

Healthcare:

The skills opportunity defining an industry



Creating paths to move the healthcare industry forward



The past year has created a critical moment for the healthcare industry. And while the ongoing pandemic demands focus on the short term, new strategies are needed to confront the long-term skills shortages facing the industry.

Skill shortages for roles like patient care technicians, nurses and leadership are one of many critical factors impacting healthcare organizations. Knowing that [the healthcare industry is projected to add 2.4 million new jobs by 2029](#), here's a breakdown of the skills and training needed to fill these roles.

Patient care technicians

Patient care technicians are crucial in helping patients on a day-to-day basis, assisting nursing staff, monitoring vital signs, and more. There simply aren't enough of these positions, though.

100,000

technician roles needed in the next few years

98,000

Shortage of nearly 98,000 trained candidates

With a role so crucial to patient health, what skills are needed to fill this gap? Organizations will need telemedicine, foreign language and mental health training to help meet the demands of the future with pathways to a Bachelor of Science in a field like health services administration or healthcare compliance.

Nurses

Often viewed as the backbone of healthcare, nurses are an integral part of the healthcare machine. So why has the nursing shortage been going on for years? Here are a few reasons outlined by the American Association of Colleges of Nursing.

Nursing school enrollment is only growing at 5.1%, not fast enough to meet projected demand for nursing services.

Insufficient staffing has led to higher stress levels, driving many nurses to leave the profession altogether.

If healthcare organizations hope to close this gap, they should provide opportunities to advance nurses' credentials, such as telemedicine, interpersonal communication, and end-of-life care. These can be expanded on by moving from an RN to a BSN, or getting a master's degree in nursing. Another area of opportunity will be providing a path for physician's assistants to earn their RN or BSN to fill talent pipelines.

Leadership

Healthcare leaders set the bar for high-quality care for their employees and patients. [The high demand for healthcare services paired with the number of experienced healthcare leaders who are retiring means there aren't enough leaders to fill open roles.](#)



69%

of organizations are concerned about competing for the same small numbers of available healthcare leadership talent

Organizations should provide opportunities for aspiring leaders in DE&I training, organizational culture, and digital transformation in healthcare. Oftentimes, healthcare leaders also seek undergraduate business degrees and even masters degrees to help specialize their skill set for the healthcare industry in particular.

Meet diverse healthcare workforce needs



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