcare. Globalisation is profoundly changing disease patterns and the availability of healthcare professionals worldwide is changing the delivery pattern of accessibility to better healthcare. Globalisation is therefore a major precipitating force for change in healthcare. Efficiency, productivity and cost effectiveness in conjunction with reliable data measurement of quality are together facilitating the change management of healthcare.

Clinical transformation and clinical process improvement are the most profound challenges a healthcare delivery system can face anywhere in the world, however the forces of globalisation are facilitating a convergence of best practices and the mature systems are adapting to these changes at a much faster pace. Different stakeholders from payors, hospitals and physicians are working together to create standardisation and adoption of technology and Process Changes. Information technology is a key driver to solve global healthcare issues and it needs organisational commitment to unlock more efficiency and value within the healthcare value chain. The digitalisation of data, availability of bandwidth and the use of flexible software applications are creating new possibilities in diagnostics and telemedicine across borders. By putting 21<sup>st</sup> century technologies on top of 20<sup>th</sup> century workflow will not yield the cost, quality and efficiency benefits. Hospitals need to redesign processes. One of the most critical challenges that both the developed and the developing world are facing is the emerging shortage of healthcare professionals. Globalisation has also led to the migration and movement of healthcare workforce which is leading to bridge the gap that existed in the past amongst countries on quality and availability of healthcare services. The confluence of all these different forces is enabling the rise of medical value travel and creating the future of a globalised healthcare, a trend which has created a new equation of affordability with quality of healthcare services and given the empowered patients global choices of healthcare destinations.