

Standards Accountability Form (SAF)

Clinic 1: Own Each Patient's Experience



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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 1-1 1/4 hrs.** **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.

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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.

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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)