




Compassionate Care

What's holding healthcare back from being compassionate?

The healthcare industry is faced with unique challenges and stressors. This can cause healthcare workers to project frustrations that may manifest negatively to those around them: family, friends, patients, or colleagues. Dale Carnegie has solutions to counteract what's holding healthcare back from being compassionate towards patients and each other.

In this document:

There are challenges and trends that Healthcare faces and how Dale Carnegie can provide solutions to them.

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Administrative Staff

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Roles and Positions- Medical or Health Service Managers, Administrative Assistants, Billing and Coding Specialist

Challenges- Regulatory compliance, Financial management, Staffing issues, Technology integration, Insurance and billing

Trends- Telehealth expansion, Value-based care, Cyber security, Interdisciplinary collaboration, Patient consumerism, Operational efficiency

Allied Health Professionals

Roles and positions- Dietitians and Social Workers

Challenges- Emotional resilience, Staying updated with research, Time management , High caseloads, Navigating misinformation

Trends- Personalized care, Sustainable practices, Plant based diets, Functional foods, Increased demand, Focus on Diversity and Inclusion



Support Staff

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Roles and Positions- Housekeeping Staff, Food Service Workers, Security Personnel

Challenges- High standards of Cleanliness, Heavy workload, Exposure to hazards, Limited Resources, Regulatory compliance, Staffing shortages

Trends- Telehealth expansion, Automation and AI, Green Cleaning Practice, Predictive Hygiene, Mobile Ordering, Enhanced Security Measure

Technicians

Roles and positions- Medical Laboratory Technicians, Radiological Technicians

Challenges- High workload, Time constraints, Technological advances, Quality control, Communication, Workplace hazards

Trends- Automation and AI, Digital Pathology, Telehealth Services, technological advancements, workplace shortages, interdisciplinary collaboration



Therapists

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Roles and Positions- Physical Therapists, Occupational Therapists, Respiratory Therapists

Challenges- heavy workload, limited resources, administrative burden, emotional and mental fatigue, technological advancements, adapting telehealth

Trends- Personalized rehabilitation, preventative care focus, virtual (VR) and Augmented Reality (AR), Aging population, wearable technology

Medical Staff


Roles and positions- Physicians and surgeons, Nurses, Anesthesiologist, radiologist, pharmacist

Challenges- Burnout, Inadequate reimbursement, long shifts and irregular schedules, complex patient cases, drug supply shortages, communication burnout

Trends- Telehealth expansion, AI and machine learning, workforce shortages, value-based care, Mental health awareness



Solutions- The Dale Carnegie Healthcare Journey

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The 5 Core pillars- Increase Compassion, Strengthen People Skills, Enhance Communication Skills, Develop Leadership Skills, Reduce Stress and Improve our attitudes

Take Steps to maximize ROI-
Analyze, Align, Execute

The Dale Carnegie Performance Change Pathway