



Embracing Change: Skills Transformation in the US Healthcare Industry

Workforce Skills Division

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Executive Summary

Skills Transformation in the US Healthcare Industry

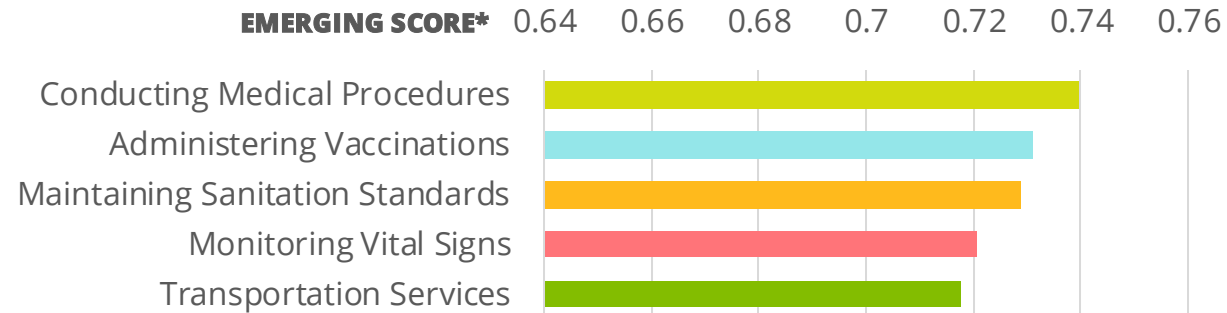
**Within five years,
automating technologies
could displace 2 million
healthcare workers in the US,**
demanding an urgent
rethinking of skills and critical
roles for long-term success.



Executive Summary

Emerging skills in the US healthcare industry

Skills showing an early indication of a surge in the job market



Roles that possess emerging skills:

- Nurses
- Senior Home Health Aides
- Senior Medical Secretaries
- Medical & Health Services Team Leaders
- Junior Receptionists & Information Clerks

Digital transformation enablers

Redefining **critical roles** through the power of predictive analytics

- Storage and Distribution Managers
- Workforce Planning Specialists
- Help Desk Managers
- Risk Management Specialists





KEY TAKEAWAYS

Focused upskilling is vital for the US healthcare workforce to benefit from digital transformation

Expertise will be necessary in four key areas: cultural and social intelligence, personal learning, collaboration, and customer focus.

Key roles like Storage and Distribution Managers, Workforce Planning Specialists, and Help Desk Managers are vital for a tech-oriented healthcare system.

Healthcare professionals must integrate medical knowledge with technical and interpersonal capabilities.

Today's healthcare professionals must merge medical knowledge with cultural and social intelligence

The Healthcare workforce is rapidly evolving due to transformative technological advancements.

Over the next 5 years, automating

technologies may displace **2 million** healthcare workers in the US.

A massive retraining effort will be necessary to keep these workers in the game.

Most popular skills in your organization by Full Time Employees (FTEs)

(highest occurring skills across all job families, as of Jan 2022)

SKILL NAME

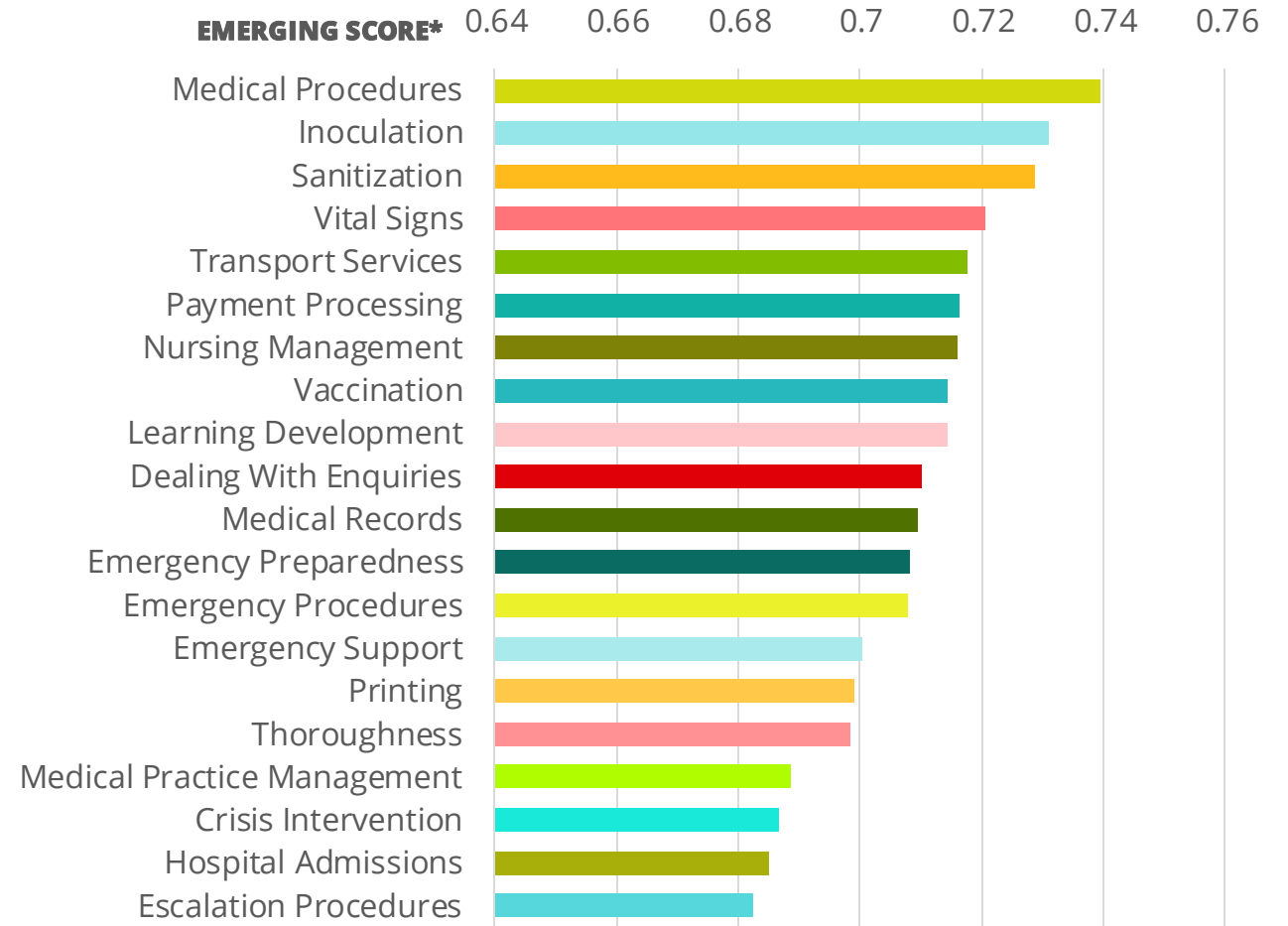
Medical Records
Vital Signs
Emergency Support
Emergency Preparedness
Nursing Management
Hospital Admissions
Crisis Intervention
Inoculation
Vaccination
Learning Development
Dealing With Enquiries
Transport Services
Payment Processing
Sanitization
Medical Procedures
Medical Practice Management
Printing
Emergency Procedures
Escalation Procedures
Thoroughness

Top 4 expected upskilling requirements by 2028:

1. Cultural and social intelligence
2. Personal learning and mastery
3. Collaboration
4. Customer focus

From skills to roles: explore the emerging trends in the US Healthcare job market

Emerging skills in the healthcare industry
(skills showing an early indication of a surge in the job market)



*The Emerging Score indicates how fast a skill is gaining popularity in the jobs market.

Roles that possess emerging skills

EMERGING SKILL	ROLES
Medical Records	Physicians
Vital Signs	Registered Nurses
Emergency Support	Home Health Aides
Emergency Preparedness	Receptionists and Information Clerks
Nursing Management	Medical and Health Services Team Leaders

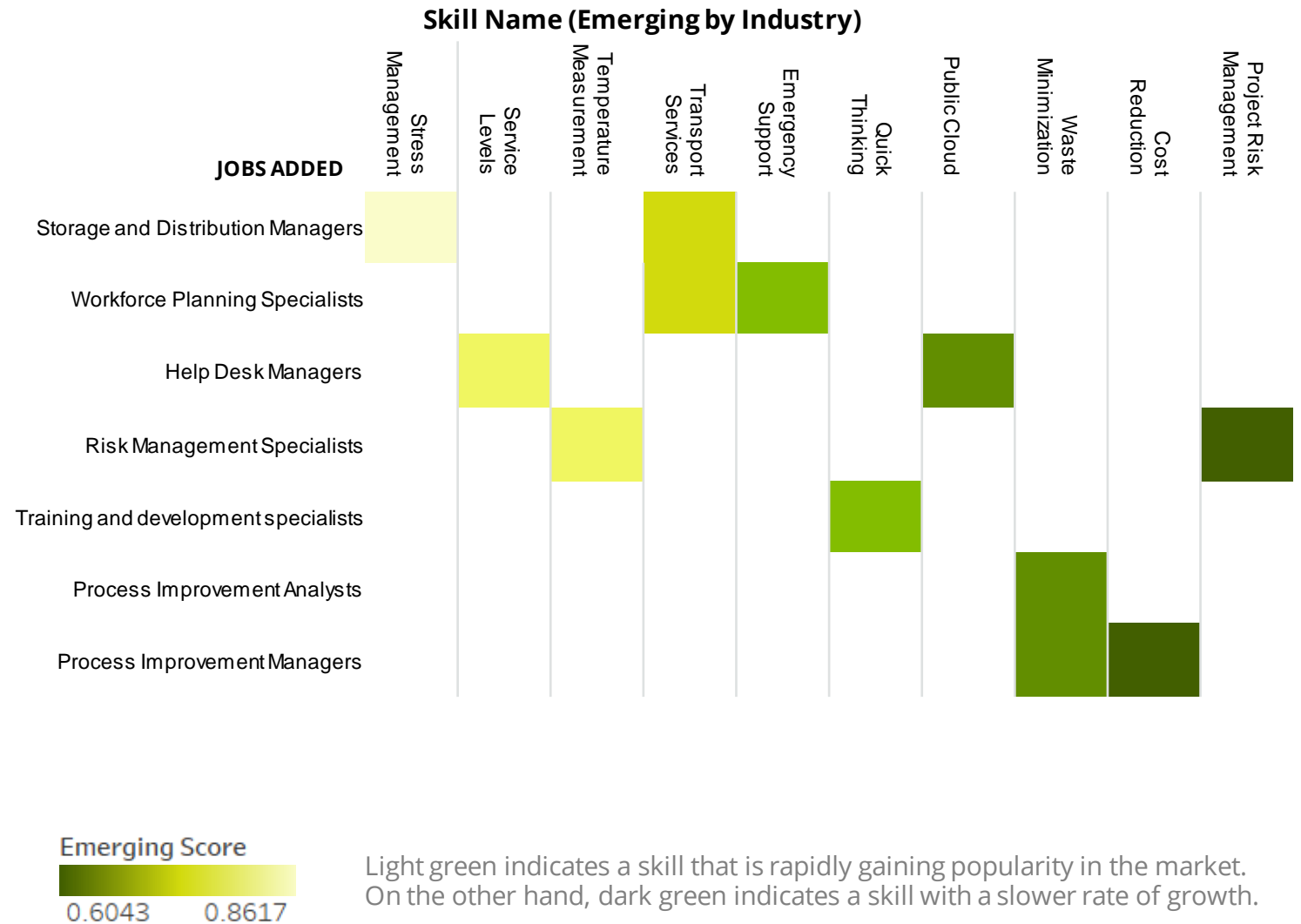
Uncover the critical roles and the critical skills

Predictive analytics reveals the vital roles that should be retained because they:

- a) Will be essential for implementing future technologies, and
- b) Possess the emerging skills that are in high demand in the current job market



* Pearson modeled the “Jobs Added” or the additional jobs that may be required in the US Healthcare workforce to implement, use, and maintain emerging technologies. By summing up the emerging skills required for each “Job Added”, we have identified the roles that have the highest concentration of emerging skills.

Top “Jobs Added” in US Healthcare by score of emerging skills*

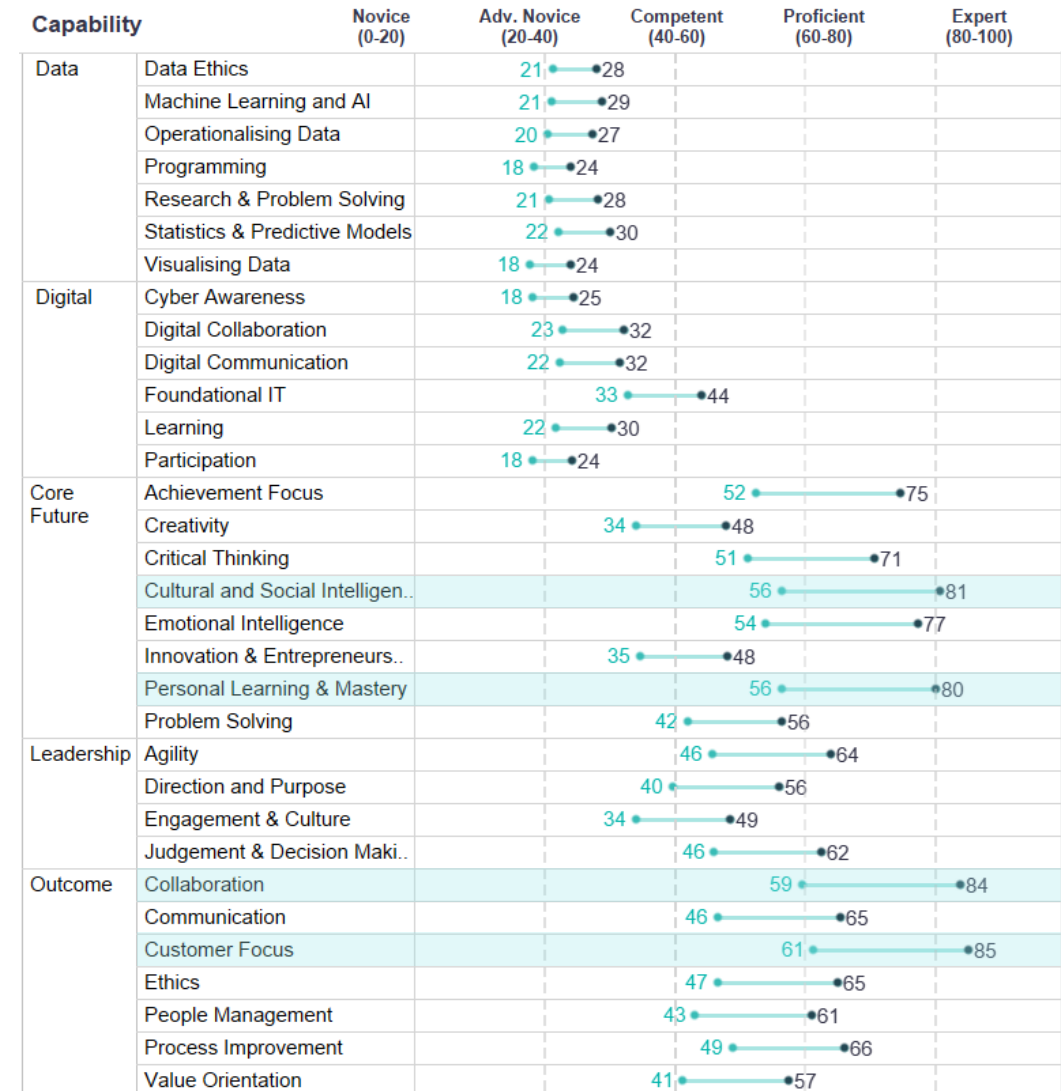


The US Healthcare workforce will require top-level expertise in 4 core capabilities by 2028

- Cultural and Social Intelligence
- Personal Learning and Mastery
- Collaboration
- Customer focus

Chart legend	
	Baseline proficiency level for the industry in the current year. The figures have been informed by labour market surveys to assess the indicative view of the current state.
	Projection on needed proficiency level for the industry in five years. This is informed by technology impacts that consider the role, function, and role seniority level.

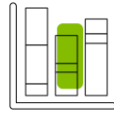
Future Capability Requirements, US Healthcare





Data Sources

Data Sources



Pearson Labor Market Data

Using Natural Language Processing (NLP), Faethm by Pearson scrapes millions of job ads every month throughout the US, Canada, Australia, and the UK to determine the skills that are being sought in the marketplace. This data is then analyzed to find trends and patterns.



Capabilities Data

All occupations in our ontology have 244 work attributes assigned with their average levels of expertise required. These are derived from O*NET. Significant future work attributes are identified by calculating t-scores based on the average attribute-level of the future population (after automation and augmentation) and comparing them with the average attribute-level of the starting population. Based on the t-score, the importance score (between 0-1) of each capability is derived. Those work attributes that have been found to have a high-negative correlation to automated tasks, and high-positive correlation to augmented or unimpacted tasks are then grouped into higher-level 32 capabilities.



Pearson