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Your Feedback
In our mission to make a difference in health care, Studer Group appreciates feedback. Please share your comments and results from this training tool with us. Write, call, or e-mail Studer Group at:
SG@studergroup.com
850.934.1099
913 Gulf Breeze Parkway
Gulf Breeze, FL 32561
Introduction

TRAINING OUTCOMES
As a result of this training you will be able to:
- Understand why AIDET leads to higher quality of care, reduction in patient anxiety, and improvement in patient and employee satisfaction
- Develop and implement AIDET in your work practice

WHO SHOULD LEARN AIDET?
This training is designed for all employees in health care organizations with particular focus on staff who interact with patients and their families.

RESOURCES AND MATERIALS
- Participant Guide, AIDET: Five Fundamentals of Patient Communication
- AIDET: Five Fundamentals of Patient Communication Video/DVD Series including:
  - Quint Studer Learning Sessions:
    - Group Session
    - Individual Session
  - Vignettes
- A VCR or DVD Player
- Co-worker or colleague for role-plays

OVERVIEW OF TRAINING
This training guide is divided into five sections to allow training to take place in a modular format. The training takes approximately 3 hours to complete if you go through all sections and all six vignettes. The sections and estimated times are:

Section 1: Understanding AIDET (approximate time: 1 hour)
Section 2: Developing AIDET For Your Department or Workplace (approximate time: 25 minutes)
Section 3: Watching AIDET: Vignettes (approximate time: 45 minutes)
Section 4: Practicing AIDET: Role-Plays (approximate time: 15 minutes)
Section 5: Hardwiring AIDET (approximate time: 20 minutes)
Background on This Training Tool:
In its commitment to excellence, your organization has provided *AIDET: Five Fundamentals of Patient Communication* as a resource to help you improve your skill set as a health care professional. AIDET was first introduced by Quint Studer and shared nationally in his book, *Hardwiring Excellence*. Since that time, many partner organizations have adopted this communication or key word practice to see significant results in improving quality of care for their patients and improving dialogue between staff and physicians. With several hundred organizations in its national learning lab, the Studer Group has taken these years of learning and developed an in-depth training tool to allow organizations to have access to this Studer Group process and coaching.

With the workbook and video, participants will be led by Quint Studer through a learning session that will allow them to understand not just how to implement AIDET, but *why* they should do it.

Based on positive feedback from its first two video series, *highmiddlelow* and *Must Haves*, Studer Group again captures real-life examples of health care professionals in a partner organization implementing this critical communication practice.

There are six vignettes created and outlined in Section 3. We recommend that all modules be completed, but you do have the option to choose which setting/vignettes to view based on your specific needs. These vignettes represent scenes from the outpatient, inpatient and physician’s office setting.

About Your Coach, Quint Studer
Quint founded the Studer Group for one reason: to provide tools and techniques to make health care a better place for employees to work, physicians to practice medicine, and patients to receive care. Quint has done it. In his over twenty years in health care, he has led organizations to breakthrough results. At Holy Cross Hospital, Chicago, his focus on service led to their winning *Hospitals* Great Comeback award.

From 1996 to 2000, as president of Baptist Hospital Inc., in Pensacola, Fla., he took the Five Pillars (Service, Quality, Finance, People, and Growth) to best-in-class results, winning numerous awards including the Quality Cup from *USA Today*.

In March 1999, *Inc.* named Quint its Master of Business, the only health care leader to receive this distinction. To quote *Inc.*, “We were skeptical of those advocating cultural change within an organization. Studer has refined a system over the years and brought it to a point where it’s replicable not only in other hospitals but in any service business.”
Since 2000, Quint and the Studer Group have put the next generation of tools and techniques into practice at organizations throughout the country with resounding success. In 2004, utilizing his “national lab” of hundreds of health care organizations working to improve service and their bottom-line results, he wrote the book *Hardwiring Excellence*.

In *Hardwiring Excellence*, Quint provides a road map for organizations to follow in creating a great place for physicians to practice, employees to work, and patients to receive care. At the foundation of the journey is the Healthcare FlywheelSM. A teaching tool, the Healthcare Flywheel illustrates the power that Purpose, Passion, To Do’s, and Results have in creating momentum in an organization.

**The Healthcare FlywheelSM**

- Prescriptive To Do’s
- Bottom-line Results
- Self-Motivation

Quint sees what is right. Jim Clifton, chairman and CEO of the Gallup Organization, says, “Quint has done what psychologists have said could never be done. He invented the engineering of hardwiring positive attitudes into hospitals to transform cultures and subsequently improve fiscal outcomes.”

Quint does this for the right reason: so we have better experiences as employees, leaders, physicians, and patients, but most of all as human beings.
Section 1
Understanding AIDET

As a result of completing this section, you will understand:

- What is AIDET
- Why AIDET is critical to improving clinical outcomes and reducing patient anxieties
- Why AIDET is consistent with the values and mission of your organization

Timing: This section takes approximately 1 hour to complete.

Video/DVD: Quint Studer Learning Sessions**

- Group Session—Quint introduces AIDET and interacts with an audience
- Individual Session—Quint introduces AIDET one on one with the viewer

**Based on research, Studer Group understands different individuals have different learning styles and in order to maximize the learning potential of all, we are offering two Quint Studer lectures introducing AIDET. The trainings cover the same content, but in a different flow and style, so please feel free to use either to assist with your introduction and education of AIDET.

OBJECTIVE OF AIDET

AIDET is a framework for staff to communicate with patients and their families as well as with each other. This framework can be used as we communicate with other staff and colleagues, especially when we are providing an internal service.
WHAT IS AIDET?

AIDET stands for:

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It is a simple acronym that represents a very powerful way to communicate with people who are often nervous, anxious, and feeling vulnerable. It allows us as trained health care professionals to share our experience, knowledge, and training.

WHAT ARE THE RESULTS AND ADVANTAGES OF USING AIDET?

- Reduced patient anxiety
- Increased patient compliance
- Improved clinical outcomes
- Increased patient satisfaction

Let’s take a step back and learn more about what each of these letters stands for, and why they are so important to improving patient quality of care.

On the next page is an area to take notes as you watch Quint Studer introduce the AIDET training tool and teach the concept of AIDET.

⇒ When you are ready, play your choice of either Quint Studer Learning Sessions on video or DVD and turn the page to take notes as you listen.
As you watch the video/DVD, take notes on key words and phrases that describe each step of AIDET.

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This concludes Section 1.
Section 2

Developing AIDET For Your Department or Workplace

As a result of completing this section, you will:
- Understand how to “manage up” yourself, co-workers, other departments, and physicians
- Develop your personal key words for AIDET

Timing: This section takes approximately 25 minutes to complete.

Video/DVD: Vignettes—AIDET in Action

Guide: The “Developing Your Own Personal AIDET Worksheet” from on pages 14 and 15 of this guide will be used.

Before you watch AIDET in Action, complete the following questions and learn a little about AIDET and how to manage up.

A. Think about times when you have been on the receiving side of care. Describe what was going through your mind when you were the patient or a family member of a loved one who was receiving treatment. Were you anxious, worried, scared, preoccupied, or uncertain?

B. Think about a health care experience when you felt as if you were in VERY GOOD or EXCELLENT hands. What did your health care providers say to you? How did they make you feel? What about experiences that were not good? What was the difference?
AIDET is a powerful but simple key word technique that allows anyone to connect with a patient or customer to let him or her know they are in very good hands. Our days are so busy. We think we say and do the right things 100 percent of the time, but we can easily become distracted.

AIDET is not only for patients. AIDET also provides a framework for helping fellow employees and physicians. If our patients have anxiety, so does our staff. Think of the stress level sometimes at your organization. Even if you do not interact with patients, when you use AIDET in providing an internal service, you are helping other staff members who, in turn, are helping patients.

**MANAGING UP**
In addition to AIDET, you will also learn the skill of “managing up,” or taking the “I” or Introduce to the next level.

**What is managing up?**
Managing up is positioning others in a positive light. It is a form of communication at all levels that aligns your skills and those of your co-workers, other departments, and physicians to the goals of your organization.

**Benefits of managing up**
- Patients feel better about their next caregiver
- Patients feel more at ease about the coordination of their care
- Co-workers have a head start in gaining patient’s confidence

**Managing up yourself**
When you manage up yourself, you put patients and their families at ease by telling them your job title, years of experience, certification or licensure, and special training you have completed, or the number of procedures you have completed.

- “Good morning, Mrs. Smith. My name is Barbara. I am a radiology technologist here at the hospital and will be overseeing your chest X-ray this morning. I have been a radiology technologist for over 25 years and go back for re-certification and training every year. I am specially certified in this procedure and do thousands per year. My goal is for you to be very satisfied with your care . . .”
Managing up others

Managing up others is simply creating a good impression of others before the patient or family meets them. In addition to managing up your skill set, there will be times when it is important for you to manage up:

- Co-workers:
  
  “Hello, Mrs. Smith. I will be going home to my family now. Ken is taking my place. In fact, I just shared with Ken all your important information. Ken is a registered nurse whom I have worked with for over five years, and he is excellent. I hear such nice compliments about him from his patients . . .”

- Other departments:
  
  “Hello, Mrs. Smith. I see this afternoon you will be going down to the radiology department. Radiology has state-of-the-art technology and an excellent staff. They are aware you will be down there this afternoon and are well prepared for you. Our goal is for you to be very satisfied . . .”

- Physicians:
  
  “Mrs. Smith, I see Dr. Simon is your physician. She is excellent. She is very good at listening and answering patient questions. You will be pleased with the care you receive from Dr. Simon . . .”

Hardwiring AIDET helps us reduce patient anxiety and improve clinical outcomes. AIDET is a tool that gives you the outline. You have to fill in the detail using your own expertise, knowledge, and style.

As you watch AIDET in Action, take notes and turn to pages 14 and 15 to complete the worksheet that will help you develop your own personal AIDET.

- When you are ready, play the Vignettes video or DVD and view “AIDET in Action”.

- After watching “AIDET in Action,” turn the page and complete the worksheet on pages 14 and 15 to develop your own personal AIDET.
DEVELOPING YOUR OWN PERSONAL AIDET WORKSHEET

A. Acknowledge

How can you:
- Show positive attitude?
- Make your patients feel you have expected them, that you know them?
- Put patients at ease and make them feel comfortable?
- Ask permission to enter a room?

I. Introduce

How can you manage up yourself?
Job title:
Certification, licensure:
Years of experience, number of procedures you have done:
Special training:

How can you manage up a co-worker?
Name a co-worker and outline how you would introduce him or her to a new patient/family:

How can you manage up other departments?
Name a department you work with and describe what you could say to a patient to make him or her feel more comfortable with the care he or she is about to receive:

How can you manage up a physician?
Name a physician and outline how you would describe the physician to the patient and family to put them at ease:
Now that you have your own AIDET, the key will be practicing. It may seem awkward at first, as it often is when we try something new. By role-playing and using AIDET, you will quickly move out of this uncomfortable stage. Why? Because AIDET is the right thing to do. To help with your learning and see how others have implemented AIDET, continue to Section 3 to see real health care professionals using AIDET.

D. Duration
How can you communicate:
- How long will this take?
  - Initial assessment or preparation
  - Exam or test
  - Waiting after the test
- When will the results be back?

E. Explanation
How can you help patients or family members understand:
- What you will be doing and why?
- What should they expect? What is the plan for the future?

T. Thank You
How can you:
- Let patients know you have enjoyed working with them?
- Thank the family for using us and for entrusting us with the care of their loved one?
This concludes Section 2.
Section 3

Watching AIDET: Vignettes

As a result of completing this section, you will:
- View actual health care professionals using AIDET
- Play the role of Coach as you observe these professionals
- Identify what these professionals did well and what they could do differently

Timing: This section takes approximately 45 minutes to complete.
- 30 minutes to view AIDET Vignettes if all are viewed
- 15 minutes to make notes and debrief

Video/DVD: Vignettes provide an overview of real health professionals in a live setting reviewing AIDET and six vignettes in the outpatient, inpatient, and physician’s office setting. You can select “Play All” and view all vignettes or choose the vignette which best meets your need.

VIGNETTE OVERVIEW
In working with thousands of health care leaders, the Studer Group has identified that successful training includes having staff observe the skill or technique they are learning. This is similar to a new employee following a preceptor. To provide this opportunity, Studer Group asked one of its partners, Sharp HealthCare in San Diego, if staff and physicians’ interactions with patients and colleagues could be recorded. The following vignettes are actual staff with real patients in real scenarios. Sharp HealthCare is a health system of 17,000 staff who implemented AIDET well throughout their organization.
The vignettes are grouped into three settings: (1) outpatient, (2) inpatient units, and (3) physician’s office. You can view all or select the one(s) you wish to view.

1. Outpatient:
   - Outpatient Registration (Elisa)
   - Cardiac Cath lab (Donna RN, Bob, Marcus, Lenny RN)
   - Outpatient Laboratory (Muriel)

2. Inpatient Units:
   - Ambulatory Patient Care (Cara RN)
   - Maternal and Infant Services Unit—Environmental Services (Sophia)

3. Physician’s Office:
   - Primary Care (Dr. Beeson and Susan RN)

As you watch the vignettes:
   - Take notes using the Vignette Observation Grid on the following pages.
   - Specifically note keywords and phrases used by the employees in the video managing up themselves, co-workers, other departments, physicians, and entire hospital.

➤ When you are ready, select AIDET Vignettes from the Vignettes video or DVD. (The menu will show all six vignettes. You can “play all” or select the vignette(s) you wish to view.)

➤ Press play and turn to the appropriate page to take notes on the Vignette Observation Grid related to the vignette you are viewing.

➤ When you have completed watching the vignettes, continue on to the next vignette for additional viewing, or if you are finished watching the vignettes, go to page 22 and take the Managing Up Quiz.
1. **AIDET in the Outpatient Setting**

Overview of outpatient vignettes: *(You can view all of these or select the ones you wish to view)*

- Outpatient Registration (Elisa)
- Cardiac Cath lab (Donna RN, Bob, Marcus, Lenny RN)
- Outpatient Laboratory (Muriel)

**Vignette Observation Grid:**

<table>
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<tr>
<th>Acknowledge</th>
<th>Cath Team</th>
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Group action: Discuss with your group what aspects of AIDET were communicated.

- *When you are finished watching this vignette, decide if you will watch additional vignettes or if you are finished viewing the AIDET Vignettes. If you choose to continue:*

- *Press play and turn to the appropriate page to take notes on the Vignette Observation Grid related to the vignette you are viewing.*

- *If you have completed watching the vignettes, go to page 22 and take the Managing Up Quiz.*
2. **AIDET in the Inpatient Setting**

Overview of inpatient vignettes: (*You can view all of these or select the ones you wish to view*)
- Ambulatory Patient Care (Cara RN)
- Maternal and Infant Services Unit—Environmental Services (Sophia)

**Vignette Observation Grid:**

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<th>Cara</th>
<th>Sophia</th>
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Group action: Discuss with your group what aspects of AIDET were communicated.

- *When you are finished watching this vignette, decide if you will watch additional vignettes or if you are finished viewing the AIDET Vignettes. If you choose to continue:*

- *Press play and turn to the appropriate page to take notes on the Vignette Observation Grid related to the vignette you are viewing.*

- *If you have completed watching the vignettes, go to page 22 and take the Managing Up Quiz.*
3. **AIDET in the Physician Office Setting**

Overview of physician office vignette:
- Primary Care (Dr. Beeson and Susan RN)

**Vignette Observation Grid:**

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<thead>
<tr>
<th>Dr. Beeson</th>
<th>Susan</th>
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Group action: Discuss with your group what aspects of AIDET were communicated.

- *When you are finished watching this vignette, decide if you will watch additional vignettes or if you are finished viewing the AIDET Vignettes. If you choose to continue:*

- *Press play and turn to the appropriate page to take notes on the Vignette Observation Grid related to the vignette you are viewing.*

- *If you have completed watching the vignettes, go to page 22 and take the Managing Up Quiz.*
MANAGING UP QUIZ
Introducing yourself is critical in referencing the AIDET Introduction, as you learned from Quint, but we can take it to the next level. Managing up yourself and others can help patients feel more comfortable and reduce their anxiety.

Take a quick quiz. There were over 17 ways the staff featured in the vignettes managed up themselves, their co-workers, other departments, physicians, and even the entire hospital. In the space below, review your notes from viewing your selection of vignettes and write down examples of managing up you observed. See if you can remember them all.

**Outpatient**
Ex: Elisa said they were expecting the patient.

**Inpatient**
Ex: Cara said the transporter would take good care of them.

**Physician’s Office**
Ex: Susan said that Dr. Beeson was the nicest physician she had worked with in 30 years.
ANSWER GUIDE

Outpatient Registration

- Co-worker: “They have been expecting you. We have a great staff, and they will take great care of you.” (Elisa)

Cardiac Cath Lab

- Co-worker: “This is the cath lab team, and they will take great care of you.” (Transporter)
- Co-worker: “We have four people who will be taking care of you. Marcus is a trained cardiovascular technician. He is specially trained in pressure and EKG monitoring. He is also certified at the national level. Lenny is a registered nurse. And Donna is our lead nurse and one of our best.” (Bob)
- Yourself: “I have been a nurse for 22 years and at Sharp for 16. I was the lead training nurse in the ICU and now am lead in the cath lab. I train the other nurses. I have done about 10,000 procedures in the cath lab.” (Donna)
- Physician: “I have worked with Dr. Jaske for a long time. He is excellent and one of my favorites.” (Donna)
- Yourself: “Ms. Morris, I tell you this because I want you to know you are in very good hands.” (Donna)

Outpatient Laboratory

- Yourself: “You know, I have done this for a long time.” (Muriel)
- Yourself: Picture of employee of the year award by work station

Ambulatory Patient Care

- Co-worker: “I want to tell you who will be coming in here. Our lab drawers are wonderful and have been doing this for a long time. You will also have an IV nurse who is excellent.” (Cara)
- Co-worker: “He will take good care of you.” (Cara, about the transporter)
- Department: “The radiology department will take good care of you, especially the radiologists. They are excellent. I worked with them for five years, so I know firsthand.” (Cara)

Maternal and Infant Services—Environmental Services

- Entire hospital: “This is the best place to have your baby.” (Sophia)

Primary Care

- Yourself: “I’m Susan, Dr. Beeson’s nurse.” (Susan)
- Physician: “You are very acquainted with Dr. Beeson, and he is looking forward to seeing you.” (Susan)
- Physician: “He is the nicest physician I have worked for in 30 years.” (Susan)
- Physician: “They prescribed a very good antibiotic for you.” (Dr. Beeson)
- Department: “They have a great crew of phlebotomists and will take great care of you.” (Dr. Beeson)
Notes:

This concludes Section 3.
Section 4:

Practicing AIDET: Role-Plays

As a result of completing this section, you will:
- Practice using your own AIDET
- Coach peers using AIDET

Timing: This section should take 15 minutes to complete.

Video/DVD: not needed for this section. The grid on page 26 will be used.

Having seen health care professionals use AIDET in their work setting, now it is your turn.

ROLE-PLAY EXERCISES

A. Instructions for participants in a group setting
   - Break into groups of three.
   - Review the AIDET key words you developed in Section 2.
   - Begin AIDET role-play. Alternate roles so that each of you has a chance to be the following:
     - Staff member: Role-play a patient interaction using AIDET. Use your AIDET key words developed in Section 2.
     - Patient: Role-play a real patient reaction you have observed as the staff member uses AIDET. Think of questions you might have or how you might feel as a patient.
     - Coach: Use the grid on the following page to take notes as you observe your co-workers. When the role-play is complete, ask the staff member what they did well and what they would do differently next time. Share your observations of the role-plays.
   - When all role-plays are done, discuss and review how you might modify your AIDET key words or framework.

B. Instructions for participant completing video/DVD in self-study format
   - Review the AIDET key words you developed in Section 2.
   - Ask two peers or your supervisor to role-play with you.
   - Use the grid on the following page to collect observations and feedback.
   - Modify your AIDET key words or framework.
**ROLE-PLAY OBSERVATION GRID**

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<th>AIDET</th>
<th>Observations and Feedback</th>
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<td>Thank You</td>
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*This concludes Section 4.*
Section 5:

Hardwiring AIDET

As a result of completing this section, you will:

- Identify three key steps in hardwiring AIDET
- Begin implementation of AIDET in your department

Timing: This section takes approximately 20 minutes to complete.

HARDWIRING AIDET

To learn a new skill or implement a new behavior takes practice. From following thousands of health care professionals who have implemented AIDET successfully, Studer Group recommends three steps:

1. Commit to implementing AIDET right away.

2. Use the AIDET Log on page 29 to reflect on your use of AIDET and how patients responded to you. Did you notice a difference?

3. Encourage others to observe you. Your leader will ask you to document your efforts and will want to observe you. Most times people are performing much better than they perceive. A Coach or leader can tell you that you are doing well.

HARDWIRING YOUR OWN AIDET

As you think about hardwiring and implementing AIDET, review again your own AIDET that you developed in Section 2 of this guide and the knowledge you gained from role-playing and watching the vignettes. Using your notes from the worksheet you filled out, summarize your key actions on the worksheet on the following page. Use this framework to implement AIDET.
SUMMARY: DEVELOPING YOUR OWN AIDET WORKSHEET

A. Acknowledge

I. Introduce

Yourself:
Co-workers:
Other departments:
Physician:

D. Duration

E. Explanation

T. Thank You
**AIDET LOG**

Practice AIDET to more effectively communicate with patients, families, co-workers and physicians. Use AIDET in your work setting and use this log to self-assess on a scale of 1-5 your success and make notes on your progress. Allow another person to observe and rate you as well. Provide this log to your leader so they can provide observations and comments as well.

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<th>Third-person observation:</th>
<th>Notes:</th>
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Leader notes:

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*This concludes Section 5.*
Studer Group Resources

Studer Group Website Resources

- www.studergroup.com

- Insights: Five Fundamentals of Service,
  http://www.studergroup.com/$spindb.query.listroad4.studview.52

- Insights: Making Key Words at Key Times Work,
  http://www.studergroup.com/$spindb.query.listroad4.studview.51

Fire Starter Publishing Resources

Books

- *Hardwiring Excellence*, by Quint Studer.

- *101 Answers to Questions Leaders Ask*—informative answers to real questions from the field.

Training videos

- Must Haves℠ Video Series—a video/DVD training series demonstrating proven techniques to drive results by focusing on hardwiring five Must Haves.

- highmiddlelow℠—a video/DVD training series for improving employee performance by focusing on retaining high performers, developing skills of middle performers, and confronting low performers.

Software


- Discharge Call Manager℠—software for automating discharge phone calls.

- Idea Management Software—software for managing and communicating innovative ideas.

- Rounding Manager℠—productivity software for rounding and service recovery.

To order additional AIDET: Five Fundamentals of Patient Communication Participant Guides:

- Order directly through www.firestarterpublishing.com or go to www.studergroup.com.

- Call Fire Starter Publishing at 866.354.3473.

Other Studer Group Resources

For information regarding our Institutes, conferences, and *Hardwired Results* magazine, log onto www.studergroup.com or call Studer Group at 850.934.1099.
AIDET
Five Fundamentals of Patient Communication—Acknowledge, Introduce, Duration, Explanation, and Thank You—are five behaviors to use in every patient/family encounter to anticipate, meet, and exceed the expectations of the customer and reduce the anxiety of the patient.

Communication Board
A message board organized and aligned by Pillars and placed strategically in an organization or department to communicate consistent messages and key information to the staff and physicians. Most organizations use the Five Pillars—Service, People, Quality, Finance, and Growth—to organize and communicate the information.

Connecting the Dots
The use of key words to link actions to the goals and values of the organization and to help others understand what you are doing and why. This can be done throughout all activities, i.e., awards, announcements, thank yous, staff meetings, new policies, etc.

Hardwire
The process by which an organization, department, team, or individual integrates a behavior or action into the daily operations to ensure it becomes a habit and is done consistently.

Harvest Wins
The action of taking positive information learned and sharing it with others. This action will not only help people feel they have purpose, do worthwhile work, and make a difference, but will also allow people to learn from others’ success. Behavior that is rewarded and recognized will be repeated.

Healthcare Flywheel
A teaching tool/diagram that illustrates the power that Purpose, Passion, To Do’s, and Results have in creating momentum in an organization. Studer Group developed the Healthcare Flywheel to help organizations understand the journey in creating great places for employees to work, physicians to practice, and patients to receive care.
Key Words at Key Times
Key Words at Key Times are things said and done to “connect the dots” and help patients, families, and visitors better understand what you are doing. They align your words with your actions to give a consistent experience and message.

Manage Up
Positioning others in a positive light. It is a form of communication at all levels that aligns your skills and those of your co-workers, other departments, and physicians to the goals of your organization. Example: providing your supervisor with knowledge of an achievement by a co-worker or passing on positive information regarding an area so that they can be recognized. This makes you and your organization better and aligns everyone to working on the right goals.

Must Haves®
Specific actions and “To Do’s” common to organizations achieving exceptional results. These Must Haves are based on the Nine Principles® and evolved from the Studer Group partnering with more than 250 organizations to identify these actions. The Must Haves are: (1) Rounding for Outcomes, (2) Employee Thank You Notes, (3) Selection and the First 90 Days, (4) Discharge Phone Calls, (5) Key Words at Key Times, and (6) Aligning Leader Evaluations with Desired Behaviors.

Nine Principles®

Pillar
A foundation and framework used to set organizational goals and the evaluation process. Once the goals for each Pillar are set for the organization as a whole, they are cascaded throughout—from the division level to department or unit level, to individual leader. Most organizations use the Five Pillars—Service, People, Quality, Finance, and Growth. These can be customized to fit specific language or organizational terms, or other Pillars can be added, such as community. These Pillars then lay the framework for consistent evaluations, communications, and work planning.

Rounding for Outcomes
Communicating with employees, physicians, and patients in such a way that there is a specific purpose to walk away with specific outcomes.
CLOSING

At Studer Group, we find it is the good who want to get better. Thank you for your commitment in wanting to improve. By using AIDET, we can make health care a great place for employees to work, patients to receive care, and physicians to practice.

We want to hear from you. Share your experience or questions with Quint at quint@studergroup.com. Please use AIDET VIDEO in the subject line of your e-mail to Quint.

Thank you for making a difference in health care.

A special thanks to:

- Sharp HealthCare in San Diego, for their participation in developing this training product.
- Lerner Films, Arnie Lerner, director, for his directing of *AIDET*: Five Fundamentals of Patient Communication.