



LABOR MANAGEMENT PROJECT

An employer and 1199SEIU partnership

**BEST PRACTICES
FOR COURTESY AND RESPECT**

AIDET

- Developed by the Studer Group, AIDET describes the steps that staff can take with patients to ease any sense of nervousness, anxiety or vulnerability
 - Acknowledge
 - Introduce
 - Duration
 - Explanation
 - Thank You



AIDET: Our Service Fundamentals

- * **Acknowledge**
Greet people with a smile and use their names.
- * **Introduce**
Share your name and skill set.
- * **Duration**
Give an accurate time expectation for tests, physician arrival and tray delivery.
- * **Explanation**
Advise others what you are doing, how procedures work and whom to contact for assistance.
- * **Thank**
Foster an attitude of gratitude.

Journey to Excellence
wvhealthcare

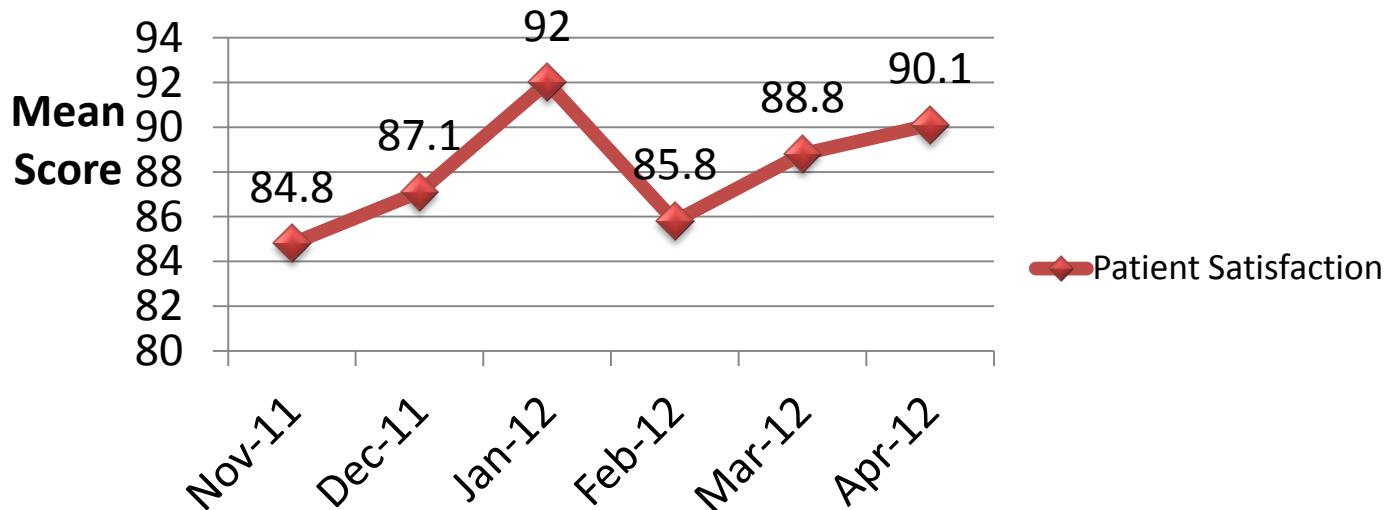
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Palisades Medical Center- AIDET

- 202-bed hospital located in North Bergen, NJ
- **Challenge:** Low scores for staff satisfaction for the Admissions section within the hospital
- **Approach:**
 - Presented the AIDET method to staff and explained that they must look at the hospital as being their home and patients as their guests.
 - Staff used AIDET at registration
 - Registrars were instructed to give a card to the patient and state "your admission process is completed, my name is _____, if there is anything that I can help you with during your stay, please call the number on the card."

Palisades Medical Center Results

Courtesy of Person Admitting the Patient: Mean Score of Patient Satisfaction



- Results:

- The hospital's ranking increased from a mean score of 84.8 in November 2011 to 90.1 in April 2012

Individualized Patient Care

- Make the patient priority one
- Knock and wait for permission before entering the patient's room
- Acknowledge everyone in the room
- Assure privacy
- Call the patient after discharge

Narrating the Care



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- Nurse leader rounding
 - Allows nurse leaders to regularly connect with patients to reinforce care, verify nursing behaviors, and recognize staff members.
- Make proper introduction to the patient
 - Ask “What name would you like us to call you?”
 - Use non-verbal communication if patient does not speak English

References

- Studer, Q. (2010). The HCAHPS Handbook
- <http://www.theberyl institute.org/?page=CAS E062012>