

# Standards Accountability Form (SAF)

## Clinic 7: Explain & Instruct for Improved Performance



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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 1-1¼ 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

- Narrate to PC what you're doing and seeing, including reasons
- SpeakUp your concerns to prevent and resolve mistakes
- To say no, say why as a PC benefit and provide alternatives
- If PC rejects options, ask: What do you wish to accomplish?
- Inform PC of the current situation and what's expected
- Offer and explain alternatives with their pros and cons
- Explain recommendations, their source, and benefits & drawbacks
- Explain self-care instructions and how to respond to problems
- Use learning and memory aids, diagrams, handouts, e-devices
- Consider PC history, abilities, values, goals, and input
- Ask for PC understanding, ability, and willingness to comply
- Ask PC to repeat back detailed instructions to improve recall

**Score**

1. Check each standard above that you've done in the past week. Highlight those you haven't but will.
2. Write an example of each part of Your VOICE that you explained to a patient or co-worker. If you haven't expressed a specific VOICE part, describe how you might. Attach additional notes.

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3. Tell of a time you spoke up about your concern, opinion, or recommendation in a tough situation. Describe how you increased people's acceptance of your concern, opinion, or recommendation.

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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 & 3): ..... (possible score of 10)

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)