

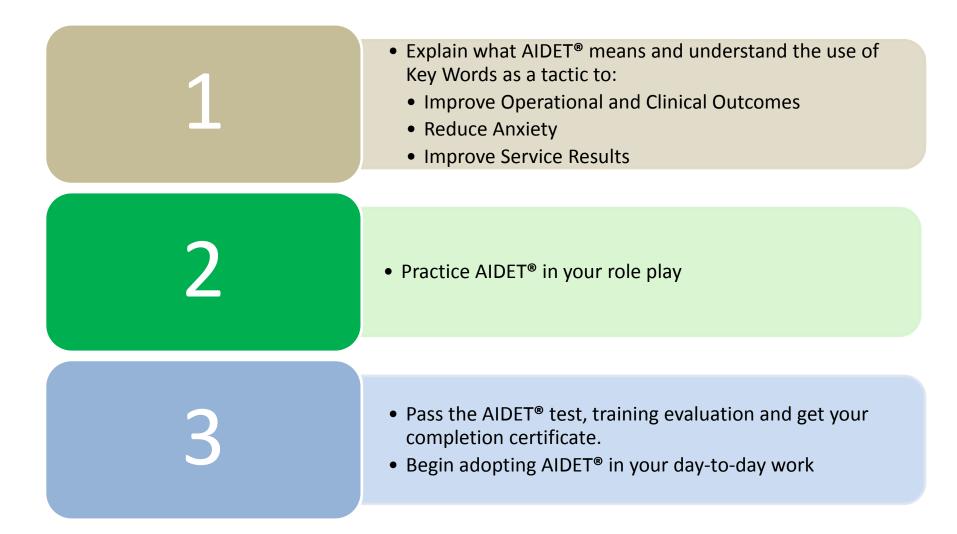
AIDET[®] Overview: Why, What & How



TRAINING OBJECTIVES



By the end of this training session you will be able to:



WHY AIDET[®]?



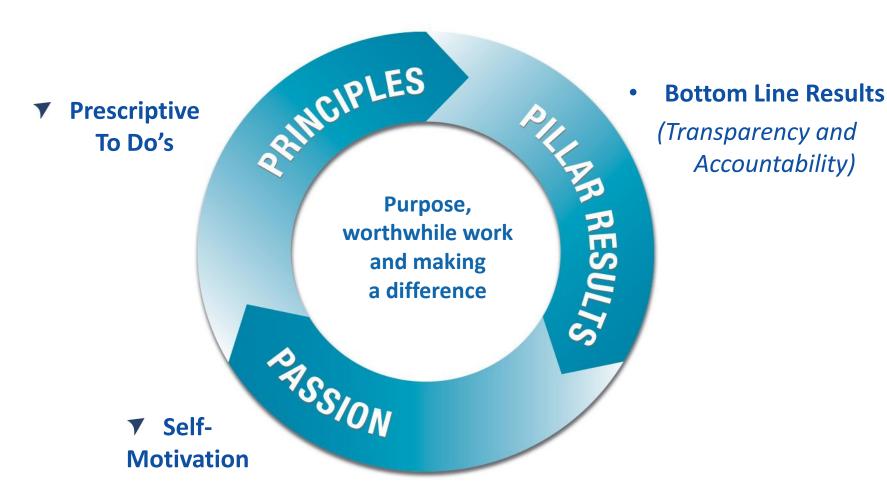
- Helps build confidence in our skills and dedication
- Takes the guesswork out of our care
- Helps reduce anxiety
- Builds patient/customer loyalty
- Opens up the door to excellent patient/customer service



Every patient, every customer, every time.

HEALTHCARE FLYWHEEL

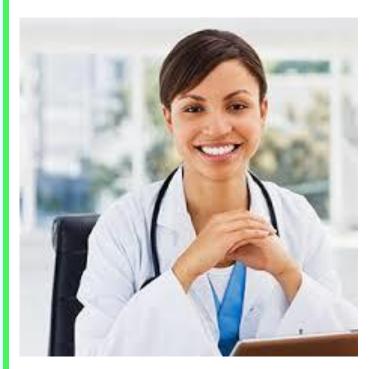




WHAT DO OUR PATIENTS WANT?

Patients Want...

- To be treated with dignity and respect
- Helpful staff who are easy to talk to
- To be listened to carefully regarding health concerns
- Their concerns to be taken seriously
- An expert who truly cares
- Ability to diagnose and treat medical condition or troubleshoot a problem they may have



AltaMed

OUALITY

ADVANTAGES OF AIDET [®]





The purpose of AIDET [®] *is to help us communicate to our patients; patient satisfaction is a by-product.*

WHAT ABOUT AIDET[®] WITH CO-WORKERS?



Reduces co-worker anxiety about whether or not they can count on you by establishing trust Improves teamwork because colleagues will cooperate more readily with you as a result of that trust

Clear communication creates a more efficient, helpful and healthier work environment Helps build loyalty to one another; we want to feel good about the people we work with and for

CONSIDER THIS...

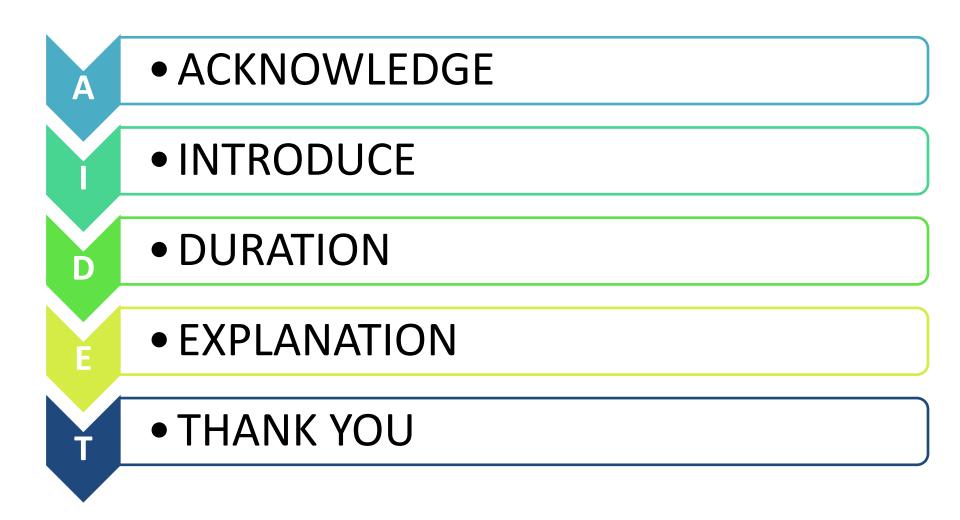




AIDET[®] is a conversation not a script

STUDER GROUP AIDET®





Remember, AIDET [®] is not a speech! Think of AIDET [®] as a communication framework.

IT ALL STARTS WITH A SMILE



Whether you are in person or on the phone. There is nothing like a smile to create a good first impression.

A warm and confident smile will put both you and the other person at ease.

Phone calls. Smile when you answer the call.. It does make a difference I how you are received

The 10/5 Rule:

- 10 Feet: eye contact & a smile
- 5 Feet: Speak/acknowled ge
 - Good Morning!

TIPS FOR USING AIDET



- The elements of AIDET[®] are important in every interaction with a customer.
- There are times when you will not need to verbalize only one of the elements of AIDET[®].
- Elements of AIDET[®] do not have to be delivered in any specific order.

A - ACKNOWLEDGE



In person, with your body:

- Smile!
- Make eye contact
- Acknowledge everyone with the patient
- Use open body language



"Good morning Mr. Warner..."

I - INTRODUCE



- Give your name
- State your department and Job Title
- Certification, Licensure, Years of experience, Number of procedures done, Special training, Special skills, Special personality traits that make your care or service unique
- Manage up any co-workers, department or physicians

Advantages of Managing Up

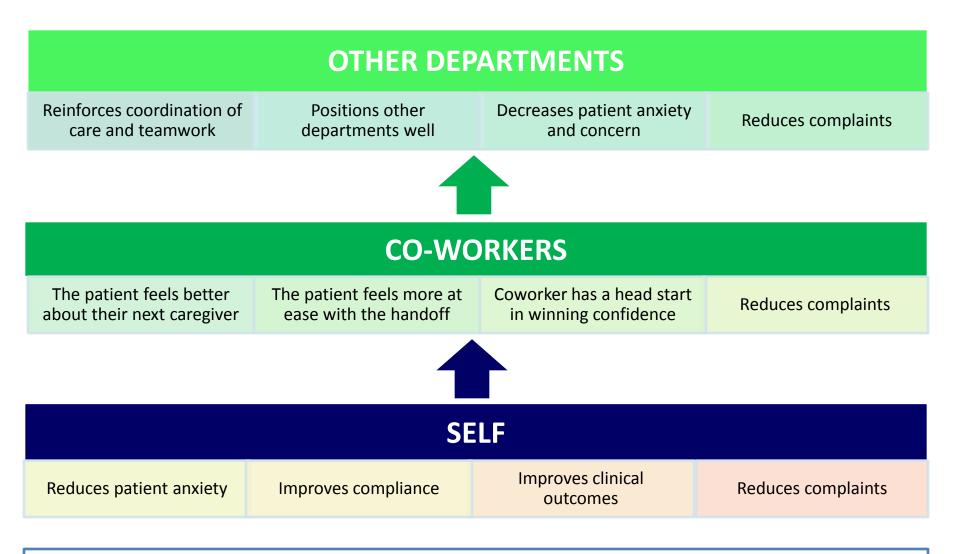
Introduce

Yourself

- Patient feels better about their next caregiver
- Patient is more at ease and less anxious
- Patient builds trust in our organization

WHAT IS MANAGING UP?





The most important part of Managing Up is refraining from "managing down."

D - **DURATION**



DURATION

Duration is best communicated in specific time increments

- Inform the patient how long the appointment, test or procedure will take
- Communicate how long the patient/customer will have to wait during each of the phases of your interaction
- Explain when they should expect a call back with results or follow up actions

What if I am not sure how long it will take?

 If you cannot commit to a specific time, you <u>should</u> commit to a specific *timeinterval* in which you will update the patient or customer on progress

THE ELEPHANT IN THE ROOM





"I'm right there in the room, and no one even acknowledges me."

Remember to acknowledge "the elephant in the room." If the clinic is incredibly busy, tell the patient and follow-up with timely updates.





Explain <u>WHY</u> are we doing this? Explain <u>WHAT</u> will happen and what should they expect

ASK, "What questions do ⊲ you have?"



Remember, there is a difference between asking "Do you have any questions?" and "What questions do you have?"

T – THANK YOU



Show Appreciation

- Thank patients/customers for waiting
- Thank patients for trusting us with their care

Provide a Positive Closing

• ASK, "Is there anything else I can do for you today?"



Remember to make it your own...

with each patient, every time!

CORPORATE EXAMPLE (IT)



А	T	E	D	Т
 (Phone Call) Good morning, this is Pete with IT. How may I help you? 	 Suz, I know this is really stressful. Remember, I've been doing this for five years – I've managed this kind of problem before. 	 Here are the steps I want you to take: I'll make sure we go through each step and we won't move forward until you're comfortable. Sound okay? 	 We should know within 30 minutes if the fix I have in mind will work. I know that's a long time to wait and worry, but we have to let the system run a full diagnostic check so we don't risk missing something. 	 I appreciate your patience on our call today. Thank you for letting me help you.

AIDET [®] is a communication framework. Make it your own – the order should make sense to you!

FRONT DESK EXAMPLE



assist you. Thank You.

А	1	D	Е	Т
 Good morning. How may I help you? (SMILE AND MAKE EYE CONTACT) 	 My name is Maria and I will be registering you for your visit today. Let me make sure your contact information and visit coverage is correct. 	 I know you are seeing Dr. Serota today. I apologize that there is about a 30 min wait today from your 10 am scheduled time. If there is further delay, we will keep you informed. 	 Please have a seat. Juanita, Dr. Serota's Medical Assistant will be calling you back. They are such a great team! Do you have any questions right now? 	 Thank you in advance for your patience and again, my name is Maria, if you have any questions while you are in the waiting room, don't hesitate to let me now how I can

BACK OFFICE EXAMPLE



Α

F

- (SMILE AND MAKE EYE CONTACT)
- Good Morning. How are you Mr. Garcia?
- In a warm friendly tone call their name OR walk up to them and let them know "we're ready for you".
- My name is Ana. I will be your Medical Assistant today.
- Dr. Lynn will be seeing you today; she is fantastic and specializes in internal medicine.
- I see you are here for a physical today. I am going to ask you some questions about your health history, take your vitals, then ask you to prep/change for the physical.
- Do you have any questions?

- Dr. Lynn will be with you in about 10 minutes.
- If there are any further updates, I will let you know.
- Thank you for taking the time to answer all of our health questions.
- If you have any questions while you are waiting for the Doctor, let me know.
- Again, my name is Ana.

CORPORATE EXAMPLE: Every Day Exchange (2 people)



Veronica speaking Ceci speaking

А	I	E	D	т
 Hi Ceci! Good morning, how are you? 	 Ceci you know I am in charge of ensuring payment to Cisco. I know things have been very busy with year end close. I need to follow-up on the payment to Cisco. 	 Yes, of course. I do have responsibility for that account and I will be happy to help you. 	 Give me 30 minutes and I will research the status of that payment, and then get back to you. 	 I appreciate your patience and understanding. Thank you for letting me help you. Thanks for your responsiveness!

AIDET [®] is a communication framework. Make it your own – the order should make sense to you!

Role-Plays



Break into groups of 3

1 person will be the staff member using AIDET. Use your material to have the conversation

1 person will be the patient, react as a real patient might, ask questions.

1 person will be the coach. Use the AIDET Competency checklist to take notes and observe the interaction. When the role-play is complete ask them what they did well and what they would do differently next time. Share you observations of the role-play.

THINGS TO BE AWARE OF



Our patients may be distracted, frightened, and in pain.

Fear and anxiety often manifests as anger.

Newer patients are still in a state of trust-building with us.

It is vital that they feel physically and emotionally safe coming to us for care. Not feeling safe and cared for can have significant impact on quality and clinical outcomes.

KEY WORDS



Key words NOT to say

Can't, But, No, Policy

You know how Corporate is

It's not my job (problem)

We're short-staffed

No one told me you were here

We can't get good help

That's not my patient

Things to say instead

"What we can do is..."

"I can find the person who would best help you with that..."

"I do apologize for the delay, let's get you settled."

"What can I do for you right now?"

REMEMBER...



Routine care interactions which may not be considered significant by us may be of great importance to our patients Remember too that just because you do this all day long it's not necessarily familiar or comfortable to the patient

Using AIDET[®] and key words adds to the feeling of empathy, reduces patient anxiety, helps build therapeutic relationships, and ultimately improves outcomes.

CHANGE YOUR WORDS, CHANGE YOUR WORLD





NEXT STEPS





Practice, Practice! Remember the "see one, do one" rule.

Make sure you complete your Develop your AIDET [®] form and make it your own!

Team up with your coworkers & ensure that as a team you are consistently using AIDET[®] to communicate with your patients and customers. Don't hesitate to ask for help – we are all learning this together.

Validation begins May 1st. Your supervisor will validate your use of AIDET[®] and provide feedback to you.

Effective May 2014 AIDET [®] *Training will be included in New Hire Orientation for all employees. Additional training will be provided at the sites.*

ADDITIONAL RESOURCES



Find additional resources on Town Square Ask the AIDET[®] trainer at your site or reach out to an AIDET[®] Champion! Log on to the Studer Portal and watch additional AIDET[®] videos