

Beaumont Mission, Vision, & Standards

Mission

We will provide the highest quality healthcare services to all of our patients safely, effectively and compassionately, regardless of where they live or their financial circumstances.

Vision

We will rank among the nation's leading institution in the provision of health care services, patient safety, medical education, research and financial performance.

The Beaumont Standards

The Beaumont Standards will be known, owned and energized by all who wear the Beaumont badge.

Service

We make those we serve our highest priority

Expected behaviors:

- Response— Provide prompt and appropriate attention to our patients and visitors. If a patient's call light goes on, anyone is responsible to respond regardless of job classification.
- Information— Provide clear explanations and accurate information every 20 minutes or as appropriate.
- Assistance— Proactively take any concern or complaint seriously and seek resolution with empathy and understanding. Ask for help if needed.
- Introductions— In person, or by phone, smile and introduce yourself by name, function and service you are offering.

Address patients/ families by their name and proper title (i.e. Mr., Mrs., Ms.). Answer phone calls within three rings, ask for permission to put a caller on hold (if needed) and always ask, "How may I help you?"

Ownership

We are positive ambassadors who take responsibility for creating the "Beaumont Experience"

Expected behaviors:

- Directions— Offer to escort others who appear lost and in need of assistance. Use full hand gestures when directing.
- Safety— Support a safe environment through pro-active attention to, and reporting of, potential hazards. Wash your hands.
- Environment— Promote a clean, quiet and healing atmosphere. Refrain from loud talk and excessive noises.
- Eco-friendly— Pick up litter and recycle or reuse materials when possible.
- Innovation— Create a culture of excellence through suggestions, performance improvement and continued personal growth and development.

Attitude

We demonstrate and encourage positive behaviors with the highest degree of integrity

Expected behaviors:

- Courtesy— Use professional behaviors and language in all interactions. Greet everyone with an empathetic smile and eye contact. Offer to exit elevators if needed for patients/visitors to use first.
- Image— Observe the highest standards of professional behavior and appearance. Wear the Beaumont ID badge with name and picture displayed at all times.

Respect

We treat everyone with dignity and respect

Expected behaviors:

- Teamwork— Work together respectfully to create a team atmosphere. Avoid the use of hand held devices and cell phones in meetings.
- Dignity – Respect diversity including cultural and spiritual differences. Affirm patients' rights to make choices regarding their care. Support emotional needs.
- Confidentiality— Hold all patient and employee information in the highest confidence. Discuss patient information and use patient names in private areas.
- Privacy— Knock or ask permission before entering. Close doors and curtains during exams and procedures and interviews with an explanation that this is done for privacy. Provide second gowns to cover patients as needed.