

## **Living the values: Bringing Mayo Clinic Core Values to Life in the Clinical Setting**

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### **Purpose**

At Mayo Clinic, core values are integral to the daily operations and culture, especially from a Nurse Administrator's perspective. These values are exemplified through a commitment to patient safety, dignity, and standardized care. Nurse Administrators play a pivotal role in ensuring these values are upheld, particularly when navigating dilemmas and conflicts. Nurse Administrators develop tactics, communication strategies and programs to solve problems existing in the clinical setting.

Standardization is a key focus, with protocols and guidelines developed to ensure consistency in care delivery. This not only enhances patient safety but also upholds the dignity of each patient by providing equitable and respectful treatment. Nurse Administrators oversee the implementation of these standards, ensuring that all staff are trained and provide the level of care that is expected.

Clinical settings often face challenges such as resource constraints, staff burnout, and complex patient needs. To address these, Mayo Clinic has implemented various measures and programs aimed at supporting dialogue and psychological safety among staff. Shared decision making, rounds, education, coaching, and mental health support services are some of the initiatives that foster an environment where staff feel safe to voice concerns and seek support.

### **Conclusion**

The core values at Mayo Clinic are brought to life through the dedicated efforts of Nurse Administrators who ensure that patient safety, dignity, and standardized care are prioritized. By addressing dilemmas and conflicts with structured protocols and supporting staff through comprehensive programs, Mayo Clinic continues to uphold its commitment to patient dignity and excellence in patient care.

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