

AIDETSM Five Fundamentals of Patient Communication

Tool 3: Sample Flip Chart and Opening Remarks

FLIP CHART	SAMPLE KEY WORDS AND OPENING REMARKS
<p>Flip Chart #1:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>AIDET Five Fundamentals of Patient Communication <Your Name></p> </div>	<ul style="list-style-type: none"> ▪ Welcome each participant. ▪ Share where your organization is in the journey to excellence (example: patient satisfaction scores). ▪ Review past training and how AIDET relates.
<p>Flip Chart #2:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><u>Desired Outcomes</u></p> <ul style="list-style-type: none"> ▪ Understand why AIDET leads to higher quality of care, reduction in patient anxiety, and improvement in patient and employee satisfaction. ▪ Develop and implement AIDET in your work practice. </div>	<ul style="list-style-type: none"> ▪ “We want to accomplish the following today.” ▪ Review outcomes on flip chart. ▪ “This will help us tremendously based on where we are in our journey and our results.”
<p>Flip Chart #3:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><u>Agenda</u></p> <ul style="list-style-type: none"> ▪ Understanding AIDET ▪ Developing AIDET For Your Department or Workplace ▪ Watching AIDET: Vignettes ▪ Practicing AIDET: Role-plays ▪ Hardwiring AIDET ▪ Wrap-up </div>	<ul style="list-style-type: none"> ▪ “We will accomplish this through the following agenda . . .” ▪ “Everyone has a participant guide, which is your key resource.” ▪ “Let’s start by reading the introduction and then the first page of Section 1 in your participant guide. When you are done, let me know and we will continue.”