

**PARTNER IN CARE:
IMPROVING THE PATIENT EXPERIENCE THROUGH AIDET®**

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Background: Patient Satisfaction is one of the top three priorities of healthcare leaders due to its impact on patient experience and reimbursement rates.

- The AIDET® tool served as our framework to **better** address, communicate, and connect with the people we serve.

Objective: To enrich the patient experience in the perioperative area incorporating AIDET®, a 5-step communication tool for interactions between patient, family, and care team.

Process of Implementation: AIDET® Champion Teams were formed with representation from the following perioperative areas: SDS/Preadmission Testing/Endoscopy; OR/Endoscopy; and PACU. AIDET® acronym known as Acknowledge, Introduce, Duration, Explain, and Thank, needed to be integrated into the perioperative patient experience by:

- Identifying critical patient/family interactions that would benefit from improved communication from AIDET®
- The perioperative AIDET® teams identified communication regarding delays, updates, and status report of our patients as areas for improvement
- Integrating specific AIDET® behaviors and key words into these critical interactions
- The teams identified the plan for the “Partner in Care (PIC)” program
- The nurse obtains a cell phone number on day of surgery to establish a point of direct communication across the perioperative areas.

Successful Practice: The success of Partner in Care preliminary results is revealing increased patient satisfaction noted with heartfelt comments by patients, families, and staff across the perioperative areas enriching the patient experience.

Implications: Utilizing a framework for communication promotes safety, quality outcomes, reduces patient and family anxiety; and increases patient satisfaction resulting in an ever-important patient experience today as best practice.