

# HR CHANGEMAKER'S CLUB HEALTHCARE SECTOR



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## Sector Outlook in the COVID World

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### Impacted Revenues

There has been a sharp decline in OPD & occupancy levels along with elective speciality surgeries being deferred. Departments like Ortho, Trauma etc are the worst hit. The numbers have just started to go back to 65% of Pre-COVID

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### Ensuring Optimal Staff

Due to the social & family pressure there is a significant challenge & increased pressure in ensuring optimal staff levels especially among the support staff

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### Safety of the Senior Consultants workforce

With senior consultants at a heightened risk of contraction, hospitals found themselves in a tricky situation & in some cases took the bold decision of asking the senior workforce to return to work after 2 months of analysing the crisis

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### Safeguarding Employees

COVID protection Funds & allowances, guaranteeing an end to end care in the case of infection contraction & even providing housing for the support staff have all been implemented with immediate effect

05

### Evolving from In-Patient to out-Patient Facilities

Due to clinical innovations, change in patient preferences & financial status, & the discovery of telemedicine, the sector is set to adapt accordingly

## Critical People Challenges



### Retention of the workforce

It is extremely challenging to retain employees in these difficult times which in turn is adding additional stress & mental pressure on the existing doctors & staff who are serving the patients



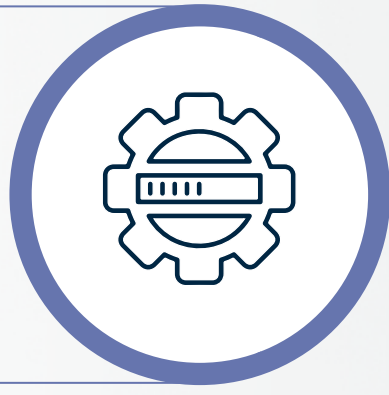
### Mental wellness

With the warriors relentlessly battling it out on the front liner HR is playing a critical role in ensuring their mental & emotional wellness, continuously counselling & even reassuring their family members. An extremely critical priority



### Communicating safety measures

While doctors & nurses understand the efficacies of the safety gear like a PPE kit to make the support staff like a ward boy believe that he is well equipped to enter the COVID unit, is challenging yet critical



### Streamlining Operating Processes

There is a need to leverage technology to streamline backend processes to make them more efficient & agile. Employee self-scheduling, self onboarding, review training portals can all be enabled



### Policy Innovations

To keep up with the changing dynamics there is a need to innovate & realign policies. 5 day week, WFH for back end process staff etc are slowly becoming a reality

## Future of Healthcare



### Affordable Healthcare

As the operating cost is increasing, a challenge for the industry will be finding the right balance & continuing to provide affordable healthcare for the common man



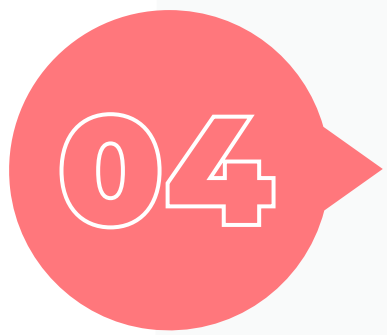
### Support Staff Attrition

While doctors & nurses will eventually continue to work, there will be significant attrition among the support & contract staff. As an industry, the need is to prepare & problem-solve for this near-immediate challenge



### Breaking Even

There is a misconception that the healthcare industry's revenue is growing in the pandemic but there is a significant loss in revenue. Breaking even & staying afloat will be a top priority



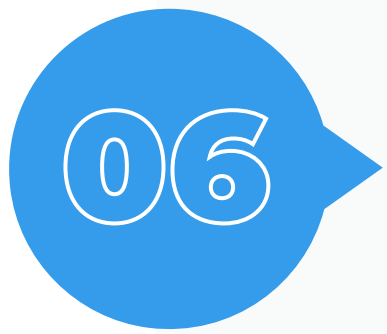
### Meeting employee aspirations

When the workforce is risking their health & giving it their best, expectations that it should translate into increments is natural. In a situation where the revenues are impacted, how can organisations solve for this is a big question for the sector to answer



### Technology

There has to be a huge wave of technology adoption for the Industry to ensure processes are efficient & deliver at scale



### M&A

Given this particular business scenario there will be huge opportunities for consolidations. It will be interesting to see if the large players will see that as an opportunity to increase the market share or play it safe & take the organic route of growth