

## **Feedback on Feedback: Evaluating Satisfaction with Faculty Feedback of Residents**

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### **Abstract:**

**Background:** Feedback is the cornerstone of medical education, yet inconsistencies in its application and delivery make it an active area of study and quality improvement. This study seeks to assess and improve resident satisfaction with faculty feedback in three Family Medicine residencies. Specifically, the study aims to determine current levels of resident satisfaction with the quality and/or quantity of faculty feedback, implement a new collection method to increase feedback opportunities, and assess improvement in satisfaction using a post-intervention survey.

**Methods:** Family medicine residents were surveyed on their satisfaction with faculty feedback, using both quantitative and qualitative assessments. All residents subsequently received a physical QR code linked to residents' online assessment portal (New Innovations), where faculty members could provide in-the-moment feedback (using the 'Anytime Evaluation' form). Weekly reminder emails were sent over eight weeks to all faculty and residents, encouraging the use of the QR code system. The number and rate of QR code scans was tracked using an online portal. A post-intervention survey will be distributed after the intervention period to re-assess satisfaction with faculty feedback.

**Results:** While data collection is still underway, based on review of the literature I hypothesize that results of the pre-intervention survey will show a majority of residents with infrequent (50% or less of the time) and unsatisfying experiences with faculty feedback, regardless of the clinical location.