During labor, Mr. Waller and Lt Totman carefully watched over the soon to be mother. In the middle of the induction of labor, the two staff members suspected a fetal change position. Following their suspicion, they immediately performed a Leopold’s maneuver and informed the provider. The ultrasound confirmed their hunch, the fetus had turned breech. The staff quickly got the mother-to-be into surgery for a Caesarean Section to ensure a safe delivery. Both the baby and the mother were safe and healthy after the procedure. Teamwork, care, attention to detail, and quick thinking maximized value to the patient.

This Month’s Theme:
This month’s theme centers around the patient. The patient is the center of the AFMS structure, whether it is caring for a family member or an Airmen, each member of the MTF plays a vital role in delivering value. Value is determined by the patient and is achieved by providing integrity and excellence in all we do. Each patient deserves a tailored experience to their needs and preferences. Focus this month in how we deliver this dedicated care.

Call to Action:
We ask all staff to increase their level of engagement with each of their patients. It is not only important to ask questions in an engaging manner, but to get patients active and involved in their healthcare. For example, ask them how they would like to proceed on their treatment plan and if they have any questions throughout the process. Having engaged patients will ensure you are delivering maximum value each visit.

Maximize Value to the Patient Spotlight!
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Group Activity
Create an Environment for Excellence
We challenge every MTF to create the best environment for their patients. Throughout the month, actively seek ways to include patients in developing their healthcare plans, take time to understand their preferences and needs each visit, and encourage patients to speak up.

At the start of the month, decide on three things you can do to create this environment. Here are some ideas to get you started (links to the tools below are in the “Did you know?” Section:

• Advertise the Patient and Family Engagement Toolkit
• Use the “Ask Me 3’s” when talking to your patient
• Hang and advertise the Patient and Family Engagement posters

The better the environment the more likely to see change occur. Reflect with the team at the end of the month and share what worked and what could have been done better.
Looking to get your patients engaged in this process? Check out the Patient and Family Engagement Toolkit located on the Air Force Medical Service website: 
http://www.airforcemedicine.af.mil/PFEToolkit/. In this Toolkit, patients will be able to find concrete advice and resources to help them effectively partner with their healthcare team. Another resource for all staff is the “What Matters to You” newsletter. The newsletter highlights the Air Force Patient Centeredness culture. It showcases stories from medics, upcoming events, and more tools to use. Post the latest edition around your MTFs to encourage patients to discuss what matters to them. Find the latest edition on the AFMS internal milSuite.

**Did you know?**

Maximizing Value to the Patient is understanding the role each patient plays in their care. Patient Centeredness guides us on our journey of Trusted Care.

**Exceptional Care**

**Maximize Value to the Patient**

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**Patient Satisfaction**

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**Theme of the Month drives our continuous commitment to Trusted Care. Learn more:** [https://www.milsuite.mil/book/groups/theme-of-the-month](https://www.milsuite.mil/book/groups/theme-of-the-month)