

Engaging Staff From Afar:

Looking Toward the Work
Environment of the Future

About Your Speaker

Carrie serves as the System Vice President, Revenue Cycle Operations at Advocate Aurora Health.

She earned her Bachelor's degree from the University of Wisconsin-Milwaukee, a Master in Healthcare Administration from the University of Minnesota, and completed The Health Management Academy's GE Administrative Fellowship Program.

Carrie regularly guest lectures for UW-Milwaukee MBA and MHA programs and volunteers her time at local high schools administering SecureFutures, a financial literacy program for teens.

Learning Objectives

- Discover one's leadership journey
- Gain insight into the transition of leading in the remote environment
- Reflect on the experiences learned in the past 6 months

Which Staff Were Already Remote?

Pre-Pandemic:

- Transcription
- Coding
- Some traditional roles allowed for remote work 0-80% based on productivity and quality performance.

March:

- Focus turns to move all back office roles home

Opportunities of Virtual Teams

Technology

Communication

Ideas

Flexibility

Autonomy

Greater talent
pool

Project work

Documentation

Challenges

Technology

Brainstorming

Meetings

Personal Life

Social Isolation

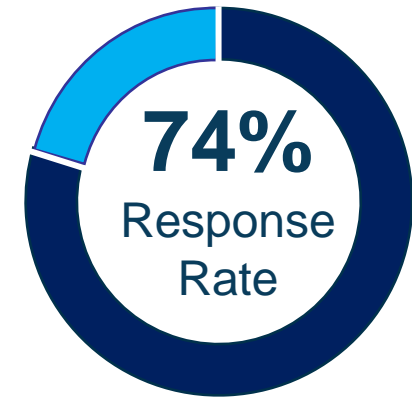
Difficult to
Motivate

Building Trust

Misinterpretation
or Conflict

AAH Revenue Cycle Assessment Summary

- **Flexibility** was the greatest benefit for team members.
- **61%** of team members didn't believe they had any individual **barriers** with working remotely.



- 3,600 invited
- 2,681 responded
- 250 leader responses

Team Member Response

Individual Barriers and Concerns to Remote Work

- **61%** of team members didn't believe they had any individual barriers
- **23%** are concerned with collaborating and communicating with others
- Having a social outlet was a concern for **22%** of team members
- **14%** are concerned with their connection to the organization

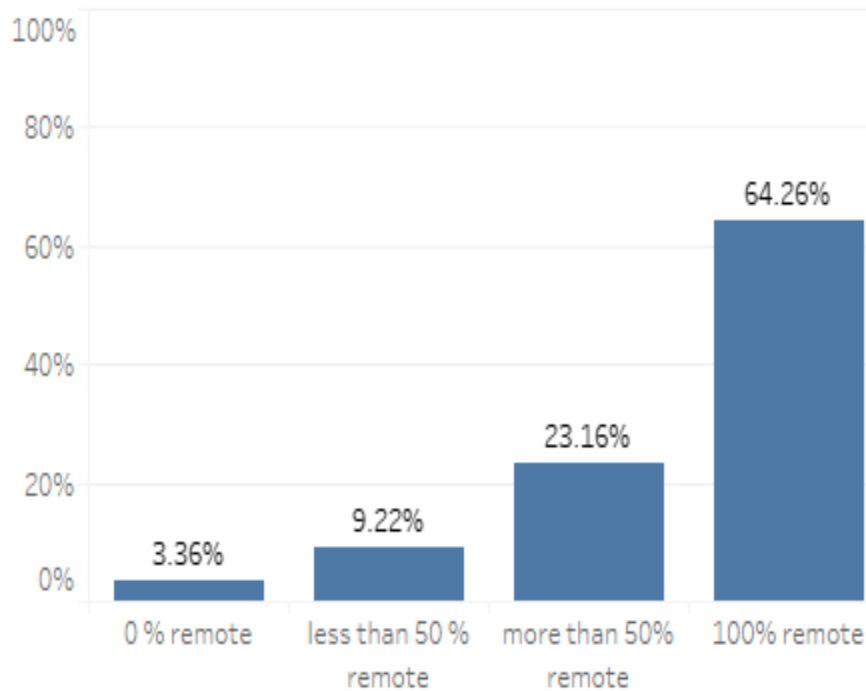
Team Member Response

Individual Benefits to Remote Work

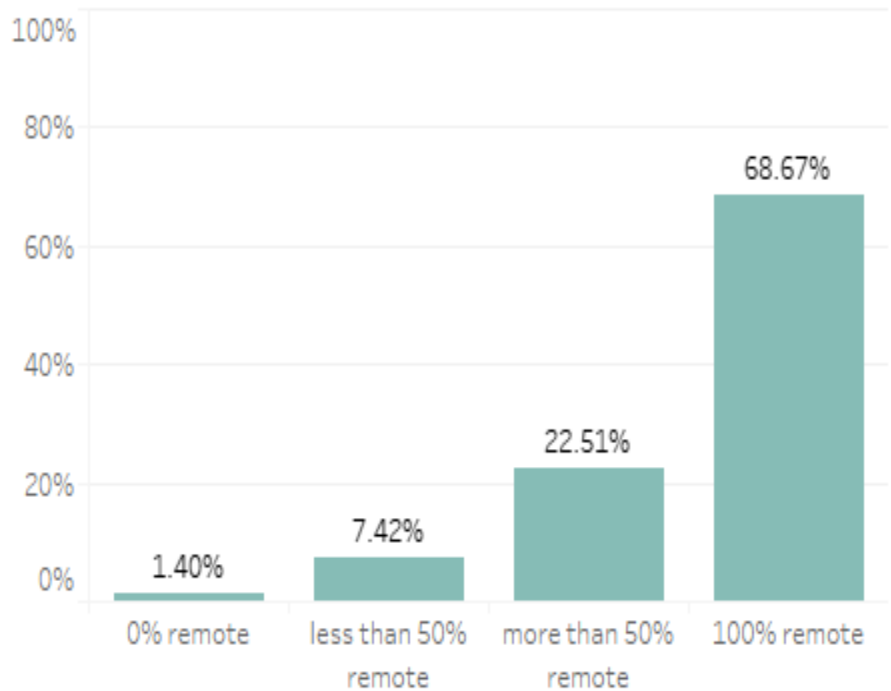
- Flexibility was the greatest benefit at **57%**
- **45%** of team members are more productive
- **56%** have identified a greater work-life balance
- **52%** of team members found that they are more focused.

Leaders and Team Members Closely Align

Leader Remote Frequency Viability



Team Member Remote Frequency Preference



Reflection

