

Tips for Effective Written Feedback

CHEST 2018 Session 10804: CHEST/APCCMPD Symposium for the Clinician Educator, Part 3: You Call That Feedback?

- Careful observation is the basis of good feedback.
- Verbal feedback is the basis of good written feedback.
- Be specific and be clear. Provide actionable, behavioral guidance on how to improve.
- Focus on task performance and avoid judgments in character.
- When possible, focus on behaviors with associated outcomes.
- High quality comments are detailed enough for an independent reviewer to understand.
- Strive to provide feedback across different core competencies/milestones.
- Consider the recipient's interpretation of your comments. Consider that some feedback may not be best delivered in written form.
- Avoid comparisons with other learners and make feedback goal-based.
- Be aware of multiple audiences your comments may reach (trainee, program director, admissions committee, etc.).
- Even excellent trainees need guidance and encouragement for growth. Consider one goal of feedback: to stimulate reflection in the learner.

References

1. Canavan C, Holtman MC, Richmond M, Katsufakis PJ. The quality of written comments on professional behaviors in a developmental multisource feedback program. *Acad Med*. 2010;85(10 Suppl):S106-9. doi:10.1097/ACM.0b013e3181ed4cdb.
2. James IA. The Rightful Demise of the Sh*t Sandwich: Providing Effective Feedback. *Behav Cogn Psychother*. 2015;43(6):759-766. doi:10.1017/S1352465814000113.
3. Ende J. Feedback in clinical medical education. *JAMA*. 1983 Aug 12;250(6):777-81
4. Hattie, J., & Temperley, H. (2007). The power of feedback. *Review of Educational Research*, 77(1), 81-112. doi: 10.3102/003465430298487
5. Jackson JL, Kay C, Jackson WC, Frank M. The Quality of Written Feedback by Attendings of Internal Medicine Residents. *J Gen Intern Med*. 2015 Jul;30(7):973-8. doi: 10.1007/s11606-015-3237-2. Epub 2015 Feb 18.
6. Elnicki MD, Layne RD, Ogden PE, Morris DK. Oral Versus Written Feedback in Medical Clinic. *Journal of General Internal Medicine*. 1998;13(3):155-158. doi:10.1046/j.1525-1497.1998.00049.x.