

New Leader Orientation ~ Elevate Glossary

Term	Definition
AIDET	An acronym for the five fundamentals of successful communication. It is used in professional introductions and in a customer service setting. It is one example of Key Words at Key Times. This tool may help reduce patient anxiety. A - Acknowledge I - Introduce D - Duration E - Explain T - Thank
Cascading Goals	Departmental based goals aligned with organizational goals to support our journey to excellence. They prioritize and focus our work.
Credo	The set of standards and behaviors that define who we are.
Elevate	The name our medical center has given to our journey to achieving a culture of service – to our patients, to our colleagues and to each other.
Hardwiring	The process by which an organization, department, team, or individual integrates a behavior or action into the daily operations.
Harvesting Wins	Identifying what’s going well during rounding efforts. Celebrating successes.
Key Words at Key Times	A set of communication phrases that are intended to reduce patient anxiety. It is one of our Leadership Tactics. AIDET is an example.
Leadership Assembly (LA)	Quarterly half-day assemblies to provide leaders with the tools and skill development needed to achieve the goals of VUMC.
Leadership Tactics	Leadership tactics that support our culture of service. Examples are rounding, recognition, Peer Interviewing and 30-90-180-day conversations.
Manage Up	To position others (colleagues, teams, departments, leaders etc.) in a positive light. It can be used to recognize individual and team contributions. It can be used as a communication tool to build trust and increase confidence in hand-off situations.
Pillars	The five areas (People, Service, Quality, Growth/Finance and Innovation) under which we measure our progress towards achieving our goals for excellence.
Recognition	Any act that acknowledges a valuable contribution, including thank you notes, e-cards etc.

Rounding	The consistent practice of asking specific questions of key stakeholders—leaders, employees, physicians and patients—to obtain actionable information, which will improve service.
Service Recovery & HEARD Protocol	<p>Actions taken when customer expectations have not been met. HEARD is a communication tool to recover a customer’s confidence and to document the issue if needed. Also reference the Service Recovery Policy OP 10-10.25</p> <p>H – Hear the concern E – Empathize A – Apologize/Acknowledge R – Respond to problem D – Document</p>
Vanderbilt Patient & Family Promise	The Vanderbilt Patient & Family Promise is an external reflection to our patients and families of our Credo. It describes what patients and their families can expect in every interaction with VUMC.