

# FUTURE IN FLUX

TOP TRENDS FOR 2022:

## HEALTH & HUMAN SERVICES

The executive's guide to taking the reins on transformation amid a future in flux

### PUSHING THROUGH A CRITICAL INFLECTION POINT

The pace of change in Health & Human Services (HHS) is on the fast track, thanks in part to an influx in federal funding to state agencies. Through a survey of 50 HHS leaders, we've identified the trends, challenges, and opportunities facing the industry in 2022. Our research suggests HHS leaders have several workforce and operational gaps to fill before they can truly capture the transformative opportunities that 2022 holds.

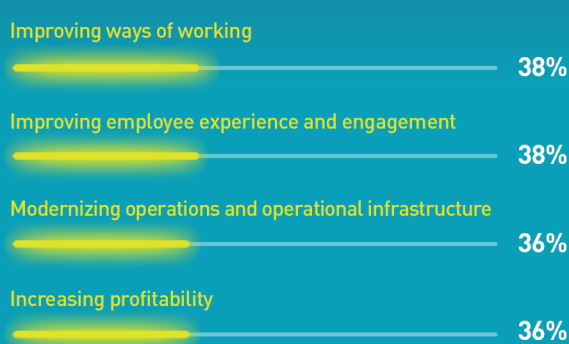
#### LEVELS

30%	VP/AVP	22%	C-Level Executive
26%	EVP/SVP	22%	Director

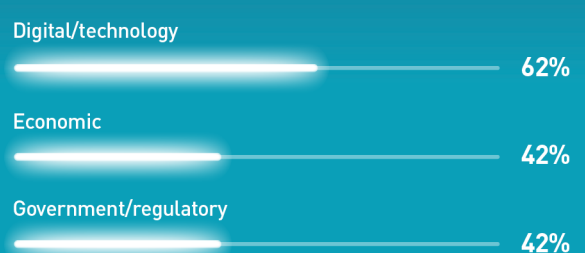
#### FUNCTIONS

24%	HR	16%	Sales/Business Development
20%	Strategy	2%	Accounting/Finance
18%	Operations/Production	2%	IT
16%	Marketing/Advertising	2%	Logistics/Planning

#### WHAT TOPS THE INDUSTRY'S TRANSFORMATION AGENDA?



#### WHAT ARE THE INDUSTRY'S TRANSFORMATION TRIGGERS?



**48 percent** of HHS leaders report that talent management and retention-related challenges are the top internal factor they'd like to address with their transformation strategies.

**47 percent** of HHS leaders are exploring Managed Services to meet the demands of ever-evolving talent pressures.

86%

of HHS leaders agree or strongly agree that talent and workforce skills will need to change throughout transformation.

#### TREND

### FINDING THE CURE FOR WORKFORCE PRESSURES

HHS leaders know their ability to deliver transformation hinges on recruiting, retaining, and developing the right talent. Whether it be a major procurement, multi-vendor management, complex program orchestration, or embedding agility, people are the most critical success factor.

#### HOW TO TACKLE THIS TREND



Identify and align on potential workforce investments that will **move the needle** on your enterprise roadmap.



**Prioritize the investments** that offer shared value for employees, constituents, and operations alike.



Approach your workforce strategy as a **modular set of components** that you can flex to best meet organizational needs.

#### TREND

### REIGNITING TRANSFORMATION CAPABILITY

As we continue into the third year of the COVID-19 pandemic, HHS leaders know continued operational challenges are on the horizon. The U.S. Department of Health & Human Services' annual budget underscores the operational headwinds behind the industry's transformation agenda.

#### HOW TO TACKLE THIS TREND



Configure your **organizational blueprint** to ensure that people, processes, governance structures, data, and technology are in sync in support of your transformation objectives.



Deliver on your plan with an approach that strengthens your muscle for change. The **Transformation Value Office** is an engine to orchestrate and drive complex initiatives forward with an emphasis on building long-term capability.

**36 percent** of HHS leaders aim to modernize operations and infrastructure as an objective of their transformation strategy.



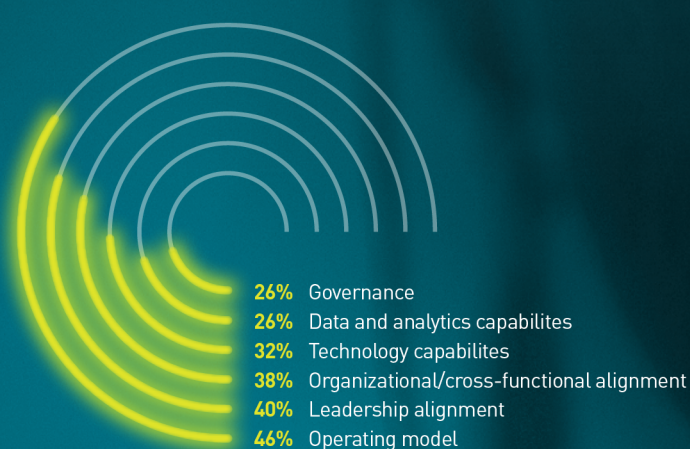
**Data and analytics capabilities** and **technology capabilities** are the top two factors enabling HHS organizations to be more flexible.

46%

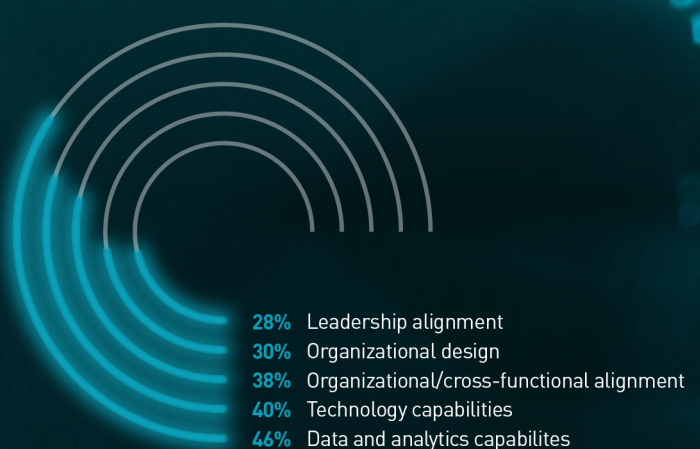
of HHS leaders perceive their operating model as a barrier to becoming more adaptive.

## TRANSFORMATION BARRIERS VS. ENABLERS

#### WHAT ARE THE INDUSTRY'S BARRIERS TO ADAPTABILITY?



#### WHAT'S ENABLING FLEXIBILITY FOR THE INDUSTRY?



FOR MORE, READ THE BLOG HERE