

Standards Accountability Form (SAF)

Clinic 8: Level-3 Empathy

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

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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

- Look for signs of anxiety, anger, and sadness as signs of needs
- Face PC at eye level, 1-2 arm-lengths apart, arms unfolded
- If you turn, leave, or put on hold, say why and check if okay
- If PC complains, apologize and ask about the situation
- If PC is anxious or sad, ask about your sensed feeling
- Say you understand how PC specifically feels about the situation
- For an angry PC: re-apologize, agree, ally, and thank
- For an anxious PC: re-assure, encourage, and praise
- For a sad PC: sympathize, affirm value, and offer help
- Move thru WARM tones: Warm, Apologetic, Resourceful, Motivated

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 when you empathized with an emotional P/C. Describe the person's emotions and situation, and how you used three of the above standards to show empathy.

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3. List three reasons why empathy is important in healthcare.

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