

You observe one of your interns go in to interview and examine a patient. The patient complains of symptoms of heroin withdrawal. The intern seems to ignore the patient's concerns, and using lots of medical jargon, tells the patient that she will die unless she "kicks the habit" . ALL parties are extremely frustrated after a few minutes – yourself included.

You follow him out of the room and:

- a) Smack him on the head- that should knock some sense into him
- b) Tell him that he should rethink his career decision, as he clearly lacks people skills
- c) Shrug and ignore the episode-he is really bright and technically excellent
- d) Choose the appropriate time and offer some thoughtful and well directed feedback

# **Effective Feedback**

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# Feedback

The process by which the teacher provides learners with information about their performance

# Feedback

The process by which the teacher provides learners with information about their performance **for the purpose of improving their performance**

# **Feedback**

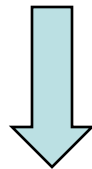
**KNOWLEDGE**

**SKILLS**

**ATTITUDES**

# Feedback

Reinforce good behavior  
Correct mistakes



Improved performance



*"Keep up the good work, whatever it is, whoever you are."*

CRIT 2012



# **8 Steps to More Effective Feedback:**

## **1) Specific**

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**2) Frequent**

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**3) Timely**

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1) Specific

2) Frequent

3) Timely

**4) Include learner self-assessment**

# Fostering self-assessment:

“Do YOU feel that YOU are able to identify alcohol withdrawal symptoms in a hospitalized patient?”

“Are YOU comfortable with YOUR skill at eliciting a substance use history?”

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- 7) **Motivate** behavior change



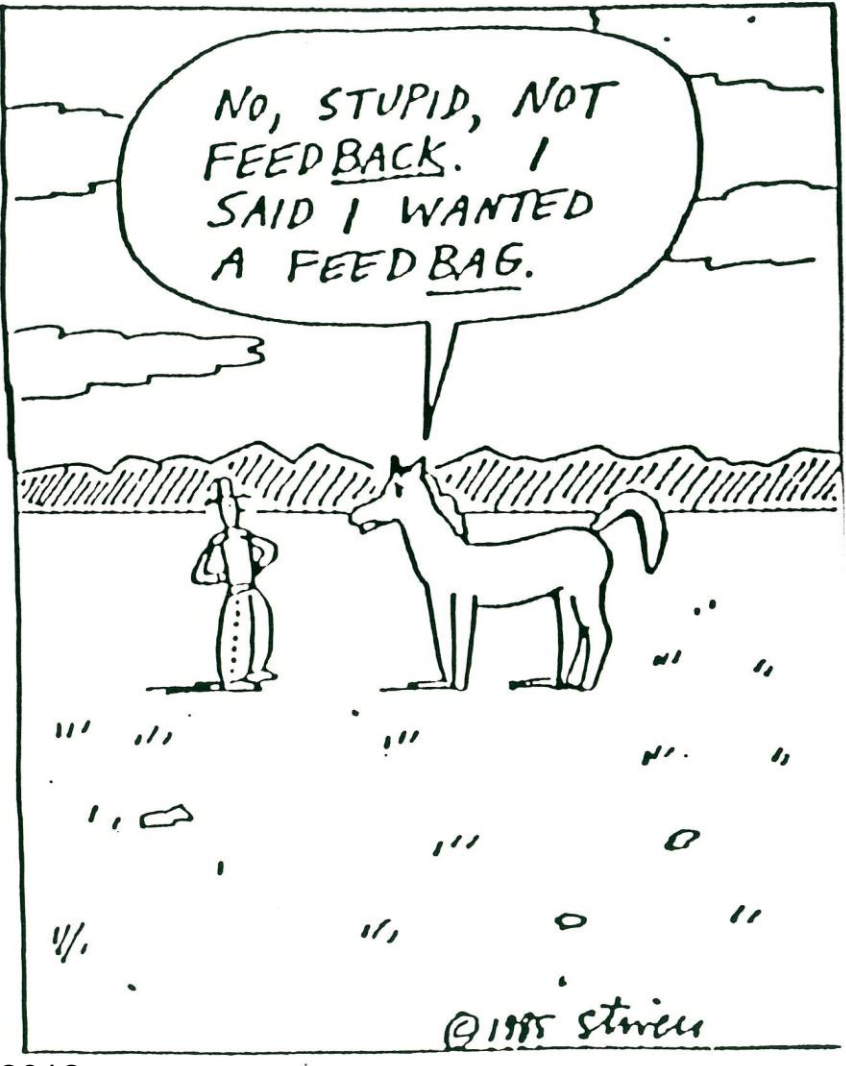
# 8 Steps to More Effective Feedback:

- 5) Focused on observed behaviors not the person
- 6) Focused on what is **changeable**
- 7) **Motivates** behavior change
- 8) **Offers concrete suggestions for improvement**

WELL, YOU'VE BEEN A  
PRETTY GOOD HOSS, I GUESS.  
HARDWORKIN'. NOT THE  
FASTEST CRITTER I EVER  
COME ACROST, BUT...



NO, STUPID, NOT  
FEEDBACK. I  
SAID I WANTED  
A FEEDBAG.



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# Feedback

## “The Delivery”

- Choose the time and location
- Decide how much to “dole out”
- Acknowledge the learner’s situation
- Give the learner the opportunity be involved in creating plans for improvement

# Feedback

“Feedback sandwich”

# Feedback

“Feedback on a cracker”

# Feedback

“Catch them doing something  
right”