



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Reimagine Healthcare Leadership, Challenges and Opportunities in the 21st Century Practice Environment.**

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**Introduction**

Healthcare systems in many economies are under pressure to provide affordable and accessible care. The US healthcare systems experience many similar challenges as exemplified by the demographic trend of an increasing aging population, a growing prevalence of chronic diseases, healthcare labor shortages, rising costs of care delivery and the demand for more affordable and accessible care. The practice environment has also become more complex and healthcare professionals will require a balance of skills and perspectives to practice effectively to meet these challenges. Effective nursing leadership in a healthcare organization correlates with staff job satisfaction, retention, turnover and quality of patient care. Nurses need to attain the appropriate level of educational preparedness and acquire the requisite competencies and skills to be effective leaders.

**Objectives**

The objective of this project is to spotlight human capital management, digital technology, and costs control as issues that healthcare leaders will face in the redesign of the health care ecosystem in the 21st century. These factors present both opportunities and challenges for the long-term survival of the healthcare systems.

**Methodology**

An expansive literature review was carried out using MEDLINE, Google Scholar, University of California San Diego Library Catalogs. The selections criteria include publications in English within and outside of the healthcare industries of the past 10 years and does not preclude business journals and reports prepared by professional management consulting services. Research topics include: organization behavior, healthcare leadership, changing demographics resulting in increase in chronic

diseases, aging workforce and manpower shortages; healthcare economics; technology assisted care; role of succession planning and knowledge management in human capital management, leadership continuity and quality of care. Case examples were used to illustrate innovations and achievements of select health systems; key success factors in change management in cost containment and the deployment of technology in quality care delivery.

### **Result**

Health leadership is viewed as paramount to productivity, capacity and meeting new challenges. Effective nursing leadership in a healthcare organization correlates with staff job satisfaction, retention, turnover and quality of care. Furthermore, nurses need to attain the appropriate level of educational preparedness and acquire the requisite set of competencies and skills to be effective leaders either through continuing education or graduate education. This project highlights costs control, health labor shortages and digital technology as issues that healthcare leaders will face in the redesign and remodel of the healthcare ecosystem.