

AIDET Observation Feedback – Rounding on Patients

Name of Associate _____
 Unit Department _____
 Manager _____

Date _____
 Observer/Coach _____

Strengths Identified During Observation

- Knocked before entering the room
 - or**
 - Acknowledged with eye contact and body language
 - Used patient name
 - Introduced self, role
 - How long they would be in the room interacting with patient (i.e. "I would like about 2 to 3 minutes of your time").
 - Checked Identification band when administering medications
 - Managed up experience/training
 - Managed up others (co-worker, other depts.. physicians, shifts)
 - Gave a time expectation of how long a test or procedure would take
 - Explained what would taking place (i.e. procedure)
 - Used key words **"very good care"** and **asked questions from patient satisfaction survey** (i.e. "Has the staff been answering your call light promptly?")
 - Asked if there is anything they could do before leaving.
 - Thanked the patient or patient's family
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- Role modeled Behavior Standards consistently

- Good skill development, able to use AIDET successfully
- A natural at AIDET; could mentor other staff who need to learn AIDET rounding

Areas for improvement to Focus on During the Next 90 Days

- Verbal skills **"A"cknowledge**
- Body language (eye contact, distance): **"A"cknowledge**
- Use of name **"I"ntroduction**
- Reference to experience or training **"I"ntroduction**
- Manage up other (co-workers, other depts., physicians, shifts) **"I"ntroduction**
- Reference to time for interaction **"D"uration**
- "E"xplain** each step of interaction in advance
- "T"hank** patient creatively (i.e. thank you for letting me take care of you)
- "T"hank** family
- Ask if there is anything else the patient needs before the interaction ends.
- Recommend follow-up on AIDET Observation by manager

Comments: (other behaviors coached)
