



NMA AIDET Competency Assessment

Name: _____

Job Title: _____

Department: _____

Instructions: Complete the self-assessment portion of this document using the key. Record completion of each performance criteria. The evaluator's signature validates the completion of each skill.				Competency Statement: All staff will display consistent proficiency in using AIDET when communicating with clients, families, owners, peers, and managers															
Assessment Key: 1: Needs improvement 2: Can perform independently 3: Independent can teach		Method of Evaluation: S: Simulation DO: Direct observation W: Written document review O: Other (define)																	
PERFORMANCE CRITERIA				Self Assessment Place an X in Box 1, 2, or 3 (See legend)			Validator's Assessment (see legend)												
							1				2				3				
				1	2	3	S	DO	W	O	S	DO	W	O	S	DO	W	O	
Identifies the purpose of using the AIDET principle Utilizes the AIDET principle to communicate with others, with a focus on clients and their families																			
ACKNOWLEDGES the customer: Smiles, makes eye contact, and greets them in a pleasant manner																			
INTRODUCES self: States name and role at NMA Able to manage up self and/or other team member																			
DURATION: Gives the client a time expectation Keeps client informed as to the amount of time a process will take Includes letting them know if there is a wait time; gives time expectation of that wait																			
EXPLANATION: Keeps clients informed by explaining all procedures Assists clients to have clear expectations of what will be occurring																			
THANKS the client: Consistently thanks clients for their time Expresses appreciation that they have chosen NMA (if applicable) Asks if there is anything else he/she can do for the client before ending the interaction																			
ENSURES non-verbal communication conveys the AIDET principle: Makes eye contact Respects client's personal space (as possible) LISTENS to what the client is saying; allows for silence; does not interrupt with his/her own thoughts Ensures body language is relaxed, open, and non-threatening Displays a calm manner																			

Competency Met (Circle One): YES NO

Employee Signature _____ Date _____

Validator's Signature _____ Date _____