Verification – Process to Hardwire AIDET

New Employees

- Ensure AIDET is integrated into orientation process
- Validate Competencies for all staff (new and experienced) the same
- Leader one on one with New Leader or designated Super User or trainer/Part of mentoring process
- Leader will Verify and Validate Competencies
- Timeline = 1st 90 days.

Tenured Employees

- Add AIDET as a part of Staff Development days
- 2 times per year/ 1 every 6 months  AIDET competencies - if performance is strong move to annual; if continued weak performance minimum 2 x per year and may be increased to quarterly as needed.
- If area is performing poorly - Focus on a letter per month of AIDET and link to the Standards of the Month.
- Department meeting go through blank patient satisfaction survey:
  - Identify in the Survey all questions related to Acknowledgement

AIDET is Mandatory

Employee Fails Competencies OR Refuses to Do
- Would be a part of performance counseling for non-compliance similar to non--performance of expected duty.

Managing up the Competencies to Senior Executives within a Timeline
- Intranet – Electronic Reporting option
- Department Director Responsibility - they will report number of Competencies Completed per month and will report on line and at their Monthly Supervisory Meeting with 1 up.

Measure of Success
- Percent of departments completing competencies