A national hospital focus group showed patients’ three highest priorities for healthcare were communication related:

- The quality of the initial interaction
- Clear and warm communication
- Quality of the instruction given

AIDET is an effective communication framework that can improve communication between patients and nurses. Inpatient Director of Nursing, Vanessa Morgan has supported physicians on the consistent application of AIDET which improved their Press Ganey scores. Launched in June, inpatient nurses and nursing assistants reviewed data from an April self-assessment survey and compared it to MercyOne consumer experience scores. The self-assessment responses clearly indicated communication is an area we cannot assume we have proficiency, but must continuously build into our daily interactions during patient care.

The purpose of AIDET education and practice is to establish this model as one of many effective communication improvement tools. Therefore, we expect nurses and nursing assistants will be able to use AIDET consistently with every patient, every time.

By nature Healthcare is a reactive profession. AIDET allows us to shift our thinking to being proactive as we seek to share our knowledge and experience. It is a simple acronym that represents a very powerful and consistent way to communicate with people who are often nervous, anxious, and feeling vulnerable. The Acknowledge and Introduce steps build connection, while the Explanation and Duration steps keep patients and caregivers informed during the hospital stay. It allows us the opportunity to keep our patients informed as we perform tasks that are common to us, but uncommon to them. The Thank-You helps the caregiver end the interaction and move on to another room or another task. Use narrating care techniques to be specific with your Thank You: “I appreciate you staying still while I started your IV” or “Thank You for using the call light and not getting up on your own” after returning to bed or chair.

We will be working with AIDET on the inpatient units over the next several weeks, and we look forward to building consistent and effective communication into our daily work. Through the increased use of AIDET principles with every patient, every time, as well as supporting team members in their consistent use of AIDET, together we can improve patient experience at MercyOne.

“It's all about building connection. Connection builds trust. Trust builds patient compliance. Compliance builds better health for our patients. And that’s the real picture.”
Welcome Interns

Our 2021 interns include three current staff members: Alicia 8SW, Katelyn 6SW, Casie ICU and one newly onboarded team member Madison 8SE. Hailing from Briar Cliff and University of South Dakota, they will be able to take a whole summer packed full of nursing experiences into their senior year classes and clinical experiences.

New Service Line: Caring for Elderly Patients

We opened our new Geropsychiatric Unit on July 1, 2021 in the 7SE Behavioral unit area. This is a proven need in the tri-state area, with our new unit being the only inpatient Gero-psych unit in the western half of Iowa. We will be open with specific criteria to patients over the age of 65 with both mental health issues as well as general medical care needs.

The staff spent two days each, training for this new population with speakers from specialty areas including: Diabetic Education, Stroke Education, Wound Ostomy, Dietician, and Infection Control.

Our general adult patients will be transitioned over to the 9 Central area when the construction is completed, with our target date of September 1 fast approaching.

We will be able to house 16 Gero-psych patients on the 7SE unit with the additional 11 adult patients on 9 Central, once both units are fully open.

We have hired an outside agency, Signet Health, for expert leadership in providing specialized behavioral health services. This partnership will help us meet all state and federal requirements for both population groups.

Our new unit is also outfitted with a new bed style to better serve this population group. There was additional training on the use and safety features of this new piece of equipment. Behavioral health staff as well as emergency department, nursing services and security will also get training in violence prevention through Signet’s SAFE live program.

Jewel Sheley will remain the manager for both units, with a provider with Gero-psych specialty hired to manage the new unit. Until that provider starts, Dr. Vanhessche will oversee both units.

Nursing Journal Club

Looking to impact your nursing practice by incorporating peer reviewed evidence based practice? Need more points for your clinical advancement program application? Participate in the MercyOne Journal club.

The first 3 months of articles are live, including discussion questions. The first 3 topics are fall risk programs from a patient’s perspective, mentorship and clinical advancement programs, and how sentinel events can improve safety programs.

Head to the intranet to read or download the articles. It’s an easy way to have book club without having to read 100s of pages, just a single, targeted article.

Got an a topic you’d like to learn more about? Found a great article or speaker you’d like to feature in Nursing Journal Club or at What’s Up Nurse? Reach out to MercyEducation@MercyHealth.Com.