

# Physician Welcome Guide

Beaumont Health System

**Beaumont**<sup>®</sup> | HEALTH  
SYSTEM

Creating an exceptional environment  
where you can be and do your best.







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**ROYAL OAK**



**BEAUMONT HEALTH SYSTEM'S VISION**

The health care team at the Beaumont Health System, through innovations and daily improvement, will provide a patient experience that is a national model for exceptional outcomes, high consumer value and caring service, supported by progressive teaching and medical research.

**TROY**



**GROSSE POINTE**



**BEAUMONT HEALTH SYSTEM'S MISSION**

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

## **BEAUMONT STANDARDS**

Our mission is to provide the highest quality health care services to all of our patients; safely, effectively and compassionately, regardless of where they live or their financial circumstances. As such, Beaumont employees are required to know, own and adhere to the following standards:

### **Service – We make those we serve the 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 see 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 permission to place 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 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 and visitors.
- 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 own 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 the doors and curtains during exams, procedures and/or interviews, with an explanation that this is done for privacy. Provide second gowns to cover patients as needed.

## Beaumont's History

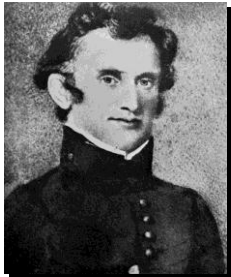
Beaumont has grown from a single 238-bed hospital - opened in 1955 to serve a small community in Royal Oak, Michigan – into three-hospital regional medical center.

In 1977, Beaumont expanded into Troy with what is now a 394-bed community and teaching hospital that is ranked among the nation's busiest smaller community hospitals.

In October 2007, Beaumont acquired a third, community hospital 250 beds in Grosse Pointe.

The original Beaumont, Royal Oak hospital has evolved into a 1,070-bed tertiary care, teaching, research, and referral hospital that is the largest inpatient hospital in the country.

Today, our medical staff includes more than 3,700 physicians representing more than 91 medical and surgical specialties.



### *How Beaumont got its name*

Beaumont is named for William Beaumont, M.D., who in 1822 at an isolated army outpost on Mackinac Island, Michigan, made a breakthrough in the study of human digestion and physiology. After a French-Canadian trapper suffered an abdominal wound that healed with a permanent opening, Dr. Beaumont took the opportunity to study digestion, both inside and outside the stomach. He conducted 238 experiments and published several reports that were considered the most important work on human digestion at that time.



## Professional Appearance

Dress codes vary from department to department; your Chief or Chair can tell you about yours. In general, remember that the public tends to equate high standards in personal appearance with high standards in health care. The following are some of the highlights of Beaumont's Dress Code, Grooming and Imaging Policy, No. 280:

Grooming and dress is partly a matter of good hygiene and safety: We need to report for work clean and wearing clean clothes (including clean socks and shoes).

Those who have free-flowing hair must secure it if they:

- ▶ work directly with patients
- ▶ work with food
- ▶ work with machinery

Please keep moustaches and beards neatly trimmed.

Maintaining a professional appearance is also a matter of common sense and respects social norms. The way we dress affects our customers' opinion of the hospital, which in turn affects the well-being of every employee. Please avoid ultra-sheer and low-cut shirts, long slits in skirts and anything that's revealing or suggestive. These types of clothes are not appropriate: tank tops, halter tops, crop tops, sweatshirts (unless part of an official hospital uniform), t-shirts, beachwear, athletic wear (including team jerseys, jogging tights, running suits), lycra/spandex apparel, leggings, stirrup or stretch pants.

Also, please avoid any kind of fragrance, such as perfumes, colognes and after-shave lotions. They cause allergic reactions in many people. That's an especially important concern in a health care setting.

Artificial fingernails are not permitted for patient care providers. All employees in patient care and non-patient care areas should keep their fingernails clean and maintain them at a length no longer than 1/4".

Jewelry should be simple and kept to a minimum. Visible piercing of any body part except the ears (i.e., lips, eyebrows, tongue, nose) is not permitted.

Every employee is required to wear his or her identification badge at all times on the job, with the photo visible. No objects of any kind may be attached to your badge.



## **Patient Satisfaction**

Every individual has the power to make a difference in the lives of others. Every day, our physicians recognize this and demonstrate their commitment to quality and service, resulting in our growth and financial success. This success provides us the ability to continue to reinvest in our people and facilities to provide health care in the communities we serve.

Through the years, we have won many awards for our quality. However, we all know that there are opportunities for us to do better. This is the premise of our focus on customer satisfaction, which includes patients and families, employees, physicians and volunteers.

Monitoring patients' satisfaction with Beaumont's services is very important to the hospital. Beaumont contracts with Press Ganey Associates, the health care industry's largest satisfaction measurement firm, to conduct random sample surveys of patients. Press Ganey reports detail Beaumont's patient satisfaction scores in various areas of the hospital. These reports can be viewed on *Inside Beaumont*.

## **Handling Patient Concerns/Grievances**

In our increasingly competitive health care environment, how we deliver service and how we recover from service problems with our patients, their family members and visitors is of the utmost importance. Our goal is to have each person walk out our doors saying they would recommend Beaumont to others.

No matter how hard we try and how well we refine our service delivery systems, we will always have situations where we do not meet our patients' needs or expectations. Whenever this happens, our best chance of recovering lost goodwill depends on our ability to resolve the matter quickly and in a way that leaves the patient, family member or visitor feeling satisfied with both the resolution process and the final outcome.

Most importantly, when things do go wrong, it is important that we understand the customers' perception of the situation and put ourselves in their shoes. Regardless of the situation, to our customer the frustration and emotion is real, and it is our job to regain that goodwill and create a loyal customer for life. You can do this first by apologizing. Often times, a sincere apology is sufficient to restore a patients' faith. If that doesn't work, employees are empowered to make amends through the service recovery program at the hospitals. Ask your manager for details.

For assistance with specific patient satisfaction issues, please call the appropriate Service Excellence department located at each of the three hospitals: Royal Oak at 248.551.0500 (extension 10500), Troy at 248.964.1800 (extension 41800), or Grosse Pointe at 313.473.6816.

## **Physician Satisfaction**

Our physicians encourage their patients to use the hospital's services and are integral to the delivery of quality care and service. We want to provide an atmosphere that is convenient and personal for our physicians. We ask our employees to make Beaumont a hospital of choice for our physicians by:

1. Thanking physicians for their business.
2. Helping them save time by anticipating needs and being prepared.
3. Establish positive relationships with them by being consistent and dependable.
4. Demonstrating high quality care and reliability.
5. Talk to them and Listen to them.

Physicians are the key to our success!

## **Workplace Safety**

Safety is everyone's concern and everyone's responsibility. An active health and safety program exists at Beaumont for the protection of employees, patients and visitors. As an employee, it is your responsibility to immediately correct or report any hazardous conditions you may notice within the hospital, i.e., water on the floor or equipment left where a patient or visitor may fall.

Occupations in health care sometimes require the use of chemicals that can cause harm if used improperly. To keep us all safe, we follow a set of rules in the Michigan Occupational Safety and Health Act (MIOSHA) which have become known as the Michigan Right to Know Law.

Employees receive training on recognizing and handling hazardous materials in their work area. This training is known as the Michigan Right to Know Inservice and Hazard Communication Training. Your Chief or Chair will review information specific to your department as a part of your orientation.

## **Patient Safety**

We want an environment that ensures patient safety, identifies processes to appropriately disclose errors to patients and families, as well as to distinguish between a system error versus a performance issue. The Patient Safety program aims to create a "non-punitive" environment in which employees will feel comfortable reporting errors when they occur.

Hospital policy provides the necessary support to recognize, avoid and/or mitigate errors. Beaumont is devoted to ensuring a culture of safety through committed leadership/staff, education and training programs. If you have a patient safety concern, you should discuss the issue with your Chief or Chair.

## Infection Control

Reducing the risk of infection is one of our patient safety goals. Hospitalized patients are especially vulnerable to infection, due to their illness and to medical interventions, such as I.V. lines, devices and tubes that can provide a pathway for organisms to enter the body, if precautions are not carefully followed. Other patients may be admitted with infectious organisms that could, possibly be transferred to other patients, visitors and employees if appropriate precautions are not initiated and carefully followed by all persons. Hand washing is the most effective method of infection prevention. It is very important to wash hands (or use an alcohol hand rub) **BEFORE** touching a patient, as well as after touching the patient, bedding or the environment around the patient, such as bed rails, bedside table, curtains and medical equipment. Patients are very aware of the risk of infection, and it is good practice to let them see you wash your hands before touching them.

Likewise, reducing the risk of infection to health care workers is one of our safety goals. Make certain you take appropriate precautions whenever caring for patients, and report to your supervisor any significant exposures, such as a needle stick or sharps injury or unprotected contact to a patient in droplet or airborne precautions. Make certain you are up-to-date on all your vaccinations.

## Security

Beaumont employs a well-trained Security staff to help ensure the safety and security of employees, patients and visitors. Security officers work seven days a week, 24 hours a day; to minimize problems, respond when needed and offer helpful services. Like any big institution serving the public, Beaumont has its incidents of crime. So keep these crime prevention tips in mind as you work:

- ▶ Leave jewelry and extra cash at home.
- ▶ Keep your wallet, credit cards and other valuables in a locked drawer, cabinet or locker.

*Suspicious Behavior* - Don't hesitate to report any suspicious acting individual or activity. If you feel uneasy, trust your instincts and call Security at 248.898.0911 (ext. 80911) at Royal Oak, 248.964.0911 (ext. 40911) at Troy, or 313.473.1539 at Grosse Pointe.

*Container Inspections* – Security officers will randomly inspect containers entering or exiting any hospital building. Respectful cooperation is expected.

*Security Operations Center* – The Security Operations Center is staffed 24 hours a day, seven days a week and contains extensive electronic monitoring equipment and closed circuit TVs for the safety of staff, patients, visitors and security of the hospital.

## **Diversity at Beaumont**

We value the uniqueness of all individuals, embracing differences of heritage, thought, lifestyle and the like in order to provide an inclusive, welcoming environment where patients, employees and the greater community are cared for and valued according to their needs.

Beaumont is committed to creating the most welcoming environment for our patients, employees, physicians and our communities....*where everyone matters.*

YOU can make a difference by becoming involved in one of our diversity councils or committees. To answer our call to action, or for more information on our diversity mission, simply contact our Director of Diversity and Staff Development, Lauren Hill, by e-mail at: [LaAHill@beaumont.edu](mailto:LaAHill@beaumont.edu) or by phone at 248.273.8180 (ext. 38180).

## **Staff Deference**

The Hospital recognizes and accommodates the requests of staff members not to participate in aspects of patient care that are contrary to their religious, ethnic or cultural values and beliefs. You must make the request in writing and submit it to your Chair or Chief. Management will ensure that patient care or treatment is not compromised or jeopardized in the accommodation of your request.

## **Improper Conduct/Harassment**

Employees have the right to work in an environment free of violence, hostility and harassment. Beaumont has a “zero tolerance” policy in regards to inappropriate behavior towards co-workers, patients or visitors, which creates a hostile, harassing or violent environment. Employee complaints of threats, violence or harassment (sexual or otherwise), as well as suspicion of weapons on hospital property, should immediately be brought to the attention of management or Employee Relations. These complaints will be promptly investigated and addressed in accordance with hospital policy, resulting in consequences up to and including termination of employment for employees who violate this policy.

## **Code of Conduct and Guidelines**

### ***Purpose:***

Effective working relationships among all hospital employees and physicians are necessary in order to provide and maintain high quality and safe patient care. These relationships must be based on mutual respect in order to avoid disruption of patient care or to hospital operations. If a Beaumont employee or physician engages in conduct that is or may be detrimental to patient care or hospital operations, appropriate remedial or corrective action is initiated as defined within this policy.

### ***Policy:***

All employees and physicians shall strive to achieve a professional environment in which all are treated with respect and dignity. Disruptive or inappropriate behavior that impedes harmonious interactions and relationships is prohibited.

## **Corporate Compliance Plan**

The American Hospital Association, the American Medical Association, the Office of Inspector General and the Department of Justice have emphasized the importance of maintaining an effective Corporate Compliance Program designed to prevent and detect violations of law. It is equally important that healthcare providers' business and clinical practices are based not only on laws and regulations, but also on professional and ethical standards and conduct. It is intended that the Beaumont Hospitals Corporate Compliance Plan achieve its goal of ensuring compliance with ethical and professional standards of conduct, as well as with all of the laws and regulations affecting its health care operations, business practices, and revenue cycle, including accurate billing and financial reporting.

The Plan provides a structure for employees, medical staff members and vendors to communicate questions and concerns and for management and the Board of Directors to address compliance issues. The Plan builds upon the principles of checks and balances, ethics, trust, best practices, and common sense. The Plan has been implemented to deter, detect, report and correct errors and improper conduct.

Each Department develops and maintains a Department Compliance Plan. Each Department appoints a Compliance Coordinator, who is responsible for developing an education program, based on identified areas of risk exposure related to compliance activities specific to that department. Each Department must establish a method for educating staff regarding changes in compliance related activities when changes occur. Each Department participates in annual staff compliance education. Department and Corporate policies and procedures provide guidance and standards of conduct for employees/agents. They promote Beaumont's commitment to compliance and reduce the risk of noncompliance. The Department Compliance Coordinator (DCC) is responsible for informing department employees of the consequences of failing to adhere to compliance policies and procedures.

## **Confidentiality**

As stated in WBH Policy 314, Confidentiality and Disclosure of Protected Health Information (PHI): Beaumont Hospitals and all members of its work force (employees, volunteers, students, doctors and on-site agency employees under the direct control of a Beaumont employee) must recognize and respect the privacy of patient's Protected Health Information (PHI). PHI will only be used or disclosed to the extent allowed by the Health Insurance Portability and Accountability Act (HIPAA), other Federal, State or applicable case law and regulations.

Employees are responsible for respecting and maintaining the confidentiality of the patients we serve in everything we do. Be conscientious of where you are speaking, and who you are speaking to when discussing patients. Patient records, including those on Missy CPR (HDS/Ultiview), Epic One Chart are not to be viewed, accessed or released unless it is necessary to perform your job responsibilities. Breach of confidentiality is a serious event and all employees confirmed to be involved in inappropriate access or sharing of PHI WILL BE TERMINATED! If you wish to access your medical records — or those of a family member — through Misys CPR (Patient1 / HDS), you must complete the appropriate paperwork.

## **Code of Business Conduct, Beaumont Hospitals Policy 350:**

Beaumont Hospitals recognizes that it has an obligation to its patients, payers, employees and the communities it serves to observe and maintain high standards of integrity and business ethics. Beaumont employees must adhere to these standards during the day-to-day activities of caring for patients. Beaumont's Code of Business Conduct provides the general principles to guide all employees in meeting these standards. However, it does not cover every situation that a Beaumont employee will face. Each employee must exercise good judgment and be committed to upholding Beaumont's standards of integrity and business ethics.

As part of these efforts Beaumont wrote Policy 351, Conflict of Interest Policy. The purpose of this Policy is to disclose any conduct or financial arrangements, which might create a conflict between the interests of the Hospital and the interests of any individual or group of employees. This Policy supplements any applicable state laws governing conflict of interest. This policy applies to all employees, especially those who represent the Hospital in business relationships, or who make recommendations regarding the position of the Hospital in such relationships.

## **False Claims Act**

Beaumont has a responsibility to prevent fraud and abuse. As such, every Beaumont employee has a responsibility to prevent fraud and abuse by reporting potential compliance issues. We have developed avenues by which employees can bring compliance issues to our attention to be investigated and responded to internally. However, you have the right to report potential issues on non-compliance to state and federal administrative agencies. By law and our own internal policies, Beaumont is not allowed to penalize an employee for reporting potential compliance issues.

## **Compliance Line**

Hospital employees are to conduct themselves in an ethical, constructive manner in all responsibilities while representing Beaumont and its interests. Employees may anonymously report any concerns with such things as billing/coding practices, suspected fraud, waste or abuse, or other ethical violations within Beaumont.

Beaumont assures the community, its employees and business partners, that the hospital is taking every step toward preventing fraud and abuse. Early detection results in corrective measures, reduced cost and liability, and enables Beaumont to maintain its atmosphere of ethics and integrity.

The Compliance Line provides a way for you to directly or anonymously report, without fear of reprisal, concerns such as billing/coding, improper financial reporting, suspected fraud, ethical violations, waste or abuse within Beaumont. The Compliance Line is available 24 hours a day by calling **1-888-495-5100** (voice mail only after 5 p.m.).

## **Resources for Questions or Reporting Compliance Concerns**

- ▶ Supervisor, Manager or Medical Chief
- ▶ Department Compliance Coordinator
- ▶ Privacy Officer
- ▶ Information Security Officer
- ▶ Corporate Compliance Officer
- ▶ Compliance Line



## **Child Care Center**

A day care center is conveniently located on the Royal Oak campus.

Troy offers a 10 percent discount towards standard tuition rates at local KinderCare day care centers. Most KinderCare centers are open Monday through Friday, 6:30 a.m. to 6:30 p.m. For more information please visit [www.kindercare.com](http://www.kindercare.com) or call 1-877-KinderCare for additional information.

## **Uniform Vendor**

Uniform vendors regularly visit both campuses and offer employees the convenience of purchasing uniforms/scrubs at discounted group prices.

## **Employee Assistance Program (EAP)**

As an employee, you have complimentary access to the Employee Assistance Program (EAP) through ValueOptions. ValueOptions provides 24/7 EAP support for all Beaumont employees, as well as Behavioral Health for the members of the Beaumont Employee Health Plan (BEHP). To use EAP services through ValueOptions, you do not have to be a BEHP member. ValueOptions is a confidential voluntary service that provides professional assistance to employees and their immediate family members in helping to resolve problems and daily living challenges, which can often affect one's personal life and/or job performance. EAP can assist with issues such as marital problems, alcohol and drugs, depression, stress, family conflicts and a variety of other issues.

All discussions are confidential and not shared with your employer. Please contact the ValueOptions EAP representatives 24/7 at 877.666.0593 and let a licensed professional help you and/or your family members. You can also visit the EAP website, shown below.

<https://www.achievesolutions.net/achievesolutions/en/behp/Home.do>

## Hospital/Pharmacy Discounts

Beaumont provides a wide range of hospital and pharmacy discounts to eligible\* staff and their dependents. These discounts include:

- ▶ 20 percent discount on Beaumont Hospital services not covered by an employee's medical plan.
- ▶ 100 percent discount on Emergency Department room charges, physician fees and ancillary services charges, not covered under a Beaumont medical plan. (*A co-payment is required unless employee is admitted as an inpatient to the facility.*)
- ▶ Choice of a private room (if available) or television and telephone service at no cost at time of hospitalization at Beaumont.
- ▶ Pharmacy – prescriptions filled by the hospital Pharmacy at cost of acquisition plus 10 percent, and hospital Pharmacy over-the counter items at cost of acquisition plus \$1.
- ▶ 20 percent discount on durable medical equipment and supplies from Beaumont Home Medical Equipment that are not covered under the employee's medical plan.
- ▶ 20 percent discount on inpatient psychiatric occupational therapy services provided at Beaumont and not covered under an employee's medical plan.

\*For more specific discount details and eligibility please see Hospital and Pharmacy Discounts, policy 232 on *Inside Beaumont*.

## Staff Discounts

As a Beaumont employee/volunteer/medical staff member, you qualify for special discounts from major corporations and local merchants. For more information, visit *Inside Beaumont*.

## Beaumont's Referral Service

Beaumont Health System offers access to physicians in over 90 specialties. By referring your patients to a Beaumont doctor, you can be assured your patients will have access to the latest technology and medical advancements available today.

Our referral service will match your patient with a doctor that participates with their insurance company to provide continuity of care. Consistently recognized by *U.S. New and World Report* as a top hospital in several specialties, Beaumont is a regional referral center.

To refer your patient to a Beaumont doctor, visit our [online referral service](#), or call (800) 633-7377 and speak to a referral representative. Hours of operation are Monday – Friday from 8 AM until 6 PM. The Referral Center is closed on Saturdays and Sundays. During after business hours, referrals to Beaumont doctors can also be facilitated through Beaumont's Direct Access Center by calling (866) 858-8483.

## Joining the Referral Service

As a Beaumont doctor, you are invited to participate in our Physician Referral and Information Service. Through this service, Beaumont refers patients to you based on their unique needs such as specialty needed, insurance, location and other criteria. The service is available to all doctors with attending, associate or ambulatory privileges at one of our three hospitals.

Criteria for joining the referral service include:

- Doctor cannot be a full-time employee of another hospital system.
- Doctor must be able to see new patients within 10 days of an initial call.
- Doctors must only be listed in the specialties in which they have received privileges at Beaumont (i.e., a doctor cannot be listed as an endocrinologist if he has privileges in Internal Medicine).
- Doctors must be approved by Medical Administration and be in good standing with the hospital

More information regarding the Referral Service, including the application and insurance inquiry form, can be found [here](#) or by calling (248) 577-9270.

## Physician Communication Channels

To keep physicians informed, Beaumont maintains a variety of communication channels using print and electronic media.

*Beaumont Doctor Quarterly* – printed four times a year, mailed to physicians and posted online. It includes high-level, strategic information, system news, research breakthroughs and messages from medical leaders.

*Beaumont News* – printed six times a year, mailed to physicians and office managers and posted online. It carries Beaumont news items, such as new services, medical breakthroughs and awards and recognition.

Physician website – [Beaumont Doctor Online](#). The website serves as a portal for Beaumont physicians' clinical applications – *oneChart*, *Impax*, etc. – plus Outlook email. It also features news, reference information and other online resources for physicians.

Other electronic communications include e-mail and fax blasts, for timely communications.

Beaumont also shares information with physicians through personal communication. Physician liaisons and laboratory representatives call regularly on physicians' offices, bringing them marketing and other communications materials. System and divisional medical staff meetings provide venues for sharing high-level Beaumont strategic information and offering opportunity for feedback / Q&A.



## Nursing Leadership

**Mission Statement:** The mission of nursing at Beaumont Health System is to maintain excellence in professional nursing practice, service, quality and research while promoting the needs of the patients and the communities we serve.

### Royal Oak

Maureen Bowman, BSN, MA, RN – Vice President & Chief Nursing Officer  
Constance O'Malley, BSN, MSA, RN – Vice President, Surgical Services  
Kay Winokur, BSN, MSA, RN, CPHQ – Vice President of Quality, Safety & Accreditation

### Troy

Nancy Susick, MSN, RN – Vice President and Chief Operating Officer/Chief Nursing Officer  
Debra Guido-Allen, BSN, MSA, RN – Vice President Nursing and Nursing Support Services  
Joan Phillips, RN – Vice President Clinical Support Services

### Grosse Pointe

Phyllis Reynolds, MSN, RN – Vice President and Chief Nursing Officer

### **Royal Oak and Troy Hospitals are Magnet designated!**

In addition to these Nursing Executives, there are Directors of Nursing and Administrative Managers over all areas of the Health System including our Centers of Excellence. All of them are here to be of assistance to new physicians should they require.

Beaumont, Troy became the second Beaumont hospital to receive the prestigious Magnet™ designation. Royal Oak was redesignated as a Magnet™ hospital last year, having been the first hospital in Michigan to receive Magnet™ status in 2004. Beaumont, Grosse Pointe is in the preparatory phase of Magnet™ designation.

The designation recognizes quality patient care, nursing excellence and innovations in professional nursing practice. Having the designation helps the public identify nursing excellence more easily and boosts the nursing profession by encouraging and recognizing professional achievement. The program also helps disseminate successful practices and strategies among nursing systems.

In 2004 Beaumont, Royal Oak was granted Magnet™ designation from the American Nurses Credentialing Center (ANCC). Beaumont, Royal Oak was the first hospital in Michigan to have Magnet™ recognition and the 100th in the nation to receive this honor, the highest and most prestigious designation available for the nursing profession.

More than 20 years of research about Magnet™ recognition has shown that hospitals having Magnet™ status have lower patient mortality rates, fewer medical complications, improved patient and employee safety, shorter hospital stays and higher patient and employee satisfaction. Less than 1.5 percent of hospitals in the country have achieved this status and only 33 percent of the hospitals that apply for the credentialing process are awarded an evaluation visit.



**About our faculty:**

The Oakland University William Beaumont basic science faculty members are master medical educators. As master educators, they are leading the development of an innovative curriculum that will foster intellectual curiosity and a lifetime of inquiry and discovery for our medical students. Master educators teach in the classroom and at the bedside along with clinicians and researchers and conduct research in the scholarship of education within their scientific disciplines. They are forging unique collaborations in basic sciences, clinical teaching and problem-based learning experiences.

Our basic science faculty are members of the Department of Biomedical Sciences. Many faculty members have been recruited from around the nation to bring new perspectives and with respected research and teaching backgrounds in disciplines including anatomy, microbiology, biochemistry, physiology, pharmacology, neuroscience, and the behavioral sciences.

Our clinical faculty – based at Beaumont Health System – are grounded in inter-professional understanding, inquiry, translational research, cultural competence and integrated learning methods. Beaumont Health System is a three-hospital, 1,700 bed tertiary care teaching, research and referral system. The Beaumont medical staffs include more than 3,700 physicians. The system has a long history of participation in medical education and patient care.

Faculty members in the Department of Biomedical Sciences along with the Beaumont-based faculty will encourage students in trans disciplinary scholarship and serve as student mentors to prepare them as physicians of the future. Community physicians with faculty affiliations will also be partners with the School of Medicine, serving as mentors and role-models to support our medical students who will serve diverse communities through the faithful execution of our mission.



### Faculty by Department

Department of Anesthesiology	Chair	James Grant, MD
Department of Biomedical Sciences	Chair	Wanda C. Reygaert, PhD
Department of Emergency Medicine	Interim Chair	James Ziadeh, MD
Department of Family Medicine	Chair	Paul Misch, MD
Department of Internal Medicine	Chair	Michael Maddens, MD
Department of Neurosurgery	Chair	Fernando Diaz, MD
Department of Obstetrics & Gynecology	Interim Chair	Robert Starr, MD
Department of Ophthalmology	Chair	George Williams, MD
Department of Orthopaedic Surgery	Chair	Harry N. Herkowitz, MD
Department of Pathology	Chair	Mark Kolins, MD
Department of Pediatrics	Chair	Jeffrey Maisels, MD
Department of Physical Medicine & Rehabilitation	Chair	Ronald Taylor, MD
Department of Psychiatry	Chair	Neil Talon, MD
Department of Radiation Oncology	Interim Chair	John Robertson, MD
Department of Diagnostic Radiology and Molecular Imaging	Chair	Duane Mezwa, MD
Department of Surgery	Chair	Alan Koffron, MD
Department of Urology	Chair	Kenneth Peters, MD

For more information on the Oakland University William Beaumont School of Medicine, go to:

[www.oakland.edu/medicine](http://www.oakland.edu/medicine)





## Thanks for joining our team.

We hope all of your experiences with Beaumont will be positive. Because we know that employees sometimes have questions or concerns, we encourage you to discuss these with your supervisor first.

However, we also want you to know we are available to assist you if needed. Please feel free to call us, or stop by.

**Royal Oak: 248-551-0327 (ext. 10327)**

Location: Administration Building-West, 1<sup>st</sup> floor

**Troy: 248-964-5058 (ext. 45058)**

Location: Ground Floor near Service Excellence

**Grosse Pointe: 313-473-1525**

Location: First floor near Connelly Auditorium

**Corporate: 248-423-2644 (ext. 32644)**

Location: Financial Services Center, Southfield,  
Second Floor

Welcome to Beaumont Health System!

Human Resources

