GENERAL COMPETENCIES

Collaboration & Teamwork: Effectively participates and contributes as a member of a team, making contributions to organizational efficiency and effectiveness.
- Demonstrates willingness to work cooperatively with others for the purpose of achieving BMC’s business objectives.

Communications: Communicates effectively with others using the range of methods and tools available in both individual and group settings and with co-workers, patients, internal and external customers.
- Clearly conveys ideas, concepts, and directions; listens attentively to others’ points of view; keeps others informed about things that affect them through clear, timely, open, and honest communication.

Cultural Awareness: Respects and works effectively with individuals having diverse styles, abilities, motivations, and backgrounds; has the commitment and ability to include one’s own as well as others’ different cultural perceptions, assumptions, norms, beliefs and values.
- Contributes to a work environment in which differences are valued, encouraged, and supported.

Ethical & Professional Conduct: Demonstrates behaviors that reflects and maintains a positive attitude; exhibits integrity, honesty, trust, manners and etiquette and a strong work ethic.
- Commitment to BMC’s mission, values and goals.
- Takes pride in their appearance and adheres to BMC dress code.
- Reports for scheduled shifts on-time; completes work assignments while demonstrating productive work habits.

Flexibility and Change: Maintains effectiveness when experiencing changes in the work environment or conditions affecting BMC.
- Recognizes, initiates, engages and alerts others regarding the need for change.
- Adapts positively to change in direction, priorities, schedules and responsibilities.

HIPAA/ Regulatory Compliance: Complies with all state/federal regulations, and published guidelines as stated in BMC policies and procedures (3 = Meets Standards, 2 = minor infraction, 1 = major infraction)

Initiative: Performs and accomplishes assignments independently, requiring minimal supervision.
- Sees and acts upon opportunities.
- Independently recommends ideas and projects, promptly addresses problems and develops solutions.
- Acts independently within established guidelines.

Patient Centered Care/Customer Service: Strives to provide superior services for patients, internal and external customers, making each interaction a positive one. Delivers quality service through a customer-focused mindset that acknowledges the importance and value of the person being served.
- Recognizes the patient or designee as the source of control and full partner in providing compassionate and coordinated care based on respect for patient’s preferences, values and needs.
- Develops and maintains strong external/internal customer partnerships by identifying and anticipating needs and meeting/exceeding requirements and specifications.