

# The Marshfield Promise



Motivated by our mission to enrich lives, we use common values demonstrated by the following actions:

## The Marshfield Promise Actions



**PATIENT-CENTERED:** We listen, serve, and put the needs of the patient first.

- Connect with purpose. Acknowledge and greet others, introduce yourself, provide timeframes, give explanations including thanks in communications (AIDET).
- Demonstrate common courtesies or manners during interactions. Maintain a compassionate demeanor seeking ways to meet the needs of others.



**TRUST:** We earn trust through honesty, integrity, respect and compassion.

- Believe in each other. Build confidence by doing what you say you will do. Follow through within the agreed timeframes. Be honest, owning your actions and results.
- Assume the best in others, being present and mindful of what is being communicated and provide meaningful feedback.



**TEAMWORK:** We work together, respecting each other and our professional roles.

- Be one team. Eagerly work together to achieve common goals. Share knowledge and focus on solutions while setting aside self-importance.
- Celebrate accomplishments, efforts, and the good in others. Appreciate differences in beliefs and opinions.



**EXCELLENCE:** Through research, education, and best practice, we deliver exceptional quality.

- Through continuous improvement, adapt to change with a forward-thinking mindset.
- Act in a disciplined, safe manner with consistent practices. Work to identify and modify systems contributing to human error.



**AFFORDABILITY:** We are accountable as we manage resources and deliver value-based care.

- Use resources wisely. Plan and prioritize your time and system resources to ensure the greatest value for those we serve.
- Look for and speak up when you see an opportunity for efficiency. Recommend actions and get involved.





## AIDET Example:

**A = Acknowledge**

*Good morning!*

**I = Introduce Yourself**

*My name is Eli, and I'll be your phlebotomist for today's blood draw.*

**D = Duration**

*This should take about 10 minutes, and we will be done shortly.*

**E = Explanation**

*I'm going to clean your arm with an alcohol swab before inserting the needle.*

**T = Thank you**

*Thank you for coming in! We're glad you're here!*

## Questions to Consider:

What does it mean to "assume the best in others?" What are some things you might do or say to show you are "assuming the best in others?"

What do you think are the most important behaviors of a team player?

## Let's Practice AIDET!

*Using the AIDET, how might you introduce yourself to someone sitting next to you? The "D" for duration has been filled in for you, and we are suggesting how you might start "E" for explain.*

**A = Acknowledge**

**I = Introduce Yourself**

**D = Duration**

*I'd like to take one minute and introduce myself...*

**E = Explanation**

*... and explain a little about my role here:*

**T = Thank you**

## Notes:

