

USING **AIDET** TO BUILD AND IMPROVE PATIENT RELATIONSHIPS

Sponsored by the Patient Satisfaction Team

GUEST SPEAKER: Lyn Ketelsen, RN





Acknowledge | Introduce | Duration | Explanation | Thank You

AIDET represents a very powerful way to communicate with patients and their families at a time when they may be feeling vulnerable. AIDET allows us, as skilled healthcare professionals, to share our experience, knowledge and training.

AIDET is powerful because it helps reduce patient anxiety, increase patient compliance and satisfaction and improve clinical outcomes.

Use this valuable communication tool every day, and encourage others to do so. Remember these tips:

- Focus on the patient.
- Assume the patient has questions or wants clarification.
- Empathize with the patient's fear, anxiety or confusion.
Put yourself in the patient's frame of mind.

For more information on AIDET, go to www.studergroup.com

AIDET SUCCESSES:

“The nurse explained thoroughly to my whole family what to expect during the procedure.”

– OP Surgery patient

“They anticipate your anxieties. They explain it in technical terms and then break it down in a way you can understand.”

– ED patient

“They explained the medication, what I should and shouldn’t do.”

– ED patient

“I was made fully aware of everything that was going on from point A to point B. They asked if I had questions, and I got the impression they cared.”

– OP Surgery patient

“My nurse actually told me ‘I’ve been doing this for 25 years.’ She did a great job.”

– Diagnostic Imaging patient

[illegible]

AIDET: A STEP-BY-STEP GUIDE

Acknowledge

- Show a positive attitude.
- Make your patients feel like you have expected them and that you know them.
- Put patients at ease and make them feel comfortable.
- Ask permission to enter a room.

Introduce

- Manage up yourself, your coworkers, other departments, and physicians.

Duration

- Communicate how long preparation, tests/results, and waiting times will be.

Explanation

- Help patients and family members understand what you will be doing and why.
- Clarify expectations and future plans.

Thank You

- Let patients know that you have enjoyed working with them.
- Thank the family for using CDH and entrusting us with the care of their loved one.

For more information on AIDET, go to www.studergroup.com



IMPROVE PATIENT COMMUNICATION USING AIDET



AIDET represents a very powerful way to communicate with patients and their families at a time when they may be feeling vulnerable. It stands for:

Acknowledge | Introduce | Duration | Explanation | Thank You

AIDET allows us, as skilled healthcare professionals, to share our experience, knowledge and training.

The Benefits of Using AIDET

AIDET is powerful because it helps reduce patient anxiety, increase patient compliance and satisfaction, and improve clinical outcomes. Use this valuable communication tool every day, and encourage others to do so. Remember these tips:

- Focus on the patient.
- Assume the patient has questions or wants clarification.
- Empathize with the patient's fear, anxiety or confusion.
Put yourself in the patient's frame of mind.

The more you use it, the more you will see that AIDET works!

✂ Tear off and keep this as an easy reference tool.

AIDET IN ACTION: DIAGNOSTIC IMAGING

Kristin Nickelson, RT(R), Radiologic Technologist



I used AIDET to help an older gentleman who had previously experienced pain and discomfort during x-rays. The patient, who was in his 80s, came in because he needed x-rays of his thoracic spine and chest after a recent fall. He was in a great deal of pain and very anxious. I discussed the situation with my coworker and we decided to try to adapt the exam to fit his painful condition. I explained to the patient that we wanted to prevent him from experiencing any pain and would try to maneuver the x-ray so that he could stay in his wheelchair. The patient, who looked relieved and much happier, cooperated, and the x-ray was a success. After the procedure, he told me, “You did a wonderful job. Thank you so much.”

NUCLEAR MEDICINE CARDIOLOGY

Bina Patel, BSRT(N), Nuclear Medicine Technologist



I recently worked with a patient who had a traumatic childhood hospitalization and was petrified of hospitals. When the patient came in for a nuclear stress test — an hours-long process that involves the injection of a radioactive dye — she was a nervous wreck and was especially worried about the IV stick and injection. I used the AIDET components to help put her at ease: I acknowledged the patient by name, introduced myself and empathized with her childhood experience. I then explained what was going to happen during each stage of the test, how long the stages would take, why the tests were being done and that someone from CDH was always going to be with her. The patient relaxed slightly and we began the test. After the IV was in place, the patient looked more at ease. “I hardly felt the IV go in, and it went in on the first try,” she told me. During the stress test, I noticed the patient’s anxiety had noticeably decreased. She was laughing and smiling while on the treadmill. After the test, the patient gave me a hug, and expressed her gratitude for the positive experience.

DIAGNOSTIC IMAGING

Katherine Ruiz, RT(R), Radiologic Technologist



I believe that even patients who are intimately familiar with a procedure appreciate thorough communication from caregivers. I recently worked with a patient who gets regular chest x-rays for her chronic condition. Although she was familiar with the x-ray procedure, I did not assume anything about her level of knowledge and used AIDET to communicate with her. I explained my credentials, how the test works and how long it would take. I also explained every step during the procedure. After the test, I reviewed the discharge instructions and asked the patient if she had questions. She told me, “I really appreciate the time you took to explain everything to me step by step, even though I’ve done this before.” The patient later called my manager to tell him how much she appreciated my thoroughness and kindness.

REHABILITATION SERVICES

Amy Wolfinger, PT, Senior Physical Therapist



An elderly cardiac patient was so anxious about her upcoming heart surgery that she was reluctant to participate in the exercises her doctor ordered. When her husband brought her in, I had my first opportunity to use AIDET. I smiled at the patient and addressed her by name. I then introduced myself and described my years of experience. I also assured her she would be my only focus for the entire hour. Introductions over, I proceeded to explain the entire rehabilitation program, the exercises, their purpose and how long they would take. Then I conducted the exercises, walked the patient around the unit and talked about techniques to aid recovery and get stronger. I ended the session by asking the patient if she had questions or if I could help her with anything. The patient was much less anxious. The patient and her husband thanked me over and over and told me nobody had ever shared information that way with them. I was amazed at how the AIDET technique was able to bring such a positive benefit.