

# Feedback in Medical Education

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# Feedback in Clinical Medical Education

📖 Jack Ende, M.D. JAMA 1983

- Definition: Feedback is the control of a system by reinserting into the system the results of its performance. If the information which travels backwards from the performance is able to change the general method and pattern of performance, we have a process called learning

## Ende, Continued

### 📁 FEEDBACK vs Evaluation

- Feedback: provides information only, it is formative
- Evaluation: provides judgment; it is summative

## Reasons for Lack of Feedback

- 📁 Lack of Observations
- 📁 Lack of Commitment to the Process
- 📁 Concern with teacher popularity
- 📁 Students may only want feeding, not feedback

## **Guidelines for Giving Feedback**

- 📄 Should be given with teacher and student working as allies with common goals.
- 📄 Should be well timed and expected
- 📄 Should be based on first hand data
- 📄 Should be regulated in quantity and limited to behaviors that are remediable
- 📄 Should be phrased in descriptive nonevaluative language.

## **Guidelines for Giving Feedback: continued**

- 📄 Should deal with specific performances, not generalizations
- 📄 Should offer subjective data, labeled as such
- 📄 Should deal with decisions and action, rather than assumed intentions or interpretations

## Use of Feedback in the Clinical Setting

- 📄 Opila DA, JGIM, 1997
  - Feedback from attending physicians improved documentation in medical record, and quality of care.

## Use of Feedback in the Educational Setting

- 📄 Ziskind AA, Am J of Cardiology 1994
  - Successful use of education and cost-based feedback strategies to reduce physician utilization of low-osmolality contrast agents in the cardiac catheterization laboratory

## Use of Feedback in the Educational Setting

- ☞ Arseneau R. Academic Med. 1995
  - Exit Rounds, A Reflection Exercise
    - ☞ 30 min. at the beginning of attending rounds was dedicated to a summary of a patient that had just been discharged. The student was asked to reflect on the patient and discuss what the patient had taught them.
    - ☞ Allows for reflection on new knowledge and stimulates reorganization of the pattern of knowledge and concepts

## Feedback in Medical Education

- ☞ Vannatta, et al. Academic med. 1996
  - Use of feedback to teach medical students patient interviewing techniques.
  - Simulated Patients are as successful at providing the feedback of interviewing skills as professors