Department of Pediatrics

Chair’s Corner: Reducing Anxiety, Improving Outcomes
With AIDET plus the Promise

As we continue our journey toward Destination Always, Dayton Children’s is expanding and strengthening its commitment to the integration of AIDET Plus the Promise across the hospital. We can all support our teams in sustaining this effort.

AIDET Plus the Promise\textsuperscript{SM} is an acronym that stands for Acknowledge, Introduce, Duration, Explanation, and Thank You. The Promise of AIDET\textsuperscript{®} can be incorporated at any juncture in the framework and offers the patient/family a personal commitment to excellent care or an exemplary experience. AIDET Plus the Promise\textsuperscript{SM} is a communication framework that:

- Decreases anxiety
- Increases compliance with plan of care
- Improves clinical outcomes
- Ensures that all caregivers demonstrate empathy, concern, and appreciation.

AIDET Plus the Promise\textsuperscript{SM} is not just a clinical communication tool. The elements of AIDET Plus the Promise\textsuperscript{SM} are important in every interaction. With that in mind, it is not a script. Elements of AIDET Plus the Promise\textsuperscript{SM} do not have to be delivered in any specific order.

**Tips for Physician/Provider AIDET Plus the Promise\textsuperscript{SM}**

Sit down when entering the room (increases the perception of time).

Shake hands with patients and family members (78% of patients prefer a hand shake – sign of courtesy and respect).

Address patients by name (91% of patients want to be addressed by name).

Use a standardized open and close with patients to hardwire the first and last impression.

Opening Example: “Hello. My name is Dr. Smith and I am your hospitalist today…”

Closing Example: “Thank you for choosing us … Thank you for waiting … Thank you for coming in today… What other questions do you have?”

Manage up co-workers, hospital, support services (shows coordination of care, decreases complaints, and reduces anxiety of patients).

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Dayton Children’s Values

- Safety
- Compassion
- Ownership
- Collaboration
- Innovation
- Value Creation

Inside this issue:

- Faculty Development Opportunities
- Maria Nanagas receives national award
- Duffee AAP Home Visiting Policy
- Journal Club

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The Keys to Effective Patient and Customer Communication Include:

Acknowledge — Acknowledge the patient by name. Make eye contact, smile and acknowledge everyone in the room (patient and families).

Introduce — Introduce yourself, your skillset, your professional certification and experience.

Duration — Give an accurate time expectation for tests, physician arrival and communicate next steps. When this is not possible, give a time in which you will update the patient on progress.

Explanation — Explain step by step what will happen, answer questions, and leave a way to contact you, such as a nurse call button or phone number. Use language a patient can understand.

Thank You — Thank the patient. You may thank them for choosing your hospital, and for their communication and cooperation. Thank the family for assistance and being there to support the patient.
Session 1: Peer Instruction
When: Choose One of these dates: **Wednesday, September 13** or **October 4 @ 11:00 a.m.**
Location: 101 White Hall (Gandhi Auditorium)
Audience: Novice and Experienced Educators
Facilitator: Mark Rich, M.D., Ph.D.
Overview:
Dr. Rich has based his instructional techniques on methods developed by Eric Mazur. Effective forms of learning, such as retrieval based learning, self-explanation and elaborative integration are all utilized in the PI process, allowing students to learn more deeply through the development of critical thinking skills and application of knowledge. Plus, in our experience, students enjoy the PI process!

Session 2: WrightQ Facilitator Training 2.0
When: To Be Determined
Location:
Audience: Experienced WrightQ facilitators
Facilitator: Amanda Bell, M.D.
Overview:
This session is geared towards those faculty who have previously facilitated in a WrightQ small group here at Boonshoft SOM

Session 3: Team-Based Learning™ Training
When: Thursday, November 16, 12:30 - 2:30 p.m.
Location: 130 A White Hall
Audience: Novice and Experienced Educators
Facilitator(s): Smita Krishnamurthy, M.D., Ken Miller, M.D., and Dean Parmelee, M.D.
Overview:
Team-Based Learning™ (TBL) is an active learning instructional strategy that is very much learner-centered and engages students with the kinds of problems they will encounter in clinical practice. It also promotes the development of professional competencies.

Session 4: How to Navigate the Medical Education Literature
Date/Time: Thursday, March 22, 2018, 12:30 p.m. - Bring Your Own Lunch
Location: 101 White Hall, Gandhi Auditorium
Audience: Novice and Experienced Educators
Facilitator: Bette Sydelko, M.Ed, MSLS

Session 5: “Who’s on First?” Determining Authorship Order in Medical Education Research
Date/Time: Tuesday, April 10, 2018 at Noon - Bring Your Own Lunch
Location: 101 Gandhi Auditorium
Audience: Novice and Experienced Educators
Facilitator(s): Adrienne Stolfi, MSPH, and Brenda Roman, M.D.

Register for each session at: BSOM_FacDev@wright.edu
Maria Nanagas to Receive Job Lewis Smith Award at AAP National Conference and Exhibition

Congratulations to Maria Nanagas, recipient of the 2017 Job Lewis Smith Award. The Job Lewis Smith Award recognizes lifelong outstanding career achievement in community pediatrics. Recipients of the award have demonstrated a history of achievement in community pediatric practice, research, advocacy, and/or training. The award is named for Job Lewis Smith, MD, who was one of the founding fathers of the American Pediatric Society and chief pioneer of American pediatrics.

During her 40 year career in community pediatrics at Dayton Children’s Hospital, Maria has dedicated herself to caring for the most underserved pediatric populations in the Dayton community while concurrently training over 250 pediatric residents, 500 family medicine residents, and more than 1000 medical students from Wright State University Boonshoft School of Medicine clerkships and residency programs. Many of her students and residents have gone on to careers in community based primary care pediatrics due to her contributions as a role model and mentor. As a community based medical school, the Boonshoft School of Medicine emphasizes preparing students for primary care, community-based practice. Dr. Nanagas has been a leader in the pediatric faculty since the very earliest years of the medical school's beginnings.

Many of us have been inspired by her commitment to serving the neediest and most complex patients, including children and families facing significant social stressors. She has consistently been an early adopter of programs and quality improvement efforts to enhance the quality and breadth of the care offered by her colleagues in the Dayton Children’s Hospital primary care clinic as well as in the residents’ continuity clinic. She has been a champion for Reach Out and Read, developmental screening, integrating behavioral health into pediatric residency training, and integrating a systematic approach to assessing and intervening for social determinants of health using the Health Leads model.

In addition, she has dedicated herself to serving the underserved in multiple sites across the Dayton region, including in migrant farm camps and free clinics.

She has been recognized for her passion and sustained commitment with the Ohio Chapter of the American Academy of Pediatrics Community Pediatrician of the Year Award, and with the Dayton Children’s Hospital Child Advocacy Award.

Maria will be honored at the Community Pediatrics Awards and Poster display Event at the AAP National conference and Exhibition in Chicago on Saturday September 16, 2017. If you are in Chicago for the conference, plan to attend the event in McCormick Place Room WW185 A-c from 5:30-7:00 PM. Light refreshments will be served.

Jim Duffee Lead Author on AAP Home Visiting Report

Jim Duffee is the lead author of the AAP policy statement Early Childhood Home Visiting, published in *Pediatrics, September 2017*. Jim is Vice Chair of the Executive committee of the AAP Council on Community Pediatrics and is featured in the latest issue of *AAP News*.

The new policy highlights the benefits of the Maternal, Infant, and Early Childhood Home Visiting Program, which is federally funded through the Affordable Care Act of 2010. and emphasizes the importance of integrating home visiting into the pediatric family-centered medical home as a way to extend team-based care into the neighborhood.

Recommendations include:

- Consider ways to integrate or co-locate home visitors in the family-centered medical home.
- Recognize home-visiting programs as an evidence-based method to enhance school readiness and reduce child maltreatment.
- Recognize these programs as a strategy to buffer the effects of stress related to the social determinants of health, including poverty.

- Provide community-based leadership to promote home-visiting services to at-risk young mothers, children and families.
- Be familiar with state and local programs to identify and refer eligible children and pregnant mothers.
Great Quote:
From a BSOM student after their pediatric clerkship:

“I developed techniques on how to effectively interview kids and was able to practice my physical exam skills on a wide variety of patients. Being able to care for diverse patient population because the requirements for a newborn are very different than a 17-year-old will prepare me well for my future career. Many of the diseases I studied are important to know for all fields. I have also become more mindful of the importance of the social determinants of health as I have seen their impact directly during this rotation.”