

Healthcare with **heart**



AIDET® is a standardized approach to use with patients. We've translated that 5-part tool into a 3-part version to ensure excellent communication.

Every patient interaction has a beginning (relationship), a middle (task), and an end (relationship) – RTR.

People don't care how much you know until they know how much you care.

Relationship

Acknowledge the patient and family.

Introduce self and other team members and roles. Inspire confidence – Manage up the team. Make a non-medical connection.

Relationship

Task

Relationship

Acknowledge

Introduce

Do these things (duration)

Explanation

Thank you

Task

Do these things.

- Sit down
- Active listening (eye contact and acknowledgment)
- Paraphrase
- Use key empathy phrases
- Articulate your physical findings

Explain your diagnostic impression in a way that is understandable to the patient/family. Define expected duration of work-up/illness/healing.

Relationship

Complete the encounter and ensure understanding. Ask

- "What questions do you have for me?"
- "Is there anything else I can do for you?"

Thank the patient/family for the privilege of caring for them.

Compassion

We TREAT all individuals who enter our doors with empathy and sensitivity; we strive to see and treat patients as people, not illnesses

- I proactively seek out opportunities to be helpful to others
- I avoid “venting” in all public spaces
- I speak positively of others (peers, patients, departments) whenever possible and take the opportunity to recognize others’ work
- I provide a professional “handoff” to other team members in order to ensure that my patients/ customers get the care and/or support that they need

Teamwork

We BUILD relationships through collaboration, respect, and positive communication

- I demonstrate the “Platinum Rule” – I treat others as they want to be treated, and I treat everyone with attentiveness and kindness
- I view and treat each situation as unique and seek to understand situations from others’ points of view
- I anticipate patients’ and colleagues’ needs before they have to ask
- I explain things in an age-appropriate manner and check for understanding based upon their healthcare literacy

Integrity

We are HONEST, ETHICAL, and strive to act in the best interest of our patients, coworkers, the hospital, and the community

- I seek to do the right thing, even when nobody is watching and/or no one will know
- I follow system and local/ facility standards of conduct (including the dress code, professional behavior, the attendance policy, etc.)
- I lead by example and share pertinent knowledge, expertise, and skills with others in a timely fashion
- I am accountable for my own words and behaviors and strive to learn from all experiences

Respect

We VALUE others and strive to preserve their dignity through effective verbal and non-verbal communication

- I use courteous words and phrases (“Please,” “thank you,” etc.) and avoid slang/ pet names/profanity
- I make eye contact with others at 10 feet and acknowledge them at 5 feet (10/5 Rule)
- I demonstrate positive body language, including an open posture, pleasant facial expression, and verbal/nonverbal acknowledgments
- I am an active listener, and I allow others to complete their statements without interruption