### Blameless Apology: Self-Check

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| **Do I respond to complaints by my patients, families and coworkers with a *blameless apology*? Do I…** | **Almost always** | **Usually** | **Occasionally** | **Hardly ever** |
| Think to myself, “I’m sorry this person is suffering?” |  |  |  |  |
| Apologize from my heart? |  |  |  |  |
| Apologize even if it’s not my fault? |  |  |  |  |
| Apologize *without* getting defensive? |  |  |  |  |
| Apologize *without* making excuses? |  |  |  |  |
| Apologize *without* placing blame on others? |  |  |  |  |
| Communicate my caring nonverbally too, so that my apology feels sincere? |  |  |  |  |
| Speak in the first person, saying “I’m sorry,” not "We’re sorry?" |  |  |  |  |
| Make clear the experience that I’m sorry about? |  |  |  |  |
| Offer the blameless apology right away, even before finding out the details of the situation or the remedies? |  |  |  |  |
| (Open-ended)What am I doing really well when it comes to offering blameless apologies with my patients, families and coworkers  (Open-ended) What do I need to do (or stop doing) to be more effective in offering a blameless apology during difficult interactions or complaints? | | | | |

Source: *Physician Entrepreneurs:* *The Quality Patient Experience* by Wendy Leebov, 2008**©.** For information on her newest book, recommended resources and web-based training program for physicians, go to the Acknowledgements Section of this Tool Kit