



## Observation & Feedback in the Clinical Setting: Core Skills for Effective Teaching

Friday, November 21, 2014 with Jeannette M. Shorey, II, M.D., University of Arkansas School of Medicine

### Learning Objectives

At the completion of this presentation, participants will be able to:

1. Identify opportunities to provide feedback
2. Describe the key elements of effective feedback
3. Consider the behaviors required for effective feedback – the affective issues of both its delivery and reception
4. Examine a practical model for delivering feedback effectively
5. Encourage PRACTICE

### About the EGR Presenter

**Jan Shorey, M.D.**, is an internist, clinician-educator, and administrative leader whose multifaceted career has focused largely on creating and supporting good learning and working environments and on the organizational culture of the academic medical centers in which she has served. Currently, her work concentrates on the professional vitality of the faculty of University of Arkansas for Medical Sciences College of Medicine within her role as Associate Dean of Continuing Medical Education and Faculty Affairs. She served the faculty of academic medical centers across the country as the 2011 Chair of the AAMC Group on Faculty Affairs.

Dr. Shorey received her undergraduate degree from Wellesley College and her medical degree from the University of Pennsylvania School of Medicine. She completed her residency training in Internal Medicine at the Brigham and Women's Hospital in Boston. She began her internal medicine practice and teaching career at Boston's Beth Israel Hospital, where she later directed that institution's primary care residency program. She then helped establish the primary care program at the New England Deaconess Hospital before joining the Department of Ambulatory Care and Prevention of Harvard Medical School and Harvard Pilgrim Health Care where she directed its ground-breaking primary care program. After having been married to academic medicine for decades, she married her high school sweetheart and returned to her childhood home in Arkansas. There she worked briefly as a primary care physician and then assumed her current role as Associate Dean for CME and Faculty Affairs.

