

# Serving with the Greatest Care and Love

*Every Patient, Every Person, Every Time*

# Community of Caregivers

## Service Delivery Tools

- AIDET
- Words that Work
- Managing Up

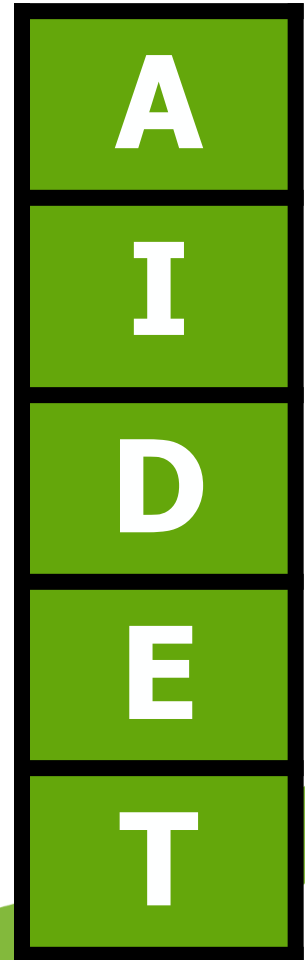


# Create Trusting Relationships

Consistent  
communication reduces  
anxiety and builds trust!



Increased Patient  
and Family Satisfaction  
(Survey Scores)



# A.I.D.E.T

## A Framework for Consistent Communication

- A**cknowledge ➤ Immediate, ask permission, greet by name, cheerful
- I**ntroduce ➤ Your name, department
- D**escribe ➤ What you will do and when, provide specific timeframe and/or regular follow-up
- E**xplain ➤ What to expect, in terms they understand, verbal and written, verify understanding.
- T**hank ➤ “Thank you for allowing me to care for you!”

# AIDET and “Words that Work”

## The Keys to Consistent Messages

- Patients may be distracted, anxious, and in pain.
- **Key Words** take the guesswork out of our care.
- **Key Words** unlock the door to great service.
  - “I am pulling this curtain for your privacy”
  - “I’m washing my hands for your safety”
  - “Do you have any concerns or complaints that I could address?”

# Use AIDET and Key Words

- ✓ ***Every** patient and family interaction*
- ✓ *While patients are waiting for services*
- ✓ *Answering call lights*
- ✓ *All phone conversations*
- ✓ *Handling patient complaints*

# Communicating Care and Love

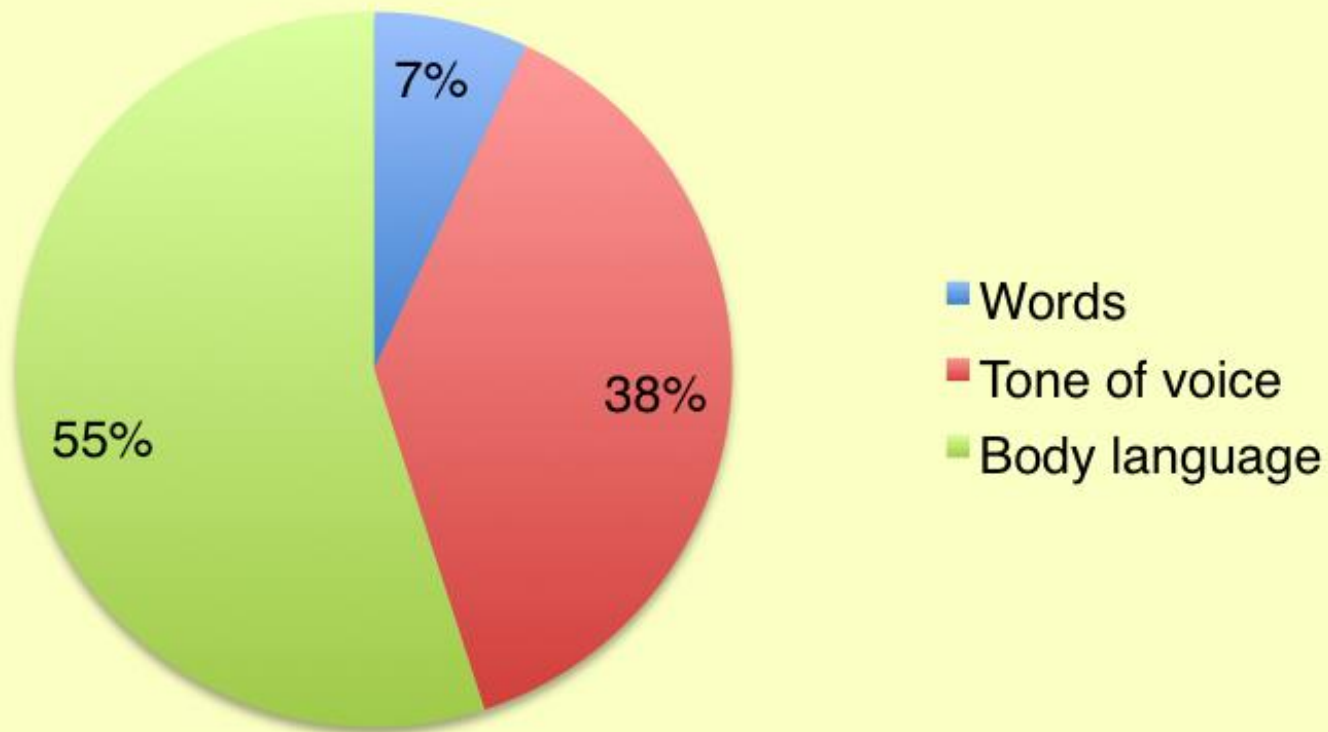


# Keys to Communicating Care and Love

- **Words** are important as they contain the information and facts that we are wanting to communicate.
- But... our **body language and tone of voice** as we speak those words are even more important to effective communication.



# The Way Our Messages Are Conveyed



# Posture and Body Orientation



Speaking with your back turned or looking at the floor or ceiling should be avoided as it communicates disinterest.

Standing erect and leaning forward communicates that you are approachable, receptive and friendly.



# Eye Contact and Tone of Voice

- It signals interest in others and increases the speaker's credibility.
- People who make eye contact open the flow of communication and convey interest, concern, warmth, and credibility.
- Tone of Voice accounts for 38% of what is communicated



# Managing Up

- ✓ **Managing Up** - creating a good impression of others before the patient or family meets them.
- ✓ Demonstrates teamwork and our confidence in the next caregiver.
  - “ **This is Mary, she’s a great nurse – you are in good hands tonight!**”
- ✓ Benefits to Those We Serve
  - Increased patient trust and reduced anxiety.
  - Increased perception of teamwork and coordination of care.
  - Co-workers have a head start in gaining the patient’s confidence.
  - Builds relationships with Those We Serve

# Key Points for Managing Up

- Avoid negative comments regarding processes or technology. This causes patients to lose confidence.
- Focus should always be on the patient's experience and healthcare needs.
- Remember, everything you say should be positive.

**You  
are  
OSF!**

**When you are  
wonderful - so is  
OSF Healthcare!**

Yours are the eyes patients look into when they're anxious and lonely.

Yours is the voice they hear when asking for help.

Yours are the comments people hear when you don't know they're listening.

Yours is the intelligence and caring that people expect to find at OSF Healthcare.

# Our Spirit to Serve Touches Lives... and Fulfills the OSF Mission



**FOR IT IS IN GIVING  
THAT WE RECEIVE.**

*– St. Francis of Assisi*