

# Standards Accountability Form (SAF)

## Clinic 1: Own Each Patient's Experience

Your name

VOICE Coach's name

Date SAF due to Coach

Trainer's Name

Rate Trainer 1-5 (5=Excellent) on: **Did all in 1-1½ hrs.**

yes!  
Belief in VOICE & you

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

- Own PC needs and requests until they are met or handed-off
- Look at, smile at, and acknowledge nearby PC
- Offer to help a PC who may need it
- Offer help in language, sight, hearing, mobility, cognition, and social support
- Offer to direct, escort, get, or stay with a PC in need
- Initiate, find solutions, and give GEMs that Go the Extra Mile
- Share VOICES to personalize interactions with PCs

**Score**

1. Put a second check-mark (✓) next to each standard above that you've met in the past week.
2. Describe *what you did* to take ownership of a challenging PC request or need, and how you made sure all of the person's needs were met. Be specific. Write more on the back.

5

Upon entering a patient's room during lunch, I noticed that the pt's wife was attempting to feed him and visibly upset and frustrated. I asked her if I could take over feeding and she was relieved to oblige. As I fed the pt and taught the wife some

5

3. In a different situation, describe *what you did* to go the extra mile to meet a PC's special needs (for their language, vision, hearing, mobility, writing, or social support). Write more on the back.

We had an outpatient in radiology who required a mechanical lift for transfer into the MBS chair. We set up to begin the transfer but the pt cried out in pain everytime we began to lift →

**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): 10 (possible score of 10)

Like & Remember Feedback: Really good examples. How great to not only teach the wife strategies for feeding but to recognize how anxious she was and allowed her to calm down. All the info given

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)

## VOICE CLINIC NOTES PAGE

2 cont.) with her and the pt related to cause, plan, etc. ~~That~~ I assured her that she was in good hands & Flagler and went onto the computer in the pt's room to find information for her that she wanted (i.e. who was the primary MD, primary cardiologist, tests ordered (planned, etc.)). Over the weekend, several MDs had others covering for them which only increased the wife's confusion and feeling that no one was taking ownership of their care. I also called the social worker to find out when she would be coming to meet with the pt/wife - this was one of the wife's concerns as well. Both pt + wife seemed more at ease and satisfied when I left them.

3 cont.) I was pretty certain that we were doing everything correctly and that the pt (with MR) was likely more anxious than in pain but, to be sure that we were not hurting the pt and causing unnecessary pain, I stopped the transfer and called for a PT to come check out the situation. A PT tech came shortly after and assisted with the smooth transfer.

# so glad you called the PT to check things out. I am sure you did the right thing to begin with but going the extra mile to get the "expert" I am sure relieved some of the stress.  
You passed!