

HOSPITAL NAME  
**COMPETENCY ASSESSMENT**

Name: \_\_\_\_\_ Job Title: \_\_\_\_\_ Department: \_\_\_\_\_

**Competency: Using the AIDET Communication Technique**

<p><b>Instructions:</b> Complete the self assessment portion of this document using the key. Record completion of each performance criteria. The evaluator's signature validates the completion of each skill. Complete quiz if attached. Return to department manager for your file.</p> <p><b>Assessment Key:</b> 1- Needs Improvement 2- Can perform independently 3- Independent can teach</p> <p><b>Method of Evaluation:</b> S- Simulation DO- Evaluator Direct Observation(Note pt acct. #) W- Written Document Review O- Other -Define:</p> <p>If competency is assessed on multiple dates, (other than the date noted with the signature,) place the date in the Validator's assessment column.</p>	<p><b>Competency Statement:</b> All staff will display consistent proficiency in using AIDET when communicating with patients, visitors, physicians, peers, managers and volunteers.</p> <p><b>Policies to Review and Learning Resources</b> AIDET handout Observes Peers</p> <p><b>Patient account #</b> _____ <b>#(If applicable)</b></p>
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Performance Criteria	Self Assessment Place an X in box 1, 2, or 3 (See legend)			Validator's Assessment (see legend)											
				1				2				3			
	1	2	3	S	D	W	O	S	D	W	O	S	D	W	O
Identifies the purpose of using the AIDET principle.															
Utilizes the AIDET principle to communicate with others, with a focus on patients and their families:															
<b>ACKNOWLEDGES</b> the customer: • Smiles, makes eye contact and greets them in a pleasant manner.															
<b>INTRODUCES</b> self: • States name, and role at HOSPITAL NAME. • Highlights skill and expertise of self and other healthcare team member.															
<b>DURATION:</b> • Gives the customer a time expectation. • Keeps the customer informed as to the amount of time a procedure or process will take. • Includes letting them know if there is a wait time; gives time expectation of that wait.															
<b>EXPLANATION:</b> • Keeps customers informed by explaining all processes and procedures. • Assists customers to have clear expectations of what will be occurring.															
<b>THANKS</b> the customer: • Consistently thanks customers for their time and, if a patient, for choosing HOSPITAL NAME. • Expresses appreciation that they have chosen HOSPITAL NAME as their health care facility. • Asks if there is anything else he/she can do for the customer before ending the interaction.															
Ensures non-verbal communication conveys the AIDET principle: • Makes eye contact. • Respects customer's personal space (as possible). • LISTENS to what the customer is saying; allows for silence; does not interrupt with his/her own thoughts. • Ensures body language is relaxed, open and non-threatening. • Displays a calm manner.															

**Competency Met** \_\_\_\_\_

Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Validator's Signature \_\_\_\_\_ Date \_\_\_\_\_

**Improvement Plan Completed** \_\_\_\_\_

Validator's Signature \_\_\_\_\_ Date \_\_\_\_\_