

## REGISTRATION PROCESS AND TEAMWORK

<p><b>Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)</b> is the current system being used to measure hospital performance</p>	<p><b>Acknowledge Introduce, Duration, Explain, Thank (AIDET):</b> the key behaviors that patient and family members expect during their visit with physicians and medical staff.</p>
<p><b>HCAHPS QUESTION</b></p>	<p style="text-align: center;"><b>AIDET BEHAVIOR</b></p>
<p>How would you rate the admission process, the initial process of signing in and filling out paperwork?</p> <p>Patient response choices are <i>Always, Usually, Sometimes, Never</i></p> <p>Use key words <i>safety, privacy, concern, comfort, teamwork</i> and <i>excellent care</i></p>	<p>First impressions are everything and the phone can call tell the person on the phone or in person how we will take care of or work with them as a patient. The tone is set for a patient’s on-going care and our working patient-centered care relationship.</p> <p><b>USE AIDET: SMILE. IT REALLY SHOWS</b></p> <ul style="list-style-type: none"> <li>• State: “<i>Good morning/afternoon my name is ___ how may I help you?</i>”</li> <li>• If phone then try to answer before third ring.</li> <li>• Speak distinctly; rushing your speech will make it harder for the listener to make out what you are saying.</li> <li>• Use patient’s full name</li> <li>• Transfer callers only if you are sure the person you are transferring them to can help them.</li> <li>• Never transfer a caller without telling them you are transferring them. Ask if you may transfer them. Always tell them to whom they are being transferred. You can say, “I don’t have that information; I need to transfer you to _____ who can help you.”</li> <li>• If you must put the caller on hold, come back “at least” once a minute, preferably every 30 seconds, to let the caller know what is happening.</li> <li>• Do not “fight back” with a rude or obnoxious caller. Your mission is to resolve any conflict peacefully.</li> </ul> <p><b>IMPORTANT TIPS</b></p> <ul style="list-style-type: none"> <li>• Gentle approach</li> <li>• Introduce self and role</li> <li>• Eye contact</li> </ul> <p><b>EXPLAIN</b></p> <ul style="list-style-type: none"> <li>• This paper is all about you</li> <li>• Explain why we need it filled out</li> <li>• Why we ask the same questions again and again</li> <li>• Assure the patient they can come up to ask questions</li> </ul>

<b>HCAHPS QUESTION</b>	<b>AIDET BEHAVIOR</b>
<p>Would you rate the overall <b>teamwork</b> between the doctors, nurses, and staff as:</p> <p>Use key words <i>safety, privacy, concern, comfort, teamwork</i> and <i>excellent care</i></p>	<p align="center"><b>“MANAGE UP” YOUR CARE TEAM AND IMAGING TEAM</b></p> <p>Saying, “We have an excellent department,” our imaging team will provide the highest quality exam in the most efficient manner”. Or Wendy is going to be your imagining tech today and she is a terrific radiologist.</p> <p>Use key words such as <i>safety, privacy, concern</i> and <i>comfort</i>. Example: Our imaging team is concerned with your care and we want to ensure you are comfortable during your visit with us.</p> <p>Explain whom the patient will see during their visit. Patients are often confused about who they are supposed to see.</p>
<p>How would you rate the instructions provided by the staff about how to care for (Yourself/your family member) after discharge from the hospital?</p> <p>Use key words <i>safety, privacy, concern, comfort, teamwork</i> and <i>excellent care</i></p>	<p align="center"><b>SUMMARIZE NEXT STEPS IN TREATMENT OR CARE PLAN</b></p> <p><i>“What questions or concerns do you have about caring for yourself when you get home or prepare for your surgery? Our goal is to make sure that you fully understand your prep instructions and directions for...”</i></p> <p>End encounter with an open-ended question: <b><i>“Is there anything else I can help you with today, I have the time?”</i></b></p> <p><b><i>Final closure: “Best wishes to you and Thank you Mr. /Ms. for choosing ----- for your ____ needs. It is my pleasure to help you today.”</i></b></p>
<b>HCAHPS QUESTION</b>	<b>AIDET BEHAVIOR</b>
<p>How would you rate the <b>responsiveness</b> of the hospital staff to any <b>concerns or complaints</b></p> <p>Use key words <i>safety, privacy, concern, comfort, teamwork</i> and <i>excellent care</i></p>	<p><b>Hear</b> the person’s concerns without interrupting and focus on needs. (use eye contact)</p> <p><b>Empathize</b>, show understanding = goodwill and building of trust. (use soft voice)</p> <p><b>Apologize</b> and express regret. Take responsibility and work to resolve it. “I understand, than must have been frustrating for you followed by, How can I help now?”</p> <p><b>Respond</b> with an action by letting the person know you are going to meet their needs. Explain &amp; explore options. Find a solution.</p> <p><b>Tell</b> your manager or the appropriate person/department for further action as needed.</p> <p><b>Thank</b> the person for their patience while you correct or address the concern</p> <p><b>Follow-up</b> as needed (Avoid arguing)</p>
<p><b>Willing to recommend</b></p>	<p>Smile: “Thank you Mr. /Ms. for choosing__ for your care.” I wish you a nice day.”</p>

### **Key Words for Reception Area Rounding:**

#### Good morning (AIDET)

- “I’m (name), the (role) for (department name). It is our goal to make sure you receive the “best possible” care.”
- “I just want to be update you that we are running (on schedule ~ or ~ behind schedule by # of minutes). Someone will be back to update you and your family at least every hour.”
- “Are you comfortable?”
- Also, if you should need them, the nearest restrooms and drinking fountain are just (location).
- “Mr. /Ms. please let us know if you need anything while you wait, and thank you for choosing our (department name) for your care.”

