AIDET - Key Words at Key Times

TrueCare Standards
Percent Communication

Communication Includes:
Words People Say
Vocal
Body Language

Dr. Albert Mehrabian
Percent Communication

Communication Includes:
- 7% Words people say
- 38% Vocal
- 55% Body Language

Dr. Albert Mehrabian
Reducing Anxiety

- First time at a new clinic as a patient
- What can they do or say to make you feel more comfortable and less anxious?
Key Words At Key Times

Safety

Reduce Anxiety

Increase Compliance

Quality

Patient Loyalty

A

Acknowledge

I

Introduce

D

Duration

E

Explanation

T

Thank You

Cheyenne Regional Medical Center
Introduce

- State name
- State role at Cheyenne Regional
- Instill confidence in self or co-worker, physician or department
- **Most important step in reducing patient anxiety**
AIDET Vignette: Cardiac Cath Lab
Key Words At Key Times

Safety

A  Acknowledge

Reduce Anxiety

I  Introduce

Increase Compliance

D  Duration

Quality

E  Explanation

Patient Loyalty

T  Thank You
POP QUIZ:

Why do we use AIDET?
NEE Phase 2 Homework

• Fill out your Developing Your Own Personal AIDET Worksheet
• Prepare your own introduction
• Think about:
  – Who are your customers?
  – What causes them anxiety?
  – How will you use each of the key words at key times – AIDET to reduce your customers’ anxiety?
Brainstorm:

Describe your ideal work environment
Teamwork:
Moving together toward excellence

Communication:
Keep it open; Keep it constant

Recognition:
Say “thank you” to someone every day

Accountability:
Lead by doing

U-You:
You are Cheyenne Regional: Own it

Respect:
Respect yourself, your surroundings and the organization, and let that respect be seen everyday

Excellence:
Create a culture of “always”

Education:
Approach each day as a learning opportunity