

Standards Accountability Form (SAF)

Clinic 2: Align to Build Trust & Confidence



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Your name **VOICE Coach's name** **Date SAF due to Coach**

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Trainer's Name **Rate Trainer** 1-5 (5=Excellent) on: **Did all in 1-1 1/4 hrs.** **Belief in VOICE & you**

At Clinic: Check standards relevant to you. **By due date:** Answer items. **After:** Use for Like Feedback

- Make eye contact, smile, and use a warm tone of voice
- Express gladness when meet and say bye: *It's good to see you*
- When PC states need, assure right away you'll meet it
- For complaints, say you're sorry and assure you'll help
- Thank PC for waiting, helping, and choosing us
- Encourage, praise, agree with, and value PC
- Speak casually, use names, and stay cheerful to relax PC
- Tell PC to feel free to express their VOICE
- SpeakWell of patients, co-workers, your facility, and yourself

Score

- 1. Check each standard above that you've met in the past week. Highlight those you haven't but will.
- 2. Describe three things *you say or do* with patients or co-workers to be pleasant and positive.

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- 3. Describe three things *you say or do* to make patients or co-workers feel good about themselves.

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- 4. (For one bonus point) Describe when you gave a patient or co-worker *Like Feedback* by telling that person something you liked that they said or did.

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VOICE Coach: Score items 2 & 3 above as: 1= Poor, 2=Below Average, 3= Fair, 4= Good, 5=Excellent.

Overall SAF Score (add scores for items 2 - 4): (possible score of 11)

Like & Remember Feedback:

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Write "L" next to two standards you Like how the HP does. Write "R" next to one for the HP to Remember.

(Write additional feedback on the back or attached sheet)