Professionalism

Definition

Clearly and succinctly conveying information and ideas to individuals and groups.

Successfully meeting expectations for professionalism at Baylor College of Medicine means that the individual consistently displays all or some of the following behaviors.

Professionalism Behavior Statements

Maintains a customer* focus.

- Ensures customer perspective is driving force behind business decisions and activities
- Actively seeks information to understand customer circumstances, problems, expectations, and needs
- Identifies breakdown in internal processes and systems that directly impact customer service and retention
- Designs and implements service practices, processes, and procedures that meets customers' and organizational needs
- Shows interest in customers by asking the right kinds of questions, listening, and understanding what is important to them
- Responds to customer service/patient satisfaction situations by listening to concerns and taking action to address those concerns
- Promotes customer service as a value
- Makes sure that customer solutions, practices, and procedures are carried out and achieve their objectives
- Displays a "can-do" attitude in the face of crisis or customer issue
- Works with others employees, units, and departments to improve collaboration and coordination to increase customer satisfaction
- Expresses a willingness to change to improve focus on customer
- Provides alternatives to resolve unrealistic customer expectation
- Proactively reaches out to understand and problem solve customer related concerns
- Works with staff to identify solutions to prevent service-related concerns in the future
- Shares best practice information around customer satisfaction with managers and peers
- Evaluates impact of business decisions on customers and develops strategies to mitigate negative impact
- Create environment fully supportive of customer's rights and responsibilities
- Shows interest in, anticipates, and responds timely to customer needs
- Provides to customers status reports and progress updates
- Seeks customer feedback and ensures needs have been fully met
- Emphasizes a team approach to providing great customer service

*At Baylor College of Medicine customers may refer to patients, students, trainees or others with whom the faculty member interacts on a regular basis.

Creates and maintains a safe environment for themselves and others.

- Adheres to all workplace and trade safety laws, regulations, standards, and practices
- Performs work in a safe manner at all times
- Understands aspects of providing a safe environment
- Avoids shortcuts that increase health and safety risks to self or others.
- Maintains emergency supplies and/or personal protective gear
- Organizes the personal workspace to minimize the likelihood of an accident or other unsafe situation

- Checks for and reports potential hazards or breaches of security plans while in the workplace or in the field
- Responds positively to safety-oriented feedback
- Encourages and supports others to be safe while at work
- Reports or corrects unsafe working conditions until resolved
- Completes all requires training
- Takes personal responsibility for safety
- Monitors safety issue after taking corrective action to ensure continued compliance
- Promote safety through effective communication
- Anticipates and manages situations that may cause safety related issues

Cultivates clinical and business partnerships.

- Initiates and maintains relationships with stakeholders inside and outside of BCM and affiliates
- Analyzes the organization and own area to identify key relationships that should be initiated or improve to further the attainment of own area's goals
- Cultivates an active network of those with knowledge and influence to advance political and business goals
- Offers valuable information and resources to clinical and business partners
- Works with partners to create win-win outcomes
- Recognizes and address actions that may threaten collaborative relationships while suggesting an alternative approach with a favorable outcome
- Asks questions, seeks advice, and solicits suggestions from others to build relationships and enhance understanding
- Networks with external organizations and partners to identify how they may support achievement of BCM's goals
- Invites key partners to provide training on how to best work with their organization
- Exchanges information with potential partner areas to clarify partnership benefits and potential problems
- Collaboratively determines the scope and expectations of the partnership so that both areas' needs can be met
- Determines courses of action to realize mutual goals
- Facilitates agreement on each partner's responsibilities and needed support
- Places higher priority on organization's goals than on own area's goals
- Anticipates effect of own area's actions and decisions on partners
- Influences others to support partnership objectives
- Implements effective means for monitoring and evaluating the partnership process and the attainment of mutual goals
- Reaches out to new team members to support successful onboarding and integration into the organization
- Participates in meetings to coordinate the activities of individual work areas
- Serves on organizational teams to support the achievement of organization-wide goals and objectives
- Seeks the input of important stakeholders from other works areas or departments when formulating plans and schedules
- Collaboratively identifies operational problems/issues and develops solutions with members of other work areas or departments
- Provides feedback to other work areas or departments to support achievement of organizational goals