



مستشفى الملك فيصل التخصصي ومركز الأبحاث  
King Faisal Specialist Hospital & Research Centre  
مؤسسة عامة Gen. Org.

# AGILE WORK ARRANGEMENTS

«THE NEW NORMAL»

TODAY, the COVID - 19 pandemic has accelerated the trend towards agile work arrangements. However, King Faisal Specialist Hospital and Research Center (Gen. Org.) has always had the culture and technology infrastructure in place that would enable employees to work productively and securely within different settings, but it was time to allow more innovative work options. Agile work arrangement has become the “New Normal”, and KFSH&RC has embraced it.



# AGILE WORK ARRANGEMENTS



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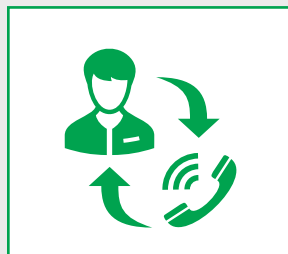


# PRECAUTIONARY AND PREVENTIVE MEASURES

“Before commute to work ...”



All employees must undertake self-assessment against COVID - 19 if symptoms appear contact your supervisor and Family Medicine.



Employees with high risk must continue Telework arrangements



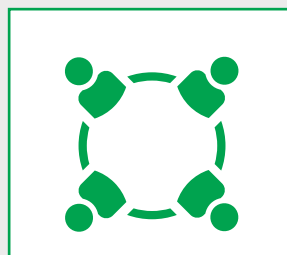
All employees, patients and visitors must wear face masks



Visitors are not allowed without a prior scheduled appointment



Posters to remind employees, visitors and patients to wash their hands are spread throughout the Hospital



Ensure adequate space utilization for patients and visitors



Mail/Food delivery are not allowed to enter buildings





# PRECAUTIONARY AND PREVENTIVE MEASURES

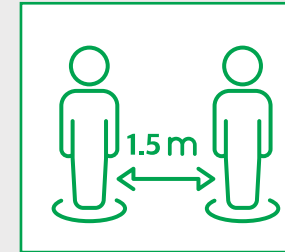
“At the workplace ...”



All employees, patients and visitors must be checked for their temperature at entrances



All employees, patients and visitors must wear face masks and be sure to use them throughout their time on the Hospital premises



Reconfigure employees' work spaces to ensure proper physical distance between employees and to space their desks at least 1.5 meters apart



Limit on-site meetings for employees working in their offices and encourage the use of virtual meetings instead



Clean and disinfect all areas, surfaces and common tools thoroughly and repeatedly, according to a clear schedule



Discourage the use of shared equipment or workstations and ensure the presence of alcohol gel dispenser in the area.



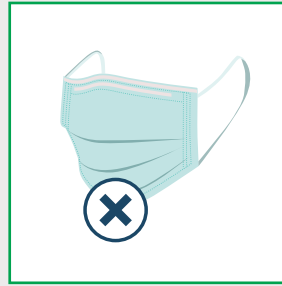


# PRECAUTIONARY AND PREVENTIVE MEASURES

“How to properly wear a mask”



Cover your mouth and nose and make sure there are no gaps between your face and the mask.



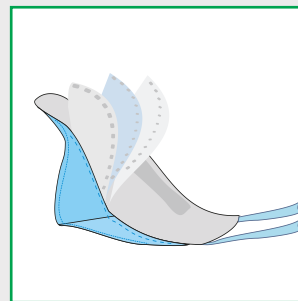
Do not re-use a single-use / disposable mask.



Avoid touching the mask while using it; if you do, clean your hands properly.



Replace the mask with a new one as soon as it is damp.

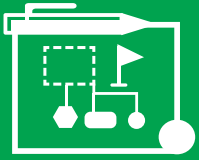


Use a cloth face mask with multiple layers and ensure washing it after each use.



Remove the mask from behind, discard immediately in a closed bin and clean your hands properly.





# THE NEW NORMAL



Utilize the concept of virtual workspace within offices for meetings, committees and workshops



Recognize that each area is distinct and may have different requirements for the new normal and the most suitable arrangements



Ensure that staff are well supported and equipped with the necessary enablers for a smoother Telework experience



Develop potential options and models of Telework to qualified staff with a focus on performance, productivity and value



# THE NEW NORMAL

“Benefits of Agile Work Arrangements”



Increase  
Productivity



Greater Working  
Time Autonomy



Better Space  
Utilization



Reduction in  
Commute Time



Better Overall  
Work-Life Balance



Reduction in  
Absenteeism



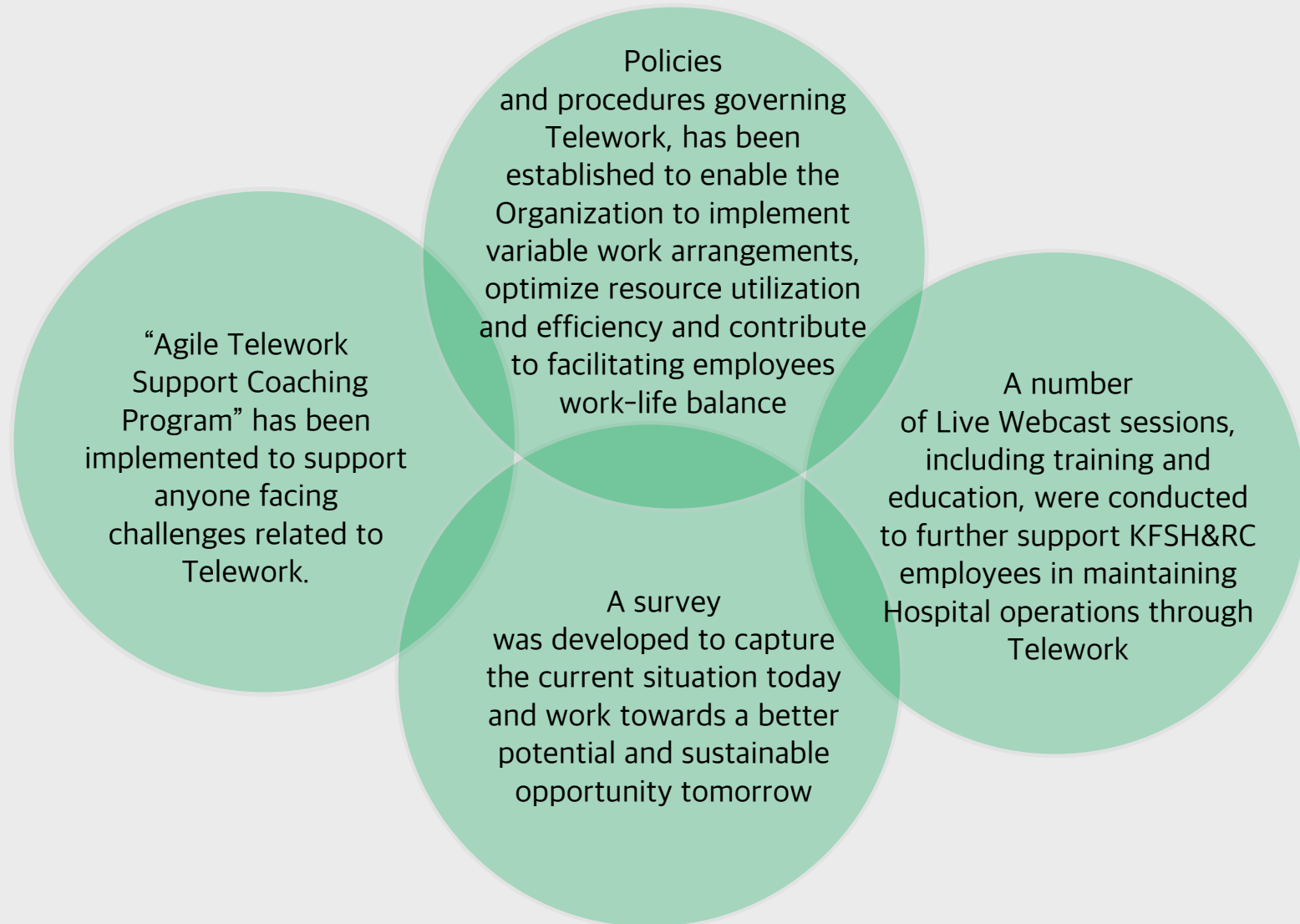
Reduction in  
Operation Cost





# THE NEW NORMAL

“KFSH&RC Initiatives”





# AGILE TELEWORK

## 1990's

KFSH&RC introduced "Virtual Clinics" where patients can be seen from distance using telemedicine services



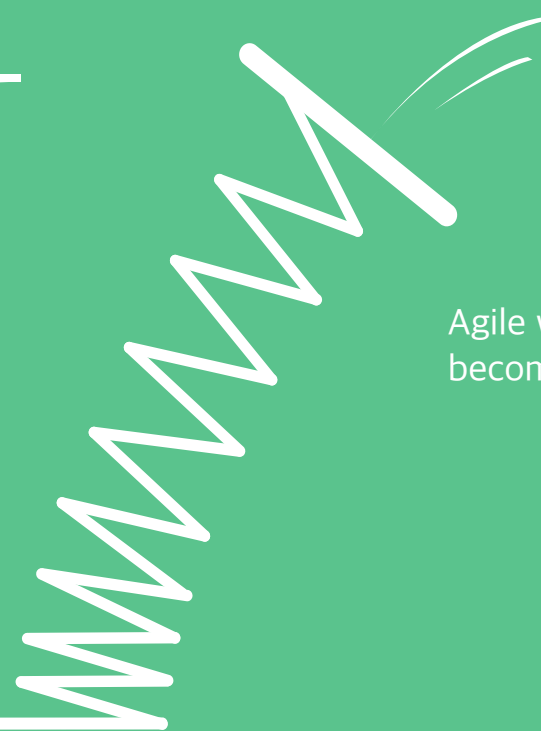
## 2015

KFSH&RC demonstrated the concept of the virtual clinic as a new state of the art "Telemedicine center" to ensure the best possible tertiary services offered to patients in their areas



## 2020

Agile work arrangement has become the "New Normal"



# AGILE TELEWORK

Telework is a work arrangement that allows employees to work from home or remotely using modern technology and telecommunications to carry out work their job duties and responsibilities.

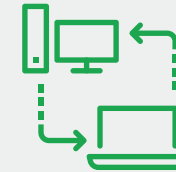
Telework enables the Organization to:



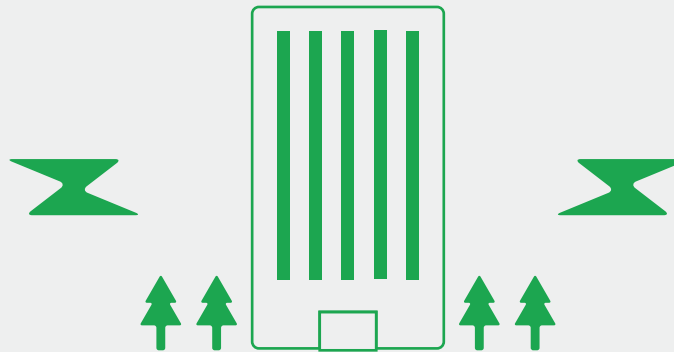
# AGILE TELEWORK



Telework shall not be considered as an entitlement of the employee.



Telework may be discontinued at the Organization's will at any time.



In urgent cases, the Organization may require the employee to return back to regular work immediately.



# START-UP REQUIREMENTS



## IPAC Access

Place request in Service Hub under category Access Services → Network Accounts → Remote Access



## Citrix Receiver for Hospital Applications

A “How To Guide” of accessing Hospital Applications from home.  
(<http://www.kfshrc.edu.sa/store/news/attachment/10789.pdf>)



## Oracle Telework Request

Log in Oracle → Employee Self Service → Absence Management → KFSH Telework Request.  
 (“How To Guide”: <http://www.kfshrc.edu.sa/store/media/dda.pdf>)



## Required Resources

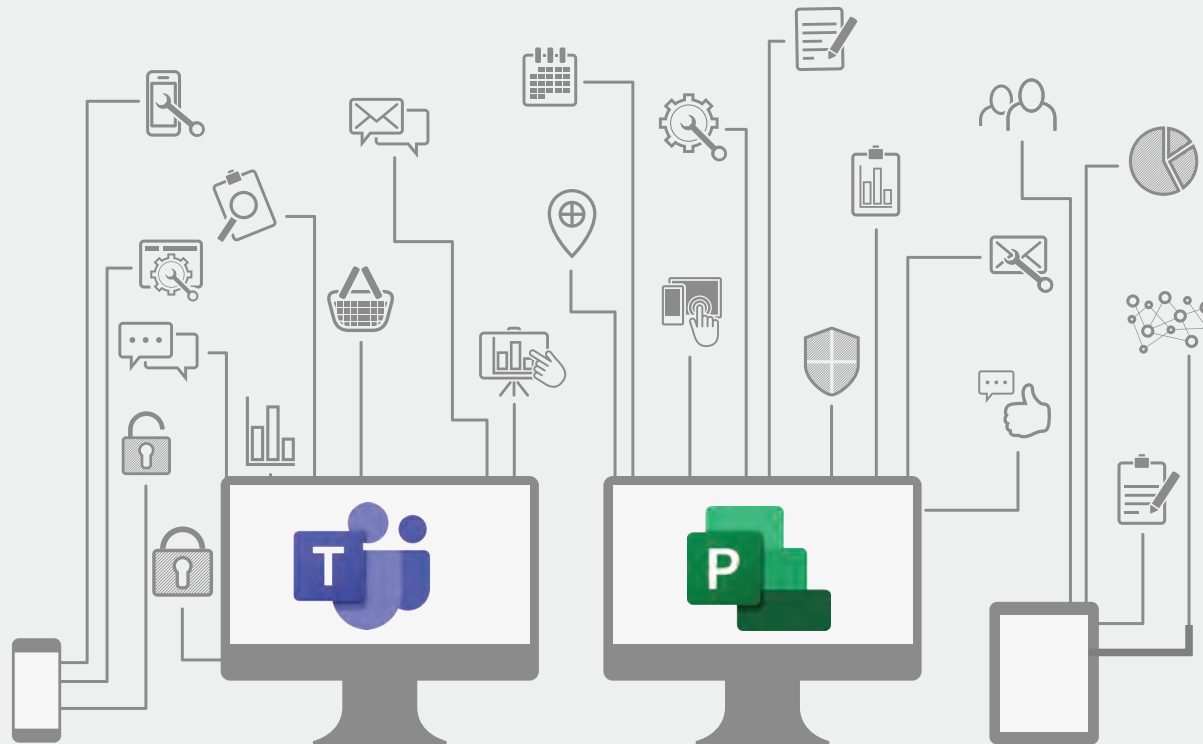
- Hospital-owned laptop or a personal laptop,
- Access to the Hospital portal/ system access/ emails,
- Internet connectivity
- Medical Communication Device (MCD).



# SUITABLE APPLICATIONS

**MICROSOFT TEAMS** is a collaboration app that helps users stay organized and communicate through workplace chat, video meetings and file storage.

Quick Guide: <https://kfsarc.sharefile.eu/share/view/sa410203bdeb4969b>

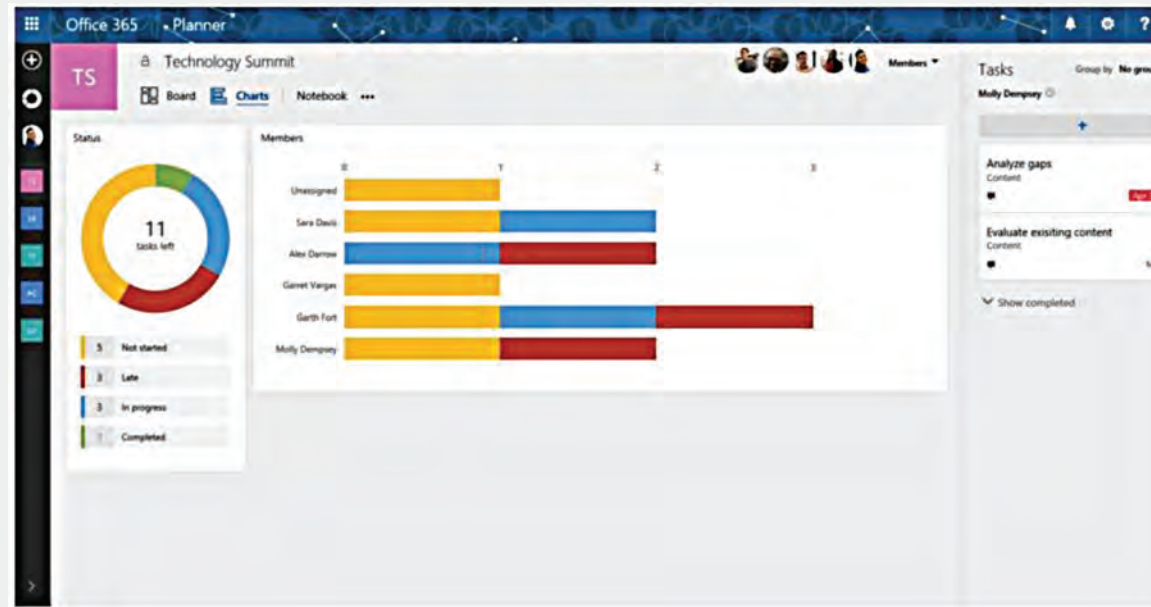


**MICROSOFT PLANNER** is a project management application that enables users to create plans, assemble and assign tasks, share files, and receive progress updates.

Quick Guide: <https://kfsarc.sharefile.eu/share/view/s44790f4d838427ba>



# PRODUCTIVITY MEASURES



## Organize Teams Work

- Collaborate on a Project with a Team
- Share Files



## Progress Report

- Status of Task
- Availability of Member



## Manage Tasks

- Track Individual Assignments
- Set Due Date



# POLICIES TO ABIDE BY:

Department Heads shall be responsible for the following:



Set a structured work plan by defining tasks to be accomplished and timeframe for completing tasks. (Microsoft Planner shall be used, if applicable.)



Receive a regular progress report, to be at least once a week.



Conduct weekly virtual departmental huddles to bring staff together and up to date on work activities.



Help employees balance and schedule working hours properly, between meetings and actual work.



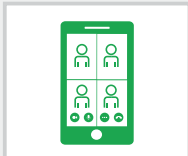


# POLICIES TO ABIDE BY:

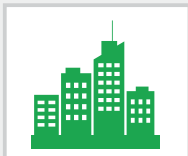
Employees shall be responsible for the following:



Abide by the Hospital's professional image and ethical conducts.



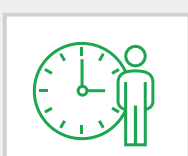
Be available through approved virtual communication applications (Microsoft Teams), if applicable.



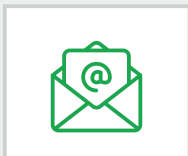
Be available in the work city.



Upon at least one (1) hours' notice by the employee's supervisor, attend job-related meetings, training sessions and conferences, if physical presence is needed.



Be accessible during scheduled work hours by phone, e-mail or other specified methods/tools of communication.



Emails and regular phone calls shall be answered in an adequate time.



# VIRTUAL MEETINGS ETIQUETTE



When participating in meetings, find a quiet space and join the meeting from somewhere free of loud background noise.



When not speaking, remember to mute your microphone to minimize background noise.



If there are more than 2 or 3 people in the physical meeting, make it a habit of stating your name when you speak to help avoid confusion about who is talking.



Be fully engaged and give the remote meeting your full attention. Avoid multi-tasking or reading emails.



Place your mobile phone on silent mode.



# VIRTUAL MEETINGS ETIQUETTE



Provide materials to participants well in advance to review prior to the meeting.



If video conferencing is required, optimize your setup by improving your lighting and dressing-up appropriately.



Turn your webcam on before your meeting to see how your workspace appears in the background.



If you are sharing your screen while presenting to the other meeting attendees, make sure that only intended content is seen.



Do not leave the meeting suddenly. If you must leave, ask permission from those present, either by writing or speaking.



# HEALTHY WORKSPACE ENVIRONMENT



# HOW TO ACCESS HOSPITAL APPLICATIONS FROM HOME



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## *How to Access Hospital Applications From Home*



*To start working remotely, you must follow the steps for:*



### How To Install Citrix Workspace

You need to do it  
only for one time



### How to Access Hospital Applications From Home

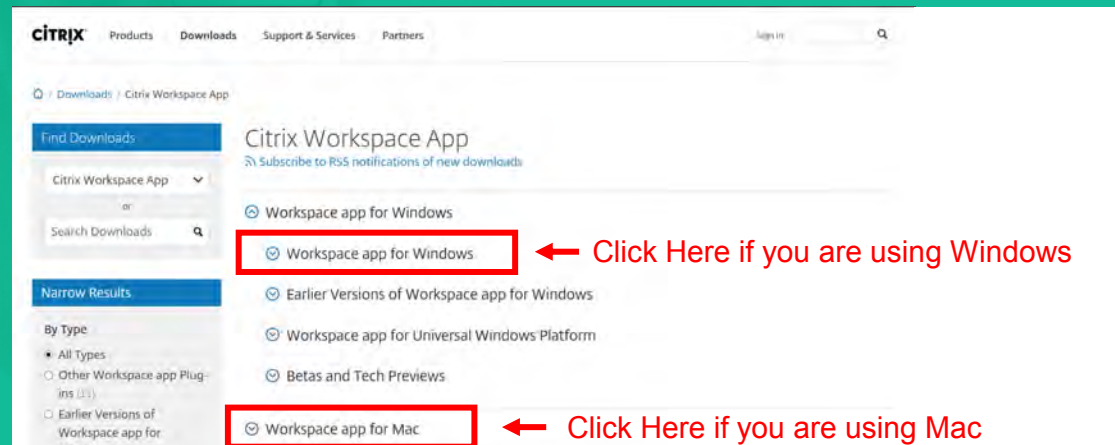
You need to do it  
every time to access



# HOW TO ACCESS HOSPITAL APPLICATIONS FROM HOME

## How To Install Citrix Workspace

Go to <https://www.citrix.com/downloads/workspace-app>  
(download and install Citrix Workspace App)



The screenshot shows the Citrix website's download page for the Citrix Workspace App. The page is titled "Citrix Workspace App" and includes a search bar and a "Find Downloads" button. The main content area lists several download options, with two highlighted by red boxes and arrows:

- Workspace app for Windows ← Click Here if you are using Windows
- Workspace app for Mac ← Click Here if you are using Mac

Other options listed include "Earlier Versions of Workspace app for Windows", "Workspace app for Universal Windows Platform", and "Betas and Tech Previews".

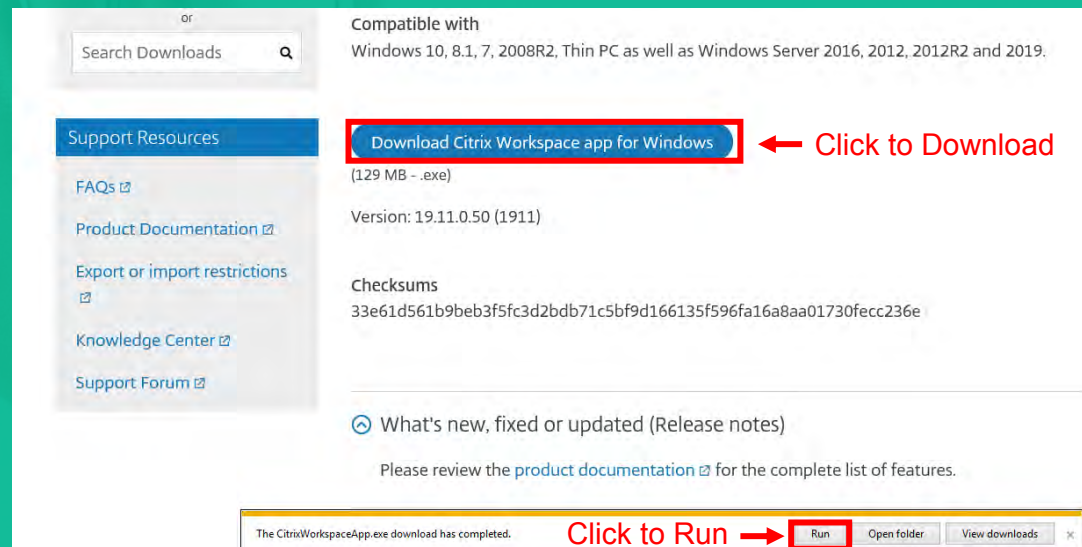


# HOW TO ACCESS HOSPITAL APPLICATIONS FROM HOME

## How To Install Citrix Workspace

*Click on **Download**, then **Save** the file.*

*Once the download is completed, click on **Run***



The screenshot shows the Citrix Workspace download page. On the left, there is a search bar and a 'Support Resources' menu with links for FAQs, Product Documentation, Export or import restrictions, Knowledge Center, and Support Forum. The main content area includes a 'Compatible with' section listing Windows versions, a 'Download Citrix Workspace app for Windows' button (highlighted with a red box and labeled 'Click to Download'), a file size of 129 MB, version 19.11.0.50, and a checksum. Below this is a 'What's new, fixed or updated (Release notes)' section. At the bottom, a Windows notification bar shows 'The CitrixWorkspaceApp.exe download has completed.' with a 'Run' button (highlighted with a red box and labeled 'Click to Run'), 'Open folder', and 'View downloads' options.

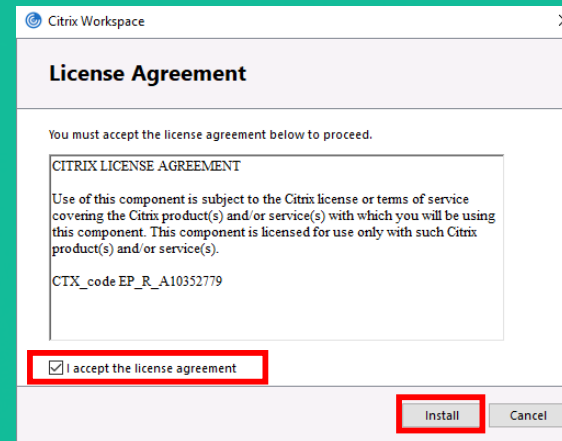
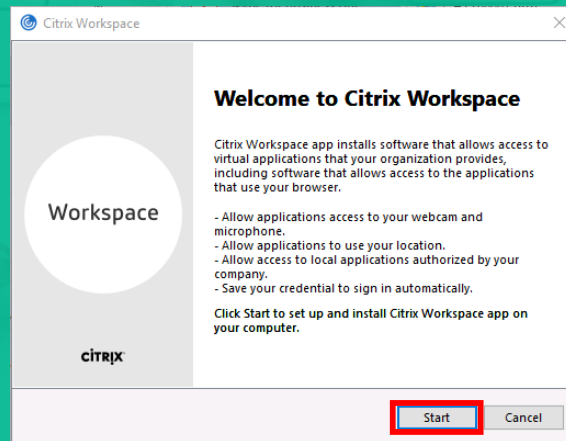




# HOW TO ACCESS HOSPITAL APPLICATIONS FROM HOME

## How To Install Citrix Workspace

After downloading the App, Click **Start**. Then check the Box & Click **Install**



# HOW TO ACCESS HOSPITAL APPLICATIONS FROM HOME

Go to <https://kfshgw.kfshrc.edu.sa/> , then Login with your hospital credentials

NetScaler with  
**Unified Gateway**

User name

Password:

Second factor

Log On



# HOW TO ACCESS HOSPITAL APPLICATIONS FROM HOME

## Choose *Virtual Apps and Desktop Access*

Please select one of the following:

**Network Access**  
Connect with the NetScaler Gateway Plug-in.



Access your organization's resources through a full VPN client with your device. You will be prompted to allow installation of plug-in if not already installed. Use this option only if you are using a trusted device.

**Clientless Access**



Select clientless mode to access resources through a web browser. Secure access is limited to the browser window in which you logged on to VPN with. Use this option if you are using an untrusted device.

**Virtual App and Desktop Access**

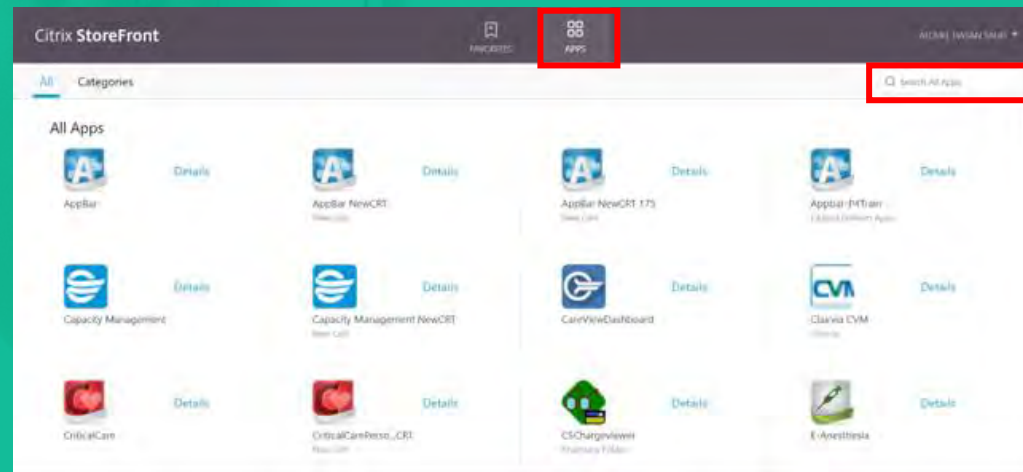


Select to access your enterprise virtual apps and desktops with Citrix Receiver.



# HOW TO ACCESS HOSPITAL APPLICATIONS FROM HOME

Choose **APPS**, then search for the application you need



# MICROSOFT TEAMS QUICK START GUIDE



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## *Microsoft Teams Quick Start Guide*



# DOWNLOAD MICROSOFT TEAMS

Open this link

<https://teams.microsoft.com/downloads>

in your browser or scan the code to go to Microsoft Teams download page

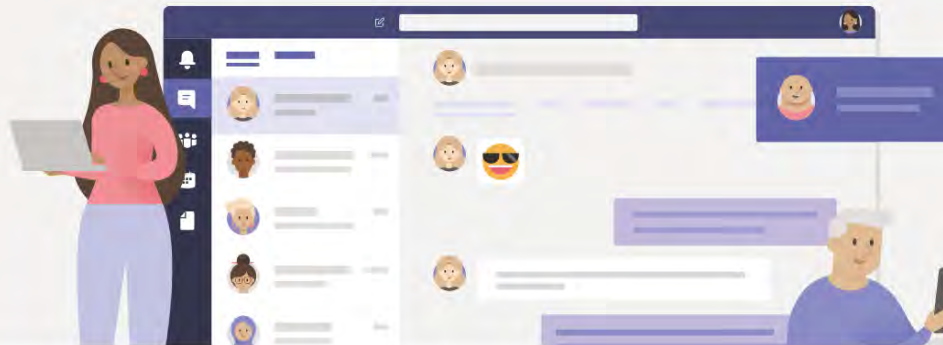
1

Teams on your desktop. It's just better.

↓ Download Teams

Click to download

More options



Teams\_windows\_x64.exe ^

Click to open the app

Click on “Download Teams”, then open the app from the bottom

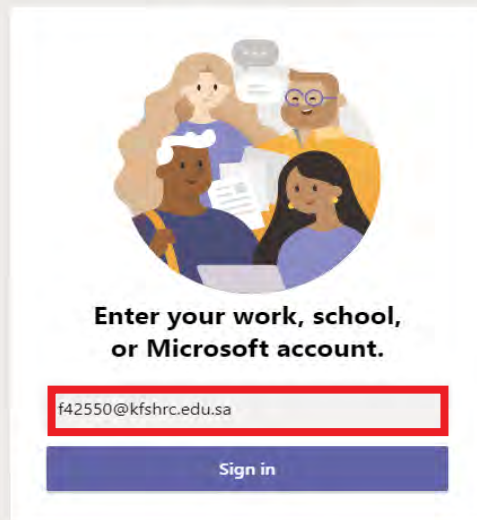


# DOWNLOAD MICROSOFT TEAMS

Once The App Is Opened,  
It Will Ask You To Login

2

Microsoft Teams



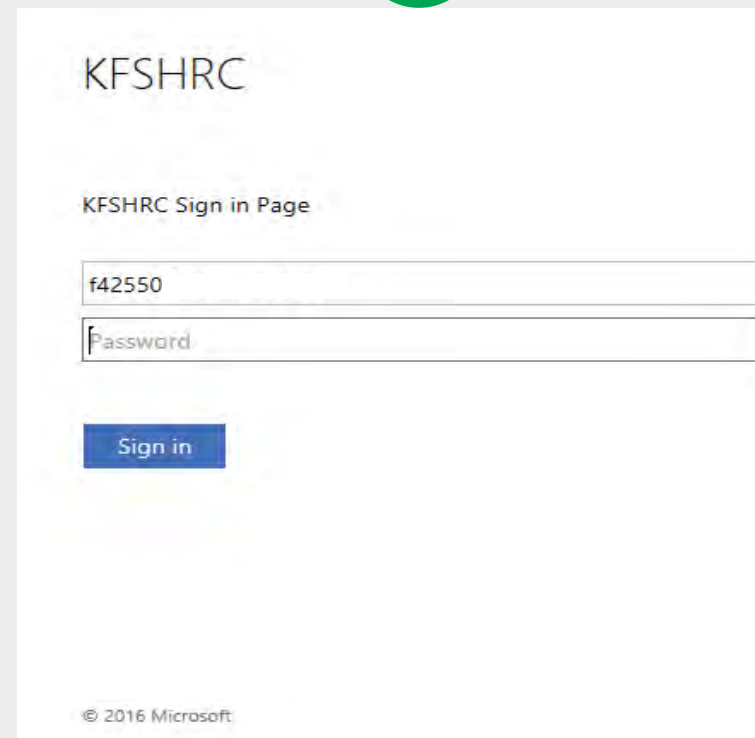
Not on Teams yet? [Learn more](#)

[Sign up for free](#)

Type your F, J or N + ID number + kfshrc.edu.sa  
(e.g. F42550@kfshrc.edu.sa)

Then click "Sign in"

3



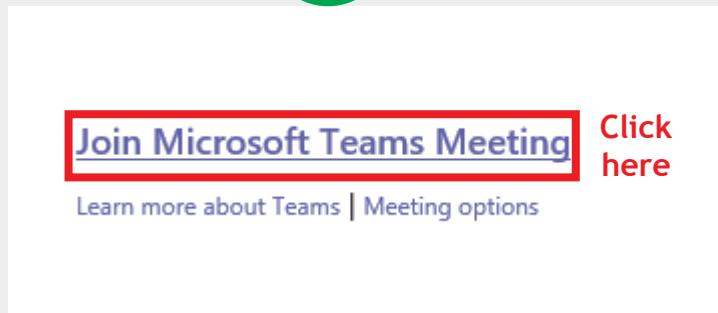
Type your  
Active Directory Password



# DOWNLOAD MICROSOFT TEAMS

## Join Meeting From Email Link

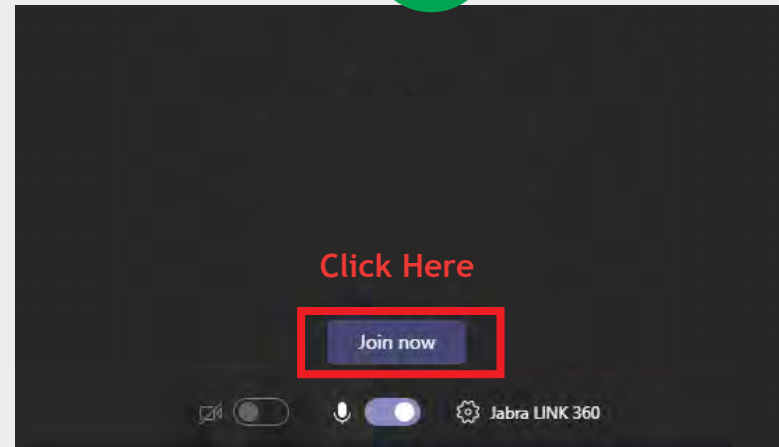
1



The meeting invitation email should include a link, **click** it to take you directly to the meeting



2



The link will open the meeting in Microsoft Teams  
Click "**Join now**" to join the meeting

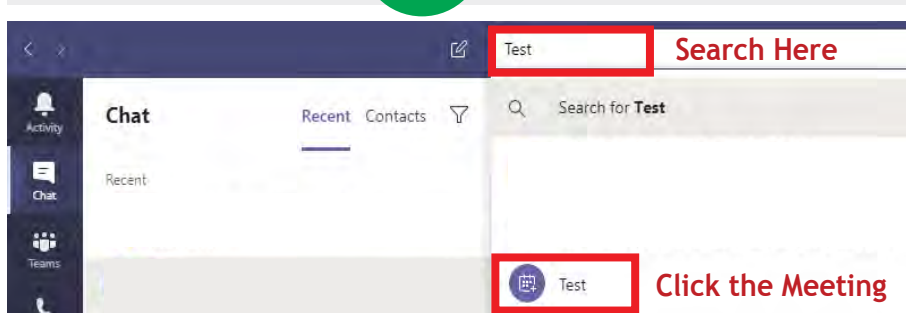




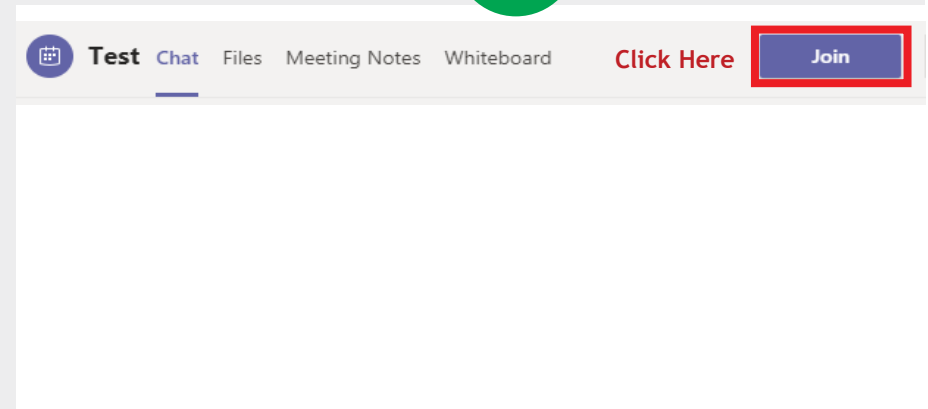
# DOWNLOAD MICROSOFT TEAMS

Join Meeting From  
inside the App

1



2



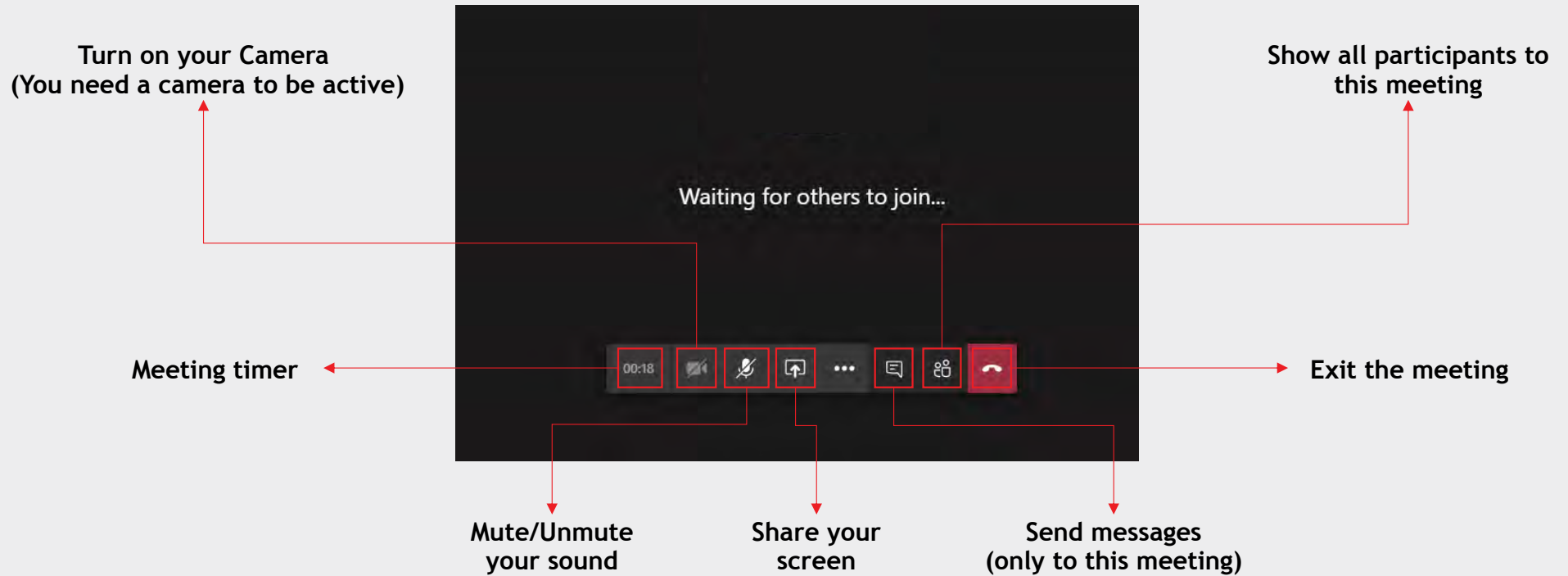
From the search box located in the top,  
type the **name of the meeting**  
**Click** in the meeting to open the meeting page

From the top,  
**click "Join"**  
to join the meeting



# DOWNLOAD MICROSOFT TEAMS

## The Main Tools for Meetings



# MICROSOFT PLANNER FOR TEAMS: QUICK GUIDE

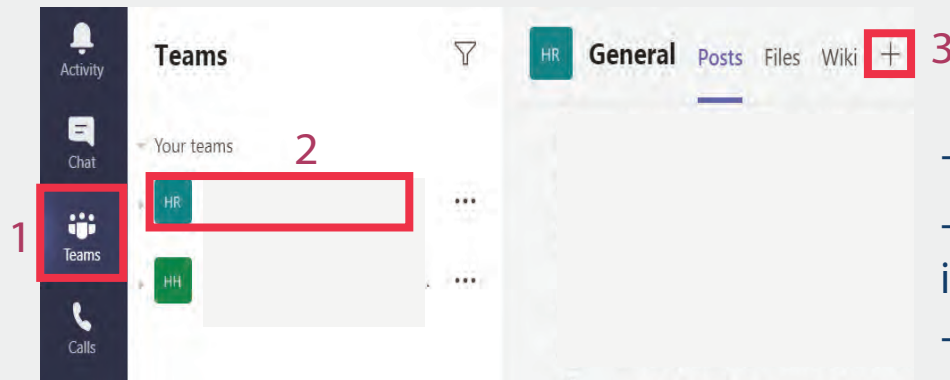


## Microsoft Planner for Teams:

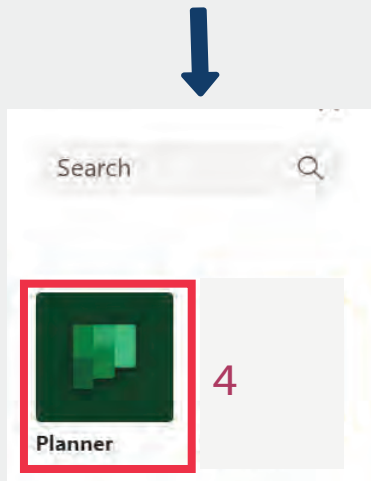
“ Microsoft Planner is a simplified task management tool, useful for streamlining collaboration and managing small team workloads and projects in a visual way. This simple platform within Microsoft Teams, enables your team, your project and you, to be organized, on-task and work together, as all tasks and progress is visible to all Team members ”



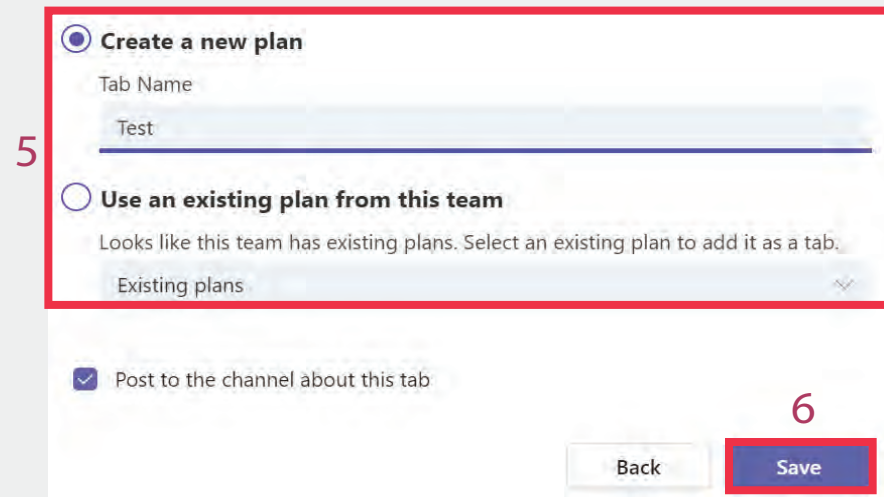
# ADDING "PLANNER" TAB



- 1 Click "Teams" tab
- 2 Choose the team you want to initiate Planner to
- 3 Click the "+" icon



- 4 Click on Planner app



- 5 Type the plan name if you want to create new plan, or just use an existing one.
- 6 Click "Save"



# CREATE NEW TASK

To add new task

Specify the due date

Assign member/s

Type the task name

Click to save the task

The image shows a computer monitor displaying a 'To do' task creation interface. The interface includes a header 'To do', a '+ Add task' button, a text input field 'Enter a task name', a 'Set due date' button with a calendar icon, an 'Assign' button with a person icon, and a blue 'Add Task' button at the bottom. Red lines with circular endpoints connect external text labels to specific UI elements: 'To add new task' points to the '+ Add task' button; 'Specify the due date' points to the 'Set due date' button; 'Assign member/s' points to the 'Assign' button; 'Type the task name' points to the text input field; and 'Click to save the task' points to the blue 'Add Task' button.





Prepared by Human Capital  
If you need any help, please contact:  
HITA Service Desk  
66666 From inside the Hospital  
+966115577440 From outside the Hospital