AIDET/JC/QSEN Competencies Handout 2024

AIDET

AIDET is an acronym that stands for Acknowledge, Introduce, Duration, Explanation, and Thank You.
AIDET is a communication framework that:
Improves patient and customer perception of their care or the service they receive
Helps reduce their anxiety (thus improving outcomes)
Builds customer loyalty
Ensures that all service providers are delivering consistent measures of empathy, concern, and appreciation

The Joint Commission

Mission: To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

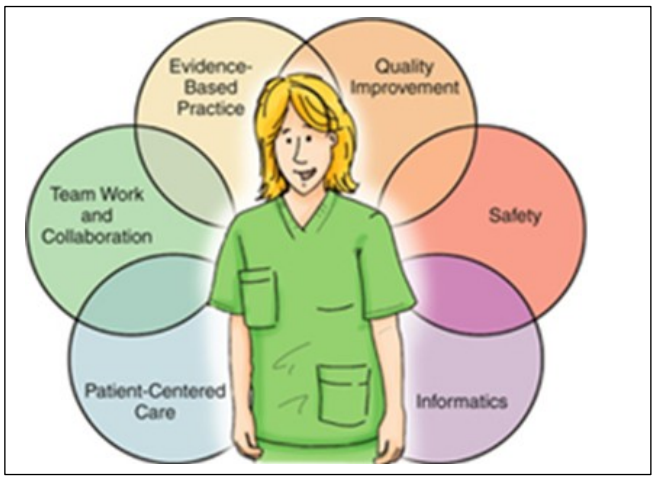
Vision: All people always experience the safest, highest quality, best-value health care across all settings.

The Joint Commission evaluates and accredits more than 22,000 healthcare organizations and programs in the U.S. They are the nation's oldest and largest standards-setting and accrediting body in healthcare. To earn and maintain The Joint Commission's Gold Seal of Approval, an organization must undergo an on-site survey by a Joint Commission survey team at least every three years.

2024 Hospital National Patient Safety Goals:

- Improve the accuracy of patient identification.
- Improve staff communication.
- Improve the safety of medication administration.
- Reduce patient harm associated with clinical alarm systems.
- Reduce the risk of healthcare-associated infections.
- Identify patient and safety risks.
- Improve health care equity.
- Prevent mistakes in surgery.

QSEN Competencies

Comprehensive, competency - based resources to empower nurses with knowledge, skills, and attitudes to improve quality and safety across healthcare systems.

- Patient-Centered Care
- Teamwork and Collaboration
- Evidence-Based Practice
- Quality Improvement
- Safety
- Informatics