

Standards Accountability Form (SAF)

Clinic 3: Manage Expectations (Part 2)

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

.....
Trainer's Name **Rate Trainer** 1-5 (5=Excellent) on: **Did all in 1-1¼ hrs.** **Belief in VOICE & you**

Part 2: Check standards relevant to you. **By due date:** Answer items. **After:** Use for L&R Feedback

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

Score

1. Check each standard above that you've done in the past week. Highlight those you haven't but will.
- 2. For each in-TERN expectation (Time, Experience, Results, Next steps), write an example expectation you might explain to and set with patients or co-workers. Attach additional notes.

.....

.....

.....

.....

- 3. Describe how often, when, and where you wash or sanitize your hands.

.....

.....

.....

- 4. (bonus point) Describe giving *Like* or *Remember Feedback* to a PC for an infection-control procedure.

.....

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 11)

Like & Remember Feedback:

.....
 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)