

Education Element (E²)

Giving feedback effectively in the clinical environment

- **Scenario:** As the senior resident on an inpatient team, you review notes written by your junior resident, Stephen. Many of his notes contain inaccurate descriptions of the physical exam, and he misses key details of the plan. How do you provide Stephen with feedback?
- **Perspectives from the literature:**
 - Feedback initiated by or jointly with learners is seen as more instructive than that initiated primarily by teachers.
 - Learners report that constructive feedback focuses on behaviors they can change, not on the person or their personality
 - An effective feedback session ends with an action plan: ask the learner to share ideas for improvement and modify them as appropriate