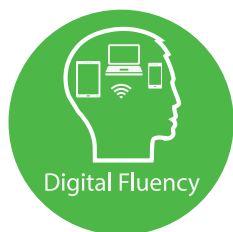




## 4 Critical Skills for 21st Century Health Care

Charge up your career. Learn more about the 4 skills essential to meeting the changing demands of health care.



### Digital Fluency

**Embrace technology.** Technology enables health care access anywhere. Become familiar with new digital devices and adapt to new technologies at work to improve access, communication and outcomes.



### Performance Improvement

**Make it better.** Constantly evaluate and improve operations. Find ways to increase quality and save time and money, then share evidence-based practices.



### Consumer Focus

**Put consumers first.** Grow skills in listening, empathy and cultural competency to provide great care and service to every member every time.



### Collaboration

**Work together.** Develop skills to build and manage teams, communicate across diverse perspectives and negotiate through conflict. Solve problems together, respect others and drive continuous learning.