Deloitte brings world-class capabilities and high-quality service to clients, delivering the insights they need to address their most complex business challenges. Deloitte's more than 200,000 professionals are committed to becoming the trusted advisor to clients seeking to navigate an ever-changing landscape.

The future of work and talent is reshaping the health care sector. Over the next decade, new partnerships and markets are likely to emerge and grow, as organizations leverage alternative models and technologies to meet the needs of patients and physicians alike.

**Health equity**

COVID-19 was a driver and accelerator of health care digital innovation in 2020. More rapid digital adoption has allowed providers to connect with health care consumers and customers to help reduce the cost of care, increase revenue and growth, and provide new and innovative solutions. With the ability to leverage data and digital technologies, the health care delivery landscape is changing. In the future, health care consumers will be able to better use digital technologies to provide virtual support and ways of working that are better aligned to their needs.

**Factors expected to impact higher health care spending:**
- Disparities in health outcomes related to wealth, employment, education, social connections, and safety.
- Some studies say that up to 80% of health problems are caused by social determinants of health, such as food, infrastructure, economy, and physical environment.
- Up to 50% of health care costs are due to ill health and disability resulting from preventable factors like diet and smoking.
- Health care costs account for approx. 19% of total consumption and population health care systems in many parts of the world.
- The expansion of public and private insurance policies is expected to increase health care spending.

**Consumers and the human experience**

The mental wellbeing and behavioral health imperative is magnifying the profound impact that systemic racism has on individuals and communities. With a focus on the health and wellbeing of all population segments, health care organizations are taking steps to promote workplace diversity and inclusion. In many cases, organizations are utilizing data and digital technologies to solve complex clinical and non-clinical problems.

**Diversity and antiracism**

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**Technology**

- Increased activity and engagement with technology among consumers.
- How consumers are using technology:
  - Prescription ordering
  - Electronic health records
  - Telehealth services
  - Digital health apps
  - Wearables
  - Virtual care
  - Virtual mental health support

**Health care delivery model innovation**

- New partnerships and markets will continue to be a front-burner issue for cloud providers.
- Cloud is helping:
  - Siloed health care data management
  - Trend toward digital platforms and analytics
  - Improved ability to interpret reports and risk scores
  - Increased access to health care services
  - Enhanced patient engagement

**The future of work and talent**

- How consumers use technology:
  - How's it being impacted?
  - What business leaders need to know?
  - How is technology driving change?
  - Technology trends and challenges:
    - Digital transformation and interoperable data
    - Care model innovation
  - Types of collaborations:
  - More meaningful work
  - Workforce of the future
  - Types of partnerships and markets:
  - New partnerships and markets
  - Sourcing
  - Outsourcing
  - Capability to enable delivery of patient-facing programs
  - Connected care model innovation
  - New partnerships and markets
  - Sourcing
  - Outsourcing
  - Capability to enable delivery of patient-facing programs
  - Connected care model innovation
  - Demand and workforce trends
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