

Abstract:

Optimizing Feedback Delivery in a Family Medicine Continuity Clinic

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Background:

Effective, quality, and timely feedback is fundamental in residency training. Ideally, feedback for residents should be timely, specific, and actionable. However, a common theme seen in the literature is that delivering this kind of feedback can be difficult. Common obstacles for faculty include time constraints, patient care responsibilities, logistical issues (lengthy feedback forms, no standardized method of feedback delivery), or lack of feedback delivery training. From the resident perspective, there can often be major dissatisfaction with regards to feedback delivery as the feedback received is often vague and unhelpful.

Methods:

Our program recently reviewed our annual ACGME survey results and found there was a need for increased resident satisfaction with faculty feedback delivery. We sought to address this need by developing a point-of-care tool for feedback delivery that was timely, specific, and actionable. We developed a QR code that led faculty to a short and directed feedback requisition form. The feedback was immediately delivered to residents and was eventually compiled with other assessments to gauge long term progress.

Conclusion:

With this intervention, we predict resident and faculty satisfaction with feedback will increase.