

Culture of Trust comes to Darnall

In September 2010, the Army Surgeon General authorized the creation of the Trust Enhancement and Sustainment Task Force (TES-TF) charged to design and implement a strategic initiative to sustain and enhance Culture of Trust throughout all facets of Army Medicine and with our patients, employees, and stakeholders.

The intent of the Surgeon General's Culture of Trust initiative is to cultivate a culture within our Military Treatment Facilities that values and extends trust. The combat Soldier is willing to risk everything because they know that on the field of battle, the Army medic will be there. Army Medicine has a sacred duty to replicate this level of trust at every juncture and with every interaction, every moment of every day.



The Surgeon General determined that cultivating a Culture of Trust throughout Army Medicine would be a significant force multiplier and support the Army Medicine Strategy Map - CS 5.0 Inspire Trust in Army Medicine.

The Task Force has reviewed the latest trust research and, combined with the experience of the Task Force subject matter experts, has created a dynamic Culture of Trust Initiative built upon sound theoretical concepts

The Task Force will come to Darnall next week to meet with the Command Team for three days at Robertson Blood Donor Center. Following that meeting, department and division chiefs will receive two days of training.

In March, supervisors will attend an eight-hour session that provides them with a general overview of the Culture of Trust as

it applies to Darnall employees. Eventually, every military and civilian staff member will attend 40 hours of training on Culture of Trust.

In addition to training, the Task Force will provide hands on skills building and follow up support to each organization across Army Medicine. Part of the initiative is to ensure permanence across Army Medicine.

The Task Force is also implementing a service excellence program, “Back to Basics.” This hospitality program has been instrumental in increasing patient satisfaction.

The COT initiative is to ensure comfortable, familiar and exceptional patient care experiences for our patients as well as a system of excellent patient service across the enterprise. The focus to standardize exceptional patient experiences exemplifies Army Medicine’s commitment to deliver what we say we will deliver, and create a strong identity that conveys Army Medicine’s vision of Serving to heal, honored to serve.

Through the Culture of Trust initiative, Darnall expects to see scores in patient satisfaction, error reporting and patient safety improve; productivity and employee morale increase, with a decrease in costs, turnover rates, and EO/EEO and union complaints. The desired end state is for all stakeholders of Army Medicine to understand and appreciate the value of trust and influence its effects on day-to-day operations. Trust is critical and the Culture of Trust initiative is an enduring organizational change initiative to support Army Medicine well into the 21st Century.

For more information about Culture of Trust, visit [www. armymedicine.army.mil/cot/](http://www.armymedicine.army.mil/cot/).