



# THE NEW NORMAL: STRATEGIC PLANNING WITH REMOTE TEAMS

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**USF**Health



# LEARNING OBJECTIVES

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**After participating in this session, attendees will be able to:**

- apply a method for strategic planning with remote teams in their organizations,
  - select online planning tools that best support collaboration among their remote teams, and
  - conduct operational efficiency action planning with departments and units in their organization.
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# VISION

Our vision for the future of USF Health is to cultivate a modern workforce and academic medical center fueled by technology and lean systems. In doing so, we must redefine the way we operate and reinvent the employee experience.





## POLL

Which areas of opportunity did your institution address as a result of COVID-19?

Remote work

Operational efficiency

Workforce productivity

Online learning

Telehealth

Other



# STRATEGIC PLANNING APPROACH: PROCESS





# STRATEGIC PLANNING APPROACH: PEOPLE

**GOAL:** Provide a methodology for transforming USF Health in order to make the organization more productive and efficient

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## OBJECTIVES:

1. Create a communication plan surrounding the future of USF Health
2. Assess the USF Health workforce and physical locations to determine options for modernizing the way we operate
3. Develop or adopt procedures, guidelines and standards
4. Identify and employ remote work and telehealth resources for employees
5. Develop a strategic plan and implementation timeline
6. Implement mechanisms for measuring success

*Resource guide: p. 4*





# STRATEGIC PLANNING APPROACH: TECHNOLOGY

**MICROSOFT TEAMS**

Meet, chat, call, and collaborate in one place.

**MICROSOFT PLANNER**

Organize team work in a simple, visual way.

**SMARTSHEET**

Plan, capture, manage, automate, and report on work.

**QUALTRICS**

Evaluate the stakeholder experience through online surveys.



## RESPOND IN CHAT

Which online tools do you recommend for collaborating with teams?





# RESEARCH, ASSESSMENT & ACTION PLANNING



Remote work surveys



Interviews with and research of  
corporate/academic institutions



Scholarly research



Internal collaboration & conversations



Operational efficiency action planning



# OPERATIONAL EFFICIENCY ACTION PLANNING

remote work

process improvement

efficiency

space utilization

productivity

sustainability

cost reduction

evaluation



Create action plan template

Obtain leadership buy-in

Communicate the charge

Form subcommittee

Review action plans & provide feedback

Follow up on action plan implementation



# BREAKOUT ROOMS

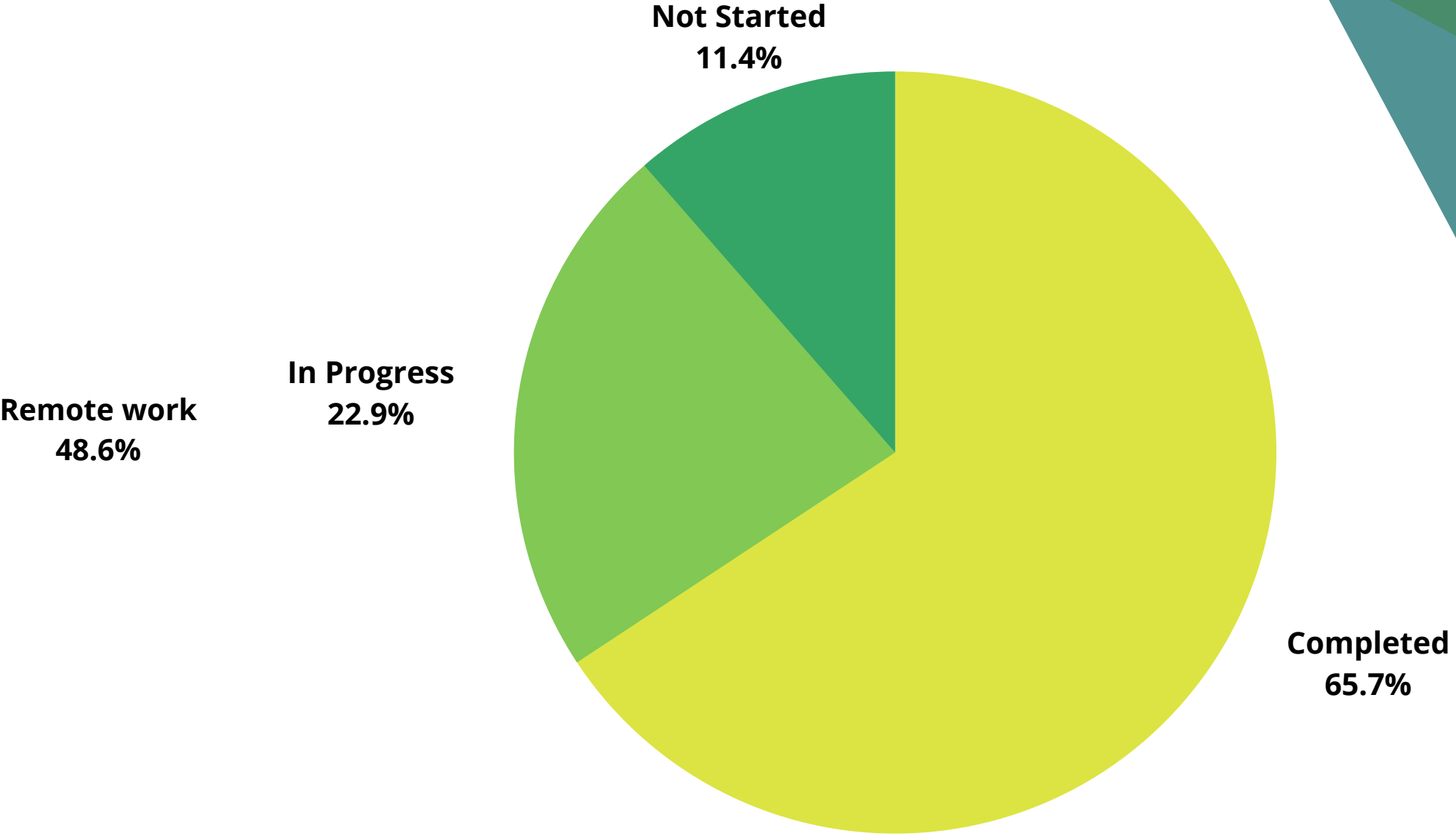
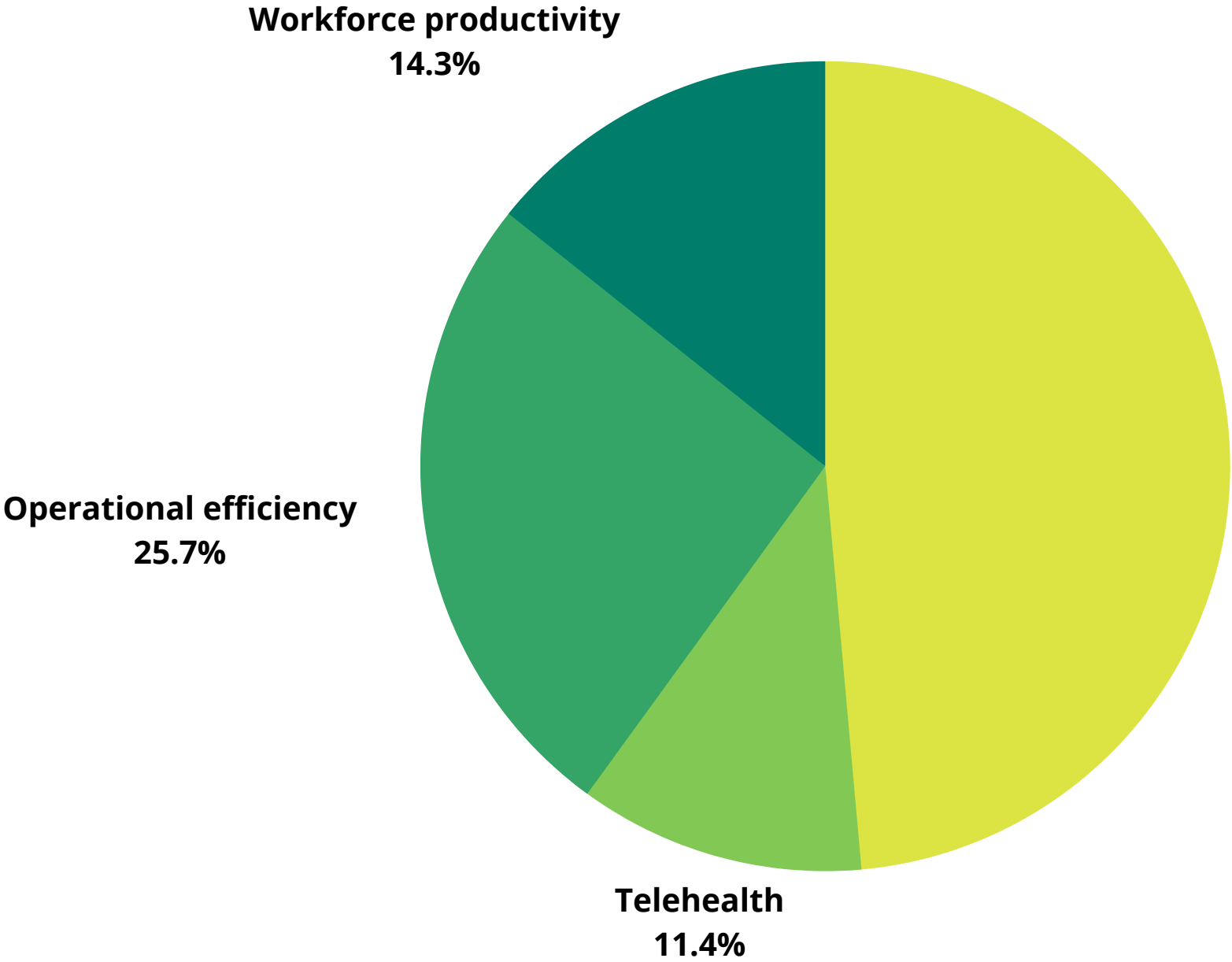
Where are you finding success in building remote teams and what challenges still remain?





# CHANGING THE WAY WE OPERATE

## 35 Recommendations





# REMOTE WORK RESOURCES WEB PAGE

health.usf.edu/remote-work

- Remote Work Guides
- Telecommuting Policies, Procedures & Agreements
- Best Practices for Remote Meetings
- IT Resources & Online Tools
- Remote Work Satisfaction Surveys



The screenshot shows the USF Health website's remote work resources page. The header includes the USF Health logo and a search bar. A navigation menu lists various departments: Medicine, Nursing, Public Health, Pharmacy, Patient Care, Research, and News. The main content area features a title 'Remote Work Resources' with a breadcrumb trail 'USF Health > Remote Work Resources'. Below this is a sub-header 'USF Health Remote Resources for Faculty & Staff' followed by a descriptive paragraph. Two featured articles are displayed: 'Remote Work Guides' with an image of a woman at a desk and a list of links including 'Remote work eligibility criteria'; and 'Telecommuting Policies, Procedures & Agreements' with an image of a man with a tablet and a list of links including 'USF telecommuting policy and agreement' and 'Guidelines for tracking USF equipment & property'.

**USF Health**  
University of South Florida

Search

Medicine Nursing Public Health Pharmacy Patient Care Research News

## Remote Work Resources

USF Health > Remote Work Resources

### USF Health Remote Resources for Faculty & Staff

This page contains resources for remote USF Health faculty and staff as well as managers of remote employees. Here you'll find information on remote work preparation, policies and procedures, and training and technical support.



#### Remote Work Guides

Are you a USF Health faculty or staff member who needs to prepare for telecommuting? Or are you a supervisor of remote employees who'd like to learn more about managing staff from a distance? Get started with your remote work experience here.

- [Remote work eligibility criteria](#)



#### Telecommuting Policies, Procedures & Agreements

The following policies, procedures and agreements apply to USF Health employees who will be working remotely.

- [USF telecommuting policy and agreement](#)
- [Guidelines for tracking USF equipment & property](#)



# LESSONS LEARNED & KEY TAKEAWAYS FOR FUTURE STRATEGIC PLANNING

## Top 10 List

1. Build strategic planning teams that include varying perspectives and areas of expertise
2. Define goals and objectives to guide the strategic planning process
3. Use tools that work best for your teams
4. Obtain leadership buy-in as soon as possible and use their guidance along the way
5. Research extensively and align recommendations/decisions with best practice
6. Engage stakeholders throughout the process
7. Conduct weekly, 15-minute team check-ins
8. Develop an implementation plan & timeline, ensure dedicated implementation support
9. Share best practices with stakeholders
10. Be prepared to adapt and change



# QUESTIONS/DISCUSSION





# CONTACT



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