Lessons Learned: A multi-method systems approach to improving the culture and practice of feedback

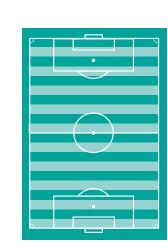
Susan Glover Takahashi, MA, PhD; Rebecca Dubé, MD, FRCPC, MSc(HPTE)

Purpose

Our purpose was to determine if we improved the culture of feedback by using a multi-method, colearning approach, targeting local challenges with feedback and coaching across multiple postgrad programs at our institution.

Methods

This case study describes a multi-level, systems approach that applies an integrated relationship-centred strategy to building individual, program and systems capacity for effective feedback.



Feedback Culture:





2. Longitudinal Relationships

⊿ 3. Educational Alliance

4. Growth Mindset

රා 5. Bi-directional Feedback



Feedback Culture:

Barriers to feedback:

1. Lack of Feedback

2. Performance Orientation

3. Short-term Relationships

4. Fixed Mindset

X 5. Failure to Fail



INTERVENTION OVERVIEW: Four interventions:



1. Workshops

Improving the culture and practice of feedback



Mixed faculty and trainee audiences



Participants from 1 department



1 and 4 hour formats



Local challenges discussed, Follow-up planned



3. Symposium

Engaging key faculty and trainee education leaders



Trainee-Faculty Relationship



Coaching



Feedback Culture



Co-Learning



2. Grant Competition

Supporting local projects targeting feedback challenges



Goal to improve feedback, coaching or mentorship within a program at our institution



Applicants include 1 faculty AND 1 trainee from a residency program



If successful, at least 1 faculty and 1 trainee applicant attend 3 x 2-hour meetings, together with other grant recipients



4. Online Resource Bank

Available through: http://cbme.postmd.utoronto.ca



Handouts



Videos



Book reviews



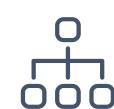
KEY LESSONS LEARNED



Co-learning appears to be an important tool to enhance feedback relationships and culture.



Interventions, designed with flexibility, permit adaptation to local challenges and enhance buy-in.



Positive potential impact from multi-level, systems approach to building capacity for effective feedback culture and practice.





