

# Standards Accountability Form (SAF)

## Clinic 6: Ask & Listen to Each Person's VOICE

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**Your name**

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**VOICE Coach's name**

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**Date SAF due to Coach**

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**Trainer's Name**

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**Rate Trainer** 1-5 (5=Excellent) on: **Did all in 1-1 1/4 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

- Bridge to what you'll ask and say why
- Listen with eyes, nods, encouragement, and not interrupting
- First, uncover all of the PC concerns and needs
- For each concern, explore information PC has and needs
- For each concern, ask PC opinions about its causes
- For each concern, ask PC preferences among choices
- Ask for short- and long-term goals to help share decisions
- Ask open questions initially to encourage PC to say more
- Follow-up with questions that begin: *Tell me, Explain, Describe*
- Use closed questions to ask for details and to test ideas
- Ask complete VOICE with: *What else..., What other..., What more...*
- Summarize PC and ask if that's right to check your understanding
- Use checklists and take detailed notes of PC answers

**Score**

1. Check each standard above that you've done in the past week. Highlight those you haven't but will.
2. For each element of a Patient's or Co-Worker's VOICE, write a question you asked in the past week. If you didn't ask a specific VOICE element, write a question you might ask.

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3. Tell of a time you were persistent in asking questions to uncover a key need or fact, and how doing so helped improve the situation or avoid a problem.

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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 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)