



Increased patient compliance

Increased patient satisfaction

**5-25 Minutes 4. Watch AIDET Vignettes and Discuss\*** *[Use the AIDET DVD titled "Vignettes." Watch some or all of the vignettes as appropriate or time allows and engage in discussion.]*

- Outpatient Vignettes
  - Outpatient Registration (1 minute)
  - Cardiac Cath Lab (5 minutes)
  - Outpatient Laboratory (3.5 minutes)
- Inpatient Vignettes
  - Ambulatory Patient Care (4.5 minutes)
  - Maternal & Infant Unit – EVS (2 minutes)

*[\*After each vignette, discuss:]*

1. What aspects of AIDET were depicted?
2. What were the key words and phrases used by the employee(s) in the vignette managing up themselves, coworkers, other departments, physicians, and the entire hospital?
3. What could the employee(s) have done better?

**0-10 Minutes 5. AIDET Exercise – Skills Practice** *[Optional]*

- Break up staff into pairs of 2 – Staff Member & Patient.
- The “staff member” will introduce him/herself to the patient using the 5 steps of AIDET.
- Then alternate roles and repeat the exercise.
- Debrief as a large group:
  1. Was it difficult to do?
  2. What were the most difficult steps of the process and why?
  3. What did you do well?
  4. What could you do better next time?

**5 Minutes 6. Question & Answer Session**