



تجمع الرياض الصحي الثاني
Riyadh Second Health Cluster

STRATEGIC ROADMAP

ACADEMIC OPERATIONS ADMINISTRATION



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Foreword

The Academic Operation Administration is committed to revolutionizing the delivery of academic training and services within the Riyadh Second Health Cluster. This strategic plan outlines our vision, objectives, and strategies for achieving quality in academic operations. It is grounded in evidence-based practices and a deep understanding of the current market and future trends in hospital-based healthcare training and education.

Dr. Reem M. Al Dhalaan
Director, Academic Operation Administration



Executive Summary

The Academic Operation Administration's strategic plan is built on a foundation of standardization, performance excellence, and digital innovation. We will achieve our vision through a focus on staff development, seamless coordination, and customized services. Key objectives include standardizing operations, enhancing performance, optimizing workloads, and leveraging technology to improve the training experience. Our strategies are informed by best practices in academic administration and health care education. We are committed to regular review and continuous improvement, with a focus on metrics-driven decision making.

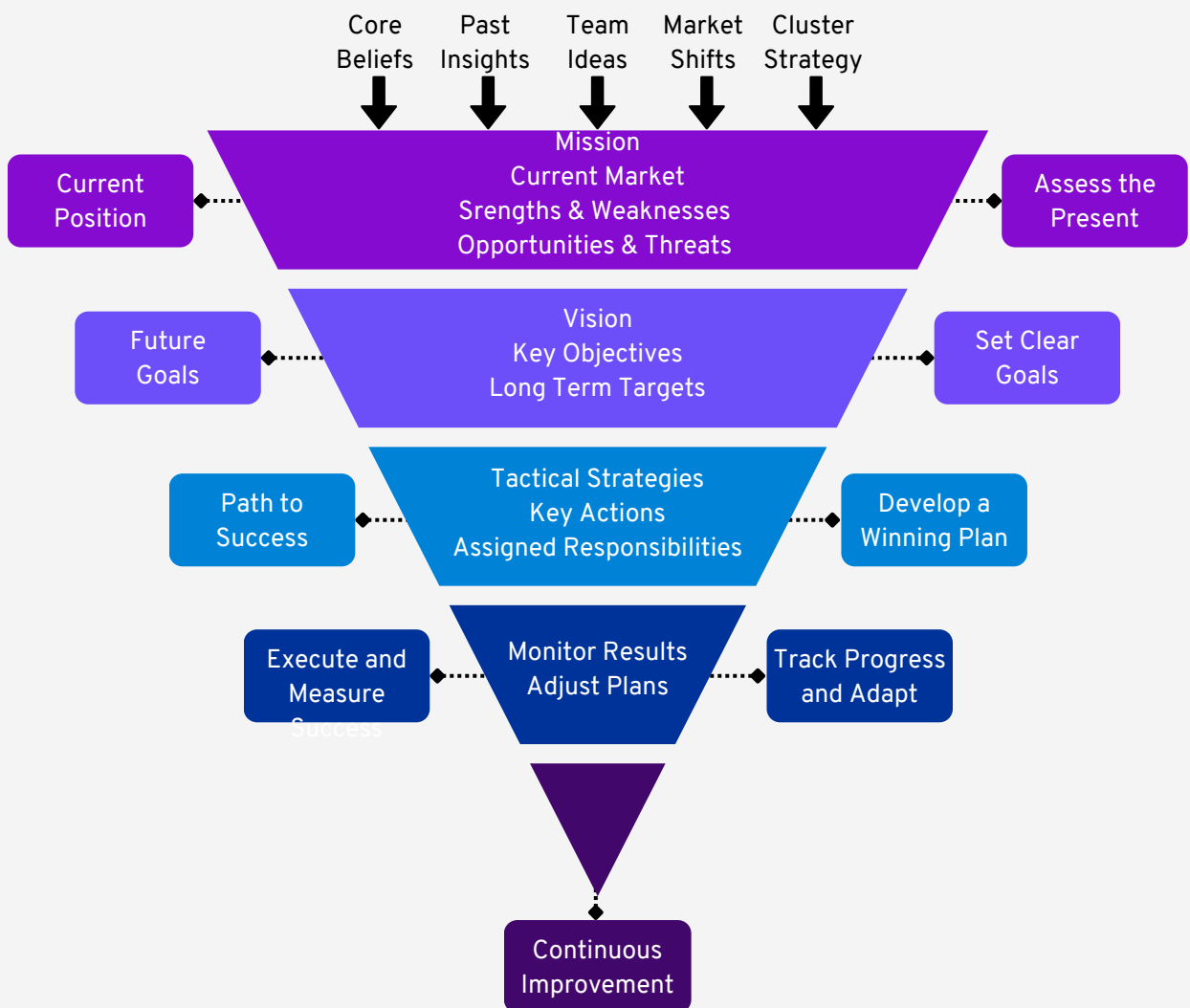


Figure 1: Strategic Planning Blueprint

Introduction

The Riyadh Second Health Cluster recognizes the critical need for a centralized, standardized, and efficient approach to academic training and services. The newly established Academic Operations Administration is strategically positioned to fulfill this need by prioritizing performance excellence and digital innovation. This strategic plan outlines our vision, objectives, and strategies for achieving operational excellence in academic endeavors, grounded in evidence-based practices and a deep understanding of current and future trends in healthcare education.

Standardization of processes is crucial for ensuring consistency and quality in academic operations (Smith, 2020). The administration will prioritize the development of clear, standardized procedures and guidelines across all operations. To drive continuous improvement and enhance efficiency, performance monitoring and reporting will be instrumental (Jones, 2022). A robust performance management framework, incorporating key performance indicators (KPIs), will be implemented to track progress towards objectives.

Staff development is a cornerstone of operational excellence (Brown, 2023). The administration will conduct a comprehensive needs assessment and provide ongoing training to equip staff with the necessary skills to deliver high-quality services. Leveraging technology will be pivotal in streamlining processes and enhancing the overall training experience (Davis, 2024).

A digital maturity assessment will be conducted, followed by the development of a roadmap for digital transformation. The administration is committed to a culture of continuous improvement, driven by data-driven decision-making (Taylor, 2025). Key performance indicators (KPIs) will be established to track progress towards objectives. The administration will celebrate successes, recognize staff achievements, and foster a culture of innovation and continuous improvement (White, 2026).



Figure 2: Operation Excellence Model

AOA Strategic Roadmap 2024 - 2029

A. Current Position

Mission

Rooted in dedication, we provide the Riyadh Second Health Cluster's Academic and Training Affairs with the highest quality and standards, tailoring our services to meet the unique needs of our staff and clients through the implementation of operational regulations.

Current Market

We operate in a competitive market with multiple government and private entities. However, our focus on standardization, performance excellence, and digital innovation positions us as a leader in the attraction of both domestic and global trainees.

SWOT Analysis

Internal Strengths

- Newly established administration with the ability to implement best practices from the outset.
- A centralized hub for optimizing operations across multiple training sites.
- Dedication to standardization and consistency.
- Focus on performance excellence through rigorous monitoring and reporting.
- Commitment to staff development and workload optimization.
- Embrace of digital transformation to enhance the training experience.

Internal Weaknesses

- As a new administration, we lack an established track record.
- Dependence on the implementation of new systems and processes.
- Must navigate the complexities of a large multi-training site health cluster.
- Attracting trainees in a competitive market.

External Opportunities

- Standardization of operations across the cluster.
- Leveraging technology for process improvement.
- Expanding program offerings to attract a diverse range of trainees.
- Collaboration with other administrations within the health cluster.
- Global marketing to attract international trainees.

External Threats

- Competition from established government and private training entities.
- Changes in health care regulations and standards.
- Dependence on resources.
- Attracting and retaining high-quality staff.

AOA Strategic Roadmap 2024 - 2029

B. Future Goals

Vision

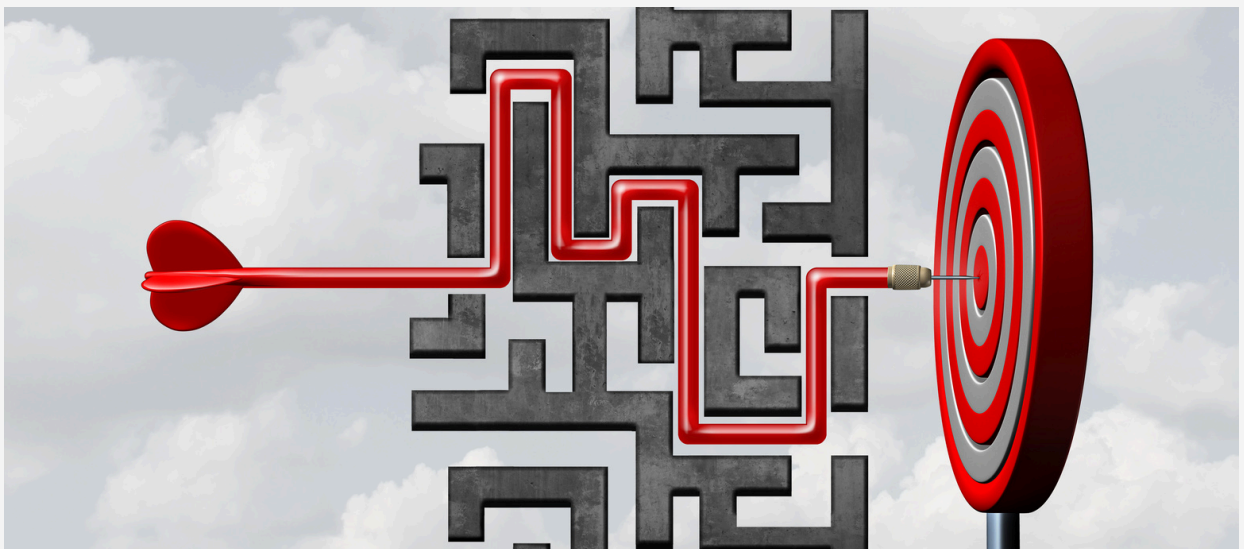
To be the leading provider of exceptional, standardized academic services, enhancing performance, innovation, and productivity across the Riyadh Second Health Cluster.

Key Objectives

- **Standardization and Consistency:** Establish clear procedures and guidelines to ensure uniformity across all training site operations.
- **Performance Excellence:** Drive continuous improvement and enhance efficiency through rigorous monitoring and reporting.
- **Workload Optimization and Staff Development:** Analyze workloads, invest in staff development, and maintain high-quality standards.
- **Customized Services:** Tailor services to meet the individual needs of all stakeholders.
- **Seamless Coordination:** Facilitate effective communication and collaboration across the Cluster.
- **Digital Transformation:** Leverage technology to streamline processes and enhance the overall training experience.
- **Ethical Conduct:** Adhere to the highest ethical standards and prioritize transparency and open communication.

Long-term Targets

- Achieve a project success rate of 80% within the first two years.
- Increase revenue from training sites by 20% within three years.
- Attain a trainee NPS of 70% within five years.
- Expand CPD programs by 20% and learners by 30% within five years.



AOA Strategic Roadmap 2024 - 2029

C. Path to Success

Tactical Strategies

- **Operational Improvement:** Analyze current operations to identify areas for standardization and improvement, develop and implement standardized procedures and guidelines, and leverage technology to streamline processes.
- **Performance Management:** Establish regular performance monitoring and reporting, set key performance indicators (KPIs), and conduct regular reviews.
- **Staff Development:** Provide ongoing staff development and training, analyze workloads, and implement workload optimization strategies.
- **Stakeholder Engagement:** Foster open communication and collaboration, tailor services to meet stakeholder needs, and conduct regular stakeholder feedback surveys.
- **Digital Innovation:** Identify opportunities for digital innovation, develop a digital transformation roadmap, and implement new technologies to enhance the training experience.

Key Actions

- Develop a comprehensive operations manual outlining standardized procedures and guidelines.
- Implement a performance management framework with KPIs and regular reporting.
- Conduct a staff development needs assessment and develop a training plan.
- Develop a stakeholder engagement plan with regular communication and feedback mechanisms.
- Conduct a digital maturity assessment and develop a digital transformation roadmap.

Key Responsibilities

AOA Director

- Strategic leadership and oversight.
- Project management and analysis.
- Stakeholder engagement and growth

Academic Advancement Department

- Strategic alignment and implementation.
- Resource management and planning.
- Project and change management.

Academic Excellence Department

- Customers experience enhancement.
- Data-driven analysis.
- Problem-solving and compliance.
- Policy development and maintenance.

Academic & Training Affairs Administration

- Collaboration and coordination.
- Strategic implementation.
- Quality plan conformity.

AOA Strategic Roadmap 2024 - 2029

D. Execute and Measure Success

Monitor Results (KPIs)

- Project success rate
- Revenue growth from training sites
- Trainee NPS
- CPD program and learner growth
- Staff satisfaction and development
- Process efficiency metrics (e.g. application processing time, resolution time)
- Stakeholder satisfaction
- Adoption of digital solutions

For a comprehensive overview of key performance indicators (KPIs) and objectives and key results (OKRs), please refer to the Academic Operations Administration Annual Report.

Adjust Plans

Adapt plans to accommodate unexpected shifts in cluster strategy, healthcare regulations, and other relevant factors.



AOA Strategic Roadmap 2024 - 2029

E. Continuous Improvement

Continuous Improvement Strategies

- Regularly review and update standardized procedures and guidelines.
- Conduct annual performance reviews and set new targets.
- Provide ongoing staff development and training.
- Analyze stakeholder feedback and implement improvements.
- Monitor the effectiveness of digital solutions and implement upgrades as necessary.
- Celebrate successes and recognize staff achievements.
- Embed a culture of innovation, encouraging staff to suggest improvements.



AOA Strategic Timeline 2024 - 2029



Year 1 (2024)

- Q1: Develop operations manual outlining standardized procedures and guidelines
- Q1: Implement performance management framework with KPIs and regular reporting
- Q2: Conduct staff development needs assessment and develop training plan
- Q2: Develop stakeholder engagement plan with regular communication and feedback
- Q3: Conduct digital maturity assessment and develop digital transformation roadmap
- Q4: Begin implementation of digital solutions outlined in transformation roadmap



Year 2 (2025)

- Q1-Q4: Continue staff development and training
- Q1-Q4: Roll out additional digital solutions from transformation roadmap
- Q2: Conduct mid-year performance review and adjust strategies as necessary
- Q3: Conduct stakeholder feedback survey and analyze results
- Q4: Review progress towards KPIs and celebrate successes



Year 3 (2026)

- Q1-Q4: Continue implementation of digital transformation roadmap
- Q1-Q4: Refine operations manual and procedures based on learnings
- Q2: Conduct staff development needs assessment and update training plan
- Q3: Conduct stakeholder feedback survey and implement improvements
- Q4: Review progress towards KPIs and adjust strategies for final year



Year 4 (2027)

- Q1-Q4: Finalize implementation of digital transformation roadmap
- Q1-Q4: Focus on consolidating gains and preparing for long-term sustainability
- Q2: Conduct mid-year performance review and adjust strategies as necessary
- Q3: Conduct stakeholder feedback survey and analyze results
- Q4: Review final progress towards KPIs and celebrate successes



Year 5 (2028) and Beyond

- Continue to refine operations manual and procedures based on learnings
- Provide ongoing staff development and training
- Conduct regular stakeholder feedback surveys and implement improvements
- Review progress towards KPIs and adjust strategies as necessary
- Embed a culture of innovation and continuous improvement

AOA Short and Long-Term Goals

| LONG-TERM GOALS (YEARS 1-5) | |
|--|---|
| <ul style="list-style-type: none"> • Achieve a project success rate of 80% • Increase revenue from training sites by 20% • Attain a trainee Net Promoter Score (NPS) of 70% • Expand continuing professional development (CPD) programs by 20% and learners by 30% • Embed a culture of innovation and continuous improvement • Consolidate gains and achieve long-term sustainability | |
| SHORT-TERM GOALS (YEAR 1) | |
| <ul style="list-style-type: none"> • Develop an operations manual outlining standardized procedures and guidelines • Implement a performance management framework with key performance indicators (KPIs) and regular reporting • Conduct a staff development needs assessment and develop a training plan • Develop a stakeholder engagement plan with regular communication and feedback mechanisms • Conduct a digital maturity assessment and develop a digital transformation roadmap • Begin implementation of digital solutions outlined in the transformation roadmap | |
| SHORT-TERM GOALS (YEAR 2) | SHORT-TERM GOALS (YEAR 3) |
| <ul style="list-style-type: none"> • Continue staff development and training • Roll out additional digital solutions from the transformation roadmap • Conduct a mid-year performance review and adjust strategies as necessary • Conduct a stakeholder feedback survey and analyze results • Review progress towards KPIs and celebrate successes | <ul style="list-style-type: none"> • Continue implementation of the digital transformation roadmap • Refine the operations manual and procedures based on learnings • Conduct a staff development needs assessment and update the training plan • Conduct a stakeholder feedback survey and implement improvements • Review progress towards KPIs and adjust strategies for the final year |
| SHORT-TERM GOALS (YEAR 4) | SHORT-TERM GOALS (YEAR 5 & BEYOND) |
| <ul style="list-style-type: none"> • Finalize implementation of the digital transformation roadmap • Focus on consolidating gains and preparing for long-term sustainability • Conduct a mid-year performance review and adjust strategies as necessary • Conduct a stakeholder feedback survey and analyze results • Review final progress towards KPIs and celebrate successes | <ul style="list-style-type: none"> • Continue to refine the operations manual and procedures based on learnings • Provide ongoing staff development and training • Conduct regular stakeholder feedback surveys and implement improvements • Review progress towards KPIs and adjust strategies as necessary • Embed a culture of innovation and continuous improvement |

Conclusion

The Academic Operation Administration's strategic plan provides a roadmap for achieving excellence in academic operations within the Riyadh Second Health Cluster. Grounded in evidence-based practices and a deep understanding of the current market and future trends, the plan outlines a clear vision, objectives, and strategies for success. Through a focus on standardization, performance excellence, staff development, and digital innovation, the administration is well-positioned to revolutionize the delivery of academic training and services.

The implementation timeline provides a clear roadmap for achieving both short-term and long-term goals. By prioritizing staff development, stakeholder engagement, and continuous improvement, the administration will build a strong foundation for success. The commitment to metrics-driven decision making will ensure progress towards objectives is regularly reviewed and strategies adjusted as necessary.

Strategic planning is a process that helps you determine what you want to achieve, how you will measure success, and what steps you need to take to get there. It is a roadmap that guides your decisions and actions, ensuring everyone in the organization is aligned and working towards common goals.

As the administration embarks on this exciting journey, it is imperative to remain agile and adaptable in the face of a rapidly changing health care landscape. By embedding a culture of innovation and continuous improvement, the administration will be well-positioned to navigate challenges and capitalize on opportunities.

The Academic Operation Administration's strategic plan is not just a document – it is a living guide that will shape the future of academic training and services within the Riyadh Second Health Cluster. With a steadfast commitment to excellence and a focus on stakeholder needs, the administration will undoubtedly achieve its vision and make a lasting impact on health care education.

The journey to excellence begins now. Let us embark on this exciting chapter in the history of the Academic Operation Administration with enthusiasm, dedication, and a steadfast commitment to revolutionizing academic training and services.



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