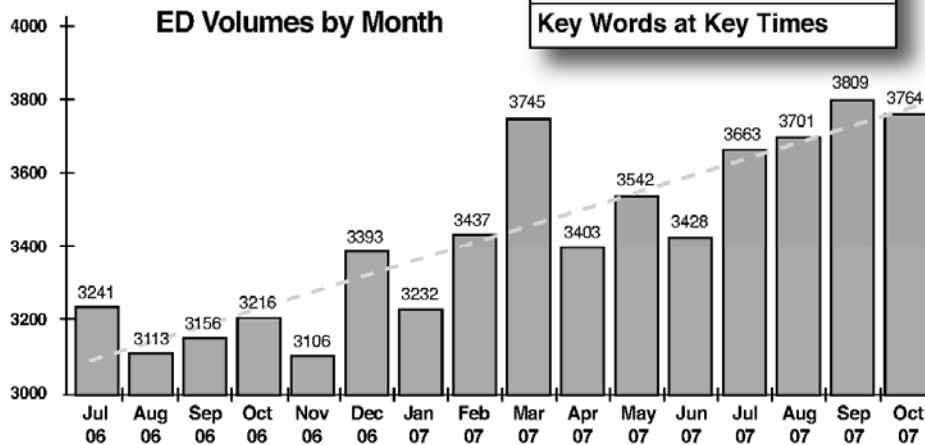


AIDET responds directly to National Patient Safety Goal number 13: “Encourage patients’ active involvement in their own care as a patient safety strategy.” AIDET includes talking directly to patients about their plan of care and asking them if they can commit to it. This drives better clinical outcomes. Additionally, patients feel good about their experience, which increases patient satisfaction.

In fact, AIDET and key words combined with leader rounding on patients will address the majority of complaints. In the example below, a Texas hospital attributes its monthly volume increases to these tactics.

**Key Words and Rounding
Drive ED Volumes**

Tactic and Tool Implemented:
Rounding (reception area)
AIDETSM
Key Words at Key Times



Source: Texas Hospital, Admissions: 12,705, ED Visits: 40,000, Employees: 1,611

This Texas hospital credits its steady increase in monthly volumes to rounding in the ED reception area and use of AIDET and Key Words at Key Times.