PATIENT EXPERIENCE

ESSENTIAL BEHAVIORS

AIDET TRAINING

BUILDING A CULTURE AROUND SERVICE

San Joaquin General Hospital

The Patient Experience

How the patient perceives their care is influenced by:

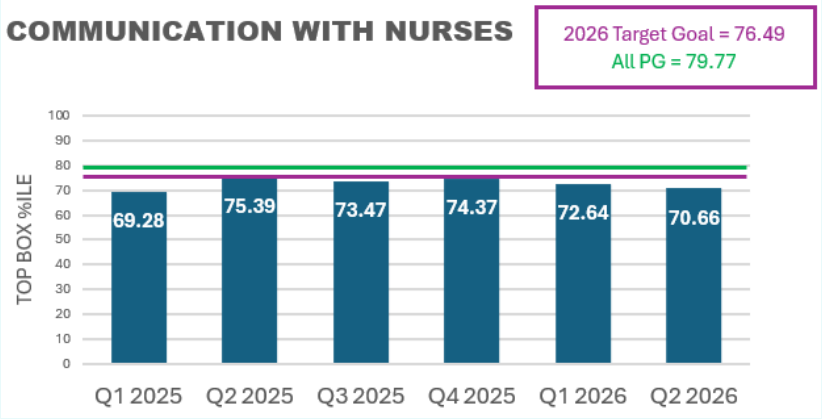
Interactions with Staff (both clinical and non-clinical)
- Communication
- Responsiveness
- Discharge Preparation
- Teamwork/Coordination

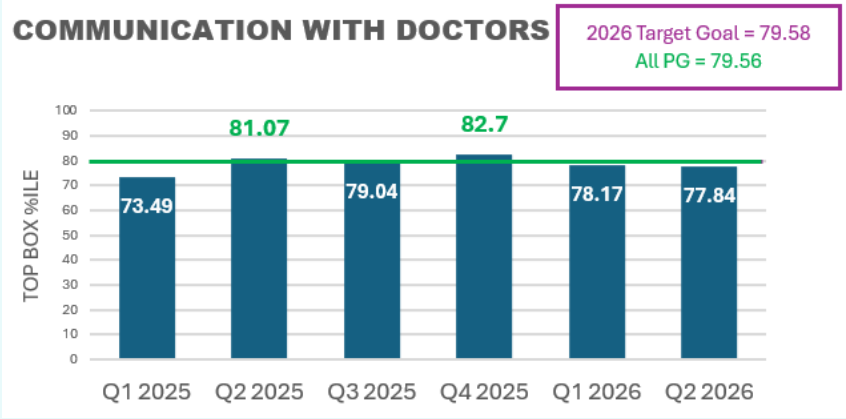
Hospital Environment
- Cleanliness
- Restfulness

The Patient Experience

Patients receive surveys after receiving care.
This is valuable feedback for us to know what to improve.

In 2025/2026, we scored low on **Communication** :





The Patient Experience

Communication Survey Questions:

During your stay, how often did your doctor/nurse:

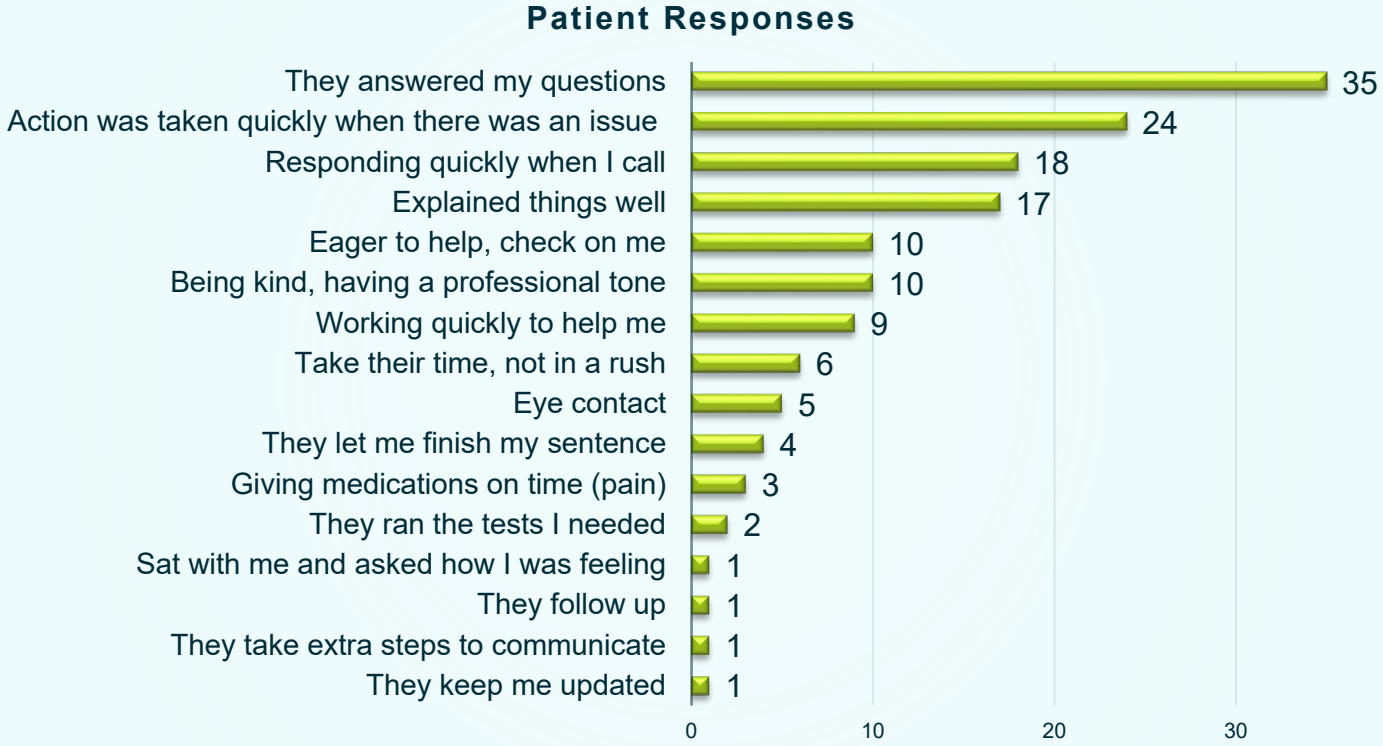
1. Treat you with Courtesy and Respect?
2. Listen Carefully to you?
3. Explain Things in a Way you Understand?

WHAT DOES THIS LOOK LIKE TO OUR PATIENTS?
(Essential Behaviors)

The Patient Experience: Essential Behaviors

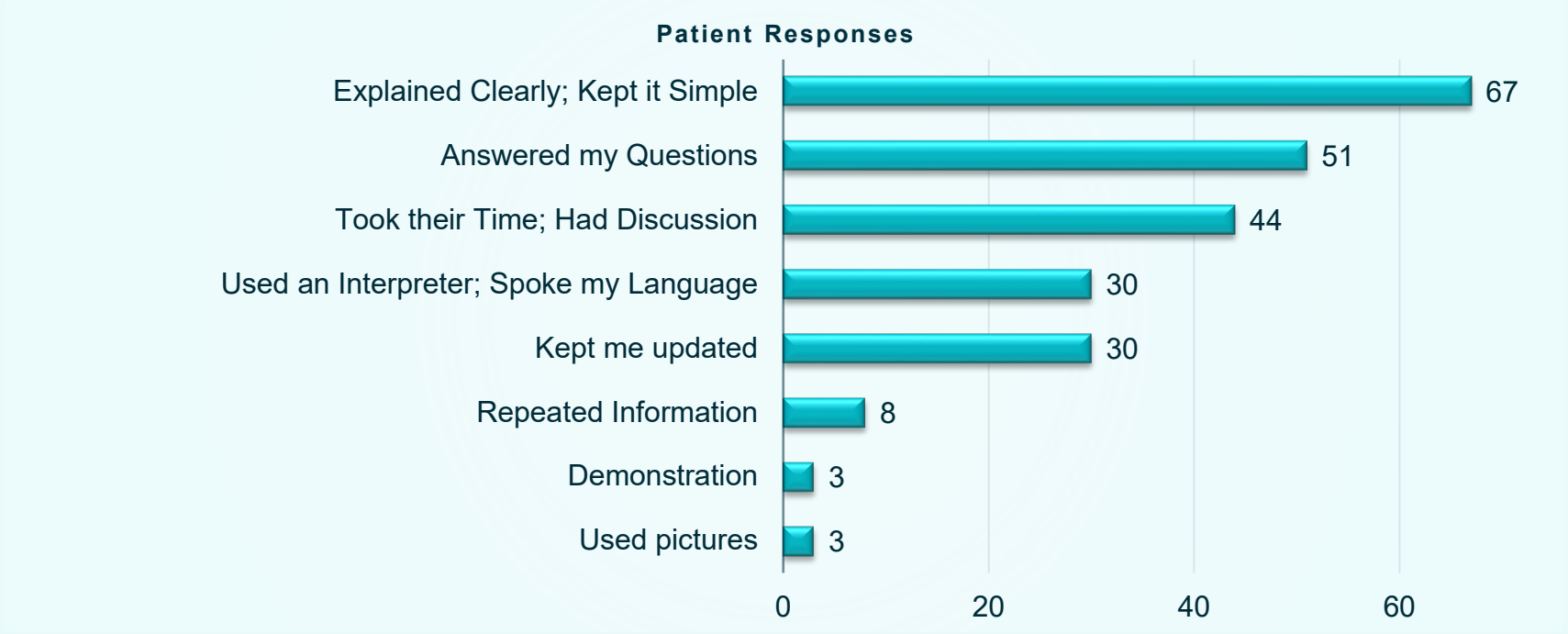
SJGH Leadership Patient Rounding (Mar to Sep 2025)

What does it look like when your care team is **listening carefully?**



SJGH Leadership Patient Rounding (Nov to May 2026)

What did your care team do to **help you understand?**



THE **AIDET** CONCEPT

Developed by the Studor Group
to help make healthcare a better place for:

- Employees to work.
- Physicians to practice medicine.
- Patients to receive care.

THE **AIDET** CONCEPT

A simple acronym that represents a very powerful way to communicate with patients.

- Helps patients **feel welcome, wanted, and RESPECTED.**
- Helps patients who are often nervous, anxious and feeling vulnerable.

Taking a little extra time adds up to lots of Patient Satisfaction.

How to AIDET

5 Fundamentals of patient communication:

Acknowledge …Greet patients through eye contact, a smile, and friendly hello.

Introduce …Share your name, title, of years of experience and why you are there (helps put patients at ease).

How to AIDET cont...

Duration

...Explain the time frame of procedures, the anticipated duration of waits and update patients if the timing changes.

How to AIDET cont...

Explanation

...Communicate what is going to happen, why it is happening and what the patient can expect. Provide an opportunity for the patient to ask questions as well.

How to AIDET cont...

Thank You

...Take time to thank the patient for making SJGH/SJCC their choice and allowing you to care for them. Let them know you hope they feel better.

WE ARE SJGH

We each have a stake in our attitude and in the collective attitudes of everyone who works at San Joaquin General Hospital.

Please remember we are not only judged by our performance and the care we give;
We are also judged by the attention you pay and the courtesies you extend to all patients, visitors, and employees who choose San Joaquin General Hospital.

Show them why …
We Are the **Heartbeat** of the Community.



San Joaquin General Hospital