

AIDET®: FIVE FUNDAMENTALS OF PATIENT COMMUNICATION

RELIEVE PATIENT AND FAMILY ANXIETY THROUGH CONSISTENT AND POWERFUL COMMUNICATION

AIDET is an acronym that stands for Acknowledge, Introduce, Duration, Explanation, and Thank You, and, when deployed consistently, is proven to bring significant results in improving patient perception of communication, quality of care, and dialogue between staff and physicians.

OBJECTIVE

The AIDET tactic is a framework for staff to communicate with patients and their families as well as with each other. This framework can be used by both clinical and non-clinical staff. This is a powerful but simple key word technique that allows anyone to connect with a patient or customer to let him or her know they are in very good hands. When the AIDET technique is deployed consistently and staff are mindful of these elements, they can:

- Improve patient and customer perception of their care or the service they receive
- Help reduce their anxiety (thus improving outcomes)
- Build customer loyalty
- Ensure that all service providers are delivering consistent measures of empathy, concern, and appreciation

Studer Group®, a Huron solution, invented the AIDET communication tactic and several other communication methods that have been proven to make a difference in patient perception of care. Studer Group does not authorize other companies or individuals via consulting or other means to teach our AIDET communication tactic.



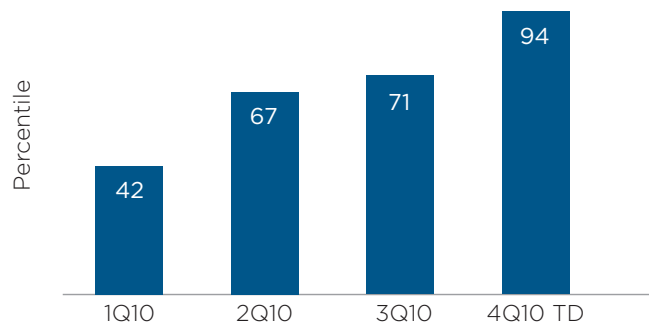
RESULTS AND ADVANTAGES

The AIDET communication tactic has been successfully deployed at countless Studer Group partners across our 18-year history. Our partners who have committed to hardwiring the tactic have seen significant increases in inpatient satisfaction scores upon the implementation of the tactic.

What's in it for patients?

- A better place to receive care
- Pain is being managed
- Medications are understood
- Improved communication with families

INPATIENT SATISFACTION TACTIC AND TOOL IMPLEMENTED: AIDET®



CONTACT

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ABOUT HURON

Huron helps clients navigate the challenges and opportunities created by industry transformation while satisfying today's business and operational needs. Committed to achieving sustainable results, its team of more than 1,200 dedicated consultants develop robust solutions that realize and maintain exceptional financial, organizational, and operational performance. As one of the largest healthcare consultancies in the country, Huron partners with clients to transform large-scale, multi-facility health institutions into high reliability organizations. Huron has:

- Improved revenue operations, developed a workforce optimization model, and completed a feasibility study of VistA as part of its 11-year relationship with the Veterans Health Administration
- Partnered with the Department of Defense (U.S. Army) to help it achieve high reliability
- Provided leadership development and coaching to the U.S. Department of Health and Human Services (IHS)
- Advised more than 450 commercial hospitals, ranging from community hospitals to national health systems

CORE CAPABILITIES

- Clinical Documentation Improvement
- Clinical Operations Management
- Continuous Process Improvement
- Leadership and Engagement Coaching
- High Reliability Organization
- Organizational Change Management
- Revenue Cycle Improvement
- Supply Chain Optimization
- Strategy
- Technology

THE TEAM



Comprehensive academic credentials in public health, supply chain, public policy, operations, research, multiple engineering disciplines, and business management



Clinically trained and credentialed in nursing, physical therapy, and other clinical areas



Certifications in health administration, lean principles, and business administration



Experienced in applying private-sector best practices to the public sector

COMPANY INFORMATION

- Limited Liability Corporation
- Large Business
- NAICS
 - 541219 Other Accounting Services
 - 541611 Administrative Management and General Management Consulting Services
 - 541612 Human Resources Consulting Services
 - 541614 Process, Physical Distribution, and Logistics Consulting Services
 - 541618 Other Management Consulting Services
 - 541690 Other Scientific and Technical Consulting Services
 - 541990 All Other Professional, Scientific, and Technical Services
 - 611430 Professional and Management Development Training
- DUNS - 111367897
- CAGE - 3KVQ9

CONTRACT VEHICLES



Prime Contractor

Professional Services Schedule
SINs 874-1 & 874-7

Subcontractor

VA Transformation Twenty-One Total Technology (T4) Next Generation (NG) • Navy Seaport-e • GSA AIMS Schedule 541 • VA EPES BPA • CDC Global Data and Technical Assistance (G-DATA) BPA • CMS SPARC

DIFFERENTIATORS

- **Side-by-side** implementation approach with a focus on all levels of the organization
- **Deep bench strength** of more than 1,200 highly qualified personnel
- **Innovative solutions** that are comprehensive, customized, and sustainable
- **Efficient execution** as projects are completed on time and within budget
- **Successful teaming** with small and large organizations, including SDVOSB, VOSB, WOSB and other minority-owned small businesses

CONTACT

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