

Standards Accountability Form (SAF)

Clinic 5: The 5-P's of Respect

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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.**

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Belief in VOICE & you

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

- Respond quickly to PC calls, requests, and needs
- Address PC initially by title and surname
- After serving twice, ask PC for their preferred name
- Ensure as much physical privacy as possible
- Explain and protect PC information privacy
- Say the reason and ask permission to touch PC
- Explain waits, ask approval, and thank PC after waiting
- Say Maybe instead of saying PC is wrong to not contradict
- Ask and uphold PC values, goals, opinions, & preferences

Score

- 1. Check each standard above that you've met in the past week. Highlight those you haven't but will.
- 2. Write four ways you regularly show respect to your customers. Attach additional notes.

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- 3. On an attached page, write the VOICE elements of your patients or co-workers as listed below. For each VOICE element, write what a patient or co-worker might say to the questions below.

Values and goals: *What's most important to you in my interactions with you?*

Opinions and preferences: *How can I better serve you?*

Information: *What information can I tell you more about?*

Concerns & needs: *What are your most important concerns and needs that I can help you with?*

Emotions & feelings: *What can I do to make you feel better or more comfortable?*

- 4. (bonus point) Describe giving *Like* or *Remember Feedback* to a PC for any Respect standard.

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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 to 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)