

## Foundations of The Sharp Experience

### Understanding the Cause & Effect of AIDET

Match the AIDET action with the effect to discover the impact AIDET can have on the experience.

#### AIDET Action

(A)

You smile and say hello to a woman you don't recognize in the hallway.

(B)

After calling a patient back into the clinic, you say, "Good morning, Mary."

(C)

After sharing your name, you explain that you are a certified ultrasonographer and do about six procedures a day.

(D)

You decide to bring in a colleague to help with this particular diagnosis. As part of the introduction, you share that he's well-respected in this area.

#### Effect

(1)

She sees that you respect her time and appreciates being given a choice.

(2)

The patient and their family feel good about their decision to come to Sharp for their care.

(3)

She feels a little more at ease in this unknown environment.

(4)

The patient looks confused and says, "My name isn't Mary. I'm Carrie."

#### Impact

After being given an update about the waiting period, the mother is more understanding while she waits.

Your appreciation provided a positive closing to their hospital experience.

You've made her feel seen and made her day a little less overwhelming.

You realize there was a miscommunication, and you've avoided a potential safety issue of treating the wrong patient.

## AIDET Action

(E)

You inform a mother that her child's pediatrician had to attend to an emergency, and he may be delayed by 30 minutes. You offer her the opportunity to wait or reschedule.

(F)

You explain the procedure takes about 15 minutes. You outline the steps for the process, using easy-to-understand terms, and ask if the patient has any questions.

(G)

After answering the patient's first question, you ask, "Is there anything else I can do for you? I have the time" — and you wait seven seconds for a response.

(H)

Upon discharging a patient, you thank a patient and his family for choosing Sharp.

## Effect

(5)

The patient better understands the procedure and clarifies what's going to happen next.

(6)

He sees that you truly mean that you have the time, and he shares another concern.

(7)

The people you're talking with feel more at ease and confident in the plan.

(8)

The patient visibly relaxes.



## Impact

Because they understand the process and have had the opportunity to ask questions, they're more likely to follow your instructions.

By waiting and giving him time to formulate his question, you're able to make the most of your time together.

Because you've managed up your coworker, they are already open and receptive to his recommendations.

By sharing your expertise, you've helped the patient breathe a little easier, because they now know they're being cared for by an expert.