

Nomination: 6419

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 B01 - B59 Achievement > B23 - Achievement in Managing a Remote Workforce
Achievement Submission Format Written Answers
a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required Founded in 1975, KFSHRC offers a healthcare service that is somewhat more diverse and comprehensive than our competitors' facilities. We treat complex cases, difficult and treatment-resistant chronic illnesses, and perform exceptional organ transplants. With a caring team of 15000 people strong, patients get the most exceptional care when they come to us. We have team members from over 70 countries. Like many other organisations, the global pandemic affected us, and working with many vulnerable members of society placed extra pressure on us to implement stringent safety protocols. While many organisations were able to move to a remote working structure during COVID, we were only able to do this to a certain degree. Nurses, patient care professionals, and physicians are required on site. We transitioned to an Oracle system, which brought us more stability in terms of data and human practices. We carry a large portion of the local economy. Our practice in Riyadh employs 11000 people, our practice in Judah employs 3400 people, and our newest practice in Medina employs 1000 people. This branch was opened in stages, accelerating certain aspects of work while others were completely shut down.
b. Outline the team's or organization's achievements since the beginning of 2020 that you wish to bring to the judges' attention (up to 250 words). Required We introduced new organisational policies, with great success. Prior to COVID, we'd already debated introducing flexible work schedules and remote working options, but the work to implement was big and bold. When the lockdown happened, we achieved in two hours what we hadn't in two years. We successfully drafted two pages of work policies and guidelines applicable to any member of staff who weren't patient-facing - finance, HR, and supply chains. This left predominantly nurses, maintenance cleaners, and those directly with patients on-site. We managed to send at least 50% of our employees to work from home, which is massive for an organisation like ours. We didn't go into this blindly, however, and ensured employees understood that while they may work from home during this time, it's not a vacation. We introduced weekly performance updates to gauge work performance and rate each department. Through this, a detailed policy eventually emerged, and employees could clock in and out of work so we could ensure working hours were being followed. We also implemented: - Ask HR email, making information and support readily available. - 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.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

Since the lockdowns, we've maintained flexible working options, drastically improved productivity. Our employee retention rates are higher, especially among working mothers. We overcame any communication and technical challenges by introducing software, like Microsoft Teams and Whatsapp, keeping everyone connected and supported. Our actions put us ahead of the national mandate.

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. With a huge number of employees stranded around the world, we brought them back by working with the relevant embassies around the world. We:

- created a hospital system to manage remote working.
- use Oracle system regarding ERP with a performance management module. This keeps our team on track when working remotely, so skill development is never overlooked.
- developed a customised "learning journey" for each employee, tracking what training they've had, training recommended, and suggestions that factor in their role within the company, seniority, and other criteria.

The McKenzie assessment (Organizational Health Index- OHI) is conducted annually for thousands of organizations worldwide. acknowledging high levels of performance completion. We link these performance results to our outcomes after an evaluation, to determine the budget for salary increases. We have IDP, n 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.

d. 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

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?

No

Supporting Document

Download File (<https://stevies-sage.secure-platform.com/file/15588/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNTU4OCwiYWxsb3dOb3RTaWduZWVcmwiOiJGYWxzZSIsImlnbm9King%20Faisal%20Hospital%20SD%2012.7.22.pdf>)

Would you like to add an additional supporting document?

No

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