Florida Health Care Connections (FX)
Meeting and Email Standards

SECTION 1 MEETING STANDARD

Meetings require a high-level of effort to schedule. Keep in mind that fewer conference rooms are available at AHCA and the IS/IP Vendor is located off-site but is contractually obligated to provide meeting space. As you schedule a meeting, be sure to consider the guidelines provided below.

1.1 GUIDELINES FOR MEETING SCHEDULERS

- Before you schedule, consider:
  › Have all key individuals been identified who are necessary to resolve the issue (may not always be a manager)?
  › Is there any additional investigation that can/should be delegated before scheduling a meeting?
  › Can I solve this with a phone call, or a Microsoft Teams call if shared materials are needed, or an in-person visit?
  › If not and a meeting remains the best option, consider the appropriate meeting length (the minimal amount of time needed to accomplish the goal) and check online calendars for all key attendees by viewing their online schedules. This may mean looking at several schedule systems simultaneously (AHCA, SEAS, Vendor(s)).
  › What is the specific agenda and outcome or goal? Does everyone have all prerequisite knowledge available to contribute effectively? Have I taken the time to think through what I need to get out of this meeting?
  › Are there any preparatory materials that can/should be forwarded well ahead of the meeting? Could this pre-reading provide an opportunity to possibly eliminate the meeting?
  › Do I have the necessary materials prepared or can I at least get them prepared and delivered 24 hours (or more depending on the volume) before the meeting?
- Meetings must have a descriptive title and it must be placed in the Subject line.
- All meeting invitations must include FX in the Subject line (e.g., FX IS/IP Technical Status Meeting, FX IS/IP Training Plan Meeting, FX Risk Management Discussion, etc.).
Formal meetings are scheduled client meetings that contain pre-planned project-specific communication and plan for the identification of decisions and/or action items. The meeting types as defined include Scheduled Client Meetings with intent to make project-specific decisions, Interviews, Presentations, etc. Formal meetings require IV&V attendance whenever AHCA staff is present, invitations must include the IV&V project lead, their backup, Peter.Wall@nttdata.com and the general IVV@nttdata.com addresses included in the CC line of the invitation. Invite the project’s AHCA Contract Manager and AHCA Team Lead if not already invited (e.g., IS/IP-Angela McKenny; IS/IP-Angel Garay), as well in the CC line of the invitation.

Invite the SEAS Contract Manager, Darlene McDonald, to all meetings. In addition, be sure to invite FXProjects@ahca.myflorida.com to all meetings.

Examples of formal meetings include status, schedule, decision, lessons learned, product walk-throughs, etc.

Review the following items to include and consider when preparing a meeting invite:

- Meetings must have a stated purpose, goal, and an agenda
- Paste these elements into the meeting notice and include presenters, if applicable
- Meeting facilitator (This is usually, but not always, the person who set the meeting, however, it should be stated explicitly who will be facilitating.)
- Please do not assign a meeting to someone else to facilitate without discussing it with them first
- Agenda
- Brief description of attachments
- Meeting notice should also state whether or not copies of materials will be provided at the meeting
- Meeting invitations should include directions to the meeting location if not in the description on the Location line
- In general, all meetings should include a Microsoft Teams phone number invitation to support attendance by all regardless of location
- It is preferable to get meetings scheduled one to two weeks prior the meeting
- Attach meeting materials in the meeting notice NO LATER THAN 24 hours prior to the meeting and send a meeting update to accomplish this

Informal meetings do not require an agenda or documented meeting minutes. If action items and decisions resulting from informal meetings are pertinent to project-wide operations, schedule, budget, or staffing, they are to be reviewed in a formal meeting for capturing/logging and for communication purposes. Informal meetings, also known as workshops, do not require IV&V attendance or the AHCA SEAS Contract Manager. Examples include logistics, conversations, collaborations, DED/Deliverable walk-throughs or discussions, workshops, one-on-one with executive sponsors or team leads, or preparation meetings for formal meetings. Invitations for informal meetings should follow the same format as noted in formal
meetings above. Remember to also invite FXProjects@ahca.myflorida.com to informal meetings as well.

- The meeting organizer must include both lead and back-up team members in meetings and reviews of the activities assigned. If you are not sure of the AHCA FX Team assignments for your team, please ask the FX SEAS Team Lead. If you are not sure of the IV&V FX Team assignments, ask the AHCA FX IV&V Coordinator.

- Whoever sends out a meeting invite is responsible for logging the meeting in the SEAS Meeting Log found [here](#). The Meeting Log should include the formal agenda and presentation materials. Upon completion of the meeting, minutes are produced and added to the Meeting Log. Remember that if a formal meeting is the result of an informal meeting, all original applicable materials should also be loaded into the Attachments section of the Meeting Log.

- All formal meetings require an agenda (minimum 48 hours before the meeting) and meeting minutes (maximum 48 hours following the meeting) to be sent out to meeting participants—these should also be uploaded to the FX Projects Repository using the appropriate template (maximum 48 hours following the meeting), which can be found in the FX Projects Repository at Florida Health Care Connections > FX Home > Templates. It is the responsibility of the meeting organizer to ensure there is a minute taker at their meeting.

- If you cancel a meeting, please remember not to delete the meeting from the Meeting Log. Instead, preface the name of the meeting with CANCELED. In addition, be sure to remember to cancel your room reservation through the AHCA Portal or with the meeting space owner.

### 1.2 Guidelines for Meeting Attendees

- Think before you accept.
  - If you think you are not the right person for the meeting, let the organizer know before the meeting so they can adjust the invite.
  - If you delegate the meeting, notify the meeting organizer and prepare your delegate (e.g., What do they need to know to effectively represent you? Do you expect them to set five (5) minutes to brief you or to summarize the key points for you in a one-paragraph email? Do you expect them to update you only if the conversation deviates from what you discussed with them?).

- If you accepted a meeting, show up. They are counting on you.
  - If you are going to be late, let the leader know.
  - If you will need to leave early or step out of the meeting for a period, let the leader know before the meeting starts.

- Read the materials before the meeting.

- Pay attention and be engaged, you have been invited intentionally!
  - If you don’t think you should be there, see the first bullet for next time!
Utilize technology judiciously (e.g., reading and responding to text and email during discussion can be distracting to other attendees).

Unless the format supports this, keep side conversations to a minimum to avoid missing critical details, requesting attendees to repeat themselves, or inhibiting others from hearing the main conversation.

- Respect the meeting leader.
  - Their job is to achieve the goal within the time allotted. That may mean they gently stop you from going down rabbit holes or monopolizing the conversation. It’s not personal. If you feel the discussion requires further time, request the meeting leader schedule a follow-up meeting.
  - Limit your comments to the items on the agenda.
    - If you need to accomplish other business with meeting attendees, do it before or after the meeting, however, remember that meeting space is difficult to obtain so please take those conversations to another location.

1.2.1 SAMPLE MEETING INVITATION

Title: FX IS/IP Workstream B Schedule Meeting (Note: The title must include both FX and the project name. In this example, IS/IP is called out as the specific project name.)

Meeting Leader: Juan Valdez

Location: Conference Room 2215, AHCA Building 3. From main entrance, take elevator on the left up to second floor. Exit elevator and go left to the last hallway on the right. Go right and follow that hallway to the last conference room before you reach the end of the hall. Meeting room is on the left.

Purpose: This meeting is to discuss the IS/IP Workstream B staffing plan for the coming month to include State holidays.

[Bad example: Talk about Workstream B staff.]

Goal: Review and create options to achieve Workstream B goals considering three (3) State holidays occur during the month of November.

[Bad example: See who can do what.]

- Brief description of attachments.
- Meeting notice should also state whether or not copies of materials will be provided at the meeting.
- Meeting invitations should include directions to the meeting location if they are not already in the description on the Location line.
In general, all meetings should include a Microsoft Teams phone number invitation to support attendance by all regardless of location.

**Agenda**

1. Review purpose and goal of meeting  
   - Juan
2. Brief overview of planned Workstream B tasks and assigned staff  
   - Janice
3. Present effects of three (3) non-workdays in November (plus vacations)  
   - Janice
4. Discussion of staffing options to support vacations  
   - Juan
5. Choose option  
   - Juan
6. Understand/document effects on deliverables, other projects, etc.  
   - Juan
7. Review action items  
   - Shawn

**Attachments:** Copies of Agenda and Options will be provided at the meeting.

- **Options:** A must-read! This two-page document describes the three options to support vacation plans of all assigned project staff and includes sample Workstream B staffing plans to meet November tasks.
- **Background:** A must-read! This is a one-page document of three non-workdays in November outlining the options for staffing.

[Bad example: Organizer attaches six documents labeled non-descriptively (e.g., Report 1) and gives no guidance as to what is most important.]

**SECTION 2   EMAIL STANDARD**

- Send email to key recipients of the email information when action is required. Be sure to include all recipients who need to be informed of the email in the **CC** line.
- Use clear subject lines, preferably indicating whether action is needed or not (e.g., review needed, FYI only).
- Put due dates in **Subject** line. Use **COB** for close of business and include the day and date.
  - Example: Respond by COB Tuesday, December 3, 2019
  - Example: Respond by 11 a.m., 12/3/2019
  - Example: No Response Required
- Keep emails short. If it’s long, it shouldn’t be an email.
- Summarize action needed at the top and highlight the relevant parts of the long email string.
- Use a signature block when sending emails to outside recipients and at a minimum, include the following:
2.1 **EMAIL ETIQUETTE**

- Use the out-of-office option when you will be out or unavailable. Identify who to contact for assistance in your absence. Set the out-of-office message to expire when you are back so it turns off automatically.
- Limit exchanges; if it isn’t being resolved in one or two exchanges of emails, take it offline and call or set a meeting.
- Unless a confirmation is requested via email, do not send a *thank you* email.
- Do not *Reply All* unless all people truly need to know the information.
- Use email only for appropriate topics (e.g., highly complex or emotional issues are not appropriate for email). Remember that all emails are public record.
- Context must be considered in the email and tone should be respectful.

2.2 **ADDING A DOCUMENT FOR REVIEW**

- Cover sheet (for email, this should be the first part of the email)
  - In plain language (explanation that all reviewers can understand; spell out acronyms and abbreviations with first use; be sure complex and technical terms are in the FX Projects Glossary):
    - What is this?
    - What do you need from the reviewer?
      - Responses to specific questions (best choice)
      - Specific areas reviewed with concerns and questions listed (better choice)
      - Review and comment (not a good choice)
  - Deadline for review and directions for reader after they have reviewed the document
- Include links to whole documents (if located on SharePoint), not just excerpts, and the location that any additional reference or supplemental materials can be found
- Highlight or flag the areas that require special attention and note why (e.g., they are significant new language, they are potentially controversial, etc.)
- Identify pre-approved language or language that is part of a standard template so that reviewers don’t spend time on these sections
- Flag where to sign if it is not on the cover sheet
› Do not cover the place where the person needs to sign or date

- Indicate if the document has comments or track changes and how they should be addressed by the reader