Chapter 7
Digital Employability Skills and Training Needs for the Indian Healthcare Industry

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ABSTRACT

The utilization of computerized innovation in wellbeing applications is encountering a huge blast in huge part because of growing human services costs and the impediments of one-on-one treatment to meet the psychological well-being needs of the populace. Specifically, cell phone applications for wellbeing have become popular, which gives chances to grow current consideration past the customary facility setting. The objectives of this study were to identify the employability skills and training needs in the digital healthcare industry. Results showed that all the eight skills are important for the training of line service staff (e.g., communication, ICT, work engagement, teamwork, cognitive). As per the response, handling situations is one of the most critical skills required to perform the job followed by self-management, planning and organizing, and analytical skills. However, the type and requirement of skills vary from person to person.

INTRODUCTION

Handling worldwide wellbeing challenges requests the suitable utilization of accessible advancements. Albeit computerized wellbeing could essentially improve human services get to, use, quality, and results, understanding this plausibility requires faculty prepared in advanced wellbeing. There is developing proof of the advantages of advanced wellbeing for improving the presentation of wellbeing frameworks and results in created nations. Training is an ongoing process for enhancing the skills of the employees to achieve the current and future obligations associated with the job (Colombo & Stanca, 2008). Training not only imparts the requisite skills at all levels of the organization but intends at shifting the behavioral patterns of the employees too in a way that is pleasant to accomplish the administrative objective, efficiency, and expansion (Sharma, 2014). Training pattern differs from one organization to other depend-

ing on the needs of high management, a technology available (Colombo & Stanca, 2008), the attitude and readiness of the organizations to get advantage from training which will elevate the performance, experience, enhance the skills and knowledge of employees (Noe & Schmitt, 1986). Training is also important for growth, expansion, innovations (Montesino, 2002); it helps the organizations deal with the external and internal changes, especially the rising competition between the private hospitals of Delhi NCR. It is critical to promote the interest of training in such organizations. This study will focus on line services offered by the health sector; low patient satisfaction is posing a great threat of hospitals, which may compel the top management of these hospitals to prepare the training programs in order to elevate the skills and capabilities of their employees (Halfhill & Nielsen, 2005).

In the current changing economic scenario and increasing competition (Cekada, 2010), it is not enough for organizations to have a solid financial condition, modernized technology, upgraded systems since for the competitive survival an organization requires a highly skilled and quality human resource to subsist in long run (O'Driscoll & Taylor, 1992). The healthcare industry is on the boom with respect to other sectors like IT, Pharmaceutical and others and is becoming the major contributor to the total G.D.P of India. With the increase in competition between private sector hospitals in Delhi / NCR, the importance of training increases so as to provide quality medical services, increase organizational commitment, increase the performance of the workers and reducing turnover intentions (Agut et al., 2003). It is fundamental to accomplish Training Need Analysis to identify each individual aptitude and holes before drafting any training program for them. This tailored training program will be more effective and would yield a high return on investment. The study is meant to endeavor at describing the staff grounded on the Employability Skills Set and making 'Preparing Chart'. Aptitudes will be evaluated at all the authoritative pecking order (line administrations) level to recognize the capability/insufficiency and adequacy dimensions of the abilities.

Here are numerous verticals in the health-care sector, for this investigation medicinal administrations portion which incorporates, line administrations, bolster administrations and assistant administrations has been considered (Figure 1).

Training is used as a tool to develop and amend employees to survive in today's scenario. It is essential for an organization to identify employees and organization training needs accurately through training need analysis before conducting a training program which ultimately contributes to the development of existing realism of the association and gear up for the upcoming requirements. Several mobile applications like Medlife, 1mg, PharmaEasy, Practo, mfine, Netmeds, etc. are playing a significant role in the digitization of the healthcare industry which is really helping the patients 24*7 to get on-time treatment and medicines in the case of emergency.

The main objectives of the chapter are:

- To recognize the training requirements of personnel in the digital healthcare industry.
- To analyze the areas for imparting training for optimum utilization of employment skills.

The secondary objectives are:

- To analyze the requirement of communication skills in a training program module.
- To analyze the requirement of information and communication technology skills in a training program module.
- To analyze the requirement of work engagement skills in a training program module.

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