



MedStar Health

Knowledge and Compassion
Focused on You

Making the Most of Feedback

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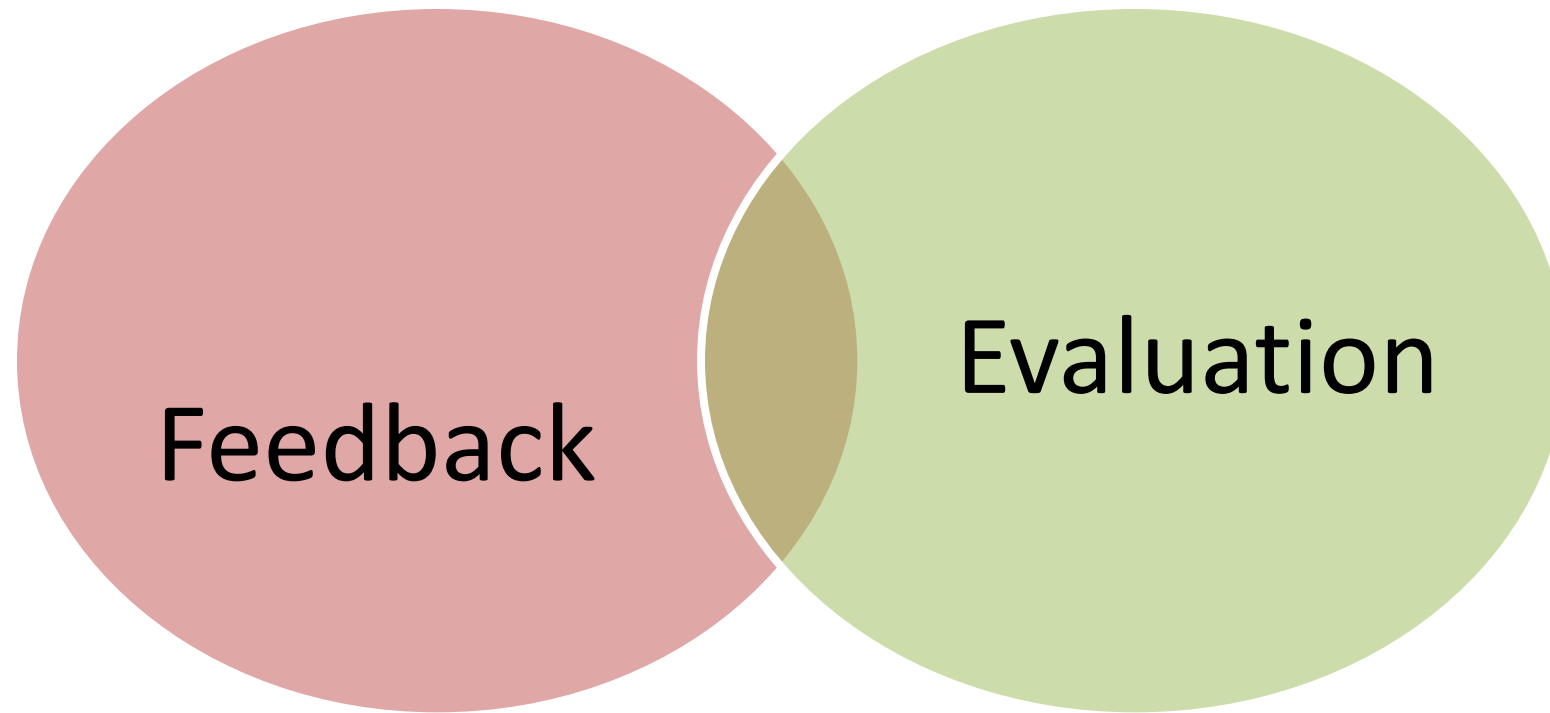
Goals and Objectives

By the end of this session, the incoming intern will be able to:

- Review characteristics of feedback
- Describe effective methods for providing feedback.
- Review tips for receiving feedback

Reflect on Feedback you have Received





Feedback = Professional Development



Reasons we don't give feedback:

- Time
- Not sure what to say
- Worried about hurting feelings
- Fear about damaging relationship with a team member
- Worry about defensive responses
- Not sure what to suggest for improvement

Elements of Great Feedback

- Timely
- Specific
- Actionable
- Non-judgmental
- Goal-oriented

Self-Reflection as part of Feedback:

Framework for a feedback conversation

- How do you think it went?
- What did you do well?
- What could you have done better?
- What to work on next time? (action plan)
- Follow-up/check-in

How to ask for feedback:

- Self-Assessment
- Personal goals
- Be specific
- Ask for clarity
- Peers/Senior Residents/Attendings/Staff



Framework on how to receive feedback:

- Listen
- Assume all feedback is constructive
- Take a deep breath and think before responding
- Ask for clarification and examples
- Ask for suggestions
- Thank the person for their comments
- Reflect on information provided

Algiraigri A. Ten tips for receiving feedback effectively in clinical practice. Medical Education Online. 2014.



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We're all in this. Together.

In Summary:

By the end of this talk, the incoming intern class

- Reviewed aspects of good feedback and ways to initiate feedback conversations.
- Evaluated how self-reflection can help with delivering and receiving feedback.



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Questions?



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