Department of Medicine- Modeling a Culture of Wellness

Section 1: General Information

1.1 Purpose
This document is a guide for modeling a culture of wellness within the Department of Medicine. We expect our leaders to adopt as many of these best practices as possible, which will eventually cascade to all members of the department.

1.2 What is included?
- Section 2 - Meetings
- Section 3 - Managing Workload
- Section 4 - Out of Office
- Section 5 - Communication Platforms Etiquette

1.3 Who is included?
All Department of Medicine Faculty and Staff (IU and IUHP).

Section 2: Meetings

2.1 Timing
- Keep meetings between 8am and 5pm when possible
- No meetings after 1pm on Fridays
- Limit meetings to 45-50 minutes
- Evaluate the necessity of meetings to determine if the frequency should be reduced or if the meeting should be eliminated. (Are there agenda items? Do we really need a meeting?)

2.2 Flexibility
- Offer a virtual option for all meetings, if possible
- Always offer a virtual option for the occasional early/late meetings

2.3 Calendaring
- For efficient scheduling of meetings, keep your Outlook calendar up to date
- Send Outlook calendar invitations to save the date & time as opposed to sending an email to hold. Ensure all pertinent details are accessible on mobile devices, including day of the week (i.e. Monday 9/19/22).

Section 3: Managing Workload

3.1 Schedule
- To prevent remote work from exceeding your regular work hours, set boundaries to protect your time away from work.
- Consider flexible schedules beyond the standard 8-5 (depends on role)

3.2 Emails
- Discourage weekend emails

- If sending emails after traditional work hours or over the weekend, use the delay feature in your email
- Recipients in "to" line have action items and "cc" line are FYI only

Section 4: Out of Office

4.1 Emails
- Turn on Out of Office (OOO) messages when on PTO or out sick
- If someone has an OOO on, utilize the delay feature for when that individual returns to work (not including group emails)

4.2 All Personnel
- Actively encourage personal time-off (PTO)
- When out on PTO, disconnect and assign someone as your proxy
- When you are sick, don't work
- Add an "ahead of time" out of office message to your email signature, letting people know beforehand, "I will be out of the office the last week of March"
- Silence or pause notifications on mobile devices during OOO

Section 5: Communication Platforms (Emails, Teams, Diagnotes, Text Messages)

- Refer to sections 3.2 and 4.1
- Consider making a phone call to your recipient, if your email is turning out to be greater than a paragraph long OR when an email chain has gone back and forth a few times.
- Be mindful of your intended audience. Before responding to a group email thread, consider whether additional communication with the whole group is necessary. It may be sufficient to limit your response to specific individuals in the group.
- Consider adding action items in parenthesis at the end of the subject line, such as (reply requested), (no reply needed), (FYI only), (reply at your convenience (AYC); not urgent)
- Communicate expectations or deadlines in your "ask" to reduce email traffic
- Blind carbon copy (BCC) names when sending large emails
- Utilize signature options for email replies
- State "no response needed" if you want to limit "thank you" and "you're welcome" responses
- Put any deadline date in the subject line of email
- Add a message about replying during business hours in signature block
- Avoid making Teams calls or sending Teams messages outside of normal business hours
- Email subject lines should be descriptive for searching/filing

Resource Section:

The following pages provide examples and/or instructions on these suggestions. For easy navigation, please click on the resource you seek to go directly to example or instruction.

- ➢ Out of office examples
- ➢ Signature block add-on examples
- ➢ Using "My Templates" add-in when composing an email
- ➢ Delay Email Delivery Send via "Viva Insights"
- ➢ Delay Email Delivery Send via "Options"

Out of Office (OOO) Examples:

Example 1:

Sorry to miss your message. I will be out of the office on [insert dates]. I will respond to your message after I return. If you have not heard back from me by [insert date], please kindly send me another email message to grab my attention. Thank you!

If you have an urgent request, then you may reach out to [insert name] [insert email address].

Example 2:

Sorry to miss your message. I will be out of the office on [insert dates]. I will respond to your message after I return. Thank you!

Please consider reaching out to the following:

For requests related to grant submissions, please contact [insert name] [insert email address].

For requests related to finances, please contact [insert name] [insert email address].

For all other urgent requests, then you may reach out to [insert name] [insert email address].

Signature Block Add-on Examples:

- ➢ *My working day is not necessarily the same as your working day. Please do not feel obligated to respond outside of your working hours.*

- ➢ *Unless requested, please reply at your convenience during business hours.*

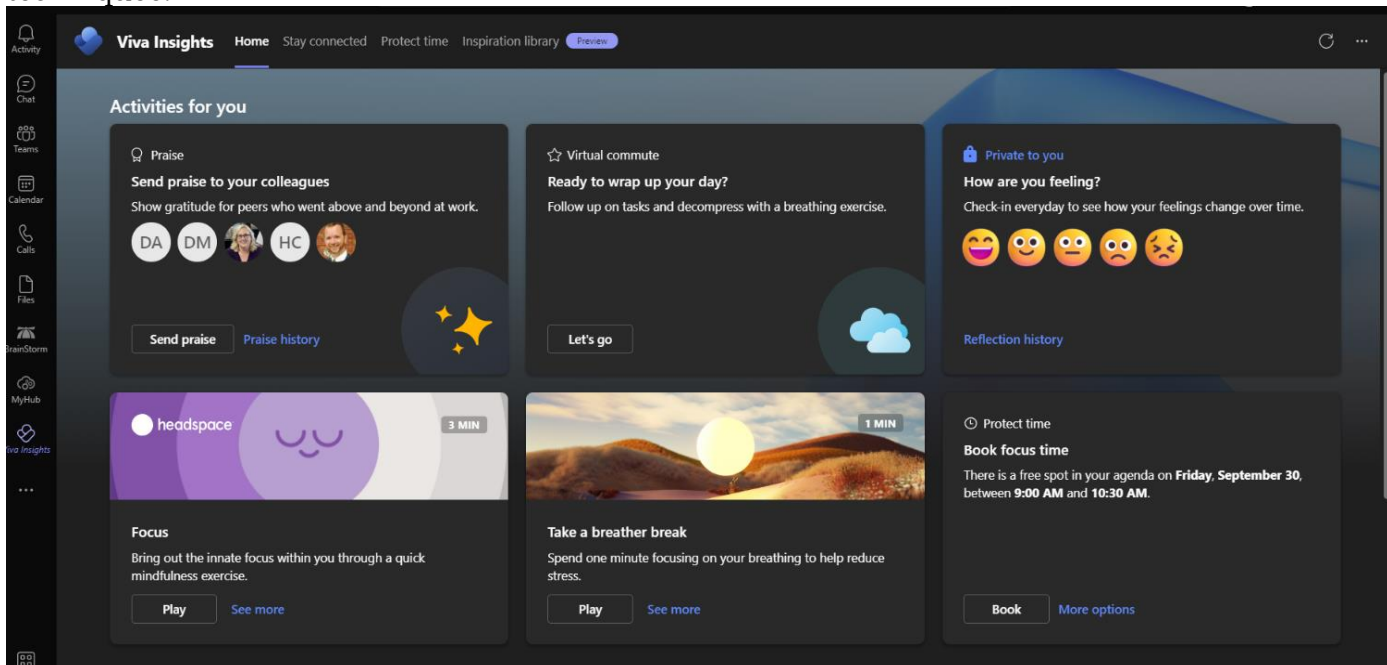*Department of Medicine- Modeling a Culture of Wellness*

Using "My Templates"

When composing an email, you can use this add-in to create and use templated responses to make it faster to respond to frequently asked questions.
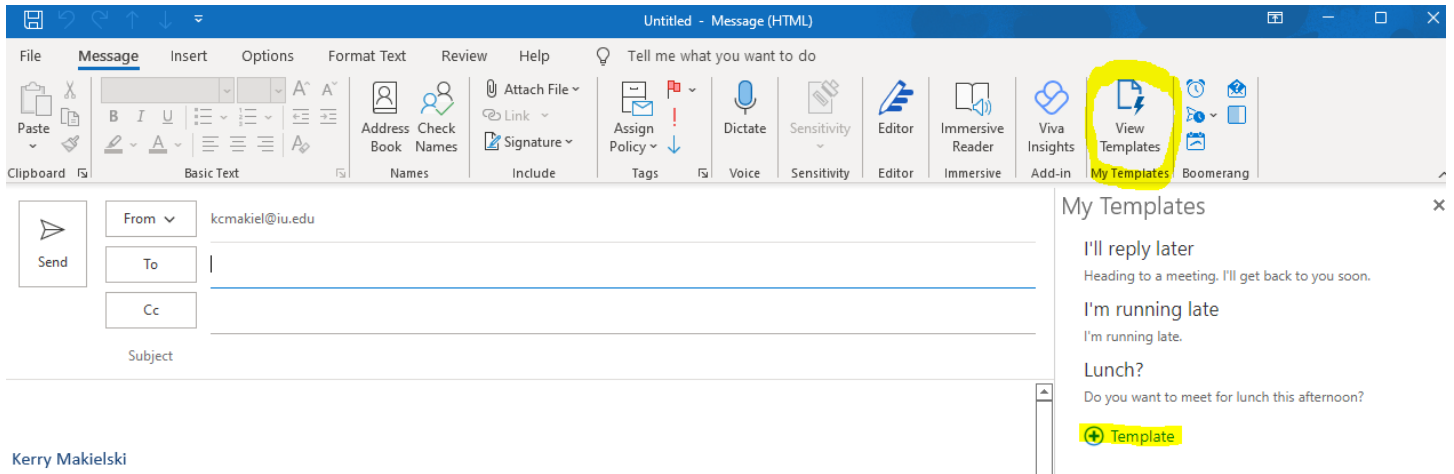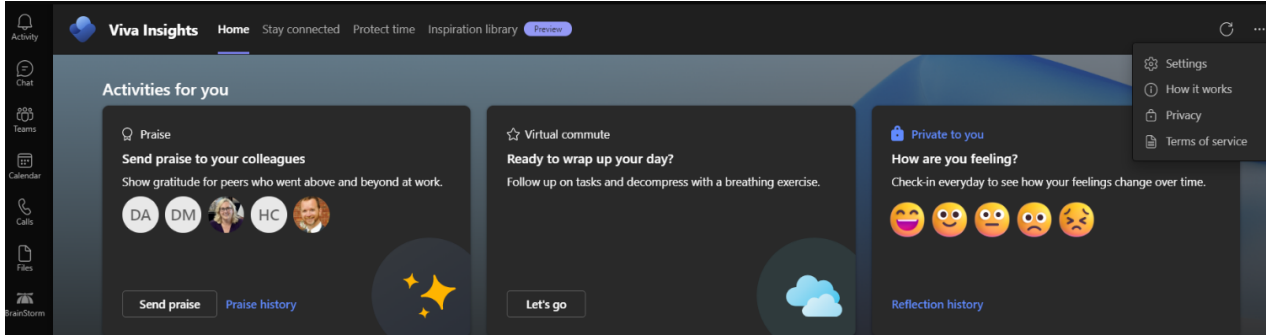

Delay Email Delivery Send via Viva

Viva Insights offers a lot of useful tools, you may go through teams and search viva insights and click on the App to utilize. It has a dashboard that can help you plan your day better and offers wellbeing techniques.

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Setting work hours in Viva Insights: Please set up your work week hours in viva insights- this can help you delay emails to others in a meaningful way. As you view the insights dashboard, if you go to the right and click on the three dots, click settings.

Then set up the appropriate work hours for you, as you can see below, and click save changes.
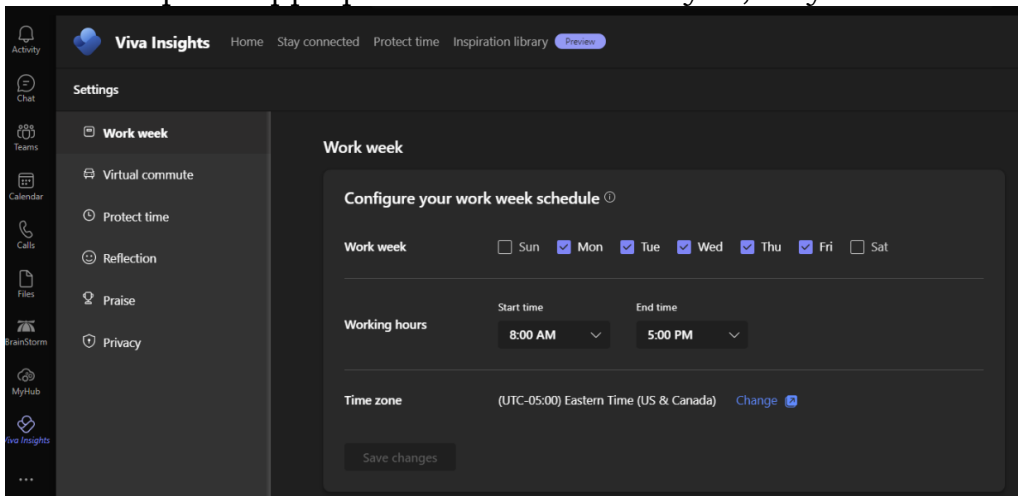
Opt-In to Viva Insights Email Delivery: Why? This helps set up a mechanism for you to easily delay emails to others during their non-working hours.
Video walk-through from Microsoft: https://vimeo.com/725822960

Opt in with Insights: You can also use the Outlook Insights add-in to opt into the Delay delivery plan as follows:

1. In the Outlook Insights add-in, select **Settings** (gear icon) to open it.
2. Change the setting for **Delay delivery** to **On**.
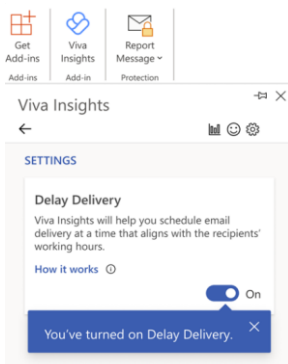
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Using Delay delivery with Viva Insights: When composing email in Outlook, you can delay delivery of an email as follows:

1. When you see a suggested delivery time while composing an email, such as **Thu, Nov 07 10:00 AM** (as shown in the graphic), select **Delay send** to confirm message delivery at that time.
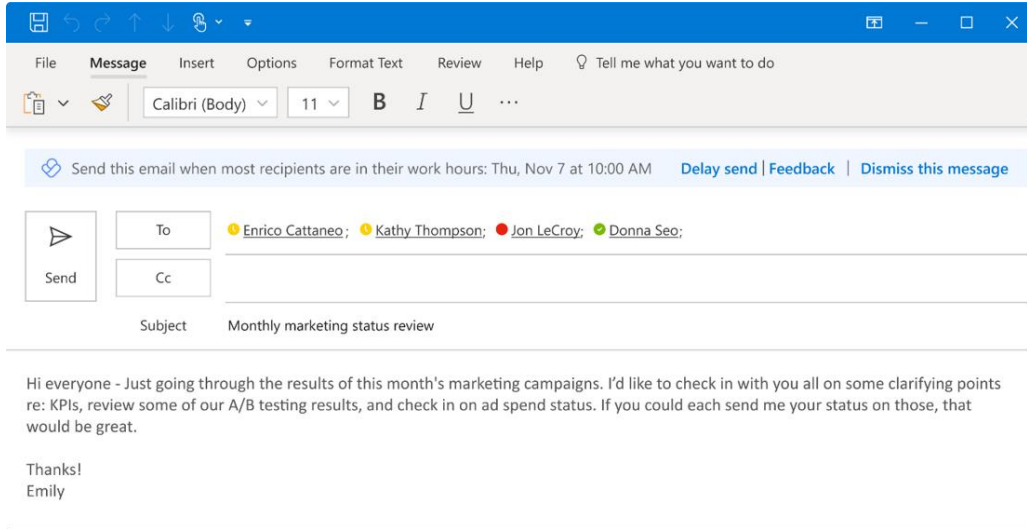
2. An insight opens to show the scheduled time. You can select:
   o **Send** (within the email) to send the email at that scheduled time.
   o **Edit time** (within the insight) to change the suggested delivery time, and then select **Send** (within the email) to send the email at the new time.
   o **Cancel delay** (within the insight) to cancel the scheduled delivery time, and then select **Send** (within the email) to send the email now.
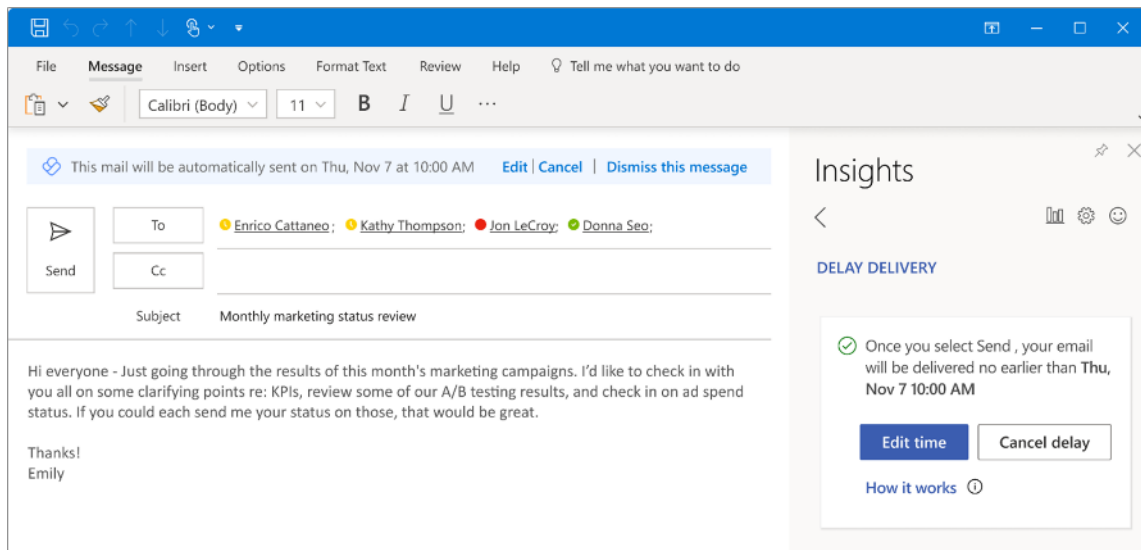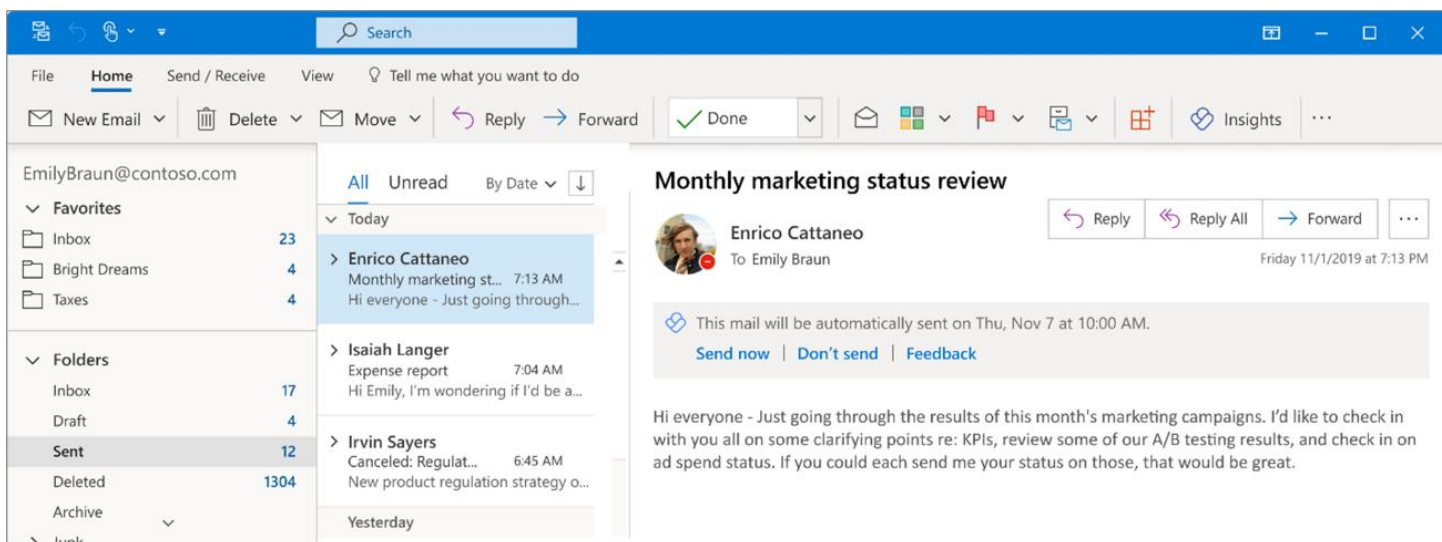
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3. After you send the email, it's kept in one of two places—the **Drafts** folder if you use Outlook on the web or the **Sent items** folder if you use Outlook for Windows—until the scheduled delivery time. At the scheduled delivery time, the email is automatically delivered to all recipients in the **To**, **Cc**, and **Bcc** fields for you.

   Before the message is sent, you can open the message and select:

   o **Send now** to ignore the scheduled delivery time and send the email now.
   o **Don't send** to stop the scheduled delivery time, which moves the email to your Outlook **Deleted items** folder.
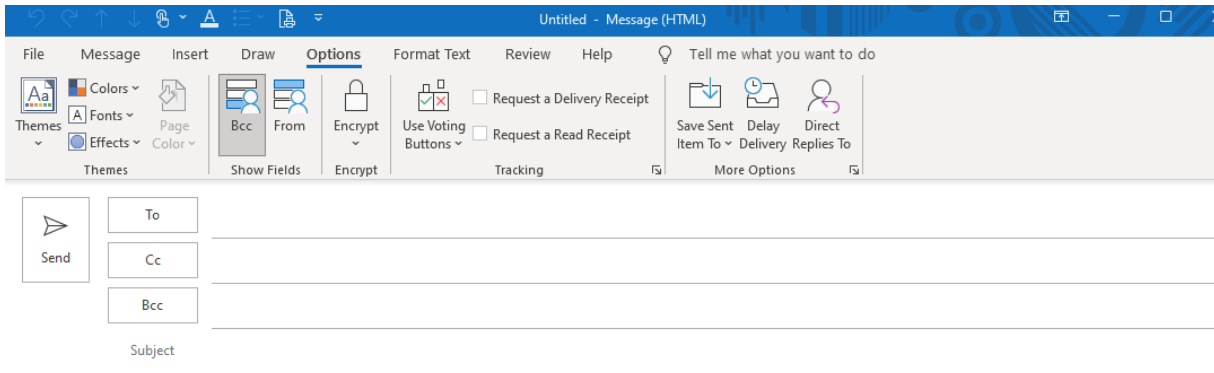
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Delay Email Delivery Send via "Options"

1) In the email message, you click **Options, Delay Delivery**

2) A properties screen will come up, and you will see the **Do not deliver** before checked; **you must set up the date and time** you want the message to be sent and click close.
   a. This will sit in your outbox and if you are connected at the time you set, it will send.
   b. **If you are not connected to outlook (offline)**, it will send at the next moment you connect. For example, if you pick 7:30a to send an email, and you log in at 7:47a, it will send when you connect to the outlook at 7:47a.