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POLICY

It is the intent of Beaumont Health System to resolve patient care and service concerns quickly, fairly and in a manner that exceeds the complainant's expectations.

Through the use of this policy, the employees / physicians of Beaumont Health System are empowered to use interactive techniques and resources to resolve concerns as a result of not meeting patient care and service expectations.

DEFINITION

The need for and type of service recovery is driven by those who encounter a problem situation with **patient care or service**. The emphasis should always be on preventing these situations from happening. However, all employees / physicians are empowered to resolve concerns quickly when situations occur.

After service recovery training, employees / physicians can make decisions and utilize resources **to improve the perception** of Beaumont Health System. Sometimes a simple apology is sufficient and other times service recovery is appropriate.

A concern about patient care or service may be initiated by a patient's representative, defined as a court appointed guardian, advocate appointed under a durable power of attorney for health care or next of kin in order of priority, or by a parent and / or guardian for a minor. Concerns may also be initiated by community members, visitors or other consumers.

Service recovery may not be offered to induce referral for items(s) and service(s) that will be billable.

RESPONSIBILITIES

Employees / Physicians

1. Beaumont employees / physicians receiving a complaint, concern or unmet expectation regarding **patient care or service** need to follow the appropriate guidelines in this procedure. Employees / physicians are empowered to recover service when an opportunity presents itself. Beaumont employees / physicians receiving a complaint, concern or unmet expectation are encouraged to **listen and apologize prior to offering solutions**. If additional service recovery is needed, employees / physicians should follow the service recovery options specific to their department; consultation with department manager may be necessary.
2. Employees / physicians should not promise reimbursement for lost items until the lost / found processes have been fully pursued. Refer to General Management policy #149 "Lost and Found". Service Excellence at Troy, Guest Services at Royal Oak, and Security at Grosse Pointe, are responsible for Lost and Found.

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Department Managers

1. Upon request, Service Excellence will issue service recovery courtesy coupons, reimbursement (petty cash) or other service recovery items.
2. Leaders will be responsible for documenting departmental service recovery items within their departments for performance improvement opportunities.
3. Service recovery training is included as part of new-hire employee orientation. Department managers will be responsible to train employees / physicians regarding their department specific service recovery procedures. Physicians may also consult the department manager.
4. If there are any questions, please contact the Service Excellence department for your division.

Financial Issues

Service recovery costs will be funded through a centralized divisional budget in Service Excellence.

CROSS REFERENCE

Patient Care – Corporate Policy, #313, Patient's Rights and Responsibilities
 Patient Care – Corporate Policy #313-1, Handling Concerns / Grievances

PATIENT CARE – CORPORATE POLICIES

Disclaimer: User must ensure that any printed copies of this policy/procedure are current by checking the policy/procedure web page before use.