

Component III: Communication

Module A: Inter-personal Skills with Internal and External Customers

Topic 1: Inter-professional Communication

Objectives: 5 & 6

**AIDET for Service Improvement**

**Handout 3**

<b>AIDET</b>	<b>Behaviors</b>
<b>Acknowledge</b>  The member and family /caregiver	<ul style="list-style-type: none"><li>• Smile, make eye contact, and greet patient (and anyone with them) in a pleasant manner. Call member by name.</li><li>• If phone contact- answer the phone with appropriate greeting, including own name and name of department.</li><li>• Tone of voice is warm and welcoming.</li></ul>
<b>Introduce</b> Self	<ul style="list-style-type: none"><li>• State your name and role/title</li><li>• Highlight your skills and expertise.</li></ul>
<b>Duration</b> Give the member a time expectation	<ul style="list-style-type: none"><li>• Keep the patient informed about the amount of time a procedure or process will take.</li><li>• If there is a wait time, give time expectation of that wait.</li></ul>
<b>Explanation</b>  Narrate the care and validate patient understanding	<ul style="list-style-type: none"><li>• Keep the member informed by explaining all tasks, processes and procedures. Avoid medical jargon.</li><li>• Assist member to have clear expectations of what will be occurring and when.</li><li>• Listen to all questions and provide explanations.</li><li>• Seek for understanding.</li></ul>
<b>Thank</b>  The member	<ul style="list-style-type: none"><li>• Thank the patient and family' for their assistance, for choosing KP, for their patience.</li><li>• Is there anything else I can do for you before I leave?</li></ul>

Studer Group. (2010). The Leader Handbook. Gulf Breeze, Florida: Fire Starting Publishing.