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SOCIOCULTURAL WOMEN'S HEALTH

Feedback Training



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WHAT IS FEEDBACK?

- Feedback consists of a formative discussion of the student's performance from the patient's perspective.
- The feedback conversation includes an organized, **interactive** and engaging discussion of the student's performance!

IN·TER·AC·TIVE (IN-TƏ-' RAK-TIV)

- Mutual or reciprocal action
- Collaborative, cooperative
- Combining, joining, merging, or uniting with...
- Capable of acting on or influencing each other
- Involving communication between people

WHAT DOES THIS MEAN FOR FEEDBACK?

- Students are active participants in the learning process.
- SPIs model expected/effective communication skills.
- Less didactic method of instruction.

FACILITATING SUCCESSFUL DISCUSSION

- An interactive exchange of ideas between the Standardized Patient (SP) and the student through the use of questioning techniques that elicit thoughtful responses.

LEARNING TO FACILITATE DISCUSSION

- Decide on 3-4 priority areas of the checklist that could be **discussed** with the student (use the feedback worksheet!).
- Think of the feedback you might instinctively give...
 - Would you lecture at the student?
 - If you do ask questions, what type of questions are they?
- Re-frame lecturing or closed-ended feedback to encourage discussion and response from the student.

OPEN VS. CLOSED QUESTION STARTERS

Open

- To what extent...
- Why _____?
- Tell me about _____.
- Help me understand _____.
- How did you feel about _____?

Closed

- Did you _____?
- Were you _____?
- Can you _____?
- Is it _____?
- Will you _____?

RE-FRAME THE FOLLOWING QUESTIONS TO MAKE THEM OPEN ENDED VS. CLOSED ENDED

1. Did you feel the interview/exam was organized?
 - *How did you feel about your organization?*
2. Can you tell me why it's important to ask open ended questions?
 - *Why is it important to ask open ended questions?*
3. Were you nervous?
 - *How did you feel during the interview?*

TYPES OF OPEN ENDED QUESTIONS

- Information Seeking/Exploratory Questions
 - *What do you think about _____?*
- Action-Oriented Questions
 - *What would you do if _____?*
- Cause and Effect Questions
 - *What effect did ____ have on the interview?*
- Hypothetical Questions
 - *How might you approach _____ given _____?*
- Generalizing/Drawing Together
 - *How could this skill fit into your clinical practice?*

FOLLOWING THROUGH

Probing statements/questions allow you to follow through on either open or closed ended questions to obtain more information.

- *Tell me more about _____.*
- *What are your concerns about _____?*
- *Such as...*
- *In what way?*

TIPS FOR FACILITATING SUCCESSFUL DISCUSSION

- Ask a variety of thought provoking questions to facilitate discussion.
- Avoid excessive closed ended, leading, biased or multiple questions.
- Listen attentively and follow through to continue the discussion.
- A moment of silence to let the student think is OK!
- Avoid answering your own questions or falling into a lecture format!
- Too many open ended questions is ineffective, too!

SUCCESSFUL ROLE PLAY

- Re-enacting portions of the interview during feedback to:
 - Engage the student in the learning process.
 - See that the student understands the learning point and can apply it.

ADVANTAGES OF SUCCESSFUL ROLE PLAY

- Demonstrates skills not easily learned by didactic teaching methods.
- Teaches self-awareness (i.e. How I present myself to my patients...).
- Adapts general principles to the student's individual abilities, real world experience.

LEARNING TO ROLE PLAY SUCCESSFULLY

- Consider which areas of the checklist and the student's individual performance are conducive to role playing
- Explain the exercise to the student thoroughly so they understand what is expected.
- Be assertive and set up the exercise in a way that doesn't allow the student to decline.
- Be in role!
- Have an example ready in case the student is stumped!

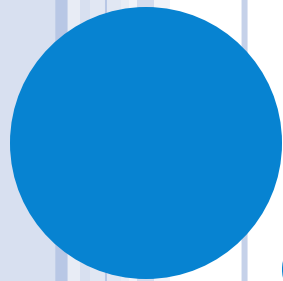
INTEGRATING ROLE PLAY INTO FEEDBACK

Re-frame the following feedback examples to allow for role play:

- You did a nice job of coming up with alternatives that might work for me, but I felt as though you dictated them to me.
- Did you notice that I used words like “afraid that will happen to me?” It’s important to address those feelings during the interview.

MORE FEEDBACK PRACTICE

- Case Scenarios
- Video Review
- Practice completing the Feedback Worksheet



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QUESTIONS?

Next Training: Practice Interviews (see individual schedules)