

AIDETSM Five Fundamentals of Patient Communication

Tool 10: DEPARTMENT-SPECIFIC COMPETENCY MODEL

Below is a competency form that a laboratory department developed for their phlebotomists. Each staff must show competency in each of the key elements of AIDET specific to their department. The leader uses this when rounding on staff. All departments should have a competency model. Use this as a template.

Key Words/Phrase/Action Name: Date of Observation:	Demonstrated		Comments
	Yes 1	No 0	
Acknowledge: Knock when entering, apologize for waking the patient when appropriate, introduce self by name, and state your purpose. My name is -----and I am going to draw your blood.	1	0	
Introduction: Provide skill set, training, certification, and experience as applicable. "My name is Sue, and I have been a phlebotomist for over 15 years. I have been trained specifically in this procedure and do over 40,000 sticks a year."	2	0	
Duration: Manages patient's expectation of time. "It will take me less than five minutes to draw your blood today."	1	0	
Explanation: Explains step-by-step what they will be doing. When possible, give patient the opportunity to choose draw sight. "Is there a place that is best for you?"	2	0	
"For safety I need to check your name to make sure we have the right tests for the right patient."	2	0	
Inform patient that they are going to feel a "little stick" or a "slight pinch." Avoid using the word <i>pain</i> or <i>hurt</i> (initially).	2	0	
Thank you: Thank them for being patient. Ask if there is anything you can do for them. You have the time.	1	0	Bonus point!
Total score out of 11			9-11 = Very good AIDET and passes certification 7-8 Good service Review each step of AIDET to provide very good service <6 = Review each step of AIDET, role-play with co-worker, and implement again.