

Standards Accountability Form (SAF)

Clinic 3: The KIND Greeting (Part 1)

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

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

Part 1: Check standards relevant to you. **By due date:** Answer items. **After:** Use for L&R Feedback

- Knock or request to enter PC room or area
- Greet kindly with *Welcome, Hello, Hi, Good,* and *Thank you*
- Say your name, title, role, and purpose
- Ask for PC name and ID, and use PC name
- Offer your help or ask for concerns and requests
- Describe what you and PC will do and why
- Say *thank-you* for waiting and for PC actions

Score

1. Check each standard above that you've done in the past week. Highlight those you haven't but will.
2. Write 3 things you say when greeting patients or co-workers that show you're warm & responsive.

.....

.....

.....

3. Write below how you typically describe to patients and co-workers what you will do and why.

.....

.....

.....

4. (For one bonus point) Describe giving *Like* or *Remember Feedback* to a PC for one or more of the Greeting standards above.

.....

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:

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)