



Human Resources

Corporate Competencies



Just Culture at GBMC

- Just Culture ensures that GBMC practices
 - ✓ as a **learning** organization
 - ✓ that we learn from our mistake
 - ✓ that we share information, and work together to create systems that limit mistakes.
- Employees should feel safe to report a mistake, so that learning takes place for the employee and to ensure the system always works towards best practice.
- Please contact your Supervisor or Human Resources for more information.





GBMC G.R.E.A.T.E.R Behaviors

RESPECT: Treat everyone with COURTESY and foster HEALING ENVIRONMENT.

EXCELLENCE: STRIVE FOR SUPERIOR PERFORMANCE in every aspect of my work.
RECOGNIZE AND CELEBRATE the accomplishments of others.

ACCOUNTABILITY: I will be PROFESIONAL in the way I act, look and speak. I will take OWNERSHIP to solve problems.

TEAMWORK: I will LISTEN actively; I will KEEP PEOPLE INFORMED.

ETHICAL BEHAVIOR: I will treat everyone with FAIRNESS. I will PROTECT the Patient

RESULTS: I will SET GOALS and measure outcomes that are in line with our Mission and Values. I will GIVE AND ACCEPT HELP to achieve goals.



Diversity & Inclusion Programs at GBMC

Objective:

- ✓ Ensure a diverse workforce and foster an inclusive workplace
- ✓ Provide employee training so we can provide culturally competent service of the highest quality to every patient
- ✓ Provide training and education to ensure we respect and embrace all people, regardless of age, race, ethnicity, sex, gender identity, religion, socioeconomic status, sexual orientation or disability.
- ✓ To generate an atmosphere of celebration around diversity and break down barriers to improve understanding among our employees.



GBMC Diversity & Inclusion Resources & Tips

- ***MONTHLY LEARNING FORUMS:*** located at GBMC Hospital Civiletti Conference Rooms on educational topics that foster diversity.
- ***DIVERSITY & INCLUSION TALK LINE (443-849-3199)*** - educational tool to request education about cultural differences. This is *not* a compliance hot-line.
- ***AFFINITY WORK GROUP*** – also called an employee resource group, is a group of employees with a common interest. Members typically share certain characteristics or experiences but welcome outsiders, as well, to foster inclusion.

PRACTICING DIVERSITY & INCLUSION TIPS :

- Treat people with courtesy, politeness, kindness, and use respectful language
- Use the Platinum Rule: “Treat others as they want to be treated.”

Where to Find GBMC Policies and Procedures

- Go to the: [InfoWeb](#) - which is found when you access Internet Explorer on any GBMC, Gilchrist, or GBMC Health Partners computer.
 - Click on the [“Policies/ Procedures” tab](#) at the top of the InfoWeb introductory page.
 - Search for Policies and Procedures by topic



Sample Policies

- Tuition Assistance; Absence and Lateness; Vacation, Holidays and Personal Leave; Bereavement leave; Promotions, Transfers, and other important policies.
(NOTE: If you are a Gilchrist employee, you may have additional policies to review. Gilchrist employees should also check with their supervisor about local Gilchrist policies.)
- Employees should check with your immediate supervisor with questions about policies or concerns about their work environment.
- Please contact your Human Resources Business Partner if additional information needed.



Employee Health Services (EHS)

- Located in Main Hospital on 4th Floor – Elevator E
 - Open Monday through Friday: 7 a.m. to 4 p.m.
 - **After hours or Holidays:** injured employees should report to the Emergency Department located on 3rd Level – Elevator E
 - Supports GBMC, Gilchrist, GBMC Health Partners, and GBHA
- Ensures GBMC employees comply with all mandated health requirements such as but not limited to:
 - Flu Shots
 - PPD testing
 - Fit Testing
 - Employee Injury prevention and administration
 - Drug Testing
 - Pre-employment Physicals and Onboarding
- EHS does NOT treat non-work related illness or injuries. Employees must see their personal primary care provider
- Email- employeehealth@gbmc.org or call 443-849-2239





How to Comply with EHS Requirements

- **Immediately notify supervisor of potential workplace hazards or safety issues.**
- **Immediately Seek Care from EHS or the Emergency Department for ALL Workplace Injuries**
 - Notify your supervisor immediately upon injury
 - Report to the EHS Department located on the 4th Floor – by Elevator E, Monday – Friday, 7 a.m. to 4 p.m.
 - Report to the GBMC Hospital Emergency Department from 4 p.m. to 7 a.m. or on weekends, holidays
 - Mandatory completion of injury report within 48 hours of injury
- **Always wear appropriate Personal Protective Equipment (PPE) when working.**
 - Examples include: Gloves, Face Shields, Masks, Safety Belts
- **Remain compliant with EHS requirements**, examples: Flu Shots, Fit Testing, Immunizations
- **Do not report to work under the influence of alcohol or drugs that impair performance**
- **Report to EHS Office :**
 - Returning to work after missing 3 or more consecutive days of work.
 - Cannot perform full-duty or work safely
 - Returning after being away due to a work-related injury or FMLA
- **Remain alert when performing work tasks; Use proper body mechanics and appropriate lift equipment.**



Employee Acknowledgements

- ✓ I acknowledge it is my responsibility to maintain my licenses and certifications as required by my position
- ✓ I acknowledge that it is my responsibility to complete the GBMC annual competencies by the annual deadline.
- ✓ I acknowledge that it is my responsibility as an employee of GBMC to follow and practice the Greater Values and Behaviors in all of my interactions at GBMC.
- ✓ I acknowledge that as GBMC is known for high quality patient care, and that all positions, either directly or indirectly, impact this care. Therefore, I further acknowledge that **complying with GBMC Policies and Procedures is a condition of my employment.**



“More Joy” at GBMC

- **GBMC cares about our employees! We provide many opportunities for Employee Engagement, Fellowship and Recognition, such as the following:**
- **Four Aims Recognition:** Managers reward employees & teams for contributions to our Four Aims: Better Health, Better Care, Least Waste, and More Joy
- **Peer-to-Peer Recognition** allows employees to nominate fellow employees for recognition.

EVENTS:

- ✓ Monthly Luncheons with the President
- ✓ Annual Celebrations for Hospital Week and the Employee Barbeque
- ✓ Annual Employee Recognition Banquet to celebrate GBMC Service Awards
- ✓ Annual gift of a Thanksgiving Turkey and Special, free Holiday Meal.
- ✓ Tuition Reimbursement to further your Career
- ✓ Free Parking
- ✓ New Fitness & Wellness Center
- ✓ Annual Benefits Fair



- **The Employee Engagement Survey:** Employees can provide feedback to leadership on how to make GBMC a GREATER Place to Work!