



BRONSON

Plan for Excellence

VISION

Bronson will be a national leader in healthcare quality

CLINICAL EXCELLENCE

Deliver optimal care for every patient, every time

CUSTOMER & SERVICE EXCELLENCE

Enhance service, staff and leadership excellence

CORPORATE EFFECTIVENESS

Create value through efficiency, growth and financial sustainability

REQUIREMENTS FOR EXCELLENCE

Safe, Timely, Effective, Efficient, Equitable, Patient & Family Centered (STEEEP)

NURSING EXCELLENCE

Deliver evidence-based care utilizing our Professional Model of Care

VALUES

We believe in, and our actions will reflect:
Care and respect for all people
Teamwork
Stewardship of resources
Commitment to our community
The pursuit of excellence

COMMUNITY LEADERSHIP

Support and strengthen the communities we serve

MISSION Provide excellent healthcare services

Revised 2010

BRONSON Tools for Excellence

PATIENT AND FAMILY CENTERED CARE

Our key customers — patients and their families — are partners in care. Through collaborative relationships and teamwork we enhance quality and safety to ensure excellent outcomes.

Patient and Family Centered Care is demonstrated through:

- **Dignity and Respect**
- **Participation and Collaboration**
- **Information Sharing**

REQUIREMENTS FOR EXCELLENCE

To achieve our mission of providing excellence, we require our healthcare services to be:

Safe: Avoid injuries from care intended to help.

Timely: Reduce wait times and harmful delays.

Effective: Care is based upon scientific knowledge. Promote use of effective care and prevent use of ineffective care.

Efficient: Avoid waste.

Equitable: Provide care that does not vary in quality due to personal characteristics.

Patient & Family Centered: Patients and families are partners in care.

COMMUNITY LEADERSHIP

is fulfilled through our six social responsibilities:

1. Access to Care
2. Community Health
3. Health Professional Education
4. Community Service
5. Environmental Sustainability
6. Economic Vitality

BRONSON MODEL FOR IMPROVEMENT

