

# Standards Accountability Form (SAF)

## Clinic 9: LEARN™ to Resolve Complaints

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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 L&R Feedback

- Proactively ask: *What unmet needs do you have?*
- Listen and ask for details of PC needs and situation
- Use a BlameFree Apology™ that apologizes for the situation
- Use an Accountable Apology™ only with manager approval
- Say an I-Can Response and check acceptance
- Explain next steps in a plan and check acceptance
- Make amends with GEMs and say thanks for their patience
- Summarize, ask needs, explain follow-up, and thank PC
- Call, write, or visit to support ongoing care

**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 in which you helped to resolve a patient or co-worker complaint. Provide details on the complaint, what specifically you did, and the result of your actions.

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- ..... 3. For the situation you wrote in item #2, write an appropriate BlameFree Apology and I-Can Response.

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- ..... 4. (bonus point) Describe giving *Like* or *Remember Feedback* to a P/C for any Resolve 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)