

THE AIDET COMPETENCY ASSESSMENT

Employee Name: _____

Job Title: _____ Department: _____ A# _____

Competency: **Using the AIDET Communication Technique**

<p>Instructions: The evaluator's signature validates the completion of each skill. Return to department manager for your file.</p> <p>Assessment Key:</p> <ol style="list-style-type: none"> 1. Meets competency 2. Does not meet competency <p>All steps in AIDET must be validated as appropriate to your job, and as appropriate to the interaction. The Evaluator will determine the need for validation on each step listed below.</p>	<p>Competency Statement: All staff will display consistent proficiency in using AIDET when communicating with patients, visitors, physicians, peers, managers, volunteers, internal and external customers.</p> <p>Evaluator: _____ Date of Assessment: _____ Competency Met: <input type="checkbox"/> Yes <input type="checkbox"/> No Date of Repeat Assessment if necessary: _____</p>	
Performance Criteria	Met	Not Met
IDENTIFIES THE PURPOSE OF USING AIDET IN INTERACTIONS	<input type="checkbox"/>	<input type="checkbox"/>
Washes Hands upon entry and exit or uses alcohol based soap	<input type="checkbox"/>	<input type="checkbox"/>
Utilizes the AIDET principle to communicate with others, with a focus on patients and their families:	<input type="checkbox"/>	<input type="checkbox"/>
ACKNOWLEDGES the customer:	<input type="checkbox"/>	<input type="checkbox"/>
• A smile, makes eye contact, greets them and calls them by name in a pleasant manner.	<input type="checkbox"/>	<input type="checkbox"/>
INTRODUCES self:	<input type="checkbox"/>	<input type="checkbox"/>
• States name and role at HOSPITAL NAME.	<input type="checkbox"/>	<input type="checkbox"/>
• Highlights skill and expertise of self and other healthcare team member.	<input type="checkbox"/>	<input type="checkbox"/>
DURATION:	<input type="checkbox"/>	<input type="checkbox"/>
• Gives the customer a time expectation.	<input type="checkbox"/>	<input type="checkbox"/>
• Keeps the customer informed as to the amount of time a procedure or/process will take.	<input type="checkbox"/>	<input type="checkbox"/>
• Includes letting them know if there is a wait time; gives time expectation of that wait.	<input type="checkbox"/>	<input type="checkbox"/>
EXPLANATION:	<input type="checkbox"/>	<input type="checkbox"/>
• Keeps customer informed by explaining all processes and procedures	<input type="checkbox"/>	<input type="checkbox"/>
• Communicates clear expectations of what will be occurring.	<input type="checkbox"/>	<input type="checkbox"/>
• Safety double method of ID for patient safety for any procedures	<input type="checkbox"/>	<input type="checkbox"/>
THANK + the Promise to the customer:	<input type="checkbox"/>	<input type="checkbox"/>
• Thanks customer for their time and,	<input type="checkbox"/>	<input type="checkbox"/>
• Expresses appreciation to the customer for their cooperation and communication	<input type="checkbox"/>	<input type="checkbox"/>
• Asks if there is anything else he/she can do for the customer before ending the interaction.	<input type="checkbox"/>	<input type="checkbox"/>
• The Promise – offered a personal commitment to provide excellent care	<input type="checkbox"/>	<input type="checkbox"/>
ASSESSES ENVIRONMENT AS APPROPRIATE:	<input type="checkbox"/>	<input type="checkbox"/>
• Returns table, phone, call bell, basket, etc. within patient reach; Pick up trash,	<input type="checkbox"/>	<input type="checkbox"/>
Engagement Attributes:	<input type="checkbox"/>	<input type="checkbox"/>
• Active listening	<input type="checkbox"/>	<input type="checkbox"/>
• Non multitasking	<input type="checkbox"/>	<input type="checkbox"/>
• Eye contact	<input type="checkbox"/>	<input type="checkbox"/>
• Tone of voice	<input type="checkbox"/>	<input type="checkbox"/>
• Appropriate speed of speech	<input type="checkbox"/>	<input type="checkbox"/>
• Appropriate use of touch	<input type="checkbox"/>	<input type="checkbox"/>
• Appropriate use of humor/emotion	<input type="checkbox"/>	<input type="checkbox"/>
• Physical positioning – sitting, kneeling, etc.	<input type="checkbox"/>	<input type="checkbox"/>
• Energy mirrors the needs of the patient	<input type="checkbox"/>	<input type="checkbox"/>