

Physician AIDET & Keywords Guide :(Excellent, Safety, Comfort, Privacy, & Teamwork)

Managing Up Scenarios

Managing up others is simply creating a positive impression of others before the patient or family meets them.

Managing Up Peers in Clinical and Nursing Settings: “Hello, Mr. Ortiz. I will be going home to my family now. Dr. Brown is taking my place. In fact, I just shared with Dr. Brown all your important information. Dr. Brown is a _____ whom I have worked with for over five years, and he is excellent. I hear such nice compliments about him from our patients.”

Managing Up Nurses: “Mr. Ortiz, I see Brenda is your nurse. She is excellent. She is very good at listening and will answer all of your questions. You will be pleased with the care you receive from Brenda.”

Managing Up Other Departments: “Hello, Mr. Ortiz. This afternoon you will be going downstairs to the Diagnostic Imaging department. Diagnostic Imaging has state-of-the-art technology and an excellent staff. They are aware you will be having a procedure this afternoon and are prepared for you. Our goal is for you to receive excellent care.

Manage Up Yourself

When you manage up yourself, you put patients and their families at ease by telling them your job title, years of experience, certification or licensure, special training you have completed, and/or the number of procedures you have completed.

“Good Morning, Mrs. Clark. My name is Dr. Scott and I am part of your care team here at _____. I am your (type of physician) and will be overseeing your care this morning/afternoon/tonight. I have been a physician for over 5 years specializing in and see thousands of patients per year. My goal is provide you with excellent care.”

MANAGING UP

Positively position others.

The benefits are:

- Patients feel better about their next caregiver and experience
- Patients feel more at ease about the coordination of their care
- Coworkers give a head start for you to gain patient confidence!

AIDET

Acknowledge (increases sense of safety)

Introduction (decreases anxiety)

Duration (increases compliance)

Explanation (increases quality of care)

Thank You (increases patient loyalty)

HEART= Service Recovery

Hear the person’s concerns without interrupting and focus on needs.

Empathize, show understanding = goodwill and building of trust.

Apologize and express regret. Take responsibility and work to resolve it

Respond with an action by letting the person know you’re going to meet their needs. Explain & explore options. Find a solution

Tell your manager or the appropriate person/department for further action as needed.

Patient Experience Pledge:
Always Provide
Courteous,
Respectful Service...
Every person, Every Time!

