

Tips for Assessors - Guidelines for Effective Feedback

Balanced	All feedback should be constructive; balance suggestions for future improvement with recognition of current strengths.
Reflective	Encourage the candidate to reflect and self-assess. Begin with a question such as, <i>"How do you think that went?"</i>
Specific	Respond with feedback about a directly-observed and specific behaviour, action or skill. For example: <i>"I noticed that [insert observation here]. The BC guidelines suggest that in these sorts of cases, family physicians should [insert feedback here]"</i> .
Descriptive	Feedback should be about the candidate's observed behaviours, and should be grounded in standards versus comparison to another candidate or physician.
Timely	Feedback should be timely. Ideally close to the event but ensuring appropriate privacy and time for reflection.
Dialogic	Candidates should have the opportunity to comment on or respond to the feedback they are provided.
Follow-up	Actions items and/or follow-up plans, where applicable, must be documented.

How Field Notes aid Feedback

- Ensure feedback is frequent (at least daily) and timely (at least the same day)
- Ensure feedback is specific, not generalized
- Focus on observable behaviours versus intentions or personal attributes
- Ensure feedback is grounded in standards (versus comparators)
 - Use CFPC Evaluation Objectives to help identify key messages
- Stimulate reflection discussions centered around challenging/noteworthy case characteristics
- Encourage discussion of "coaching points" pertinent to a specific encounter or case
- Focus on one (1) take-home message: behaviour to continue, behaviour to modify (more/less) OR behaviour to stop.
- Provide documentation of feedback process

References:

National Assessment Collaboration: Practice Ready Assessment in Family Medicine Committee. Clinical Assessor Training Program, February 2015. Mississauga, Ontario.

Practical Doc Guide to Feedback. Online Access. <http://www.practicaldoc.ca/teaching/practical-prof/observation-feedback/giving-feedback/>