

# AIDET & Keywords: (Teamwork, Safety, Privacy, Comfort, Excellent)

## Managing Up Scenarios

Managing up others is simply creating a positive impression of others before the patient or family meets them.

### Managing Up Coworkers in Clinical and Nursing Settings:

“Hello, Mr. Ortiz. I will be going home to my family now. Justin is taking my place. In fact, I just shared with Justin all your important information. Justin is a registered nurse whom I have worked with for over five years, and he is excellent. I hear such nice compliments about him from our patients.”

**Managing Up Physicians:** “Mr. Ortiz, I see Dr. Brown is your physician. She is excellent. She is very good at listening and will answer all of your questions. You will be pleased with the care you receive from Dr. Brown.”

**Managing Up Other Departments:** “Hello, Mr. Ortiz. I see this afternoon you will be going downstairs to the Diagnostic Imaging department. Diagnostic Imaging has state-of-the-art technology and an excellent staff. They are aware you will be having a procedure this afternoon and are prepared for you. Our goal is for you to be very satisfied.”

## Manage Up Yourself

When you manage up yourself, you put patients and their families at ease by telling them your job title, years of experience, certification or licensure, special training you have completed, and/or the number of procedures you have completed.

“Good Morning, Mrs. Clark. My name is Sarah and I am part of your care team here at \_\_\_\_ I am a radiology technologist and will be overseeing your chest x-ray this morning. I have been a radiology technologist for over 5 years and go back for recertification and training every year. I am specially certified in this procedure and do thousands per year. My goal is provide you with excellent care.”

## MANAGING UP

### Positively position others.

The benefits are:

- Patients feel better about their next caregiver and experience
- Patients feel more at ease about the coordination of their care
- Coworkers give a head start for you to gain patient confidence!

## AIDET

**A**cknowledge (increases sense of safety)

**I**ntroduction (decreases anxiety)

**D**uration (increases compliance)

**E**xplanation (increases quality of care)

**T**hank You (increases patient loyalty)

## HEART=

### Service Recovery

**H**ear the person’s concerns without interrupting and focus on needs.

**E**mpathize, show understanding = goodwill and building of trust.

**A**pologize and express regret. Take responsibility and work to resolve it

**R**espond with an action by letting the person know you’re going to meet their needs. Explain & explore options. Find a solution

**T**ell your manager or the appropriate person/department for further action as needed.

### ***Patient Experience Pledge:***

*Always Provide*

*Courteous,*

*Respectful Service...*

*Every person, Every Time!*

