Reducing Variance in Leader Coaching of AIDET Plus the Promise\textsuperscript{SM}

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Coach / Coach Leader
Studer Group
Session Objectives

At the end of this session, participants will be able to:

1. Describe the elements of AIDET Plus the PromiseSM
2. Recall the priority categories included in the updated AIDET Plus the PromiseSM Competency Checklist
3. Utilize the updated, prioritized AIDET Plus the PromiseSM Competency Checklist to validate and provide effective coaching to improve staff performance
Execution Framework: Evidence-Based Leadership℠

**Aligned Goals**
- **Objective Evaluation System**
- **Leader Development**

**Aligned Behavior**
- **Must Haves®**
- **Performance Management**

**Aligned Process**
- **Standardization**
- **Accelerators**

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**MUST HAVES®**
- Rounding, Thank You Notes, Employee Selection, Pre and Post Phone Calls, Key Words at Key Times

**PERFORMANCE GAP**
- Re-recruit high and middle performers, Move low performers up or out

**STANDARDIZATION**
- Agendas by pillar, peer interviewing, 30/90 day sessions, pillar goals

**ACCELERATORS**
- Leader Evaluation Manager®
- Validation Matrix℠
- Provider Feedback System℠
- Studer Group Rounding
- Patient Call Manager™
AIDET® Impacts Overall HCAHPS Performance

Widening the Gap: Average Percentile Point Improvement Among Partners Implementing AIDET

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Studer Group Partners After 8 Qtrs</th>
<th>Studer Group Partners After 3 Qtrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurses always communicated well</td>
<td>28</td>
<td>49</td>
</tr>
<tr>
<td>Pain was always well controlled</td>
<td>25</td>
<td>49</td>
</tr>
<tr>
<td>Doctors always communicated well</td>
<td>19</td>
<td>41</td>
</tr>
<tr>
<td>Staff always explained about medicines before giving them to patients</td>
<td>22</td>
<td>39</td>
</tr>
<tr>
<td>Yes, patients were given information about what to do during their recovery</td>
<td>38</td>
<td>38</td>
</tr>
<tr>
<td>Patients always received help as soon as they wanted</td>
<td>36</td>
<td>36</td>
</tr>
<tr>
<td>Patients who gave a rating of 9 or 10 (high)</td>
<td>24</td>
<td>24</td>
</tr>
<tr>
<td>YES, patients would definitely recommend the hospital</td>
<td>18</td>
<td>18</td>
</tr>
</tbody>
</table>

Source: The graph above shows a comparison of average percentile rank improvement using the Studer Group partner database compared to CMS data based on 3Q09-2Q10.
Training is Just the Beginning……..

## Methods to Validate/Audit AIDET Plus the Promise℠

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Direct Observation/coaching/recognition using objective competency checklist</td>
</tr>
<tr>
<td>2</td>
<td>Add AIDET Plus the Promise℠ questions to rounding log for rounding with employees</td>
</tr>
<tr>
<td>3</td>
<td>Add AIDET Plus the Promise℠ questions to rounding log for rounding with patients</td>
</tr>
<tr>
<td>4</td>
<td>Review patient experience data and note improvements after AIDET Plus the Promise℠ is implemented</td>
</tr>
</tbody>
</table>
Examples of AIDET Plus the Promise℠ Confirmations

• Post-Training Validation
  • 30 to 90 days post training (direct observation or skills lab settings)
  • Use competency checklist with a focus on area identified for improvement
  • Repeat frequency as needed, based on individual performance

• On-Going Audit Options
  • Incorporate discussion into Employee Rounding
  • Confirm during Leader Rounding on Patients encounters
  • Simulate use of AIDET Plus the Promise℠ (role play)

• Annual Competency Assessment
  • Part of organizational annual competency plan
## Original AIDET® Competency Checklists

### Clinical and Nonclinical Checklists

**AIDET® IN THE HOSPITAL SETTING TOOLKIT**

**AIDET® COMPETENCY CHECKLIST – CLINICAL**

Note: Competency Checklist to be used to validate AIDET® skills.

<table>
<thead>
<tr>
<th>STRENGTHS IDENTIFIED/RATING✓</th>
<th>ESSENTIAL SKILLS</th>
<th>NEED TO FOCUS ON IMPROVEMENT ✓</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACKNOWLEDGE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knocks before entering the room (if applicable)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acknowledges using patient/customer/family name as appropriate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INTRODUCE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Introduces self and role</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Introduces co-worker/team/other beds/physicians/rooms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EXPLAINATION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tells what patient is doing, what will happen, and what they should expect, etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Used language that the patient understands</td>
<td></td>
<td></td>
</tr>
<tr>
<td>感謝了病人和家人的理解和欣赏（即，谢谢您）</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**AIDET® COMPETENCY CHECKLIST – NON-CLINICAL**

Note: Competency checklist to be used to validate AIDET® skills.

<table>
<thead>
<tr>
<th>STRENGTHS IDENTIFIED/RATING✓</th>
<th>ESSENTIAL SKILLS</th>
<th>NEED TO FOCUS ON IMPROVEMENT ✓</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACKNOWLEDGE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acknowledged entering the room (knocks, tells, etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INTRODUCE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Introduced self and role</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EXPLAINATION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Explained what patient is doing, what will happen, and what they should expect, etc.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**EVALUATION SUMMARY**

Evaluator Comments: ____________________________
Report Skills Assessment: ____________________________

Evaluator: ____________________________ Date: ____________________________

This document has been reviewed and approved by the Studer Group Quality Team - 2014
Updated, Prioritized Checklist

One Prioritized Checklist
Revised, Prioritized AIDET Plus the Promise℠ Checklist

Understanding the Why Behind the Priorities

• **Top Priorities (#1)**
  • Patient safety
  • Highest impact on anxiety reduction
  • Commitment and courtesy

• **Mid-Level Priorities (#2)**
  • Important behaviors to hardwire after top priority behaviors consistent

• **Lower Priorities (3#)**
  • Essential and important to hardwire once top and mid-level behaviors consistent
Please read a few brief notes captured below before beginning this module.

This module is designed to discuss the purpose of AIDET®, describe the components of AIDET®, and guide you through the process of communicating naturally while using the AIDET® framework.
Thank you for joining our 2016 Orlando Conference and attending the HCAHPS Quality of Care track. We hope you were able to take many tools, tactics and best practices back with you to implement and start your journey to excellence!

To help with your journey, please find the below tools and resources that were featured within the HCAHPS Track. We wanted to be sure you had a one-stop-shop to all the tools you heard mentioned within the presentations. We also have many additional tools on our Studer Group website. Just search HCAHPS or search for a specific tool and see what’s available.

HCAHPS Survey
HCAHPS Partner Results: 2Q14 - 1Q15
HCAHPS and Studer Group’s Evidence Based Leadership™ Crosswalk
Nurse Leader Handbook Tools: Basic Communication Tactics

Studer Group elearning Modules
Key Words at Key Times: AIDET® elearning Module
HCAHPS 101 elearning Module
HCAHPS Metrics elearning Module

Available to the Public through March 31, 2016
FIND HEALTHCARE BEST PRACTICES IN THE LEARNING LAB

SEARCH THE LEARNING LAB

Find what you need quickly in the Learning Lab!

POPULAR SEARCHES
90 day action plan  aide  AIDET plus the Promise  aide toolkit  Aidet video  Bedside Shift Report  CG CAHPS  effective meetings  employee engagement  EVS  goal setting  HCAHPS  highmiddlelow  hourly rounding  key words at key times

FEATURED RESOURCES

Learning Lab Tutorials  eLearning Modules and Simulators  Studer Group Toolkits Landing Page

- Learning Lab Tutorials
  - Rating: ★★★★★ (0)
  - Views: 2644
  - Pub Date: 9/16/2015
  - Access Level: Premium/Partner

- eLearning Modules and Simulators
  - Rating: ★★★★★ (1)
  - Views: 6995
  - Pub Date: 6/23/2014
  - Access Level: Premium/Partner

- Studer Group Toolkits Landing Page
  - Rating: ★★★★★ (5)
  - Views: 26614
  - Pub Date: 7/28/2013
  - Access Level: Premium/Partner
Additional ‘Tools and Equipment’: AIDET® PTP Resources

- **AIDET Plus the Promise℠ Tools** (public access)
- **AIDET® Toolkit** (partner-only)
- **AIDET® PTP Competency Self-training Module** (partner-only)
- **AIDET® PTP eLearning Module** (partner-only)
- AIDET® videos under ‘partner view’ on the Learning Lab
“Always bring it back to values…”
— Quint Studer
EVALUATION REMINDER:
We want your feedback to get better. Please remember to take the surveys. Thank you!

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Coach | Coach Leader
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NEXT PRESENTATION:
Leader Rounding on Patients: Strategies to Round on 100% of Your Patients

Diana Topjian, RN, MSN, D.M., C-ENP
Studer Group Coach