



Feedback Basics

Take Home Points

- Feedback is essential for growth and desired by learners
- Foundational elements include Learning Climate, Clear Goals, Direct Observation
- Effective feedback requires preparation
- Give SOME-TLC via ARCH sprinkled with Emotion and Empathy!

Activity #1 – Feedback Reflection – 3 minutes

Write down 1-2 words that come to mind when you think of:

- Receiving constructive feedback
- Offering someone else constructive feedback

Foundational Elements of Feedback and Principles of Effective Feedback

- *Learning Climate
- *Clear Goals
- *Direct Observation

Specific
Objective
Modifiable Behaviors
Expected
Timely
Limited
Constructive



Activity #2 – **SOME-TLC** – 5 minutes

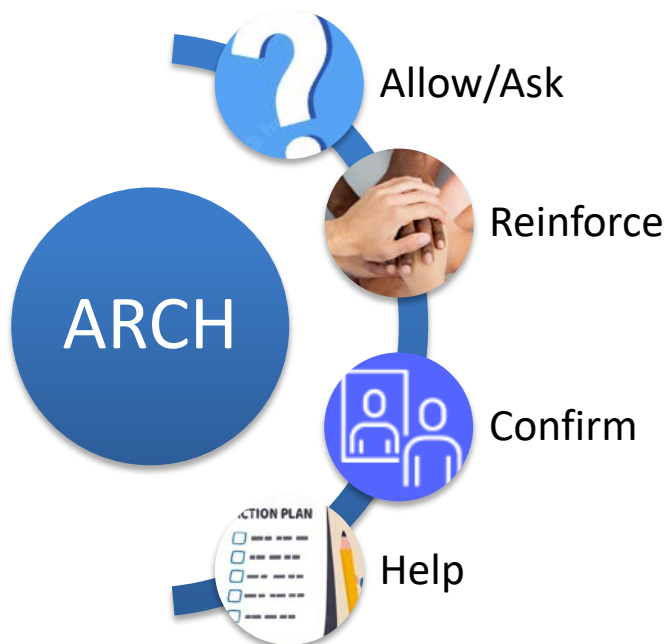
With your group: Highlight items from the case scenarios that you would use to provide feedback keeping in mind **SOME-TLC**.

Case 1

You have been precepting with John for the past week. He is very enthusiastic about patient care and has clearly read up on the patients and conditions prior to each clinic day. With patients, he does have difficulty keeping the interview focused on pertinent details and at times uses medical jargon that is hard for the family to understand. His assessments are accurate but he often needs some assistance in describing the condition and answering patient questions.

Case 2

As Katie's preceptor, you have noticed that she has excellent medical knowledge and can speak very accurately about common genetic syndromes and inheritance risk for other family members. When discussing conditions with patients however, she can be impatient with patient questions and often seems rushed to finish the clinical encounter. Katie's medical record documentation needs improvement. She seems to omit key details and it is not unusual for her notes to be completed a few days late.



Activity #3 **Giving Feedback** 15 minutes

Using the items you highlighted above, practice giving effective feedback using the ARCH model for your case. Your partner will play the learner who will receive the feedback.

Be prepared to discuss with the group how your interaction went.

ADAPT Framework

Learner initiates

- Reflect on learning goals
- Communicate your goals



Prepare
for the observation

Coach Initiates

- Reflect on program and learner goals
- Orient learner to expectations

- Try to be natural

Perform
the observation

- Try to be natural

<ul style="list-style-type: none"> • Reflect on the observation • ASK for feedback 	<p>Ask</p>	<ul style="list-style-type: none"> • Reflect on learner's readiness • ASK for his/her thoughts about the observation
<ul style="list-style-type: none"> • Have a conversation about the observation 	<p>Discuss</p>	<ul style="list-style-type: none"> • Coach observed, modifiable, specific behaviors related to the task(s)
<ul style="list-style-type: none"> • ASK for clarification 	<p>Ask</p>	<ul style="list-style-type: none"> • ASK learner to clarify points, as necessary
<ul style="list-style-type: none"> • Plan next steps with our coach 	<p>Plan Together</p>	<ul style="list-style-type: none"> • Plan next steps with your learner

ACGME CCC, A Guidebook for Programs, 3rd edition, 2020

Activity #4 – Commitment to Improving Feedback – 5 minutes

What is something you plan to incorporate into your practice from the talk today?

What barriers will you personally need to overcome to achieve your goal?