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Healthcare's Framework for Building Resilience

The healthcare industry is constantly facing headwinds from every direction. Consumerization has changed patient expectations and eroded patient loyalty. Public health emergencies have created supply and talent shortages. Reductions in government funding and lower reimbursement rates have destabilized many organizations' financial foundations.

Faced with so many serious challenges, it's imperative for healthcare organizations to invest in resilience. Resilience is not only critical to navigating ever-changing business and regulatory landscapes; it's also essential to thriving in any environment, no matter how challenging. Healthcare organizations have an important mandate: to serve and protect their communities throughout their lifetimes. Their ability to fulfill this mission relies on their commitment to resilience.

Click through each stage of the resilience journey to see the key strategic actions healthcare organizations should take to increase their resilience.



Persevere

Stabilize the Business

THE SITUATION: Immediate action is required to ensure continuity of care, stabilize finances and mitigate clinical and organizational risk.

Key Strategic Actions



Maintain

Balance Risk and Innovation

THE SITUATION: Care continuity is stable and the organization is on solid financial footing. The focus is on putting the right people, processes and technology in place to set the organization up for long-term sustainable growth.

Key Strategic Actions



Recover

Pivot to Growth and Seize Opportunity

THE SITUATION: The organization has a deep understanding of its growth potential and opportunities for innovation. Leadership focuses on creating plans to deploy capital to accelerate growth and cultivate an outstanding reputation for quality service in their community.

Key Strategic Actions



Thrive

Business Fundamentals and Growth are Strong

THE SITUATION: The organization is outperforming competitors in its community. Growth is both strong and sustainable and capital is abundant. The organization now has the opportunity to invest in long-term innovative solutions and strategies that require greater agility, maturity and resources to yield results.

Key Strategic Actions



Have Questions? Contact Us