

AIDET: A Standardized Way to Improve Communication



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Identification of Need:

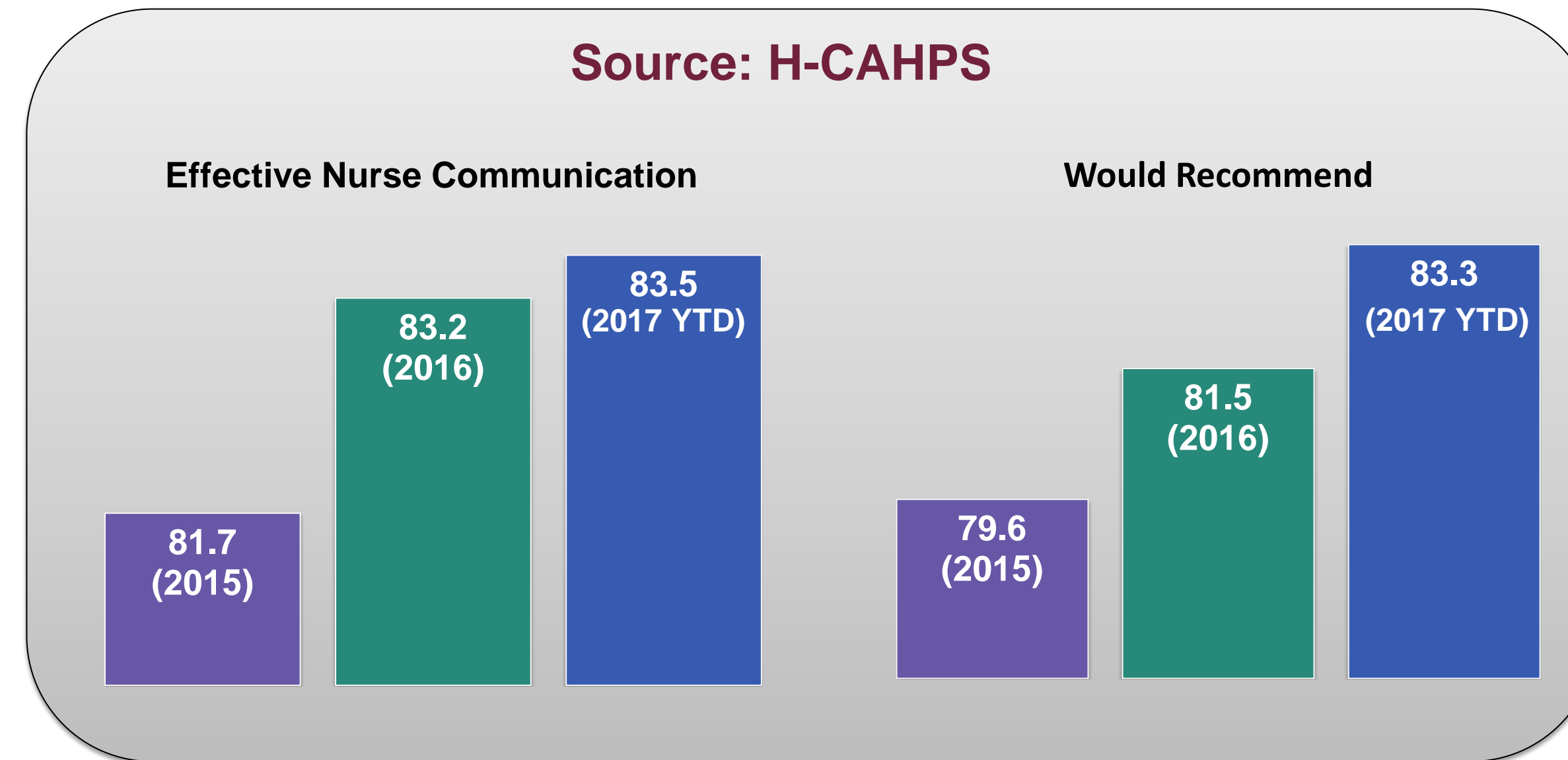
- Senior Adult Unit is a 32-bed acuity adaptable inpatient nursing unit
- Three Senior Adult patient focus groups were conducted in July 2015
- Feedback from the patient focus groups indicated patients believed staff lacked geriatric specific knowledge
- The Senior Adult Unit Based Council (UBC) recognized a gap in communication about staff qualifications
- An industry standard for effective and meaningful patient communication is AIDET: Acknowledge, Introduce, Duration, Explain, and Thank you. The UBC decided to reintroduce this tool to staff as a platform to improve communication with patients

Method:

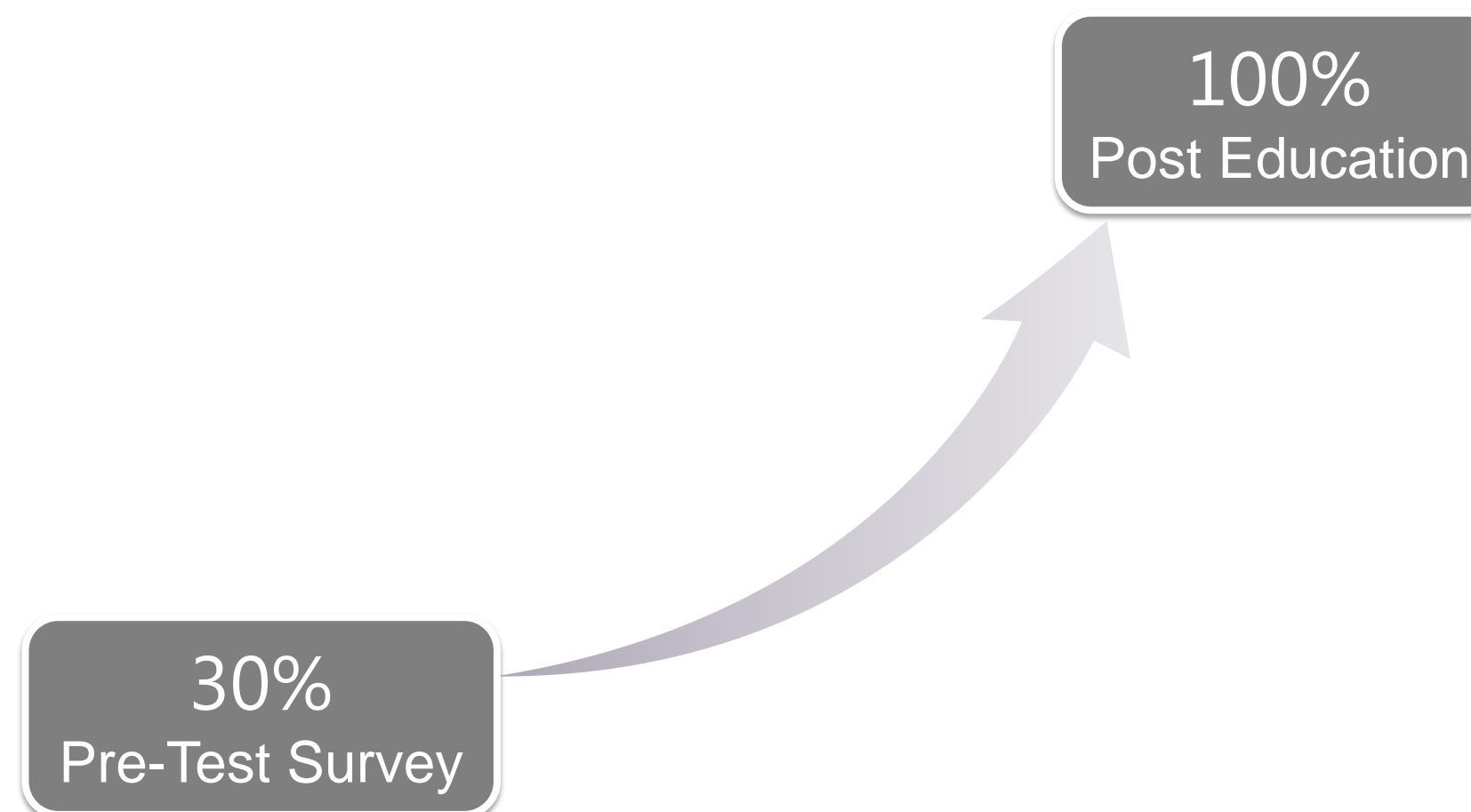
- Baseline data was collected and demonstrated staff knowledge of AIDET was 30% correct (pre-test survey)
- The UBC also collaborated with the Instructional Media Department to create role-playing videos that highlighted different scenarios where AIDET could be best utilized
- The videos were presented at a Senior Adult Staff Meeting in November 2015
- The videos were made available on a shared website as a resource for staff throughout the organization

Goal:

Using patient feedback to increase staffs knowledge and confidence with AIDET



Staff Knowledge of AIDET:



Methods Continued:

- The UBC created AIDET reference cards for staff name badges which were used as a tool during communication with patients
- AIDET was also rehearsed with leadership during 1:1 time with the Clinical Services Manager

Results:

- After screening the video and using the badge cards, staff were resurveyed to assess the knowledge gained
- After the education, a 70% increase in knowledge was noted
- Several staff reported how helpful the name badge cards were during bedside report
- Staff also reported an increase in confidence using AIDET
- Nurse Communication (H-CAHPS) has increased from 81.7 to 83.5
- Would Recommend (H-CAHPS) has increased from 79.6 to 83.3

Conclusion:

- Patient focus groups help staff nurses understand patient perceptions regarding their overall experience as a patient
- Staff gained knowledge and increased their confidence with AIDET, which has improved communication with Senior Adult patients