

Standards Accountability Form (SAF)

Clinic 4: Delight with GEMs®



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

.....
Trainer's Name **Rate Trainer** 1-5 (5=Excellent) on: **Did all in 1-1¼ hrs.** **Belief in VOICE & you**

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

- Anticipate, ask, and accommodate personal needs
- Give a GEM (extra action, suggestion, amenity) every day
- Offer and use ways to reduce PC actions, trips, and delays
- Anticipate, ask, and respond to 7-C Needs (convenience, comfort, coordination, costs, control, communication, community)
- Make amends with GEMs to wronged or upset PC
- Follow-up and facilitate ongoing care with PC
- Slightly under-promise, then over-deliver
- Check PC acceptance before giving a GEM
- Recognize, praise, and celebrate co-worker GEM
- Work with co-workers to turn GEMs into best practices

Score

1. Check each standard above that you've done in the past week. Highlight those you haven't but will.
2. Describe an occasion in which you went the extra mile for a patient or co-worker. Provide details on the situation—what specifically you did, and the result of your GEM. Attach additional notes.

.....

.....

.....

.....

.....

3. Choose one of the 7-C Healthcare Needs and write three things that can be done to better meet it.

.....

.....

.....

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 to 4): (possible score of 10)

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)