

# Teaching Faculty to Provide Difficult Feedback

## The Problem

### Limited Tools to Teach Faculty to Provide Useful Feedback

- Feedback by faculty is critical for enhancing performance in communication skills and professionalism.
- Existing tools are poorly suited to the needs of anesthesia faculty.
- Improved resident performance in communication and professionalism would improve the quality of patient care, reduce errors, and enhance safety.

## Aim/Goal

Our goal was to trial a video-based tool to teach faculty to provide feedback to residents regarding communication and professionalism. The tool's effectiveness was measured by faculty ratings of the tool and seminars.

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## The Interventions

- A four-part video tool focusing on basic feedback, communication, professionalism, and advanced feedback techniques was created (Figure 1).
- The tool was the center of a live course for faculty consisting of four interactive discussion sessions (average number of participants per session = 22).
- Data on knowledge and perceived utility of the tool and format were collected using an audience response system (Turning Point Technologies).

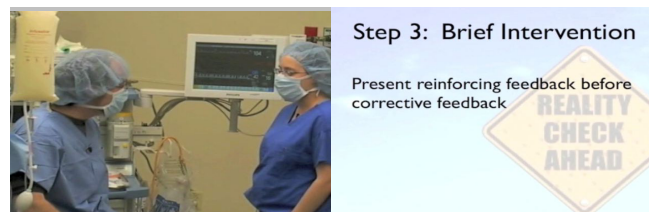


Figure 1: Screenshots from the Video Tool

## The Results/Progress to Date

- An average of 15 faculty members provided audience response in each session.
- Learners rated the course highly for quality and utility (Figure 2).
- Changes in scores for the knowledge questions were not statistically significant in this small pilot sample.
- Faculty reported that this course helped them improve their skills and comfort in providing feedback (Figure 3).

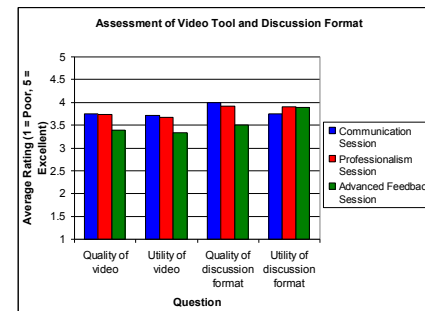


Figure 2: Assessment of Video Tool

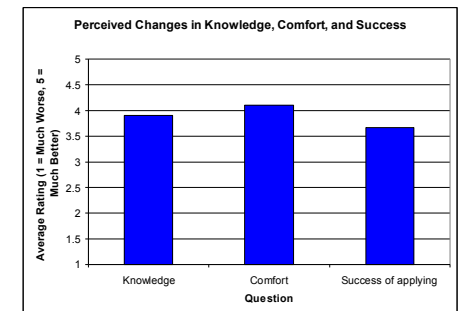


Figure 3: Faculty Perceptions

## Lessons Learned

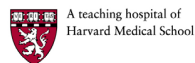
- The video tool is feasible and was received positively.
- Impact may be increased by including the video tool in new faculty's orientation.
- A more structured schedule during the discussion sessions would ensure timely completion of the session.

## Next Steps/What Should Happen Next

- Expand testing of the video tool to other sites nationwide.
- Compare effectiveness of live sessions to effectiveness of a web-based system.
- Measure changes in quality of feedback.
- Measure changes in resident performance in professionalism and communication.



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