AIDET, leader rounding on patients, and Hourly Rounding in the ED reception and treatment areas typically have a high impact on improving all of these metrics, as they did for the ED at Satilla Regional Medical Center in Waycross, GA.

**Figure 5.2**
**Satilla ED Moves Performance**

![Graph showing performance metrics over time](image)

By hardwiring Hourly Rounding and using an AIDET skills lab to accelerate performance, Satilla’s ED jumped from the 69th to the 99th percentile in a large national patient satisfaction database with respect to “informed about delays” over a one-year period.