

Six Ways to Hardwire and Validate the Use of AIDET

1. **Rounding on employees-** in 1:1 rounding sessions, ask employee to share an example of how they used AIDET in the past month. I.e. “Give me an example of how you delivered a difficult “E” this month.” “Give me an example of how you took the ‘I’ to the next level (introduced self and role, and managed up experience and skill set.” “What is the hardest part of AIDET for you?” Role play and work through barriers with employee.
2. **Rounding on patients-** ask questions to validate staff use of AIDET. “Our goal is to have all staff introduce themselves and keep you informed. Did the staff introduce themselves to you? Did the staff share the plan of care with you and keep you informed?” “Our goal is to ensure that we explain your plan of care and answer your questions. Did the staff explain you procedure, discharge instructions, what you were waiting on, etc? Did the staff answer all of your questions?”
3. **Patient Satisfaction Results-** Review results of specific questions on the survey:
 - a. Courtesy and friendliness of staff- A, I, T
 - b. Kept informed of delays- D, E
 - c. Promptness in response to call- D, E
 - d. Wait time/Explanation of tests and treatments- D, E
4. **Patient Satisfaction Comments-** Review comments for evidence of AIDET, and coach on opportunities with negative comments
 - a. Staff/Physicians named in comments- A, I
 - b. Kept informed/explanation- D, E
 - c. Courtesy, kind, helpful- A, I, T
5. **Direct Observation-** utilize direct observation tool to:
 - a. Evaluate individual employee performance and provide real time feedback- reward and recognize for positive use of AIDET and coach on gaps
 - b. Identify trends across department. Ability to identify opportunities for improvement following multiple employee observations. i.e. Doing A and I well, but need improvement on D. Share trends back with staff to reduce variance and enhance outcomes.
6. **Discharge Phone Calls-** same questions as rounding on patients.