

## SAFMLS President Message: Finding JOY in Work!

YOU are the reason SAFMLS exists! Our dynamic organization is designed to enable you to gain valuable educational, scientific and networking opportunities that will enhance your careers in the clinical laboratory science field. Through your educational growth the military organization you work in reaps the benefits and in turn the military members and their families receive the best medical care. Do you actively share your talents and knowledge with your clinical laboratory team and other medical professionals in your facility? Our primary goal in this field of medicine should be to make the patient experience the best it can be. What sets your facility apart from the civilian healthcare options in your area? Do patients want to come to your laboratory as the primary place they receive their care? Patient experience, patient safety and effective care are all related.

The three service Surgeon Generals have highlighted the goal of making military health care the preeminent health platform for our service members and their families by leaning forward in guiding military treatment facilities to become high reliability organizations. One of the ways to do this is by adopting programs like Trusted Care which aims to change the culture of how medical organizations approach patient care. It is a commitment to focus relentlessly on Zero Harm, to improve the well-being of patients, staff and the communities we all lead and serve. The three cultural enablers of Trusted Care are: Respect for People, Duty to Speak Up, and Commitment to Resilience. Trusted care begins with each of us and should be a guiding principle of our SAFMLS organization and the teams we lead.

As clinical laboratory professionals and leaders we can be the change we want to see in our facilities. The first diagnostic clue a provider needs to treat a patient starts in the laboratory. Our people, our team of teams, are the tip of that needle. They, with or without our leadership, make decisions every day that impact the lives of our veterans, service members and their families. We need to be able to enable them by ensuring they have the resources, training and empowerment to make the best choices for our patients. Engaged leaders at all levels are critical to advancing patient- and family centered care. From the highest ranking military and civilian employees to the brand new Soldier, Sailor or Airman that is assigned to your organization. The motivation and job satisfaction of our most valuable asset, our people, is paramount to the success of the patient care experience. Poor staff engagement and morale is associated with lower quality of care, decreased patient satisfaction, and increased medical errors. Commit to addressing and improving “joy in work”. This joy comes from experiencing meaning, purpose, control, camaraderie, and perceiving fairness in your professional and personal lives.

Your positive example matters. Be involved in SAFMLS and lead others to experience the benefits of associating with officer, enlisted and civilian professionals in their career field. Thank you for your care for our veterans, service members and their families. YOU make a difference!