## Great Goodbyes Self Check

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| When I say **good-bye** topatients and families, do I… | **Almost Always** | **Most of the Time** | **Occasionally** | **Hardly Ever** |
| 1. Move to the person’s level? |  |  |  |  |
| 1. Smile and make eye contact? |  |  |  |  |
| 1. Address patient by name? |  |  |  |  |
| 1. Say closing words that help prepare patient for ending? |  |  |  |  |
| 1. Invite questions? |  |  |  |  |
| 1. Focus fully on the person while addressing their questions. Stay present? |  |  |  |  |
| 1. Give thorough explanations to each question? |  |  |  |  |
| 1. Check back to ensure understanding? |  |  |  |  |
| 1. Thank them (e.g., for choosing us, allowing us to serve them, waiting, being patient, etc.)? |  |  |  |  |
| 1. Share a good wish for them, putting my heart in it? |  |  |  |  |
| 1. Use my job-specific good-bye approach consistently with the people I serve? |  |  |  |  |
| 1. (Open-ended) What am I doing really well when it comes to saying goodbye to my patients and families? 2. (Open-ended) How can I improve my goodbyes? | | | | |

*Source: Physician Entrepreneurs: The Quality Patient Experience by Wendy Leebov, 2008* ***©****.*