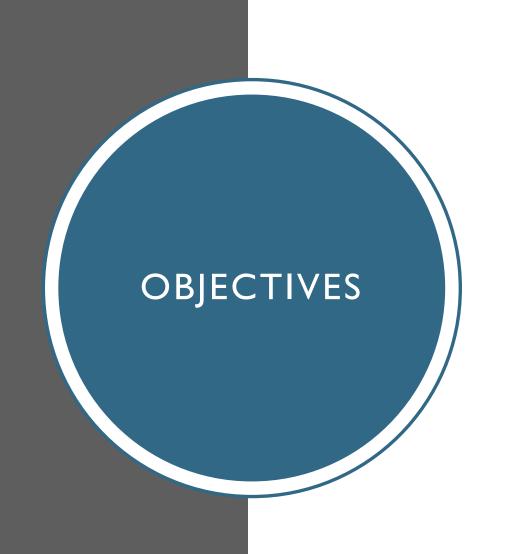
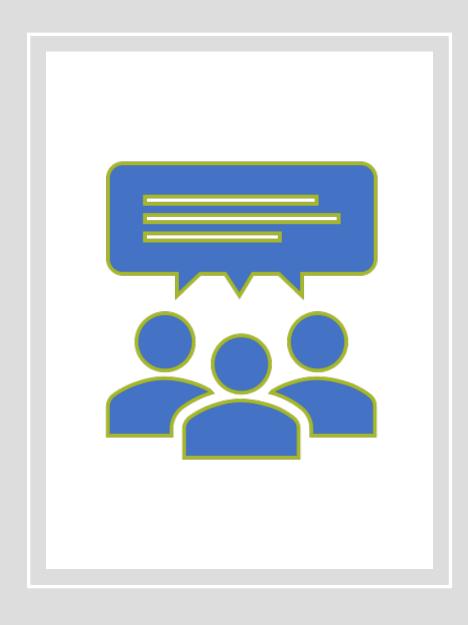


FEEDBACK ON THE FLY: SIMPLE STEPS TO IMPLEMENT CHANGE

Nicola Orlov, MD MPH
Radiology FAME – September 20, 2021



- Describe the basics of effective feedback
- Identify shortcuts for feedback <u>on the</u>
 <u>fly</u>
- Commit to incorporating just in time feedback for learners in clinical practice



EFFECTIVE FEEDBACK

Timely

Expected

Observed

Regulated in quantity

Behavioral

Specific, not generalizations

Deal with decisions and actions, no assumptions

Positive feedback has its hazards



BARRIERS TO FEEDBACK

Time, Time, Time

Lack of first-hand data or specific examples

Lack of perceived value

Unclear expectations

Effects on teacher-learner relationship

Perceived impact on faculty evaluations

Lack of training

FEEDBACK SANDWICH VS. ASK-TELL-ASK



Good-Bad-Good

Doesn't work for all learners

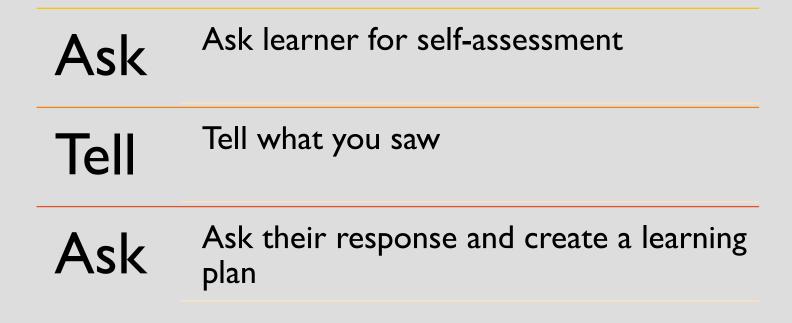
Anticipation of the bad

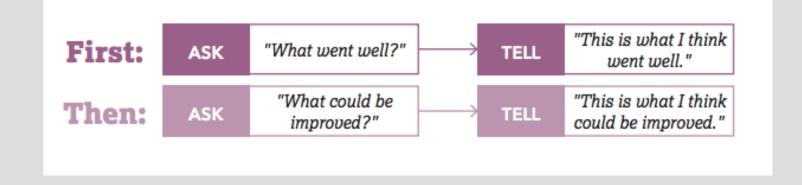


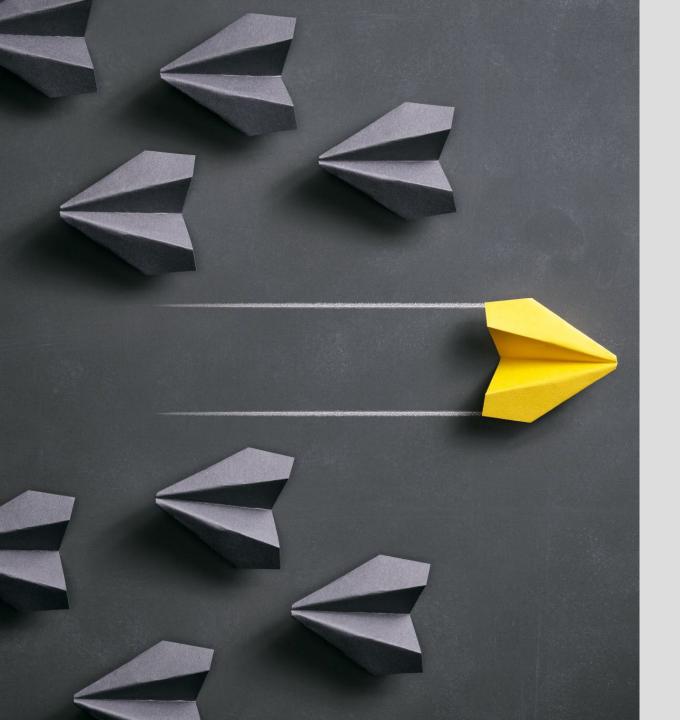
Ask-Tell-Ask

Fosters self-assessment
Increases accountability
Givens insight into their perception
Allows for dialogue

ASK-TELL-ASK







DOING IT ON THE FLY

- Notice opportunities in daily practice
- Debrief challenging cases
- Identify behaviors appropriate for on the fly FB
- Fit it into the day
- Label it, label it

HELLO, CHICAGO!

LET'S RACE FOR THE KIDS.

(VIRTUALLY)



WHAT IT TAKES

A great coach tells you what you need to hear not what you want to hear. Which one are you?

Sagi Kalev

PARADIGM





OPPORTUNITIES FOR OBSERVATION

- Where do you see them perform?
- Where can you incorporate an observation based on their goals?

COACHING SEQUENCE

Beginning of Rotation

- Explicitly identify yourself as a coach and describe role
- Help learner articulate goals

During Rotation

- Assure opportunities for observation
- Provide frequent, brief feedback

End of Rotation

- Provide formal formative feedback
- Assist learner in developing a learning plan

END WITH ENDE

"The important things to remember about feedback in medical education are that:

- I. It is necessary
- 2. It is valuable, and
- 3. After a bit of practice and planning, it is not as difficult as one might think"

Jack Ende, MD

