Should You Self-Check?

- If you feel angry or hurt when a complaint is filed
- If you take it personally
- If you change your behavior or attitude
- If you make unkind comments or gestures
- If you engage in unprofessional behavior
- If you slow down your caregiver response
- If you neglect certain duties
- If you avoid eye contact

When Patients Complain

- Be Objective
- Overreaction doesn’t help
- Acknowledge anger or hurt feelings

You might be retaliating

No Anger

- Notice your actions - they speak louder than words
- Give yourself time to regroup
- Explore the root cause of the complaint
- Respect the patient and yourself