

AIDET_{SM} Five Fundamentals of Patient Communication

Tool 1: SAMPLE IMPLEMENTATION AND HARDWIRING PLAN FOR AIDET

Objective: the following plan outlines a timeline for implementing AIDET in your organization. Each organization can customize a plan based on its current needs.

GOALS

- All staff to learn steps and benefits of AIDET
- Achieve staff competency of AIDET skills

TIMELINE

Month 1:

Develop AIDET game plan and roll out to leaders and have leaders begin acting as role models.

Months 2 and 3:

Roll out AIDET to staff and post communication posters/flyers (Tool 12).

Month 4:

Have each department develop a competency checklist (Tool 10).

Months 5 and 6:

Taking the Introduction to a new level.

- Have departments share with one another their training, experience, what they do, and their technology.
- Create bio cards so that staff can learn about other staff's training in their department.

Months 7 and 8:

Expanding on time and procedures

- Teams develop time expectation cards for different areas (Examples: Emergency Department would set time expectations on test turn around time; outpatient surgery would set time expectations to improve update process during surgery).

Month 9:

Expanding on Thank You Notes

- Implement patient thank you cards from staff.