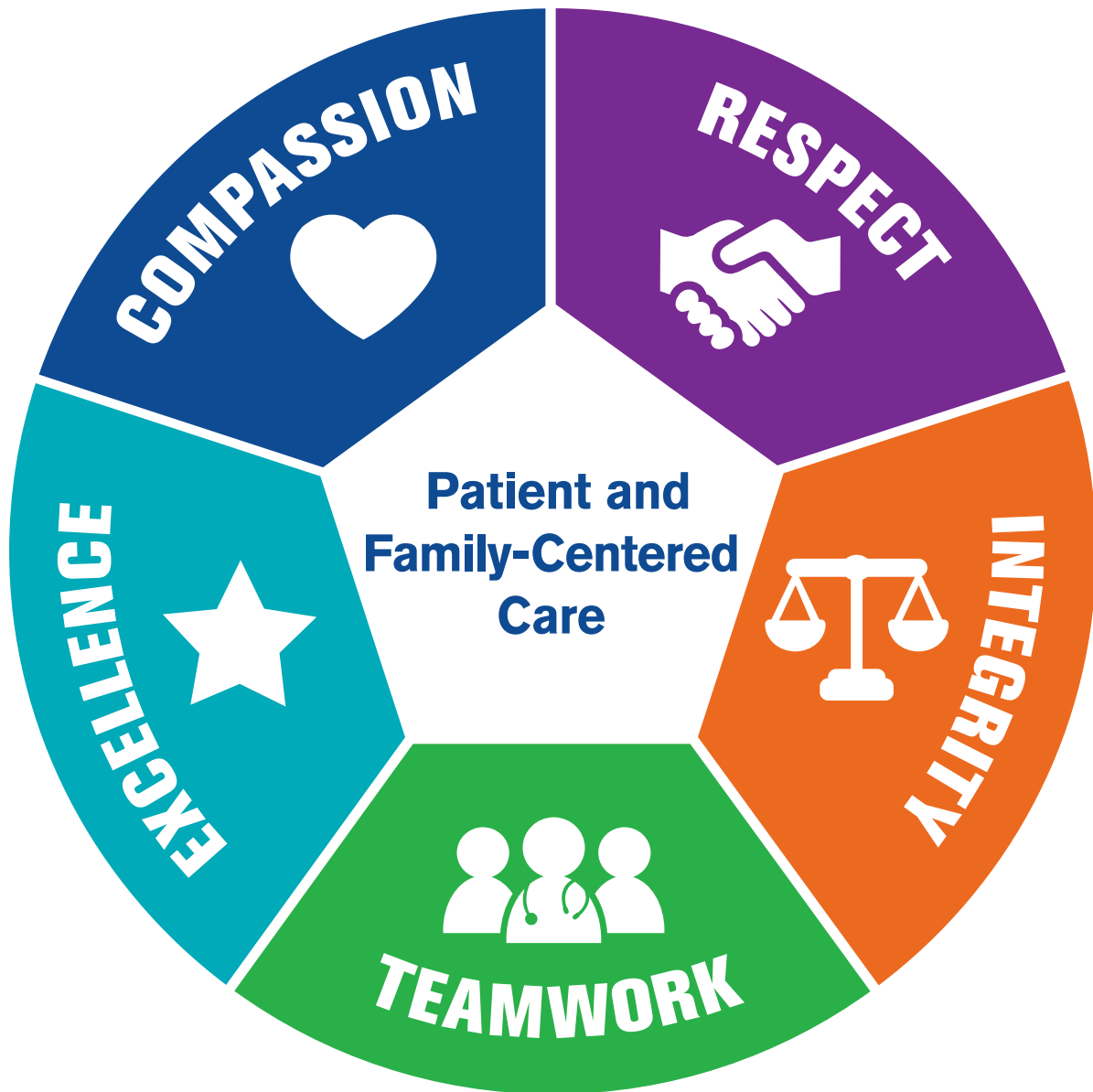


# Our Culture of Caring Partnerships



**Our Mission:**

**Compassionate, extraordinary care every day**

# Beaumont

## STANDARD BEHAVIORS

### Respect and Dignity

#### COMPASSION



**Presence:** I will show compassion and will listen to and honor patient and family perspectives and choices. I will treat each patient and family member as if he/she is the most important person in our facility.

#### RESPECT



**Diversity:** I will incorporate patient and family knowledge, values, beliefs and cultural backgrounds into care planning and decision-making. I will value diversity and inclusion by showing care and respect to patients and family members with whom I have contact.

### Information Sharing

**Information:** I will communicate and share complete and unbiased information with patients and families in ways that are useful and supportive following HIPAA rules and regulations.

#### INTEGRITY



**Honesty:** I will be professional and act with integrity by being trustworthy, honest and timely in providing unbiased, accurate and complete information to patient and families to effectively participate in care and decision-making.

### Participation

#### TEAMWORK



**Involvement:** I will encourage teamwork and support patient and family participation as partners in their care and decision-making at the level they choose.

**Responsiveness:** I will take time to listen to and anticipate the needs of patients, families and team members, and will proactively offer support. I will handle and address concerns presented to me.

### Collaboration and Partnership

#### EXCELLENCE



**Ownership:** I will work collaboratively in partnership with patients, families, and team members to ensure excellence and a positive patient experience recognizing that patients and families are equal members of the care team.

**Quality and Safety:** I will commit to consistently provide safe, high quality care and service. I will acknowledge errors and report safety concerns and incidents in a timely manner and according to our policies.