

The 100 VOICE Standards™

Below are the 100 VOICE Standards used in the VOICE Accountability Process and that are listed on: (1) the ten Clinics' Standards Accountability Forms (SAFs); (2) the back of the ten Clinics' Cue Cards; and (3) on both sides of The 100 VOICE Standards Rating Form (SRF) used by Coaches to continue the VOICE Documented Coaching process (for performance appraisals, etc.). During each Clinic, the Clinic's VOICE Standards are reviewed near the end of each Clinic. The standards are similar to but more specific, comprehensive, and behavioral than the learning objectives.

1. Own Each Patient's Experience

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

2. Align to Build Trust & Confidence

8. Make eye contact, smile, and use a warm tone of voice
9. Express gladness when meet and say bye: It's good to see you
10. When PC states need, assure right away you'll meet it
11. For complaints, say you're sorry and assure you'll help
12. Thank PC for waiting, helping, and choosing us
13. Encourage, praise, agree with, and value PC
14. Speak casually, use names, and stay cheerful to relax PC
15. Tell PC to feel free to express their VOICE
16. SpeakWell of patients, co-workers, your facility, and yourself

3a. The KIND Greeting™

17. Knock or request to enter PC room or area
18. Greet kindly with Welcome, Hello, Hi, Good, and Thank you
19. Say your name and title, role, and purpose
20. Ask for and say PC name and identification
21. Offer your help or ask for concerns and requests
22. Describe what you and PC will do and why
23. Say thank-you for waiting and for PC actions

3b. Manage Expectations

24. Say the expected wait and procedure time for PC
25. Describe what PC may feel, sense, and experience
26. Explain possible results —good and bad—of actions
27. Explain next steps and decisions as part of a plan
28. Update PC on the wait and procedure progress
29. Say, follow, and remind of infection-control procedures

4. Delight with GEMs®

30. Anticipate, ask, and accommodate personal needs
31. Give a GEM (extra action, suggestion, amenity) every day
32. Offer and use ways to reduce PC actions, trips, and delays
33. Anticipate, ask, and respond to 7-C Needs (convenience, comfort, coordination, costs, control, communication, community)
34. Make amends with GEMs to wronged or upset PC
35. Follow-up and facilitate ongoing care with PC
36. Slightly under-promise, then over-deliver
37. Check PC acceptance before giving a GEM
38. Recognize, praise, and celebrate co-worker GEM
39. Work with co-workers to turn GEMs into best practices

5. The 5-Ps of Respect

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

6. Ask & Listen to Each Person's VOICE

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

7. Explain & Instruct for Improved Outcomes

62. Narrate to PC what you're doing and seeing, including reasons
63. SpeakUp your concerns to prevent and resolve mistakes
64. To say no, say why as PC benefit and provide alternatives
65. If PC rejects options, ask: What do you wish to accomplish?