

# AIDET Validation Using Scribes in the Emergency Department



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Introduction	Implementation		Results														
<p>AIDET is a framework for our staff to communicate with patients, their families, and each other. It is a simple acronym that represents a very powerful way to communicate with people who may be anxious or feeling vulnerable in the Emergency Department. Our providers are trained to use AIDET and then are evaluated for their use of this tool. Previously this has been done by direct observation using another provider.</p> <ul style="list-style-type: none"> <li>▪ <b>ACKNOWLEDGE</b></li> <li>▪ <b>INTRODUCE</b></li> <li>▪ <b>DURATION</b></li> <li>▪ <b>EXPLANATION</b></li> <li>▪ <b>THANK YOU</b></li> </ul>	<p><b>Survey Tool</b></p> <ul style="list-style-type: none"> <li>• Each Step in AIDET evaluated</li> <li>• Multiple points scored in each step</li> <li>• Web based data collection</li> <li>• Providers given preview of Survey</li> </ul>	<p><b>Data Collection</b></p> <ul style="list-style-type: none"> <li>• Only 2-3 surveys completed per shift</li> <li>• Allows for variability in clinical factors</li> <li>• Shift, Volume, Acuity, Scribe</li> <li>• Can be completed during entire clinical course</li> <li>• Less intrusive for the patient and provider</li> </ul>	<ul style="list-style-type: none"> <li>• AIDET Use versus Patient Surveys Scores</li> <li>• Comparison to group or high performers</li> <li>• Example Acknowledgement Section</li> </ul> <p>Provider 1, 98% Rank All Press Ganey Doctors</p> <table border="1"> <caption>Provider 1 Scores</caption> <tr><th>Category</th><th>Score</th></tr> <tr><td>Knocked</td><td>100.00%</td></tr> <tr><td>Eye Contact</td><td>100.00%</td></tr> <tr><td>Used Pt's Name</td><td>100.00%</td></tr> <tr><td>Hand Shake</td><td>96.88%</td></tr> <tr><td>Confirm Pt's ID</td><td>37.50%</td></tr> <tr><td>Sat Down</td><td>78.13%</td></tr> </table>	Category	Score	Knocked	100.00%	Eye Contact	100.00%	Used Pt's Name	100.00%	Hand Shake	96.88%	Confirm Pt's ID	37.50%	Sat Down	78.13%
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<p><b>Objectives</b></p>	<p><b>2. Acknowledge: Mark all that apply</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Knocked before entering the room</li> <li><input type="checkbox"/> Acknowledged with Eye Contact and Body Language</li> <li><input type="checkbox"/> Used Patient's Name</li> <li><input type="checkbox"/> Hand Shake</li> <li><input type="checkbox"/> Confirm Patient's ID</li> <li><input type="checkbox"/> Sat Down if Chair Available</li> </ul> <p><b>3. Introduction: Mark all that apply</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Introduced Self</li> <li><input type="checkbox"/> Introduced Scribe</li> <li><input type="checkbox"/> Introduce Tech/RN</li> <li><input type="checkbox"/> Acknowledges Family or Companion</li> <li><input type="checkbox"/> Mentioned Role</li> <li><input type="checkbox"/> Mentioned Year of Experience</li> <li><input type="checkbox"/> Managed Up Ability (self)</li> <li><input type="checkbox"/> Managed Up Ability (co-worker)</li> </ul>		<p>Provider 2, 41% Rank All Press Ganey Doctors</p> <table border="1"> <caption>Provider 2 Scores</caption> <tr><th>Category</th><th>Score</th></tr> <tr><td>Knocked</td><td>100.00%</td></tr> <tr><td>Eye Contact</td><td>100.00%</td></tr> <tr><td>Used Pt's Name</td><td>100.00%</td></tr> <tr><td>Hand Shake</td><td>55.56%</td></tr> <tr><td>Confirm Pt's ID</td><td>33.33%</td></tr> <tr><td>Sat Down</td><td>33.33%</td></tr> </table>	Category	Score	Knocked	100.00%	Eye Contact	100.00%	Used Pt's Name	100.00%	Hand Shake	55.56%	Confirm Pt's ID	33.33%	Sat Down	33.33%
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<p>To develop a more effective approach to AIDET Validation using scribes.</p>	<p><b>4. Duration: Mark all that Apply</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Used Specific Time for Update or Re-Eval</li> <li><input type="checkbox"/> Used Specific Time References for Testing</li> <li><input type="checkbox"/> Used Specific Time References for Duration</li> <li><input type="checkbox"/> Used Specific Time Reference for Staff Inte</li> </ul> <p><b>5. Explain: mark all that apply</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Explained what would be taking place durin</li> <li><input type="checkbox"/> Explained plan of care</li> <li><input type="checkbox"/> Explained pain or discomfort expected</li> <li><input type="checkbox"/> Used key words Safety, Comfort, Personal</li> <li><input type="checkbox"/> Asked pt or family if they had questions</li> </ul>		<p><b>Conclusion</b></p> <ul style="list-style-type: none"> <li>• Data regarding specific behaviors</li> <li>• Coaching tailored for each provider</li> <li>• Evaluations can be continuous or as needed</li> </ul> <p><b>Scribe-based AIDET Validation is an effective tool to evaluate provider communication skills</b></p>														
<p><b>Materials and Methods</b></p> <ul style="list-style-type: none"> <li>• Providers receive AIDET training (Onboarding)</li> <li>• AIDET Validation during a 6 week period</li> <li>• Survey Tool developed to evaluate each step</li> <li>• Surveys completed by Scribes</li> <li>• Feedback given to Providers</li> <li>• Comparison to Group Performance</li> </ul>	<p><b>6. Thank You: mark all that apply</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Thanked the patient for for his or her time or patience</li> <li><input type="checkbox"/> Thanked the patient for choosing this facility</li> <li><input type="checkbox"/> Thanked the patient for their cooperation</li> <li><input type="checkbox"/> Asked if there was anything else they need now before leaving room</li> </ul>																