EFFECTIVE FEEDBACK

Prepared for the Basics Program for New Faculty

DEFINITION: "Helpful feedback is a supportive conversation that clarifies the trainee's awareness of their developing competencies, enhances their self-efficacy for making progress, challenges them to set objectives for improvement and facilitates their development of strategies to enable that improvement to occur"
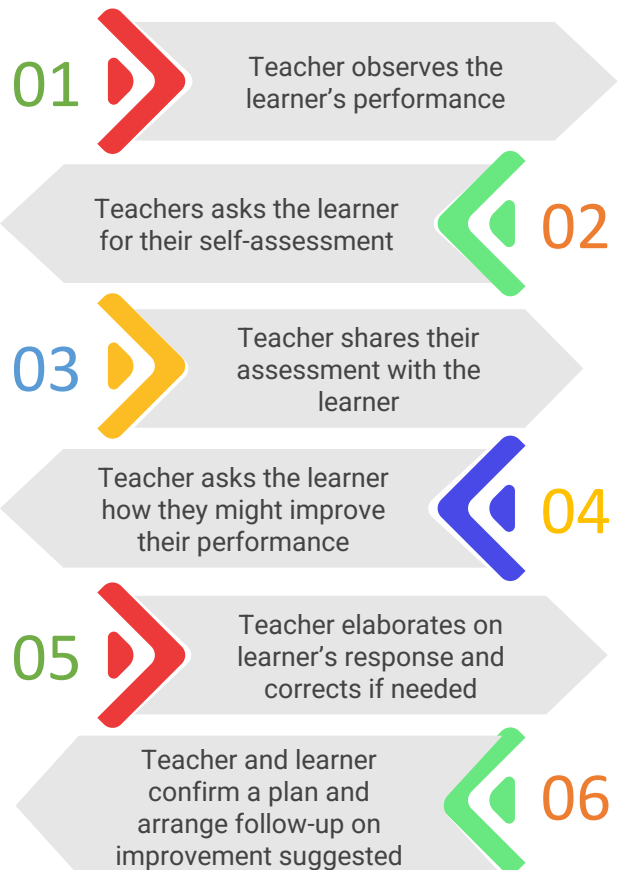
Lefroy et al., 2015

Why is feedback important?

"Feedback can change physicians' clinical performance when provided systematically over time by an authoritative credible source"

Velosky et al., 2006

01 Teacher observes the learner's performance

02 Teachers asks the learner for their self-assessment

03 Teacher shares their assessment with the learner

04 Teacher asks the learner how they might improve their performance

05 Teacher elaborates on learner's response and corrects if needed

06 Teacher and learner confirm a plan and arrange follow-up on improvement suggested

HELPFUL FEEDBACK STRATEGIES

- ✓ Create time to give feedback
- ✓ Prepare trainee to receive feedback
- ✓ Label it as feedback
- ✓ Balance positive and constructive feedback
- ✓ Limit feedback to 1 or 2 takeaway points
- ✓ Frame feedback: *"The purpose is to help you become the best doctor"*
- ✓ Active listening with probing questions
- ✓ Ask a colleague for help/advice
- ✓ If appropriate, inquire and offer help regarding wellness

References:
Ramani S, Krackov S. (2012). Twelve tips for giving feedback effectively in the clinical environment. Medical Teacher 34:787-791.
Lefroy J, Watling C, PW Teunissen, Brand P. Guidelines: the do's, don'ts and don't knows of feedback for clinical education. Perspect Med Educ 2015;4:284-299.
Burgess, A., van Diggele, C., Roberts, C. et al. Feedback in the clinical setting. BMC Med Educ 20, 460 (2020)
Algiraigri A (2014) Ten tips for receiving feedback effectively in clinical practice Med Educ Online 19:25141

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