

HEALTHCARE




Executive Perspectives on Top Risks 2021 and 2030

The range of uncertainties facing healthcare business leaders around the globe is overwhelming. Challenges triggered by a once-in-a-century pandemic continue to unfold, combined with numerous other risk issues, such as growing social unrest and polarization, and ever-present challenges associated with technology, digital transformation and innovation. Staying abreast of emerging risk issues and opportunities is becoming increasingly difficult.

KEY TAKEAWAYS

1. The changes the healthcare industry has undergone at such a breathless pace have permanently altered the provision of care as we know it. Telehealth, remote patient monitoring and access to virtual services (e.g., chronic disease management, mental health maintenance) are here to stay.
2. The future success of healthcare providers hinges both on bringing patients back for in-person services and on providing a comprehensive, coordinated virtual program that inspires loyalty and improves convenience.
3. Looking forward, industry leaders are steeling themselves for the next set of expected challenges – a growing need for employees with skill sets new to the industry, dramatic shifts both in applicable regulations and in the enforcement thereof, disruptive technological innovations, growing data privacy threats, and new competition from nontraditional models.
4. The future of work looms large on the horizon. Adoption of analytics, automation, AI and other digital advances are expected to displace workers as well as create millions of jobs.
5. Building organizational resilience and an innovative culture is an imperative. Authenticity and a trust-based culture, top talent with a high digital IQ, effective utilization of data analytics, and a strong customer focus are vital to navigating disruptive change.
6. No one expects the need for data security and cybersecurity to diminish. Cyber threats remain a moving target, and data privacy concerns only promise to become more complex in the digital age.

TOP 10 RISKS FOR 2021		YoY Trending
	1. Pandemic-related policies and regulations impact business performance	N/A (new)
	2. Pandemic-related market conditions reduce customer demand	N/A (new)
	3. Impact of regulatory change and scrutiny on operational resilience, products, and services	↓
	4. Adoption of digital technologies may require new skills or significant efforts to upskill/reskill existing employees	↑
	5. Economic conditions constrain growth opportunities	↑
	6. Cyber threats	↓
	7. Privacy/identity management and information security	↓
	8. Uncertainty surrounding the viability of key suppliers, scarcity of supply, or stable supply prices	↑
	9. Anticipated increases in labor costs	↓
	10. Ability to compete with “born digital” and other competitors	↓

TOP 5 RISKS FOR 2030		2021 (rank)
	1. Adoption of digital technologies may require new skills or significant efforts to upskill/reskill existing employees	4
	2. Impact of regulatory change and scrutiny on operational resilience, products and services	3
	3. Privacy/identity management and information security	7
	4. Rapid speed of disruptive innovations and new technologies	16
	5. Ease of entrance of new competitors into the industry and marketplace may threaten our market share	17

Results are based on a survey of board members and C-suite executives worldwide. The full survey report, *Executive Perspectives on Top Risks*, may be accessed at erm.ncsu.edu or protiviti.com/toprisks. It includes detailed breakdowns of the results by respondent role, organization size, industry, geography and other categories. A paper about healthcare executive perspectives on top risks is available at www.protiviti.com/US-en/insights/whitepaper-top-risks-2021-and-2030-healthcare-industry-perspective.

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