

‘FIRST IMPRESSIONS: AIDET’

Tips Sheet

Discuss Purpose of ‘First Impressions: AIDET’

- VUMC strives to deliver excellent service to our patients and customers
- Elevate tools (AIDET, HEARD and our VUMC Credo) help us communicate effectively with our patients and our colleagues
- ‘First Impressions: AIDET’ is a learning module that will refresh our knowledge on AIDET
- The learning module serves as a foundation to how we interact with patients, visitors, internal customers, and colleagues
- New hires are exposed to this information in orientation
- A Reminder: It’s Who We Are!

Highlights of ‘First Impressions: AIDET’ Learning Module

- The learning module is a 20 minute review that will be housed in the learning exchange
- The learning module has been piloted with our PRC – 5 star winners for service prior to this launch
- The learning module overviews:
 - WHY AIDET and the VUMC Patient and Family Promise is Valuable
 - WHAT AIDET and VUMC Patient and Family Promise Involves
 - HOW to effectively execute AIDET and VUMC Patient and Family Promise
 - Knowledge Test: AIDET and VUMC Patient and Family Promise

Learning Options

- Communicate to your staff that the learning module is assigned to them in the learning exchange and can be completed individually
- Conduct a workgroup meeting which covers the information (the learning module in the learning exchange) and have attendees sign a roster to be submitted as “completed” in the learning exchange. Email the roster to: human.resources.vumc@vanderbilt.edu (<file:///human.resources.vumc@vanderbilt.edu/>)
- Reach out to OET or your HR SDT Consultant if you have questions and / or sensitive issues and need additional support

**Refer to Elevate Website for Tools and Resources*

- Starting August 24th week, go to the Elevate website: <http://www.mc.vanderbilt.edu/elevate>
- Click on the ‘First Impressions: AIDET’ box
- Enter your vumcID and password to access the materials

Timeline

- August 24th week: all staff assigned the learning module in the learning exchange
- October 30th: deadline for all staff to complete in the learning exchange