

**ST. DAVID'S HEALTHCARE**

**COMPETENCY NAME: Acknowledge, Introduce, Duration, Explain, Thanks (AIDET)**

**Employee Name:** \_\_\_\_\_ **Facility / Unit:** \_\_\_\_\_

DESIRED OUTCOME	RESOURCES			
Identify the purpose of using the AIDET principle and demonstrate AIDET to communicate with others, with a focus on patients and their families.	Facility policy and procedures, Institute for Learning website, Studer Group website and videos			
<b>PERFORMANCE CRITERIA</b>		<b>VALIDATOR COMPLETES:</b>		
<b>Evaluation Methods: V=Verbalizes; D=Demonstrates; O=Observes; S=Simulates; T=Test; H=HealthStream; OL= online; N/A=not applicable</b> The competence assessment process is tailored to meet the targeted population's age and developmental needs, as well as cultural, spiritual and personal values, beliefs, and preferences.		<table border="1"> <tr> <td align="center"><b>Initial &amp; Date</b></td> <td align="center"><b>Eval Method</b></td> </tr> </table>	<b>Initial &amp; Date</b>	<b>Eval Method</b>
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1. <b>ACKNOWLEDGES</b> the customer:				
a. Smiles, makes eye contact and greets them in a pleasant manner				
2. <b>INTRODUCES</b> self:				
a. States name, and role				
b. Highlights skills and expertise of self and other healthcare team member				
3. States <b>DURATION</b> :				
a. Keeps the customer informed as to the amount of time a procedure or process will take				
b. Includes letting them know if there is a wait time; gives time expectation of that wait				
4. <b>EXPLAINS</b> :				
a. Explains all processes and procedures in a way the customer can understand				
b. Assists customers to have clear expectations of what will be occurring				
c. Asks customer if there are any questions and provides clarification when needed				
5. <b>THANKS</b> the customer:				
a. Consistently thanks customers for their time and, if a patient, for choosing as their health care facility				
b. Expresses appreciation that they have chosen as their health care facility				
c. Asks if there is anything else he/she can do for the customer before ending the interaction				

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6. Demonstrates <b>non-verbal communication</b> that conveys the AIDET principles: <b>(Engagement (9) Attributes)</b>			
<ul style="list-style-type: none"> <li>• Active listening (listens to what the customer is saying without interruption)</li> <li>• Non multitasking</li> <li>• Makes eye contact</li> <li>• Tone of voice</li> <li>• Appropriate speed of speech</li> <li>• Appropriate use of touch</li> <li>• Appropriate humor/emotion</li> <li>• Physical positioning (body language relaxed, open, non threatening, and displays a calm manner)</li> <li>• Energy mirrors the needs of the patient</li> </ul>			

**Final Validator to complete:**

- Meets all criteria     Does not meet all criteria - Complete Action Plan with Director/designee

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Validator Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**COMPETENCY PERFORMANCE ACTION PLAN**—Use additional action plan sheets as necessary

Indicate steps employee must take in order to meet competency criteria below:

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Employee Comments:

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Action plan completed:    Validator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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