

Nomination: 6415

King Faisal Specialist Hospital & Research Center - Team Centric COVID Response

**Page: General Information**

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

**Name of Organization/Company**

King Faisal Specialist Hospital & Research Center

**Additional Contacts**

I do not wish to list additional contacts

**Page: Entry Information**

**Entry Title**

King Faisal Specialist Hospital & Research Center - Team Centric COVID Response

**Category**

K01 - K06 COVID Response > K04 - Most Innovative Work-From-Home Plan

**COVID-19 Response Submission Format**

Written Answers

**a. Outline the organization's or individual's work during the COVID-19 pandemic, to ensure that employees are safe, employed, and/or informed, that you wish to bring to the judges' attention (up to 250 words). Required**

Our strong, capable, and innovative HR team were the driving force for our processes and programs. Some were a greater part of the command centre, while others were front or second line, but in terms of delivering work, everyone was equally important. Without these incredibly dedicated members of the team, we'd never have managed the crisis. When the airlines closed, many borders also closed, and a few employees could not get out or in - more than 500 employees stranded outside the Kingdom. Our team arranged specialised flights to get them back. To show our support, we continued to pay their salaries for up to four months.

Some of our greatest achievements during this time included hiring over 300 people and giving people an income during difficult economic times.

Our team also implemented these initiatives to help our workforce during COVID:

- Created the platform Ask HR email, making information and support readily available.
- Led the way in our industry in terms of implementing the technology supporting employees, including two hotlines to answer employees' questions related to human capital.
- Daily updates on infection control. Many were nervous about the dangers of the virus during the pandemic.
- Utilised family medicine departments within the hospital to assist with mental health challenges, including regular counselling for employees, career counselling, or support for those going through family, financial, or other personal challenges.
- Created a human capital command centre (CCC) - 24/7 hotline providing information, support, and guidance.

**b. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

Following the pandemic, we have largely maintained flexible working options, it has drastically improved productivity, and we are finding our employee retention rates are higher, especially among working mothers. We overcame any communication and technical challenges by introducing software, like Microsoft Teams, keeping everyone feeling connected and supported. The result is that we are a leader in our field, we're ahead of the national mandate, and this has required courage. None of our employees took a pay cut, and employees exposed to the virus were given free accommodation, meals, and internet connection in the hospital.

The McKenzie assessment (Organizational Health Index- OHI), which is conducted annually for thousands of organizations worldwide. acknowledges high levels of performance completion. We link these performance results to our outcomes after an evaluation, and using that, we determine the budget for salary increases. We also have IDP, which is an optional individual development plan for employees who want to improve their careers and move up the corporate ladder. Our performance system is designed to measure and monitor objects, behaviour and skills. We also consider the norms of the various cultures of people. When we employ, we have hired people from over 70 countries.

Our support document shows the important work we do and why the initiatives we implemented during COVID have enabled us to continue our work with minimal interruptions.

**Webpage Link**

<https://www.kfshrc.edu.sa/en/home> (<https://www.kfshrc.edu.sa/en/home>)

**Would you like to add an additional webpage link?**

**Supporting Document**

Download File (<https://stevies-sage.secure-platform.com/file/15580/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxNTU0M0CwiYWxs3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbm9e7H3nrFQ0PA9DAANPtLvG6v698mb8?King%20Faisal%20Hospital%20SD%2012.7.22.pdf>)

**Would you like to add an additional supporting document?**

No

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