WEBVTT

NOTE duration:"01:00:08"

NOTE recognizability:0.845

NOTE language:en-us

NOTE Confidence: 0.950059628333333

00:00:00.000 --> 00:00:03.230 But thank you for joining us and the

NOTE Confidence: 0.950059628333333

00:00:03.230 --> 00:00:05.430 tag team that we have is that I'll

NOTE Confidence: 0.950059628333333

00:00:05.502 --> 00:00:08.016 say a few words about the series.

NOTE Confidence: 0.950059628333333

00:00:08.016 --> 00:00:11.992 Yes, the all medical educator series that

NOTE Confidence: 0.950059628333333

00:00:12.000 --> 00:00:14.040 I've had the great fun and privilege of,

NOTE Confidence: 0.950059628333333

00:00:14.040 --> 00:00:17.118 of putting together with with Dana.

NOTE Confidence: 0.950059628333333

00:00:17.120 --> 00:00:19.416 And we have put together roughly a

NOTE Confidence: 0.950059628333333

00:00:19.416 --> 00:00:21.829 dozen or so talks over the course

NOTE Confidence: 0.950059628333333

00:00:21.829 --> 00:00:25.004 of the year where we're hoping to

NOTE Confidence: 0.950059628333333

00:00:25.004 --> 00:00:27.709 give very practical materials to

NOTE Confidence: 0.950059628333333

00:00:27.709 --> 00:00:30.473 educators ranging from how to well,

NOTE Confidence: 0.950059628333333

00:00:30.473 --> 00:00:33.070 how to do everything that as clinical

NOTE Confidence: 0.950059628333333

00:00:33.152 --> 00:00:35.678 physician educators we need to do.

NOTE Confidence: 0.950059628333333

1

00:00:35.680 --> 00:00:37.360 And we will be talking about feedback

NOTE Confidence: 0.950059628333333

00:00:37.360 --> 00:00:38.977 today and we certainly welcome your

NOTE Confidence: 0.950059628333333

00:00:38.977 --> 00:00:40.675 feedback about the series as a

NOTE Confidence: 0.950059628333333

00:00:40.675 --> 00:00:43.115 whole in addition to the feedback

NOTE Confidence: 0.950059628333333

00:00:43.115 --> 00:00:44.839 to the session itself.

NOTE Confidence: 0.950059628333333

00:00:44.840 --> 00:00:46.001 So with that,

NOTE Confidence: 0.950059628333333

00:00:46.001 --> 00:00:49.760 I will pass it on to my compadre,

NOTE Confidence: 0.950059628333333

00:00:49.760 --> 00:00:51.120 Dana to introduce our speakers.

NOTE Confidence: 0.950059628333333

00:00:51.120 --> 00:00:51.440 Dana,

NOTE Confidence: 0.79467053

00:00:54.040 --> 00:00:56.080 thank you, Andreas.

NOTE Confidence: 0.79467053

00:00:56.080 --> 00:00:57.820 Happy Friday everybody.

NOTE Confidence: 0.79467053

00:00:57.820 --> 00:00:59.560 Thanks for joining.

NOTE Confidence: 0.79467053

00:00:59.560 --> 00:01:01.755 Dana Dunn, Infectious Disease Co

NOTE Confidence: 0.79467053

00:01:01.755 --> 00:01:04.600 Director of this series with Andreas.

NOTE Confidence: 0.79467053

00:01:04.600 --> 00:01:07.656 And I'm happy to welcome two of my

NOTE Confidence: 0.79467053

00:01:07.656 --> 00:01:09.320 colleagues who have given this talk.

NOTE Confidence: 0.79467053

00:01:09.320 --> 00:01:11.840 When we did this in the Department of

NOTE Confidence: 0.79467053

00:01:11.840 --> 00:01:14.203 Medicine only for the last few years and

NOTE Confidence: 0.79467053

00:01:14.203 --> 00:01:18.036 it's been really well received as helping us.

NOTE Confidence: 0.79467053

00:01:18.040 --> 00:01:20.632 For so many of us that need to

NOTE Confidence: 0.79467053

00:01:20.632 --> 00:01:22.205 write evaluations on learners,

NOTE Confidence: 0.79467053

00:01:22.205 --> 00:01:23.865 regardless of the level

NOTE Confidence: 0.79467053

00:01:23.865 --> 00:01:25.360 that they're they're in,

NOTE Confidence: 0.79467053

00:01:25.360 --> 00:01:26.460 they're going to introduce

NOTE Confidence: 0.79467053

00:01:26.460 --> 00:01:27.945 you to a helpful framework.

NOTE Confidence: 0.79467053

00:01:27.945 --> 00:01:29.870 So I'm excited to introduce

NOTE Confidence: 0.79467053

00:01:29.870 --> 00:01:31.480 Matt Grant to you both,

NOTE Confidence: 0.79467053

00:01:31.480 --> 00:01:32.880 to all of you today.

NOTE Confidence: 0.79467053

00:01:32.880 --> 00:01:34.455 He's an infectious disease colleague

NOTE Confidence: 0.79467053

00:01:34.455 --> 00:01:36.455 of mine who's an Associate program

NOTE Confidence: 0.79467053

00:01:36.455 --> 00:01:38.330 Director for the Internal medicine

NOTE Confidence: 0.79467053

00:01:38.330 --> 00:01:40.205 Residency program and Laura Morrison,

NOTE Confidence: 0.79467053

00:01:40.205 --> 00:01:42.455 who is in the section of

NOTE Confidence: 0.79467053

00:01:42.455 --> 00:01:44.272 Geriatrics who directs hospital

NOTE Confidence: 0.79467053

00:01:44.272 --> 00:01:45.959 and palliative care education,

NOTE Confidence: 0.79467053

00:01:45.959 --> 00:01:48.830 as well as is the director of the Hospice

NOTE Confidence: 0.79467053

00:01:48.900 --> 00:01:51.360 and Palliative Care Medicine Fellowship.

NOTE Confidence: 0.79467053

00:01:51.360 --> 00:01:52.854 So they're going to chat with

NOTE Confidence: 0.79467053

00:01:52.854 --> 00:01:54.758 us for a while and at the end,

NOTE Confidence: 0.79467053

00:01:54.760 --> 00:01:56.225 we're going to remind you

NOTE Confidence: 0.79467053

00:01:56.225 --> 00:01:57.397 about some upcoming sessions.

NOTE Confidence: 0.79467053

00:01:57.400 --> 00:01:59.044 So over to you,

NOTE Confidence: 0.79467053

00:01:59.044 --> 00:02:00.277 Matt and Laura.

NOTE Confidence: 0.93970499

00:02:01.440 --> 00:02:03.480 Thanks for that introduction, Dana.

NOTE Confidence: 0.93970499

00:02:03.480 --> 00:02:05.874 It's really great to see everybody's faces.

NOTE Confidence: 0.93970499

00:02:05.880 --> 00:02:07.020 Happy New Year.

NOTE Confidence: 0.93970499

00:02:07.020 --> 00:02:09.680 I'm in day three of COVID Isolation

NOTE Confidence: 0.93970499

00:02:09.761 --> 00:02:11.994 after a trip to New York City.

NOTE Confidence: 0.93970499

00:02:12.000 --> 00:02:13.245 Essentially, I'll timed.

NOTE Confidence: 0.93970499

00:02:13.245 --> 00:02:15.320 So you're relieving my loneliness

NOTE Confidence: 0.93970499

00:02:15.320 --> 00:02:17.239 and you're boosting my mood,

NOTE Confidence: 0.93970499

00:02:17.240 --> 00:02:18.920 so I thank you for that.

NOTE Confidence: 0.93970499

00:02:18.920 --> 00:02:20.560 Our CME code for today,

NOTE Confidence: 0.93970499

00:02:20.560 --> 00:02:24.560 as is referenced in the chat, is 38938.

NOTE Confidence: 0.908724625333333

00:02:26.640 --> 00:02:27.815 All right, So we're really

NOTE Confidence: 0.908724625333333

00:02:27.815 --> 00:02:29.342 excited to be talking to you

NOTE Confidence: 0.908724625333333

00:02:29.342 --> 00:02:30.558 today about written feedback.

NOTE Confidence: 0.908724625333333

00:02:30.560 --> 00:02:32.912 We have three big goals set

NOTE Confidence: 0.908724625333333

00:02:32.912 --> 00:02:34.480 up for your objectives.

NOTE Confidence: 0.908724625333333

00:02:34.480 --> 00:02:36.676 One is to talk about best

NOTE Confidence: 0.908724625333333

00:02:36.676 --> 00:02:38.140 practices for delivering and

NOTE Confidence: 0.908724625333333

00:02:38.213 --> 00:02:40.517 actually writing written feedback.

NOTE Confidence: 0.908724625333333

00:02:40.520 --> 00:02:42.228 We want to talk about some barriers

NOTE Confidence: 0.908724625333333

00:02:42.228 --> 00:02:44.344 that are in place that are real and

NOTE Confidence: 0.908724625333333

00:02:44.344 --> 00:02:46.977 they do hinder us and we actually

NOTE Confidence: 0.908724625333333

00:02:46.977 --> 00:02:49.491 want to move through the theoretical

NOTE Confidence: 0.908724625333333

00:02:49.491 --> 00:02:51.752 and lecture based piece of the

NOTE Confidence: 0.908724625333333

00:02:51.752 --> 00:02:53.072 talk rather swiftly because we

NOTE Confidence: 0.908724625333333

00:02:53.072 --> 00:02:54.657 actually want to do some practical

NOTE Confidence: 0.908724625333333

00:02:54.657 --> 00:02:55.917 writing with you guys today.

NOTE Confidence: 0.908724625333333

00:02:55.920 --> 00:03:00.354 So we want to have you put keys to

NOTE Confidence: 0.908724625333333

00:03:00.354 --> 00:03:02.736 key fingers to keyboard and we're

NOTE Confidence: 0.908724625333333

00:03:02.736 --> 00:03:05.534 going to be using the chat to

NOTE Confidence: 0.908724625333333

00:03:05.534 --> 00:03:07.480 actually write down some written

NOTE Confidence: 0.908724625333333

00:03:07.480 --> 00:03:09.430 feedback based on some clinical

NOTE Confidence: 0.908724625333333

00:03:09.430 --> 00:03:10.648 scenarios or student learner

NOTE Confidence: 0.908724625333333

00:03:10.648 --> 00:03:12.916 scenarios and we're going to give you

NOTE Confidence: 0.908724625333333

00:03:12.916 --> 00:03:14.919 some kind and supportive feedback.

NOTE Confidence: 0.885803274444444

00:03:17.280 --> 00:03:19.476 All right. So three parts of the talk today.

NOTE Confidence: 0.885803274444444

00:03:19.480 --> 00:03:21.160 We're going to be giving a little

NOTE Confidence: 0.885803274444444

00:03:21.160 --> 00:03:22.632 bit of background and then we're

NOTE Confidence: 0.885803274444444

00:03:22.632 --> 00:03:24.042 going to be introducing a new

NOTE Confidence: 0.885803274444444

00:03:24.042 --> 00:03:25.800 model for you to practice today.

NOTE Confidence: 0.885803274444444

00:03:25.800 --> 00:03:26.520 And if you like it,

NOTE Confidence: 0.885803274444444

00:03:26.520 --> 00:03:28.580 we hope that you will use it a little bit

NOTE Confidence: 0.885803274444444

00:03:28.630 --> 00:03:30.638 or a lot moving forward into the future.

NOTE Confidence: 0.885803274444444

00:03:30.640 --> 00:03:31.930 And then we're going to spend

NOTE Confidence: 0.885803274444444

00:03:31.930 --> 00:03:33.200 the about half the session,

NOTE Confidence: 0.885803274444444

00:03:33.200 --> 00:03:34.850 we hope actually doing some writing

NOTE Confidence: 0.885803274444444

00:03:34.850 --> 00:03:37.199 because it is a written feedback talk.

NOTE Confidence: 0.70990755

00:03:41.120 --> 00:03:44.320 All right, so as I mentioned before,

NOTE Confidence: 0.70990755

00:03:44.320 --> 00:03:46.216 there are legitimate barriers

NOTE Confidence: 0.70990755

00:03:46.216 --> 00:03:47.638 to written feedback.

NOTE Confidence: 0.70990755

00:03:47.640 --> 00:03:49.215 Good read, good written feedback

NOTE Confidence: 0.70990755

00:03:49.215 --> 00:03:51.280 does not occur in a vacuum.

NOTE Confidence: 0.70990755

00:03:51.280 --> 00:03:53.978 It is part of a admittedly time

NOTE Confidence: 0.70990755

00:03:53.978 --> 00:03:55.854 intensive process which typically

NOTE Confidence: 0.70990755

00:03:55.854 --> 00:03:58.973 begins with when you meet a learner

NOTE Confidence: 0.70990755

00:03:58.973 --> 00:04:00.918 doing goal and expectation setting

NOTE Confidence: 0.70990755

00:04:00.918 --> 00:04:03.665 and then putting yourself in the same

NOTE Confidence: 0.70990755

00:04:03.665 --> 00:04:05.973 space as the learner so you can observe

NOTE Confidence: 0.70990755

00:04:05.973 --> 00:04:08.477 their skill set and take note of it.

NOTE Confidence: 0.70990755

00:04:08.480 --> 00:04:10.840 And then if the if the observation

NOTE Confidence: 0.70990755

00:04:10.840 --> 00:04:12.120 period is long enough,

NOTE Confidence: 0.70990755

00:04:12.120 --> 00:04:15.276 doing some mid rotational verbal feedback.

NOTE Confidence: 0.70990755

00:04:15.280 --> 00:04:17.219 And then we always like to a

NOTE Confidence: 0.70990755

00:04:17.219 --> 00:04:19.172 tenant of written feedback is that

NOTE Confidence: 0.70990755

00:04:19.172 --> 00:04:22.060 it should be coupled to kind of

NOTE Confidence: 0.70990755

00:04:22.060 --> 00:04:23.800 synchronous written feedback.

NOTE Confidence: 0.70990755

00:04:23.800 --> 00:04:25.460 So the written feedback and

NOTE Confidence: 0.70990755

00:04:25.460 --> 00:04:27.120 the verbal feedback that the

NOTE Confidence: 0.70990755

00:04:27.181 --> 00:04:28.957 learner receives should match,

NOTE Confidence: 0.70990755

00:04:28.960 --> 00:04:30.680 should dovetail very, very well,

NOTE Confidence: 0.70990755

00:04:30.680 --> 00:04:32.997 be very, very close to each other.

NOTE Confidence: 0.70990755

00:04:33.000 --> 00:04:35.300 Another obvious barrier is a

NOTE Confidence: 0.70990755

00:04:35.300 --> 00:04:36.680 limited observation window.

NOTE Confidence: 0.70990755

00:04:36.680 --> 00:04:38.375 For example with the throughput

NOTE Confidence: 0.70990755

00:04:38.375 --> 00:04:39.731 issues involving the emergency

NOTE Confidence: 0.70990755

00:04:39.731 --> 00:04:41.640 room and the respiratory viruses

NOTE Confidence: 0.70990755

00:04:41.640 --> 00:04:44.076 going on when when I attend,

NOTE Confidence: 0.42221212

00:04:48.320 --> 00:04:49.780 when I attend on the Donaldson

NOTE Confidence: 0.42221212

00:04:49.780 --> 00:04:50.756 firm in East Pavilion.

NOTE Confidence: 0.42221212

00:04:50.760 --> 00:04:52.520 We don't get a lot of fresh admissions

NOTE Confidence: 0.42221212

00:04:52.520 --> 00:04:54.344 because a lot of patients need to

NOTE Confidence: 0.42221212

00:04:54.344 --> 00:04:55.674 get admitted by hospitalists while

NOTE Confidence: 0.42221212

00:04:55.728 --> 00:04:57.200 they sit in the ER for 24 hours.

NOTE Confidence: 0.42221212

00:04:57.200 --> 00:04:59.216 Though I don't get to see unfortunately

NOTE Confidence: 0.42221212

00:04:59.216 --> 00:05:02.072 a lot of of my medical students you know

NOTE Confidence: 0.42221212

00:05:02.072 --> 00:05:04.598 sub is and interns do fresh work up.

NOTE Confidence: 0.42221212

00:05:04.600 --> 00:05:06.416 So you know we we can only see

NOTE Confidence: 0.42221212

00:05:06.416 --> 00:05:08.260 what we can see and we can try

NOTE Confidence: 0.42221212

00:05:08.260 --> 00:05:10.204 to be there as much as possible

NOTE Confidence: 0.42221212

00:05:10.204 --> 00:05:12.196 but we do have limitations there.

NOTE Confidence: 0.42221212

00:05:12.200 --> 00:05:14.520 Faculty skills is a barrier.

NOTE Confidence: 0.42221212

00:05:14.520 --> 00:05:16.584 I applaud all of you for being here

NOTE Confidence: 0.42221212

00:05:16.584 --> 00:05:18.630 today being proactive about trying to

NOTE Confidence: 0.42221212

00:05:18.630 --> 00:05:20.838 develop your skills and written feedback.

NOTE Confidence: 0.42221212

00:05:20.840 --> 00:05:22.598 It's been a process for myself,

NOTE Confidence: 0.42221212

00:05:22.600 --> 00:05:24.469 and I'm sure it has for Laura

NOTE Confidence: 0.42221212

00:05:24.469 --> 00:05:26.697 and Dana and all these people who

NOTE Confidence: 0.42221212

00:05:26.697 --> 00:05:28.392 are in a teaching position.

NOTE Confidence: 0.42221212

00:05:28.400 --> 00:05:29.024 And sadly,

NOTE Confidence: 0.42221212

00:05:29.024 --> 00:05:30.584 fear is a really important

NOTE Confidence: 0.42221212

00:05:30.584 --> 00:05:32.080 barrier to written feedback.

NOTE Confidence: 0.42221212

00:05:32.080 --> 00:05:34.426 There's a lot of misinformation out

NOTE Confidence: 0.42221212

00:05:34.426 --> 00:05:36.903 there about what the implications of

NOTE Confidence: 0.42221212

00:05:36.903 --> 00:05:39.836 written feedback can be for a learner.

NOTE Confidence: 0.42221212

00:05:39.840 --> 00:05:41.740 Some people mistakenly think that

NOTE Confidence: 0.42221212

00:05:41.740 --> 00:05:44.290 what you write in Med Hub or in

NOTE Confidence: 0.42221212

00:05:44.290 --> 00:05:45.700 other scenarios will follow the

NOTE Confidence: 0.42221212

00:05:45.766 --> 00:05:48.136 learner in some sort of negative way.

NOTE Confidence: 0.42221212

00:05:48.136 --> 00:05:50.676 People are scared about their

NOTE Confidence: 0.42221212

00:05:50.680 --> 00:05:51.652 own faculty positions,

NOTE Confidence: 0.42221212

00:05:51.652 --> 00:05:53.596 are scared sometimes about their own

NOTE Confidence: 0.42221212

00:05:53.596 --> 00:05:55.333 promotion and how if giving constructive

NOTE Confidence: 0.42221212

11

00:05:55.333 --> 00:05:57.191 feedback to the learner may kind of

NOTE Confidence: 0.42221212

00:05:57.191 --> 00:05:58.738 bounce back and hurt them when it

NOTE Confidence: 0.42221212

00:05:58.738 --> 00:06:02.397 comes to the time of their own promotion.

NOTE Confidence: 0.42221212

00:06:02.400 --> 00:06:03.400 And lastly,

NOTE Confidence: 0.42221212

00:06:03.400 --> 00:06:04.400 you know,

NOTE Confidence: 0.42221212

00:06:04.400 --> 00:06:06.564 if you reach out to somebody's

NOTE Confidence: 0.42221212

00:06:06.564 --> 00:06:08.810 mentor and and tell them you think

NOTE Confidence: 0.42221212

00:06:08.810 --> 00:06:10.558 someone's really skill deficient,

NOTE Confidence: 0.42221212

00:06:10.560 --> 00:06:12.216 people feel that they could be at risk

NOTE Confidence: 0.42221212

00:06:12.216 --> 00:06:13.876 for getting pulled into a real time sink.

NOTE Confidence: 0.923075775

00:06:15.960 --> 00:06:18.826 So I've been interested in this written

NOTE Confidence: 0.923075775

00:06:18.826 --> 00:06:20.356 feedback issue for several years.

NOTE Confidence: 0.923075775

00:06:20.360 --> 00:06:23.128 I had the pleasure of in 2019 doing

NOTE Confidence: 0.923075775

00:06:23.128 --> 00:06:25.072 a Med Ed fellowship working with

NOTE Confidence: 0.923075775

00:06:25.072 --> 00:06:26.878 Janet Hafler and John Encandela,

NOTE Confidence: 0.923075775

00:06:26.880 --> 00:06:31.430 and I chose an audit of the internal

NOTE Confidence: 0.923075775

00:06:31.430 --> 00:06:34.075 medicine residency's attending to

NOTE Confidence: 0.923075775

00:06:34.075 --> 00:06:37.600 resident written Med hub evaluations.

NOTE Confidence: 0.923075775

00:06:37.600 --> 00:06:41.230 I did a qualitative and quantitative

NOTE Confidence: 0.923075775

00:06:41.230 --> 00:06:44.120 analysis and I coded all the free

NOTE Confidence: 0.923075775

00:06:44.120 --> 00:06:46.667 form written feedback that went from

NOTE Confidence: 0.923075775

00:06:46.667 --> 00:06:49.517 attendings to both interns and residents.

NOTE Confidence: 0.923075775

00:06:49.520 --> 00:06:51.676 And the most important take away point

NOTE Confidence: 0.923075775

00:06:51.676 --> 00:06:54.084 of that is that we were giving at

NOTE Confidence: 0.923075775

00:06:54.084 --> 00:06:56.792 that time and we still are giving an

NOTE Confidence: 0.923075775

00:06:56.792 --> 00:06:58.837 incredibly small amount of actionable,

NOTE Confidence: 0.923075775

00:06:58.840 --> 00:07:00.640 constructive feedback to our learner.

NOTE Confidence: 0.923075775

00:07:00.640 --> 00:07:01.498 So on average,

NOTE Confidence: 0.923075775

00:07:01.498 --> 00:07:03.065 you'd have to work with two

NOTE Confidence: 0.923075775

00:07:03.065 --> 00:07:04.475 attendings for enough time to get

NOTE Confidence: 0.923075775

00:07:04.475 --> 00:07:06.156 them both to fill out an evaluation,

NOTE Confidence: 0.923075775

13

00:07:06.160 --> 00:07:08.074 which was not inevitable to get

NOTE Confidence: 0.923075775

00:07:08.074 --> 00:07:09.747 one piece of behavioral change

NOTE Confidence: 0.923075775

00:07:09.747 --> 00:07:11.437 that was recommended to you.

NOTE Confidence: 0.923075775

00:07:11.440 --> 00:07:13.704 So that was a little sad to me

NOTE Confidence: 0.923075775

00:07:13.704 --> 00:07:15.847 and that drive my interest in

NOTE Confidence: 0.923075775

00:07:15.847 --> 00:07:18.032 this realm for the last five,

NOTE Confidence: 0.923075775

00:07:18.032 --> 00:07:21.079 and it will continue for many more years.

NOTE Confidence: 0.923075775

00:07:21.080 --> 00:07:22.880 We don't have time to do a deep dive on this,

NOTE Confidence: 0.923075775

00:07:22.880 --> 00:07:26.928 but both gender bias and racial bias are

NOTE Confidence: 0.923075775

00:07:26.928 --> 00:07:30.760 prevalent and well described in this realm.

NOTE Confidence: 0.923075775

00:07:30.760 --> 00:07:32.752 This particular study that I'm referencing

NOTE Confidence: 0.923075775

00:07:32.752 --> 00:07:34.080 here involved emergency medicine.

NOTE Confidence: 0.923075775

00:07:34.080 --> 00:07:38.401 Residents and residents identifying as

NOTE Confidence: 0.923075775

00:07:38.401 --> 00:07:40.536 female less consistently got feedback

NOTE Confidence: 0.923075775

00:07:40.536 --> 00:07:42.879 about how to improve their skills,

NOTE Confidence: 0.923075775

00:07:42.880 --> 00:07:45.112 and they also got descriptors that

NOTE Confidence: 0.923075775

00:07:45.112 --> 00:07:46.600 more prevalently described their

NOTE Confidence: 0.923075775

00:07:46.600 --> 00:07:48.420 personality rather than things that

NOTE Confidence: 0.923075775

00:07:48.420 --> 00:07:50.240 were associated with their behaviors

NOTE Confidence: 0.923075775

00:07:50.294 --> 00:07:51.684 and their team leadership skills

NOTE Confidence: 0.923075775

00:07:51.684 --> 00:07:53.654 and kind of the things that we

NOTE Confidence: 0.923075775

00:07:53.654 --> 00:07:55.495 would think would lend people to be

NOTE Confidence: 0.923075775

00:07:55.495 --> 00:07:57.158 selected for leadership positions.

NOTE Confidence: 0.9682311

00:08:00.040 --> 00:08:03.805 Likewise not this is in the

NOTE Confidence: 0.9682311

00:08:03.805 --> 00:08:04.720 undergraduate medical domain.

NOTE Confidence: 0.9682311

00:08:04.720 --> 00:08:08.880 This is about clerkship students.

NOTE Confidence: 0.9682311

00:08:08.880 --> 00:08:12.192 So this is like a a map of what

NOTE Confidence: 0.9682311

00:08:12.192 --> 00:08:14.232 attributes were related to people

NOTE Confidence: 0.9682311

00:08:14.232 --> 00:08:16.464 based on the grade they got on the

NOTE Confidence: 0.9682311

00:08:16.464 --> 00:08:18.202 rotation and whether they were under

NOTE Confidence: 0.9682311

00:08:18.202 --> 00:08:19.757 represented or not in medicine.

NOTE Confidence: 0.9682311

00:08:19.760 --> 00:08:21.950 And you can see here highlighted

NOTE Confidence: 0.9682311

00:08:21.950 --> 00:08:24.537 in the lower right quadrant that

NOTE Confidence: 0.9682311

00:08:24.537 --> 00:08:26.637 under represented in medicine.

NOTE Confidence: 0.9682311

00:08:26.640 --> 00:08:29.300 Clerkship students again received

NOTE Confidence: 0.9682311

00:08:29.300 --> 00:08:31.960 more personal attribute descriptors

NOTE Confidence: 0.9682311

00:08:31.960 --> 00:08:34.452 and they were less likely

NOTE Confidence: 0.9682311

00:08:34.452 --> 00:08:35.916 to receive competence based.

NOTE Confidence: 0.9682311

00:08:35.920 --> 00:08:39.328 And you can see there were often, you know,

NOTE Confidence: 0.9682311

00:08:39.328 --> 00:08:42.000 appreciated for their bilinguality,

NOTE Confidence: 0.9682311

00:08:42.000 --> 00:08:46.340 but that we're missing a lot of

NOTE Confidence: 0.9682311

00:08:46.340 --> 00:08:48.440 these specific leadership traits.

NOTE Confidence: 0.92760298

00:08:51.280 --> 00:08:53.317 So when we think about written feedback,

NOTE Confidence: 0.92760298

00:08:53.320 --> 00:08:54.960 we don't think about it

NOTE Confidence: 0.92760298

00:08:54.960 --> 00:08:56.272 just as an evaluation.

NOTE Confidence: 0.92760298

00:08:56.280 --> 00:08:58.332 There's really three parts or like

NOTE Confidence: 0.92760298

00:08:58.332 --> 00:09:00.704 a tripod that good written feedback

NOTE Confidence: 0.92760298

00:09:00.704 --> 00:09:03.092 sits on and that is appreciation.

NOTE Confidence: 0.92760298

00:09:03.092 --> 00:09:04.957 So appreciation is really important.

NOTE Confidence: 0.92760298

00:09:04.960 --> 00:09:08.242 It reinforces the effective and the

NOTE Confidence: 0.92760298

00:09:08.242 --> 00:09:11.960 effective things that the learner's doing,

NOTE Confidence: 0.92760298

00:09:11.960 --> 00:09:13.031 the strong things.

NOTE Confidence: 0.92760298

00:09:13.031 --> 00:09:15.173 And it helps build that learning

NOTE Confidence: 0.92760298

00:09:15.173 --> 00:09:17.811 climate so that you can safely deliver

NOTE Confidence: 0.92760298

00:09:17.811 --> 00:09:19.750 constructive feedback and that that

NOTE Confidence: 0.92760298

00:09:19.750 --> 00:09:22.060 constructive feedback can be taken in

NOTE Confidence: 0.92760298

00:09:22.060 --> 00:09:24.780 a in a kind and respectful and that

NOTE Confidence: 0.92760298

00:09:24.780 --> 00:09:26.670 the the learner wants to implement

NOTE Confidence: 0.92760298

00:09:26.670 --> 00:09:28.820 change and isn't taken aback by what

NOTE Confidence: 0.92760298

00:09:28.820 --> 00:09:30.440 you're telling them to do better.

NOTE Confidence: 0.92760298

00:09:30.440 --> 00:09:32.050 So that's the coaching leg of the

NOTE Confidence: 0.92760298

00:09:32.050 --> 00:09:33.917 tripod that I was just talking about.

NOTE Confidence: 0.95883445

00:09:38.080 --> 00:09:40.840 Everybody wants to improve.

NOTE Confidence: 0.95883445

00:09:40.840 --> 00:09:42.961 Ideally, they want to do so in

NOTE Confidence: 0.95883445

00:09:42.961 --> 00:09:44.254 a nurturing environment where

NOTE Confidence: 0.95883445

00:09:44.254 --> 00:09:45.854 they're supported and they feel

NOTE Confidence: 0.95883445

00:09:45.854 --> 00:09:47.759 valued and that the that their

NOTE Confidence: 0.95883445

00:09:47.760 --> 00:09:50.951 preceptor or mentor in them cares

NOTE Confidence: 0.95883445

00:09:50.951 --> 00:09:53.077 about them both as a person and as

NOTE Confidence: 0.95883445

00:09:53.077 --> 00:09:58.280 a developing physician or learner.

NOTE Confidence: 0.95883445

00:09:58.280 --> 00:09:59.435 And so all these things are important.

NOTE Confidence: 0.95883445

00:09:59.440 --> 00:10:02.080 And lastly, the evaluative part is

NOTE Confidence: 0.95883445

00:10:02.080 --> 00:10:04.428 I'm going to get into why evaluation

NOTE Confidence: 0.95883445

00:10:04.428 --> 00:10:06.357 is so important and that's not

NOTE Confidence: 0.95883445

00:10:06.357 --> 00:10:09.000 the part that people who are not

NOTE Confidence: 0.95883445

00:10:09.000 --> 00:10:10.760 in leadership positions within

NOTE Confidence: 0.95883445

00:10:10.760 --> 00:10:12.792 educational leadership tend to focus on.

NOTE Confidence: 0.95883445

00:10:12.792 --> 00:10:14.232 But it is really important.

18

NOTE Confidence: 0.909583678571429

00:10:16.880 --> 00:10:19.358 So what makes written feedback so important?

NOTE Confidence: 0.909583678571429

00:10:19.360 --> 00:10:21.752 Well, it does tails as I said or

NOTE Confidence: 0.909583678571429

00:10:21.752 --> 00:10:23.440 reinforces the verbal feedback.

NOTE Confidence: 0.909583678571429

00:10:23.440 --> 00:10:26.075 So when you meet with someone at the

NOTE Confidence: 0.909583678571429

00:10:26.075 --> 00:10:27.382 end of a rotation, for instance,

NOTE Confidence: 0.909583678571429

00:10:27.382 --> 00:10:29.279 and then you tell them one thing,

NOTE Confidence: 0.909583678571429

00:10:29.280 --> 00:10:31.602 and then ideally you know a few days or

NOTE Confidence: 0.909583678571429

00:10:31.602 --> 00:10:34.197 a week later they read the same thing,

NOTE Confidence: 0.909583678571429

00:10:34.200 --> 00:10:36.678 they're more likely to kind of

NOTE Confidence: 0.909583678571429

00:10:36.678 --> 00:10:39.126 internalize that feedback, act on it,

NOTE Confidence: 0.909583678571429

00:10:39.126 --> 00:10:41.538 cannot keep it in their mental

NOTE Confidence: 0.909583678571429

00:10:41.538 --> 00:10:43.720 register as they move forward.

NOTE Confidence: 0.909583678571429

00:10:43.720 --> 00:10:45.830 It's also a really important

NOTE Confidence: 0.909583678571429

00:10:45.830 --> 00:10:49.952 source for a variety of, you know,

NOTE Confidence: 0.909583678571429

00:10:49.952 --> 00:10:51.536 committees and things such

NOTE Confidence: 0.909583678571429

00:10:51.536 --> 00:10:53.120 as letters of recommendation,

NOTE Confidence: 0.909583678571429

00:10:53.120 --> 00:10:55.520 Mspes or Dean's letters.

NOTE Confidence: 0.909583678571429

00:10:55.520 --> 00:10:57.768 That so especially that positive

NOTE Confidence: 0.909583678571429

00:10:57.768 --> 00:10:59.416 reinforcing feedback that you're

NOTE Confidence: 0.909583678571429

00:10:59.416 --> 00:11:01.390 giving in the written feedback

NOTE Confidence: 0.909583678571429

00:11:01.390 --> 00:11:04.160 realm is helping our learners

NOTE Confidence: 0.909583678571429

00:11:04.160 --> 00:11:08.360 achieve their professional goals and

NOTE Confidence: 0.95323461

00:11:10.640 --> 00:11:12.785 really helping us create milestones

NOTE Confidence: 0.95323461

00:11:12.785 --> 00:11:15.363 and observe a trajectory of somebody

NOTE Confidence: 0.95323461

00:11:15.363 --> 00:11:17.529 as they grow from someone who

NOTE Confidence: 0.95323461

00:11:17.529 --> 00:11:20.342 requires a lot of assistance in the

NOTE Confidence: 0.95323461

00:11:20.342 --> 00:11:22.417 patient care realm to eventually

NOTE Confidence: 0.95323461

00:11:22.417 --> 00:11:24.400 ideally becoming fully independent.

NOTE Confidence: 0.953432719090909

00:11:30.510 --> 00:11:33.118 So in general this applies to both written

NOTE Confidence: 0.953432719090909

00:11:33.118 --> 00:11:35.350 and verbal feedback. But what does good

NOTE Confidence: 0.96392405

00:11:35.350 --> 00:11:37.510 feedback look like? Well,

00:11:37.830 --> 00:11:40.674 it should be sorry.

00:11:40.674 --> 00:11:42.494 It should be well intended

00:11:42.494 --> 00:11:44.440 and based on shared goals.

00:11:44.440 --> 00:11:48.840 It should be observed as a direct behavior.

00:11:48.840 --> 00:11:52.031 We like to get away from describing

00:11:52.031 --> 00:11:55.097 someone's personality in an evaluation and

00:11:55.097 --> 00:11:57.480 really describing their actions and their,

00:11:57.480 --> 00:12:00.532 you know, if we're going to say how you know,

00:12:00.532 --> 00:12:02.254 kind they are or how much they

00:12:02.254 --> 00:12:03.835 advocate for their patients or

00:12:03.835 --> 00:12:05.115 the rapport they're building.

00:12:05.120 --> 00:12:07.322 I think specific behaviors or anecdotes

00:12:07.322 --> 00:12:10.118 are always so much more powerful to me.

00:12:10.120 --> 00:12:11.640 When I'm reading, let's say,

00:12:11.640 --> 00:12:13.770 a letter of recommendation in my

00:12:13.770 --> 00:12:15.800 position as like selecting candidates

NOTE Confidence: 0.950719386666667

00:12:15.800 --> 00:12:17.720 for residency or fellowship,

NOTE Confidence: 0.950719386666667

00:12:17.720 --> 00:12:20.440 I feel like that's so much more meaningful.

NOTE Confidence: 0.950719386666667

00:12:20.440 --> 00:12:23.038 Good feedback should be directly observed,

NOTE Confidence: 0.950719386666667

00:12:23.040 --> 00:12:25.800 should be a very specific thing,

NOTE Confidence: 0.950719386666667

00:12:25.800 --> 00:12:27.636 should be as timely as possible,

NOTE Confidence: 0.950719386666667

00:12:27.640 --> 00:12:28.760 and it should be manageable.

NOTE Confidence: 0.950719386666667

00:12:28.760 --> 00:12:31.704 So when I have somebody on the Donaldson

NOTE Confidence: 0.950719386666667

00:12:31.704 --> 00:12:34.037 firm doing HIV medicine with me,

NOTE Confidence: 0.950719386666667

00:12:34.040 --> 00:12:34.880 you know it's not reasonable

NOTE Confidence: 0.950719386666667

00:12:34.880 --> 00:12:36.080 for me to give the feedback.

NOTE Confidence: 0.950719386666667

00:12:36.080 --> 00:12:36.786 You know,

NOTE Confidence: 0.950719386666667

00:12:36.786 --> 00:12:39.160 like you should learn and be

NOTE Confidence: 0.950719386666667

00:12:39.160 --> 00:12:40.600 comfortable prescribing antiretrovirals.

NOTE Confidence: 0.950719386666667

00:12:40.600 --> 00:12:42.960 That is a really complicated

NOTE Confidence: 0.950719386666667

00:12:42.960 --> 00:12:44.712 goal and someone needs a really

NOTE Confidence: 0.950719386666667

00:12:44.712 --> 00:12:46.484 well defined path that needs to

NOTE Confidence: 0.950719386666667

00:12:46.484 --> 00:12:47.839 be broken down into steps.

NOTE Confidence: 0.950719386666667

00:12:47.840 --> 00:12:49.472 So you can't just,

NOTE Confidence: 0.950719386666667

00:12:49.472 --> 00:12:51.920 you can't just throw something that

NOTE Confidence: 0.950719386666667

00:12:52.000 --> 00:12:54.702 is that complex out and ask someone

NOTE Confidence: 0.950719386666667

00:12:54.702 --> 00:12:57.360 to perform to gain progress or gain

NOTE Confidence: 0.950719386666667

00:12:57.360 --> 00:13:00.838 skills that are such a multi step process.

NOTE Confidence: 0.916058767142857

00:13:03.520 --> 00:13:05.914 Feedback comes in a couple different forms.

NOTE Confidence: 0.916058767142857

00:13:05.920 --> 00:13:07.738 There's both formative which is kind

NOTE Confidence: 0.916058767142857

00:13:07.738 --> 00:13:10.220 of in the process of learning, whereas

NOTE Confidence: 0.916058767142857

00:13:10.220 --> 00:13:12.920 summative feedback is more evaluative.

NOTE Confidence: 0.916058767142857

00:13:12.920 --> 00:13:15.400 Formative feedback can come in the form of,

NOTE Confidence: 0.916058767142857

00:13:15.400 --> 00:13:18.800 you know, texts, emails either to

NOTE Confidence: 0.916058767142857

00:13:18.800 --> 00:13:21.320 the learner or to their mentors

NOTE Confidence: 0.916058767142857

00:13:21.402 --> 00:13:24.026 to let them know about, you know,

NOTE Confidence: 0.916058767142857

00:13:24.026 --> 00:13:25.758 both reinforcing and constructive.

NOTE Confidence: 0.916058767142857

00:13:25.760 --> 00:13:27.260 Sometimes we want to hear about

NOTE Confidence: 0.916058767142857

00:13:27.260 --> 00:13:29.389 and we do hear about really amazing

NOTE Confidence: 0.916058767142857

00:13:29.389 --> 00:13:31.179 things our residents and interns

NOTE Confidence: 0.916058767142857

00:13:31.179 --> 00:13:32.880 and students do on the floors.

NOTE Confidence: 0.916058767142857

00:13:32.880 --> 00:13:35.617 And at other times we hear that

NOTE Confidence: 0.916058767142857

00:13:35.617 --> 00:13:38.960 someone is kind of not on trajectory,

NOTE Confidence: 0.916058767142857

00:13:38.960 --> 00:13:40.325 not on target with their peers and

NOTE Confidence: 0.916058767142857

00:13:40.325 --> 00:13:41.473 they're going to need a little

NOTE Confidence: 0.916058767142857

00:13:41.473 --> 00:13:42.517 bit of help in catching up.

NOTE Confidence: 0.916058767142857

00:13:42.520 --> 00:13:43.520 It's really important that

NOTE Confidence: 0.916058767142857

00:13:43.520 --> 00:13:44.520 we know both things.

NOTE Confidence: 0.850521051111111

00:13:47.880 --> 00:13:50.355 Many of you who are here today in the

NOTE Confidence: 0.850521051111111

00:13:50.355 --> 00:13:52.309 audience may work with students or

NOTE Confidence: 0.850521051111111

00:13:52.309 --> 00:13:54.790 residents in workshops or in like a

NOTE Confidence: 0.850521051111111

00:13:54.790 --> 00:13:56.800 standardized patient encounters or Epas.

NOTE Confidence: 0.850521051111111

00:13:56.800 --> 00:13:58.800 And those are another example

NOTE Confidence: 0.850521051111111

00:13:58.800 --> 00:14:00.289 of feedback that's important.

NOTE Confidence: 0.850521051111111

00:14:00.289 --> 00:14:03.140 Whereas summative or as I said kind of

NOTE Confidence: 0.850521051111111

00:14:03.140 --> 00:14:05.148 like the at the end where you're kind

NOTE Confidence: 0.850521051111111

00:14:05.148 --> 00:14:07.535 of making an evaluative like is this

NOTE Confidence: 0.850521051111111

00:14:07.535 --> 00:14:09.360 person ready to graduate, you know,

NOTE Confidence: 0.850521051111111

00:14:09.360 --> 00:14:11.120 how is this person ranked as a candidate.

NOTE Confidence: 0.850521051111111

00:14:11.120 --> 00:14:14.198 Moving on, graduating from medical school,

NOTE Confidence: 0.850521051111111

00:14:14.200 --> 00:14:16.384 you know these are no longer

NOTE Confidence: 0.850521051111111

00:14:16.384 --> 00:14:17.821 serving a coaching role,

NOTE Confidence: 0.850521051111111

00:14:17.821 --> 00:14:20.208 but this kind of written feedback is

NOTE Confidence: 0.850521051111111

00:14:20.208 --> 00:14:22.199 serving more of a an evaluative role.

NOTE Confidence: 0.836041692857143

00:14:25.560 --> 00:14:27.996 So a couple pros about written feedback.

NOTE Confidence: 0.836041692857143

00:14:28.000 --> 00:14:29.656 Both the learner and the mentor

NOTE Confidence: 0.836041692857143

00:14:29.656 --> 00:14:31.560 can refer back to it over time.

NOTE Confidence: 0.836041692857143

00:14:31.560 --> 00:14:33.396 Whereas you know with verbal feedback,

NOTE Confidence: 0.836041692857143

00:14:33.400 --> 00:14:35.920 you hear what you hear and you know

NOTE Confidence: 0.836041692857143

00:14:35.920 --> 00:14:37.240 human memory is not infallible.

NOTE Confidence: 0.836041692857143

00:14:37.240 --> 00:14:38.740 We can kind of twist things

NOTE Confidence: 0.836041692857143

00:14:38.793 --> 00:14:39.878 in our minds over time,

NOTE Confidence: 0.836041692857143

00:14:39.880 --> 00:14:42.400 but the written word stays the same.

NOTE Confidence: 0.836041692857143

00:14:42.400 --> 00:14:45.312 It can be helpful for documentation to make

NOTE Confidence: 0.836041692857143

00:14:45.312 --> 00:14:48.515 sure if somebody needs some help catching up.

NOTE Confidence: 0.836041692857143

00:14:48.520 --> 00:14:51.706 As I mentioned that that's their kind

NOTE Confidence: 0.836041692857143

00:14:51.706 --> 00:14:55.004 of begins a process of identifying

NOTE Confidence: 0.836041692857143

00:14:55.004 --> 00:14:57.110 what's going on with the learner

NOTE Confidence: 0.836041692857143

00:14:57.177 --> 00:14:58.990 and taking steps to come up with

NOTE Confidence: 0.836041692857143

00:14:58.990 --> 00:15:01.000 a plan to help them catch up.

NOTE Confidence: 0.836041692857143

00:15:01.000 --> 00:15:03.187 Cons of RIN feedback is that if it's not

NOTE Confidence: 0.836041692857143

00:15:03.187 --> 00:15:05.439 done without concomitant verbal feedback,

NOTE Confidence: 0.836041692857143

00:15:05.440 --> 00:15:07.798 you're missing an important opportunity for

NOTE Confidence: 0.836041692857143

00:15:07.798 --> 00:15:10.998 the learner to self assess about their skill,

NOTE Confidence: 0.836041692857143

00:15:11.000 --> 00:15:12.680 to watch them physically react

NOTE Confidence: 0.836041692857143

00:15:12.680 --> 00:15:14.360 to the feedback you're getting,

NOTE Confidence: 0.836041692857143

00:15:14.360 --> 00:15:16.628 and to engage in like an open

NOTE Confidence: 0.836041692857143

00:15:16.628 --> 00:15:17.600 dialogue about it.

NOTE Confidence: 0.836041692857143

00:15:17.600 --> 00:15:20.085 And if the written feedback doesn't contain

NOTE Confidence: 0.836041692857143

00:15:20.085 --> 00:15:23.200 or imply a specific plan for improvement,

NOTE Confidence: 0.836041692857143

00:15:23.200 --> 00:15:25.360 it kind of tends to just make the

NOTE Confidence: 0.836041692857143

00:15:25.360 --> 00:15:27.520 person feel bad about their skill set.

NOTE Confidence: 0.836041692857143

00:15:27.520 --> 00:15:30.076 And if they don't have a way that's obvious

NOTE Confidence: 0.836041692857143

00:15:30.076 --> 00:15:32.718 or told to them about how to get better,

NOTE Confidence: 0.836041692857143

00:15:32.720 --> 00:15:35.240 then it just seems,

NOTE Confidence: 0.836041692857143

00:15:35.240 --> 00:15:37.232 you know, derogatory.

NOTE Confidence: 0.836041692857143

00:15:37.232 --> 00:15:40.312 And it's can be frustrating to not know

NOTE Confidence: 0.836041692857143

00:15:40.312 --> 00:15:42.384 what where to take negative feedback

NOTE Confidence: 0.836041692857143

00:15:42.384 --> 00:15:46.718 that doesn't have a plan of where to go.

NOTE Confidence: 0.836041692857143

00:15:46.720 --> 00:15:46.946 All right.

NOTE Confidence: 0.836041692857143

00:15:46.946 --> 00:15:47.398 So at this point,

NOTE Confidence: 0.836041692857143

00:15:47.400 --> 00:15:50.397 I'm going to turn it over to Laura Morrison,

NOTE Confidence: 0.836041692857143

00:15:50.400 --> 00:15:52.164 and she's going to tell you about a new

NOTE Confidence: 0.836041692857143

00:15:52.164 --> 00:15:53.280 framework for doing written feedback

NOTE Confidence: 0.836041692857143

00:15:53.280 --> 00:15:55.240 that we hope you're going to practice today.

NOTE Confidence: 0.915801504090909

00:15:56.240 --> 00:15:58.935 Thanks, Matt. I want to take this

NOTE Confidence: 0.915801504090909

00:15:58.935 --> 00:16:01.129 opportunity to just kind of end

NOTE Confidence: 0.915801504090909

00:16:01.129 --> 00:16:03.369 our stage setting by giving us a

NOTE Confidence: 0.915801504090909

00:16:03.443 --> 00:16:06.055 longitudinal look at all a lot of

NOTE Confidence: 0.915801504090909

00:16:06.055 --> 00:16:08.079 the concepts that Matt just laid out.

NOTE Confidence: 0.915801504090909

00:16:08.080 --> 00:16:10.954 So just realizing that whether we're

NOTE Confidence: 0.915801504090909

00:16:10.954 --> 00:16:14.067 interacting with a learner in a course

NOTE Confidence: 0.915801504090909

00:16:14.067 --> 00:16:16.671 or a workshop or a clinical rotation,

NOTE Confidence: 0.915801504090909

00:16:16.680 --> 00:16:18.320 there really is a beginning,

00:16:18.320 --> 00:16:19.840 a middle and an end.

00:16:19.840 --> 00:16:22.632 And each of those have a a possibility

00:16:22.632 --> 00:16:26.198 of an important contribution to feedback.

00:16:26.200 --> 00:16:28.460 Again, referring to the importance

00:16:28.460 --> 00:16:30.720 of setting goals and expectations,

00:16:30.720 --> 00:16:31.950 making them smart,

00:16:31.950 --> 00:16:34.410 kind of referring to that specificity

00:16:34.410 --> 00:16:36.562 and all the other important

00:16:36.562 --> 00:16:38.234 elements of goal setting.

00:16:38.240 --> 00:16:40.508 And remembering that Dana Dunn gave

00:16:40.508 --> 00:16:43.646 us a talk on that last month in

00:16:43.646 --> 00:16:46.280 this series that you can refer to.

00:16:46.280 --> 00:16:49.122 But the beginning is about that growth

00:16:49.122 --> 00:16:52.089 mindset that Matt mentioned and really

00:16:52.089 --> 00:16:54.879 establishing the opportunity for bi

00:16:54.879 --> 00:16:57.251 directional feedback and those expectations.

NOTE Confidence: 0.915801504090909

00:16:57.251 --> 00:16:58.919 So in my setting,

NOTE Confidence: 0.915801504090909

00:16:58.920 --> 00:17:00.714 I typically ask the learner what

NOTE Confidence: 0.915801504090909

00:17:00.714 --> 00:17:02.802 their goals are and then I actually

NOTE Confidence: 0.915801504090909

00:17:02.802 --> 00:17:04.734 share what mine are and what I'm

NOTE Confidence: 0.915801504090909

00:17:04.798 --> 00:17:06.526 actually working on and what I'm

NOTE Confidence: 0.915801504090909

00:17:06.526 --> 00:17:09.399 going to ask them for feedback about

NOTE Confidence: 0.915801504090909

00:17:09.399 --> 00:17:13.584 ahead of time for my own learning,

NOTE Confidence: 0.915801504090909

00:17:13.584 --> 00:17:14.200 right.

NOTE Confidence: 0.915801504090909

00:17:14.200 --> 00:17:16.888 And then we have this the mid middle

NOTE Confidence: 0.915801504090909

00:17:16.888 --> 00:17:19.074 period which is helpful because

NOTE Confidence: 0.915801504090909

00:17:19.074 --> 00:17:20.994 it's it's actually invaluable,

NOTE Confidence: 0.915801504090909

00:17:21.000 --> 00:17:23.560 it's the it's the time that we can

NOTE Confidence: 0.915801504090909

00:17:23.560 --> 00:17:25.314 actually provide some earlier feedback

NOTE Confidence: 0.915801504090909

00:17:25.314 --> 00:17:28.490 and then see if the learner is able

NOTE Confidence: 0.915801504090909

00:17:28.572 --> 00:17:30.902 to incorporate that feedback before

NOTE Confidence: 0.915801504090909

00:17:30.902 --> 00:17:34.000 the end of the experience together.

NOTE Confidence: 0.915801504090909

00:17:34.000 --> 00:17:36.664 And then of course at the end we have

NOTE Confidence: 0.915801504090909

00:17:36.664 --> 00:17:39.023 the opportunity to really make sure

NOTE Confidence: 0.915801504090909

00:17:39.023 --> 00:17:41.883 that the verbal and the written align

NOTE Confidence: 0.915801504090909

00:17:41.883 --> 00:17:45.434 and give and give sort of that double

NOTE Confidence: 0.915801504090909

00:17:45.434 --> 00:17:50.040 message to move people forward next slide.

NOTE Confidence: 0.915801504090909

00:17:50.040 --> 00:17:50.286 Great.

NOTE Confidence: 0.915801504090909

00:17:50.286 --> 00:17:51.516 And so this is our,

NOTE Confidence: 0.915801504090909

00:17:51.520 --> 00:17:53.802 this is the tool that we're interested

NOTE Confidence: 0.915801504090909

00:17:53.802 --> 00:17:55.440 in presenting to you today.

NOTE Confidence: 0.915801504090909

00:17:55.440 --> 00:17:58.360 It's called the BOSS model.

NOTE Confidence: 0.915801504090909

00:17:58.360 --> 00:18:02.924 We're not aware that BOSS has a

NOTE Confidence: 0.915801504090909

00:18:02.924 --> 00:18:04.880 particularly hierarchical reference

NOTE Confidence: 0.915801504090909

00:18:04.880 --> 00:18:09.356 and we're just acknowledging that it

NOTE Confidence: 0.915801504090909

00:18:09.360 --> 00:18:11.556 it's a tool for you to think about and

NOTE Confidence: 0.915801504090909

00:18:11.556 --> 00:18:14.238 see if it if it's a model that works for you.

NOTE Confidence: 0.915801504090909

00:18:14.240 --> 00:18:17.278 There may be some elements that do,

NOTE Confidence: 0.915801504090909

00:18:17.280 --> 00:18:19.436 but it's something that we're gonna practice

NOTE Confidence: 0.915801504090909

00:18:19.436 --> 00:18:21.716 today to see if it it kind of sticks,

NOTE Confidence: 0.915801504090909

00:18:21.720 --> 00:18:23.806 but it kind of has this BOSS.

NOTE Confidence: 0.915801504090909

00:18:23.806 --> 00:18:24.458 You know,

NOTE Confidence: 0.915801504090909

00:18:24.458 --> 00:18:27.224 we might use the term Riz if we

NOTE Confidence: 0.915801504090909

00:18:27.224 --> 00:18:29.259 had the opportunity to because

NOTE Confidence: 0.915801504090909

00:18:29.259 --> 00:18:31.504 that's the word of 2023, right?

NOTE Confidence: 0.915801504090909

00:18:31.504 --> 00:18:33.640 But they gave us BOSS instead.

NOTE Confidence: 0.915801504090909

00:18:33.640 --> 00:18:38.520 So BOSS stands for brief observation,

NOTE Confidence: 0.915801504090909

00:18:38.520 --> 00:18:39.951 significant and suggestions,

NOTE Confidence: 0.915801504090909

00:18:39.951 --> 00:18:42.813 and we'll take a minute here

NOTE Confidence: 0.915801504090909

00:18:42.813 --> 00:18:45.520 to look at it a little closer.

NOTE Confidence: 0.915801504090909

00:18:45.520 --> 00:18:47.260 But the brief observation

NOTE Confidence: 0.915801504090909

00:18:47.260 --> 00:18:49.435 part shouldn't be a surprise.

NOTE Confidence: 0.915801504090909

00:18:49.440 --> 00:18:52.512 We've been talking about how important

NOTE Confidence: 0.915801504090909

00:18:52.512 --> 00:18:54.560 directly observing behavior is,

NOTE Confidence: 0.915801504090909

00:18:54.560 --> 00:18:57.248 and so this reminds us to just take

NOTE Confidence: 0.915801504090909

00:18:57.248 --> 00:18:59.675 advantage of all the opportunities we

NOTE Confidence: 0.915801504090909

00:18:59.675 --> 00:19:02.251 can to directly observe and then it.

NOTE Confidence: 0.915801504090909

00:19:02.251 --> 00:19:04.704 I love this part about the model is

NOTE Confidence: 0.915801504090909

00:19:04.704 --> 00:19:06.832 it really reminds us of how important

NOTE Confidence: 0.915801504090909

00:19:06.832 --> 00:19:09.152 it is to frame our observations

NOTE Confidence: 0.915801504090909

00:19:09.152 --> 00:19:12.206 specifically for the learner to be able

NOTE Confidence: 0.915801504090909

00:19:12.206 --> 00:19:15.076 to receive it as effectively as possible.

NOTE Confidence: 0.915801504090909

00:19:15.080 --> 00:19:17.760 So we want to use a non judgmental,

NOTE Confidence: 0.946537961111111

00:19:17.760 --> 00:19:19.476 neutral if possible framing,

NOTE Confidence: 0.946537961111111

00:19:19.476 --> 00:19:22.872 and we'll look at that on the the

NOTE Confidence: 0.946537961111111

00:19:22.872 --> 00:19:25.080 next slide when we get there.

NOTE Confidence: 0.946537961111111

00:19:25.080 --> 00:19:28.554 But significance is is what we link to next.

NOTE Confidence: 0.946537961111111

00:19:28.560 --> 00:19:32.040 So we go from the observation to then

NOTE Confidence: 0.946537961111111

00:19:32.040 --> 00:19:34.440 thinking about what the significance is.

NOTE Confidence: 0.946537961111111

00:19:34.440 --> 00:19:37.932 And this is important because how we see the

NOTE Confidence: 0.946537961111111

00:19:37.932 --> 00:19:40.350 significance may not be the way that comes

NOTE Confidence: 0.946537961111111

00:19:40.350 --> 00:19:43.080 across as being valuable to the learner.

NOTE Confidence: 0.946537961111111

00:19:43.080 --> 00:19:45.264 So we really need to think

NOTE Confidence: 0.946537961111111

00:19:45.264 --> 00:19:46.720 about from their perspective,

NOTE Confidence: 0.946537961111111

00:19:46.720 --> 00:19:49.072 how they're going to see that what

NOTE Confidence: 0.946537961111111

00:19:49.072 --> 00:19:51.758 we care about is significant to them.

NOTE Confidence: 0.946537961111111

00:19:51.760 --> 00:19:54.235 And then we want a link at the end.

NOTE Confidence: 0.946537961111111

00:19:54.240 --> 00:19:55.102 Most importantly,

NOTE Confidence: 0.946537961111111

00:19:55.102 --> 00:19:58.119 as Matt pointed out from his study,

NOTE Confidence: 0.946537961111111

00:19:58.120 --> 00:20:00.847 that we really do need to be specific with

NOTE Confidence: 0.946537961111111

00:20:00.847 --> 00:20:03.915 a few suggestions and we want to aim for.

NOTE Confidence: 0.946537961111111

00:20:03.920 --> 00:20:06.608 You know, ideally 2 to 3 suggestions

NOTE Confidence: 0.946537961111111

00:20:06.608 --> 00:20:08.720 in how learners can improve.

NOTE Confidence: 0.946537961111111

00:20:08.720 --> 00:20:12.360 We want those to be specific and relevant

NOTE Confidence: 0.946537961111111

00:20:12.360 --> 00:20:15.360 to something that they could accomplish.

NOTE Confidence: 0.946537961111111

00:20:15.360 --> 00:20:18.025 Next slide, Matt, thanks.

NOTE Confidence: 0.946537961111111

00:20:18.025 --> 00:20:21.560 So we can go ahead and advance.

NOTE Confidence: 0.946537961111111

00:20:21.560 --> 00:20:24.692 So thinking about that judgmental aspect

NOTE Confidence: 0.946537961111111

00:20:24.692 --> 00:20:28.780 and trying to be neutral on the left side,

NOTE Confidence: 0.946537961111111

00:20:28.780 --> 00:20:31.058 we're going to see some comments that

NOTE Confidence: 0.946537961111111

00:20:31.058 --> 00:20:33.319 Matt and I have seen on evaluations.

NOTE Confidence: 0.946537961111111

00:20:33.320 --> 00:20:33.900 You know,

NOTE Confidence: 0.946537961111111

00:20:33.900 --> 00:20:35.930 Doctor X spends too much time on

NOTE Confidence: 0.946537961111111

00:20:35.930 --> 00:20:38.118 the computer in the patient room.

NOTE Confidence: 0.946537961111111

00:20:38.120 --> 00:20:41.279 So that's something that one of us might say.

NOTE Confidence: 0.946537961111111

00:20:41.280 --> 00:20:43.480 But how can we frame that observation to

NOTE Confidence: 0.946537961111111

00:20:43.480 --> 00:20:46.476 be a little more productive for the learner?

NOTE Confidence: 0.946537961111111

00:20:46.480 --> 00:20:48.838 So go ahead, Matt, look here.

NOTE Confidence: 0.946537961111111

00:20:48.840 --> 00:20:52.375 So another example might be eye contact

NOTE Confidence: 0.946537961111111

00:20:52.375 --> 00:20:54.480 between the doctor and the patient

NOTE Confidence: 0.946537961111111

00:20:54.480 --> 00:20:56.969 was less than 10% in this encounter.

NOTE Confidence: 0.946537961111111

00:20:56.969 --> 00:20:59.790 So making it again more objective and

NOTE Confidence: 0.946537961111111

00:20:59.869 --> 00:21:02.677 starting to lead into the significance,

NOTE Confidence: 0.946537961111111

00:21:02.680 --> 00:21:06.520 right. Next example, we just have one more.

NOTE Confidence: 0.946537961111111

00:21:06.520 --> 00:21:08.518 This one's a little more positive.

NOTE Confidence: 0.946537961111111

00:21:08.520 --> 00:21:10.720 Doctor X is very knowledgeable,

NOTE Confidence: 0.946537961111111

00:21:10.720 --> 00:21:12.688 but that doesn't really tell Doctor

NOTE Confidence: 0.946537961111111

00:21:12.688 --> 00:21:14.971 X what they're doing well or what

NOTE Confidence: 0.946537961111111

00:21:14.971 --> 00:21:16.488 was actually seen, right?

NOTE Confidence: 0.946537961111111

00:21:16.488 --> 00:21:18.920 So go ahead, Matt.

NOTE Confidence: 0.946537961111111

00:21:18.920 --> 00:21:21.764 So Doctor X routinely performs literature

NOTE Confidence: 0.946537961111111

00:21:21.764 --> 00:21:24.799 searches to develop their knowledge base.

NOTE Confidence: 0.946537961111111

00:21:24.800 --> 00:21:26.704 That gives the learner a little more of

NOTE Confidence: 0.946537961111111

00:21:26.704 --> 00:21:28.757 a sense of exactly what they're doing.

NOTE Confidence: 0.946537961111111

00:21:28.760 --> 00:21:32.438 Well, Next slide.

NOTE Confidence: 0.946537961111111

00:21:32.440 --> 00:21:35.090 So moving on to significance

NOTE Confidence: 0.946537961111111

00:21:35.090 --> 00:21:37.502 the first S and again,

NOTE Confidence: 0.946537961111111

00:21:37.502 --> 00:21:39.968 realizing that our framing as evaluators

NOTE Confidence: 0.946537961111111

00:21:39.968 --> 00:21:42.719 might be different from the learner,

NOTE Confidence: 0.946537961111111

00:21:42.720 --> 00:21:44.444 we might say something like, well,

NOTE Confidence: 0.946537961111111

00:21:44.444 --> 00:21:45.908 they tell me they're reading on

NOTE Confidence: 0.946537961111111

00:21:45.908 --> 00:21:47.592 their patients, but I can't tell.

NOTE Confidence: 0.946537961111111

00:21:47.592 --> 00:21:49.380 And instead if we're going to

NOTE Confidence: 0.946537961111111

00:21:49.446 --> 00:21:51.156 frame that for the learner,

NOTE Confidence: 0.946537961111111

00:21:51.160 --> 00:21:52.880 we might say, you know,

NOTE Confidence: 0.946537961111111

00:21:52.880 --> 00:21:55.502 sharing your learning points from your

NOTE Confidence: 0.946537961111111

00:21:55.502 --> 00:21:58.120 reading increases your team contribution

NOTE Confidence: 0.946537961111111

00:21:58.120 --> 00:22:01.480 and lets you practice your teaching skills.

NOTE Confidence: 0.946537961111111

00:22:01.480 --> 00:22:03.274 So really setting it out in

NOTE Confidence: 0.946537961111111

00:22:03.274 --> 00:22:04.960 quite a different way around,

NOTE Confidence: 0.946537961111111

00:22:04.960 --> 00:22:08.920 you know, learning specifically.

NOTE Confidence: 0.946537961111111

00:22:08.920 --> 00:22:10.680 And then the other example,

NOTE Confidence: 0.946537961111111

00:22:10.680 --> 00:22:13.055 they come late to clinic

NOTE Confidence: 0.946537961111111

00:22:13.055 --> 00:22:14.480 disrupting patient flow.

NOTE Confidence: 0.946537961111111

00:22:14.480 --> 00:22:17.120 So we might spin that one as well

NOTE Confidence: 0.946537961111111

00:22:17.120 --> 00:22:19.796 to how time management is important,

NOTE Confidence: 0.946537961111111

00:22:19.800 --> 00:22:21.960 effective time management maximizes

NOTE Confidence: 0.946537961111111

00:22:21.960 --> 00:22:24.120 learning opportunities in clinic.

NOTE Confidence: 0.963045863846154

00:22:26.400 --> 00:22:29.200 Next slide. So taking a minute to

NOTE Confidence: 0.963045863846154

00:22:29.200 --> 00:22:32.118 think about how we make suggestions,

NOTE Confidence: 0.963045863846154

00:22:32.120 --> 00:22:34.238 I think you'll all recognize these

NOTE Confidence: 0.963045863846154

00:22:34.238 --> 00:22:36.620 as common comments we see for what

NOTE Confidence: 0.963045863846154

00:22:36.620 --> 00:22:38.774 people can do to improve, teach more,

NOTE Confidence: 0.963045863846154

00:22:38.774 --> 00:22:41.063 read more, you know that's kind of

NOTE Confidence: 0.963045863846154

00:22:41.063 --> 00:22:43.311 the most common one ever, right.

NOTE Confidence: 0.963045863846154

00:22:43.311 --> 00:22:46.608 Instead we just want to be more

NOTE Confidence: 0.963045863846154

00:22:46.608 --> 00:22:48.079 specific and learner centered.

NOTE Confidence: 0.963045863846154

00:22:48.079 --> 00:22:51.040 So you know, I'd like to see you

NOTE Confidence: 0.963045863846154

00:22:51.040 --> 00:22:53.000 bring primary literature to rounds

NOTE Confidence: 0.963045863846154

00:22:53.000 --> 00:22:55.156 that is pertinent to how we are

NOTE Confidence: 0.963045863846154

00:22:55.156 --> 00:22:57.113 making our medical decisions, right?

NOTE Confidence: 0.963045863846154

00:22:57.113 --> 00:23:00.290 Or I we can just be much more specific

NOTE Confidence: 0.963045863846154

00:23:00.368 --> 00:23:02.798 about what someone should read,

NOTE Confidence: 0.963045863846154

00:23:02.800 --> 00:23:05.310 you know, some indications for

NOTE Confidence: 0.963045863846154

00:23:05.310 --> 00:23:07.838 diagnostic test or something else.

NOTE Confidence: 0.963045863846154

00:23:07.838 --> 00:23:11.720 So all right, on to the next slide.

NOTE Confidence: 0.963045863846154

00:23:11.720 --> 00:23:14.926 So that's the BOSS model and

NOTE Confidence: 0.963045863846154

00:23:14.926 --> 00:23:16.356 when we're thinking about BOSS,

NOTE Confidence: 0.963045863846154

00:23:16.360 --> 00:23:18.160 you know what are the things

NOTE Confidence: 0.963045863846154

00:23:18.160 --> 00:23:19.360 we want to observe,

NOTE Confidence: 0.963045863846154

00:23:19.360 --> 00:23:21.411 what are the points that we really

NOTE Confidence: 0.963045863846154

00:23:21.411 --> 00:23:23.918 want to make feedback on for learners.

NOTE Confidence: 0.963045863846154

00:23:23.920 --> 00:23:26.899 And I think we just wanted to remind you

NOTE Confidence: 0.963045863846154

00:23:26.899 --> 00:23:29.212 that we do have resources that can guide

NOTE Confidence: 0.963045863846154

00:23:29.212 --> 00:23:32.320 us and how we want to anchor our feedback,

NOTE Confidence: 0.963045863846154

00:23:32.320 --> 00:23:35.720 whether that's written or verbal.

NOTE Confidence: 0.963045863846154

00:23:35.720 --> 00:23:37.862 And just to remember for those of

NOTE Confidence: 0.963045863846154

00:23:37.862 --> 00:23:39.643 us in graduate medical education

NOTE Confidence: 0.963045863846154

00:23:39.643 --> 00:23:41.623 that all the primary specialties

NOTE Confidence: 0.963045863846154

00:23:41.623 --> 00:23:44.066 now and sub specialties all have

NOTE Confidence: 0.963045863846154

00:23:44.066 --> 00:23:46.046 their own milestones as evidenced

NOTE Confidence: 0.963045863846154

00:23:46.046 --> 00:23:48.604 here by a few examples.

NOTE Confidence: 0.963045863846154

00:23:48.604 --> 00:23:51.544 But also on the undergraduate

NOTE Confidence: 0.963045863846154

00:23:51.544 --> 00:23:53.280 medical education side,

NOTE Confidence: 0.963045863846154

00:23:53.280 --> 00:23:56.381 Yale in particular has we now have

NOTE Confidence: 0.963045863846154

00:23:56.381 --> 00:23:59.279 our own educational program objectives

00:23:59.280 --> 00:24:01.540 along with developmental milestones

00:24:01.540 --> 00:24:05.144 that we can reference in order to

00:24:05.144 --> 00:24:07.832 be more specific in our feedback.

00:24:07.840 --> 00:24:08.860 So with that,

00:24:08.860 --> 00:24:11.240 we're going to move on to part

00:24:11.320 --> 00:24:14.104 three and really get down to

00:24:14.104 --> 00:24:15.960 thinking about practicing boss.

00:24:15.960 --> 00:24:17.320 And before the next slide,

00:24:17.320 --> 00:24:19.385 I just want to reiterate what Matt

00:24:19.385 --> 00:24:21.560 had said at the very beginning.

00:24:21.560 --> 00:24:25.240 Our goal here is to have you try on BOSS,

00:24:25.240 --> 00:24:26.872 see how it feels.

00:24:26.872 --> 00:24:30.120 We are going to be providing you with

00:24:30.120 --> 00:24:33.781 little snippets to of comments and then

00:24:33.781 --> 00:24:38.118 asking you to improve on them using BOSS.

00:24:38.120 --> 00:24:40.232 And we're going to have you put your

00:24:40.232 --> 00:24:42.091 comments as you're comfortable into the

00:24:42.091 --> 00:24:44.720 chat after you've worked for a few minutes.

00:24:44.720 --> 00:24:47.080 And we just want to acknowledge that again,

00:24:47.080 --> 00:24:49.678 we're meaningless to be a safe,

00:24:49.680 --> 00:24:50.371 brave,

00:24:50.371 --> 00:24:54.517 low stakes setting where people can,

00:24:54.520 --> 00:24:55.592 you know,

00:24:55.592 --> 00:24:57.200 put out their,

00:24:57.200 --> 00:24:59.188 what they're working on and then we

00:24:59.188 --> 00:25:01.479 can give a little bit of specific

00:25:01.479 --> 00:25:03.194 feedback to the boss model.

00:25:03.200 --> 00:25:05.528 So nothing's going to be perfect

00:25:05.528 --> 00:25:07.945 here and we're just going to

00:25:07.945 --> 00:25:09.915 move forward in that spirit.

00:25:09.920 --> 00:25:11.000 So let's look at

NOTE Confidence: 0.94489358

00:25:11.400 --> 00:25:12.680 Laura before you move on.

NOTE Confidence: 0.94489358

00:25:12.680 --> 00:25:15.696 There's a question in the in the chat

NOTE Confidence: 0.94489358

00:25:15.696 --> 00:25:16.960 that I don't know if you can see it,

NOTE Confidence: 0.94489358

00:25:16.960 --> 00:25:21.078 I can read it. Go ahead, Dana.

NOTE Confidence: 0.94489358

00:25:21.080 --> 00:25:23.530 So Julio writes effective time

NOTE Confidence: 0.94489358

00:25:23.530 --> 00:25:25.490 management versus somebody who's

NOTE Confidence: 0.94489358

00:25:25.490 --> 00:25:27.476 arriving late sounds different to him.

NOTE Confidence: 0.94489358

00:25:27.476 --> 00:25:29.726 He was saying if he was arriving

NOTE Confidence: 0.94489358

00:25:29.726 --> 00:25:31.522 reading that arriving late

NOTE Confidence: 0.94489358

00:25:31.522 --> 00:25:33.318 might speak of professionalism.

NOTE Confidence: 0.94489358

00:25:33.320 --> 00:25:35.280 But time management could be

NOTE Confidence: 0.67294014

00:25:37.600 --> 00:25:39.876 something as takes too long with patience,

NOTE Confidence: 0.67294014

00:25:39.880 --> 00:25:41.360 takes too long writing notes.

NOTE Confidence: 0.67294014

00:25:41.360 --> 00:25:44.120 How do we navigate the line between honest

NOTE Confidence: 0.67294014

00:25:44.120 --> 00:25:45.870 feedback and not minimizing language

NOTE Confidence: 0.67294014

00:25:45.870 --> 00:25:48.198 due to fear of how folks will? Yeah,

NOTE Confidence: 0.46555452

00:25:49.160 --> 00:25:50.400 yeah, that's terrific Leo.

NOTE Confidence: 0.884554278571429

00:25:50.400 --> 00:25:52.000 Thank you. Yeah, Julio,

NOTE Confidence: 0.884554278571429

00:25:52.000 --> 00:25:54.668 I think that's that's really a nice

NOTE Confidence: 0.884554278571429

00:25:54.668 --> 00:25:57.294 comment and actually when I was looking

NOTE Confidence: 0.884554278571429

00:25:57.294 --> 00:25:59.872 at that I was thinking that to some

NOTE Confidence: 0.884554278571429

00:25:59.872 --> 00:26:02.720 extent too it can mean different things.

NOTE Confidence: 0.884554278571429

00:26:02.720 --> 00:26:06.173 I think there are ways though to also

NOTE Confidence: 0.884554278571429

00:26:06.173 --> 00:26:08.785 make learner centered suggestions

NOTE Confidence: 0.884554278571429

00:26:08.785 --> 00:26:11.397 and and create significance.

NOTE Confidence: 0.884554278571429

00:26:11.400 --> 00:26:14.952 You know, as far as things like being

NOTE Confidence: 0.884554278571429

00:26:14.952 --> 00:26:17.760 respectful to the rest of the team.

NOTE Confidence: 0.884554278571429

00:26:17.760 --> 00:26:20.864 I I think at some level it's a

NOTE Confidence: 0.884554278571429

00:26:20.864 --> 00:26:23.140 matter of again being creative and

NOTE Confidence: 0.884554278571429

00:26:23.140 --> 00:26:25.847 thinking a little bit deeply in a

NOTE Confidence: 0.884554278571429

00:26:25.847 --> 00:26:27.797 different direction about what is

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NOTE Confidence: 0.884554278571429

00:26:27.800 --> 00:26:30.208 how we want to help the learner

NOTE Confidence: 0.884554278571429

00:26:30.208 --> 00:26:31.914 understand that their actions

NOTE Confidence: 0.884554278571429

00:26:31.914 --> 00:26:33.717 have different ramifications.

NOTE Confidence: 0.884554278571429

00:26:33.720 --> 00:26:35.040 Matt, I don't know if you

NOTE Confidence: 0.884554278571429

00:26:35.040 --> 00:26:35.920 wanted to add something.

NOTE Confidence: 0.9122133475

00:26:36.280 --> 00:26:37.800 Yeah. I also think in the real world,

NOTE Confidence: 0.9122133475

00:26:37.800 --> 00:26:41.356 I mean, when you do verbal feedback,

NOTE Confidence: 0.9122133475

00:26:41.360 --> 00:26:42.244 often times, you know,

NOTE Confidence: 0.9122133475

00:26:42.244 --> 00:26:44.057 you can tell them what you're observing and

NOTE Confidence: 0.9122133475

00:26:44.057 --> 00:26:46.040 then there can be a dialogue to figure out.

NOTE Confidence: 0.9122133475

00:26:46.040 --> 00:26:47.912 You know, it's often times there's

NOTE Confidence: 0.9122133475

00:26:47.912 --> 00:26:49.160 a differential diagnosis for

NOTE Confidence: 0.9122133475

00:26:49.211 --> 00:26:50.622 problems in the learner, right?

NOTE Confidence: 0.9122133475

00:26:50.622 --> 00:26:51.954 If someone's showing up late first

NOTE Confidence: 0.9122133475

00:26:51.954 --> 00:26:53.496 thing in the morning, I mean,

NOTE Confidence: 0.9122133475

00:26:53.496 --> 00:26:54.984 I think more commonly that speaks

NOTE Confidence: 0.9122133475

00:26:54.984 --> 00:26:56.720 to a professionalism issue.

NOTE Confidence: 0.9122133475

00:26:56.720 --> 00:26:58.230 But if they're showing up

NOTE Confidence: 0.9122133475

00:26:58.230 --> 00:26:59.438 late to afternoon clinic,

NOTE Confidence: 0.9122133475

00:26:59.440 --> 00:27:02.392 I mean it could be that they're you know

NOTE Confidence: 0.9122133475

00:27:02.400 --> 00:27:04.206 something from the morning they're doing

NOTE Confidence: 0.9122133475

00:27:04.206 --> 00:27:05.840 something that's spilling over too long,

NOTE Confidence: 0.9122133475

00:27:05.840 --> 00:27:06.974 their inefficiencies there.

NOTE Confidence: 0.9122133475

00:27:06.974 --> 00:27:10.086 So I do think that before you write

NOTE Confidence: 0.9122133475

00:27:10.086 --> 00:27:11.848 something you know evaluative about

NOTE Confidence: 0.9122133475

00:27:11.848 --> 00:27:13.552 somebody you want to have that

NOTE Confidence: 0.9122133475

00:27:13.552 --> 00:27:15.082 discussion we talked about where

NOTE Confidence: 0.9122133475

00:27:15.082 --> 00:27:16.597 you're saying I'm observing this,

NOTE Confidence: 0.9122133475

00:27:16.600 --> 00:27:18.196 what do you think is going on?

NOTE Confidence: 0.9122133475

00:27:18.200 --> 00:27:20.306 And then it gives them a chance to explain

NOTE Confidence: 0.9122133475

00:27:20.306 --> 00:27:22.673 and self assess what they think the issue is.

NOTE Confidence: 0.9122133475

00:27:22.680 --> 00:27:23.880 And I think work together.

NOTE Confidence: 0.9122133475

00:27:23.880 --> 00:27:24.759 So I agree.

NOTE Confidence: 0.9122133475

00:27:24.759 --> 00:27:26.517 I mean I think you can.

NOTE Confidence: 0.9122133475

00:27:26.520 --> 00:27:28.760 And as we move into this exercise,

NOTE Confidence: 0.9122133475

00:27:28.760 --> 00:27:31.185 we're going to actually encourage

NOTE Confidence: 0.9122133475

00:27:31.185 --> 00:27:33.775 you to take these little props or

NOTE Confidence: 0.9122133475

00:27:33.775 --> 00:27:35.390 stimuli in different directions and

NOTE Confidence: 0.9122133475

00:27:35.448 --> 00:27:37.198 be creative with it because a lot

NOTE Confidence: 0.9122133475

00:27:37.198 --> 00:27:39.297 of times there can be many different

NOTE Confidence: 0.9122133475

00:27:39.297 --> 00:27:41.235 reasons why you're observing a behavior.

NOTE Confidence: 0.9122133475

00:27:41.240 --> 00:27:42.080 That's a great point.

NOTE Confidence: 0.974005513333334

00:27:43.160 --> 00:27:44.732 Yeah, I would agree.

NOTE Confidence: 0.974005513333334

00:27:44.732 --> 00:27:47.302 I think in that situation,

NOTE Confidence: 0.974005513333334

00:27:47.302 --> 00:27:49.678 a verbal feedback opportunity

NOTE Confidence: 0.974005513333334

00:27:49.680 --> 00:27:52.530 would would be really helpful

NOTE Confidence: 0.974005513333334

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00:27:52.530 --> 00:27:54.980 to explore more before

NOTE Confidence: 0.974005513333334

00:27:54.980 --> 00:27:58.680 providing that kind of framing.

NOTE Confidence: 0.974005513333334

00:27:58.680 --> 00:27:59.925 All right, Matt.

NOTE Confidence: 0.974005513333334

00:27:59.925 --> 00:28:02.000 So the first writing exercises,

NOTE Confidence: 0.974005513333334

00:28:02.000 --> 00:28:04.160 we're calling it Boss it

NOTE Confidence: 0.974005513333334

00:28:04.160 --> 00:28:06.440 just to sort of think about,

NOTE Confidence: 0.8568595225

00:28:08.560 --> 00:28:10.960 you know, being kind of funny about it,

NOTE Confidence: 0.8568595225

00:28:10.960 --> 00:28:14.019 tongue in cheek, but also thinking about

NOTE Confidence: 0.8568595225

00:28:14.019 --> 00:28:16.560 maybe Bruce Springsteen or whoever, right.

NOTE Confidence: 0.919522731666667

00:28:18.720 --> 00:28:20.196 But we're giving you a prompt.

NOTE Confidence: 0.919522731666667

00:28:20.200 --> 00:28:21.264 So in this case,

NOTE Confidence: 0.919522731666667

00:28:21.264 --> 00:28:23.725 one we've seen a lot as well as

NOTE Confidence: 0.919522731666667

00:28:23.725 --> 00:28:26.119 documentation needs to be more thorough.

NOTE Confidence: 0.919522731666667

00:28:26.120 --> 00:28:29.060 And we're gonna ask you to be

NOTE Confidence: 0.919522731666667

00:28:29.060 --> 00:28:31.106 creative and create some details

NOTE Confidence: 0.919522731666667

00:28:31.106 --> 00:28:33.464 maybe from your own experience that

NOTE Confidence: 0.919522731666667

00:28:33.464 --> 00:28:36.157 might fit just to practice the model.

NOTE Confidence: 0.919522731666667

00:28:36.160 --> 00:28:39.160 And so here we have an example where we said,

NOTE Confidence: 0.919522731666667

00:28:39.160 --> 00:28:41.722 you know I observed multiple times that

NOTE Confidence: 0.919522731666667

00:28:41.722 --> 00:28:44.020 Doctor Zee obtained history of present

NOTE Confidence: 0.919522731666667

00:28:44.020 --> 00:28:46.288 illness details at the bedside that

NOTE Confidence: 0.919522731666667

00:28:46.288 --> 00:28:48.597 didn't make it into their chart notes

NOTE Confidence: 0.919522731666667

00:28:48.600 --> 00:28:52.520 and obviously that's the observation.

NOTE Confidence: 0.919522731666667

00:28:52.520 --> 00:28:54.855 These were important to include

NOTE Confidence: 0.919522731666667

00:28:54.855 --> 00:28:57.190 as they provided the rationale

NOTE Confidence: 0.919522731666667

00:28:57.268 --> 00:28:59.680 to focus our diagnostic work up.

NOTE Confidence: 0.919522731666667

00:28:59.680 --> 00:29:02.080 So that gets at the significance

NOTE Confidence: 0.919522731666667

00:29:02.080 --> 00:29:04.656 and as we discussed Doctor Z may

NOTE Confidence: 0.919522731666667

00:29:04.656 --> 00:29:06.594 benefit from taking written notes

NOTE Confidence: 0.919522731666667

00:29:06.594 --> 00:29:08.874 at the bedside for their HPI.

NOTE Confidence: 0.919522731666667

00:29:08.880 --> 00:29:11.348 So one suggestion with

NOTE Confidence: 0.919522731666667

00:29:11.348 --> 00:29:13.199 some specificity there.

NOTE Confidence: 0.919522731666667

00:29:13.200 --> 00:29:13.920 So again,

NOTE Confidence: 0.919522731666667

00:29:13.920 --> 00:29:16.500 this is just playing around a little bit

NOTE Confidence: 0.919522731666667

00:29:16.500 --> 00:29:18.894 trying to see how this works for us.

NOTE Confidence: 0.919522731666667

00:29:18.894 --> 00:29:21.721 So we're gonna go on to the next slide

NOTE Confidence: 0.919522731666667

00:29:21.721 --> 00:29:24.760 and put up a couple prompts for you all.

NOTE Confidence: 0.919522731666667

00:29:24.760 --> 00:29:26.720 We put up two here,

NOTE Confidence: 0.919522731666667

00:29:26.720 --> 00:29:28.770 and we're gonna ask you to each

NOTE Confidence: 0.919522731666667

00:29:28.770 --> 00:29:30.520 of you to pick one of them,

NOTE Confidence: 0.919522731666667

00:29:30.520 --> 00:29:33.439 whichever 1 resonates a little bit more.

NOTE Confidence: 0.919522731666667

00:29:33.440 --> 00:29:37.288 And take about 3 minutes or so to try

NOTE Confidence: 0.919522731666667

00:29:37.288 --> 00:29:40.667 to work with this and write a specific

NOTE Confidence: 0.919522731666667

00:29:40.667 --> 00:29:43.997 behavior that you might have observed.

NOTE Confidence: 0.919522731666667

00:29:44.000 --> 00:29:47.108 Try to bring in some element of

NOTE Confidence: 0.919522731666667

00:29:47.108 --> 00:29:49.479 significance to motivate the learner,

NOTE Confidence: 0.919522731666667

00:29:49.480 --> 00:29:51.559 and then come up with a plan.

NOTE Confidence: 0.919522731666667

00:29:51.560 --> 00:29:54.200 And again, just be creative.

NOTE Confidence: 0.681745025

00:29:58.280 --> 00:30:01.508 And obviously folks are going to

NOTE Confidence: 0.681745025

00:30:01.508 --> 00:30:02.593 be working at different speeds,

NOTE Confidence: 0.681745025

00:30:02.600 --> 00:30:05.360 so we encourage anyone who's comfortable

NOTE Confidence: 0.681745025

00:30:05.360 --> 00:30:07.186 to just drop their writing, exercise

NOTE Confidence: 0.681745025

00:30:07.186 --> 00:30:10.274 in right into the chat and hit submit.

NOTE Confidence: 0.681745025

00:30:10.280 --> 00:30:11.936 And that way as some other people are

NOTE Confidence: 0.681745025

00:30:11.936 --> 00:30:13.437 finishing up during the three minutes,

NOTE Confidence: 0.681745025

00:30:13.440 --> 00:30:15.000 we can start to give.

NOTE Confidence: 0.681745025

00:30:15.000 --> 00:30:16.554 Because one of our goals here today

NOTE Confidence: 0.681745025

00:30:16.554 --> 00:30:18.357 is like not only to have you right,

NOTE Confidence: 0.681745025

00:30:18.360 --> 00:30:21.328 but to also have us give you some

NOTE Confidence: 0.681745025

00:30:21.328 --> 00:30:23.550 feedback about how we can, you know,

NOTE Confidence: 0.681745025

00:30:23.550 --> 00:30:25.475 get you using the the boss model.

NOTE Confidence: 0.681745025

00:30:25.480 --> 00:30:29.600 So encourage people to, you know,

NOTE Confidence: 0.681745025

00:30:29.600 --> 00:30:30.860 hit submit and there's going

NOTE Confidence: 0.681745025

00:30:30.860 --> 00:30:32.120 to be no judgement here.

NOTE Confidence: 0.681745025

00:30:32.120 --> 00:30:35.172 This is all for personal growth

NOTE Confidence: 0.681745025

00:30:35.172 --> 00:30:38.479 and this is a judgement free zone.

NOTE Confidence: 0.966022047857143

00:31:00.120 --> 00:31:02.128 Just let us know if you have any

NOTE Confidence: 0.966022047857143

00:31:02.128 --> 00:31:03.519 questions along the way as well.

NOTE Confidence: 0.8065487

00:32:42.800 --> 00:32:44.120 Oh thank you Julio.

NOTE Confidence: 0.780949418333333

00:32:48.680 --> 00:32:51.360 You want to take that one, Matt? Sure.

NOTE Confidence: 0.7860793575

00:32:51.960 --> 00:32:54.040 So Julio started out with I observed Dr.

NOTE Confidence: 0.7860793575

00:32:54.040 --> 00:32:56.065 Z checking on their phone

NOTE Confidence: 0.7860793575

00:32:56.065 --> 00:32:58.080 frequently during rounds to perfect

NOTE Confidence: 0.52263099

00:33:00.320 --> 00:33:03.681 non judgmental observation.

NOTE Confidence: 0.52263099

00:33:03.681 --> 00:33:06.486 This led to distraction and

NOTE Confidence: 0.52263099

00:33:06.486 --> 00:33:09.400 orders not being correctly placed.

NOTE Confidence: 0.52263099

00:33:09.400 --> 00:33:11.160 Doctor Z explained he's

NOTE Confidence: 0.52263099

00:33:11.160 --> 00:33:12.480 having family problems.

NOTE Confidence: 0.52263099

00:33:12.480 --> 00:33:14.532 I suggested them to be forthcoming

NOTE Confidence: 0.52263099

00:33:14.532 --> 00:33:16.546 about these situations so we can

NOTE Confidence: 0.52263099

00:33:16.546 --> 00:33:18.583 allocate and protect their time to take

NOTE Confidence: 0.52263099

00:33:18.583 --> 00:33:20.844 care of emergent home situations and

NOTE Confidence: 0.52263099

00:33:20.844 --> 00:33:22.754 while also protecting patient care.

NOTE Confidence: 0.52263099

00:33:22.760 --> 00:33:24.132 Yeah, so this is,

NOTE Confidence: 0.52263099

00:33:24.132 --> 00:33:26.190 this is a really common situation

NOTE Confidence: 0.52263099

00:33:26.263 --> 00:33:28.762 that when we see people start to

NOTE Confidence: 0.52263099

00:33:28.762 --> 00:33:31.062 kind of underperform from a baseline

NOTE Confidence: 0.52263099

00:33:31.062 --> 00:33:32.997 of a higher performance level,

NOTE Confidence: 0.52263099

00:33:33.000 --> 00:33:35.512 a lot of times it's acute life stressors

NOTE Confidence: 0.52263099

00:33:35.512 --> 00:33:37.384 that are causing the decompensation.

NOTE Confidence: 0.52263099

00:33:37.384 --> 00:33:40.720 This is a great usage of the boss model.

NOTE Confidence: 0.52263099

00:33:40.720 --> 00:33:41.824 Julio, again,

NOTE Confidence: 0.52263099

00:33:41.824 --> 00:33:45.532 I think that you know for this

NOTE Confidence: 0.52263099

00:33:45.532 --> 00:33:46.558 particular situation,

NOTE Confidence: 0.52263099

00:33:46.560 --> 00:33:48.675 you know we probably wouldn't

NOTE Confidence: 0.52263099

00:33:48.675 --> 00:33:51.880 in like a Med hub evaluation,

NOTE Confidence: 0.52263099

00:33:51.880 --> 00:33:54.300 you know create written feedback

NOTE Confidence: 0.52263099

00:33:54.300 --> 00:33:55.752 that's specifically talking

NOTE Confidence: 0.52263099

00:33:55.752 --> 00:33:58.439 about someone's family problems.

NOTE Confidence: 0.52263099

00:33:58.439 --> 00:34:01.633 But you definitely you did exactly

NOTE Confidence: 0.52263099

00:34:01.633 --> 00:34:03.619 what we were looking for and

NOTE Confidence: 0.52263099

00:34:03.619 --> 00:34:05.346 this is the exact formatting.

NOTE Confidence: 0.52263099

00:34:05.346 --> 00:34:07.876 So kudos and definitely always

NOTE Confidence: 0.52263099

00:34:07.876 --> 00:34:10.920 thinking first like burnout depression.

NOTE Confidence: 0.52263099

00:34:10.920 --> 00:34:13.960 A sick family member.

NOTE Confidence: 0.52263099

00:34:13.960 --> 00:34:14.280 I'm glad

NOTE Confidence: 0.752197411428571

00:34:14.320 --> 00:34:15.398 I called you. Give me a second.

NOTE Confidence: 0.55270857

00:34:16.600 --> 00:34:18.520 These are always the be asking about you.

NOTE Confidence: 0.562634795

00:34:21.640 --> 00:34:25.576 All right. I see Michael

NOTE Confidence: 0.562634795

00:34:25.576 --> 00:34:28.048 Green wrote wrote an example.

NOTE Confidence: 0.562634795

00:34:28.048 --> 00:34:30.660 Let's see. Julio wrote something.

NOTE Confidence: 0.562634795

00:34:30.660 --> 00:34:32.520 Yeah, Julio's writing.

NOTE Confidence: 0.562634795

00:34:32.520 --> 00:34:33.970 I was thinking verbal makes

NOTE Confidence: 0.562634795

00:34:33.970 --> 00:34:35.880 sense not to include in Meadow.

NOTE Confidence: 0.647906661111111

00:34:36.320 --> 00:34:38.876 Yeah, I think that that is a a great,

NOTE Confidence: 0.647906661111111

00:34:38.880 --> 00:34:41.382 you know, using this great verbal

NOTE Confidence: 0.647906661111111

00:34:41.382 --> 00:34:43.480 feedback. It's perfect. Yeah.

NOTE Confidence: 0.927287735

00:34:43.600 --> 00:34:45.934 And I think what you're highlighting

NOTE Confidence: 0.927287735

00:34:45.934 --> 00:34:48.281 is that these principles can overlap

NOTE Confidence: 0.927287735

00:34:48.281 --> 00:34:50.435 into our verbal feedback as well.

NOTE Confidence: 0.927287735

00:34:50.440 --> 00:34:54.708 You know, the desire to try to be not

NOTE Confidence: 0.927287735

00:34:54.708 --> 00:34:57.450 judgmental in the way that we're framing

NOTE Confidence: 0.927287735

00:34:57.450 --> 00:35:00.520 things and also that specificity for

NOTE Confidence: 0.927287735

00:35:00.520 --> 00:35:02.920 the suggestions and the significance.

NOTE Confidence: 0.927287735

00:35:02.920 --> 00:35:06.600 So awesome Michael Green route.

NOTE Confidence: 0.927287735

00:35:06.600 --> 00:35:09.320 Reviewing their notes and presentations.

NOTE Confidence: 0.927287735

00:35:09.320 --> 00:35:11.356 Important diagnosis were missing.

NOTE Confidence: 0.927287735

00:35:11.356 --> 00:35:14.410 This could lead to missed opportunities

NOTE Confidence: 0.927287735

00:35:14.487 --> 00:35:16.997 for further evaluation or treatment.

NOTE Confidence: 0.955751823333333

00:35:19.200 --> 00:35:22.020 Perhaps begin with illness script

NOTE Confidence: 0.955751823333333

00:35:22.020 --> 00:35:24.276 to expand diagnosis possibilities.

NOTE Confidence: 0.9705561

00:35:26.320 --> 00:35:29.284 So I like that reviewing their

NOTE Confidence: 0.9705561

00:35:29.284 --> 00:35:31.394 notes is is that observation.

NOTE Confidence: 0.954822282857143

00:35:34.200 --> 00:35:36.720 I suppose it could be helpful to,

NOTE Confidence: 0.954822282857143

00:35:36.720 --> 00:35:39.732 you know in a certain instance

NOTE Confidence: 0.954822282857143

00:35:39.732 --> 00:35:42.768 give an example of a specific thing

NOTE Confidence: 0.954822282857143

00:35:42.768 --> 00:35:44.678 that was discussed between them,

NOTE Confidence: 0.954822282857143

00:35:44.680 --> 00:35:49.558 maybe during the rotation I'm presuming,

NOTE Confidence: 0.954822282857143

00:35:49.560 --> 00:35:51.400 but the significance is great.

NOTE Confidence: 0.954822282857143

00:35:51.400 --> 00:35:53.776 This could lead to missed opportunities

NOTE Confidence: 0.954822282857143

00:35:53.776 --> 00:35:56.040 for further evaluation or treatment.

NOTE Confidence: 0.954822282857143

00:35:56.040 --> 00:35:58.710 And then like the suggestion of

NOTE Confidence: 0.954822282857143

00:35:58.710 --> 00:36:01.120 beginning with an illness script,

NOTE Confidence: 0.954822282857143

00:36:01.120 --> 00:36:03.584 we would just need to make sure the

NOTE Confidence: 0.954822282857143

00:36:03.584 --> 00:36:05.643 learner knows what that terminology

NOTE Confidence: 0.954822282857143

00:36:05.643 --> 00:36:07.475 is referring to specifically.

NOTE Confidence: 0.954822282857143

00:36:07.480 --> 00:36:08.280 Probably.

NOTE Confidence: 0.953677744285714

00:36:10.440 --> 00:36:12.519 Thanks, Michael, for putting that in there.

NOTE Confidence: 0.922813457142857

00:36:15.240 --> 00:36:17.125 Looks like we have one

NOTE Confidence: 0.922813457142857

00:36:17.125 --> 00:36:18.320 from Kirsten. Matt, Yeah,

NOTE Confidence: 0.808616622857143

00:36:18.680 --> 00:36:20.157 I can. I can go through Kirsten.

NOTE Confidence: 0.808616622857143

00:36:20.160 --> 00:36:22.421 So, Kirsten said, I observe student aid

NOTE Confidence: 0.808616622857143

00:36:22.421 --> 00:36:25.113 looking at their phone several times during

NOTE Confidence: 0.808616622857143

00:36:25.113 --> 00:36:27.193 psych consultations with new patients.

NOTE Confidence: 0.808616622857143

00:36:27.200 --> 00:36:28.052 Though the student was

NOTE Confidence: 0.808616622857143

00:36:28.052 --> 00:36:29.117 sometimes in the observer role,

NOTE Confidence: 0.808616622857143

00:36:29.120 --> 00:36:30.492 this still may signal to the patient

NOTE Confidence: 0.808616622857143

00:36:30.492 --> 00:36:31.762 a lack of attention or empathy

NOTE Confidence: 0.808616622857143

00:36:31.762 --> 00:36:33.040 on the part of the team,

NOTE Confidence: 0.808616622857143

00:36:33.040 --> 00:36:35.240 and may erode patient trust.

NOTE Confidence: 0.808616622857143

00:36:35.240 --> 00:36:37.008 And it can also cause this student to

NOTE Confidence: 0.808616622857143

00:36:37.008 --> 00:36:38.760 miss key information Going forward,

NOTE Confidence: 0.808616622857143

00:36:38.760 --> 00:36:41.728 it might help student aid to limit

NOTE Confidence: 0.808616622857143

00:36:41.728 --> 00:36:44.680 cell phone usage to before or after

NOTE Confidence: 0.808616622857143

00:36:44.680 --> 00:36:47.084 sorry limit usage to also usage to

NOTE Confidence: 0.808616622857143

00:36:47.084 --> 00:36:49.539 before and after visits in order to

NOTE Confidence: 0.808616622857143

00:36:49.539 --> 00:36:51.639 ensure full attention on the patient.

NOTE Confidence: 0.808616622857143

00:36:51.640 --> 00:36:53.398 If urgent personal issues are present,

NOTE Confidence: 0.808616622857143

00:36:53.400 --> 00:36:55.550 the student is encouraged to

NOTE Confidence: 0.808616622857143

00:36:55.550 --> 00:36:56.840 briefly excuse themselves.

NOTE Confidence: 0.808616622857143

00:36:56.840 --> 00:36:58.568 This is fantastic, Kirsten.

NOTE Confidence: 0.808616622857143

00:36:58.568 --> 00:37:00.728 So you're saying you observe

NOTE Confidence: 0.808616622857143

00:37:00.728 --> 00:37:03.279 them looking at the cell phone

NOTE Confidence: 0.808616622857143

00:37:03.279 --> 00:37:04.915 during new patient visits.

NOTE Confidence: 0.808616622857143

00:37:04.920 --> 00:37:07.482 The significance is this kind of

NOTE Confidence: 0.808616622857143

00:37:07.482 --> 00:37:10.558 erosion of trust and lack of empathy.

NOTE Confidence: 0.808616622857143

00:37:10.560 --> 00:37:13.921 And it's you know kind of giving a a

NOTE Confidence: 0.808616622857143

00:37:13.921 --> 00:37:16.728 place for both like you know appropriate

NOTE Confidence: 0.808616622857143

00:37:16.728 --> 00:37:19.250 cell phone usage before and after

NOTE Confidence: 0.808616622857143

00:37:19.250 --> 00:37:22.162 the visit and then if something is

NOTE Confidence: 0.808616622857143

00:37:22.162 --> 00:37:23.958 truly timely to excuse themselves

NOTE Confidence: 0.808616622857143

00:37:23.958 --> 00:37:25.688 and acknowledge that they're they

NOTE Confidence: 0.808616622857143

00:37:25.688 --> 00:37:27.918 have a true crisis on their hand.

NOTE Confidence: 0.808616622857143

00:37:27.920 --> 00:37:28.958 Dana did you have a comment.

NOTE Confidence: 0.833442464

00:37:29.560 --> 00:37:30.400 Well, I was just gonna

NOTE Confidence: 0.853594586363637

00:37:30.400 --> 00:37:31.576 make sure that people that I

NOTE Confidence: 0.853594586363637

00:37:31.576 --> 00:37:32.600 think most people do know,

NOTE Confidence: 0.853594586363637

00:37:32.600 --> 00:37:36.368 but some might be thinking with respect

NOTE Confidence: 0.853594586363637

00:37:36.368 --> 00:37:38.552 to summative evaluations and if some

NOTE Confidence: 0.853594586363637

00:37:38.552 --> 00:37:41.061 of these are on summative clerkship

NOTE Confidence: 0.853594586363637

00:37:41.061 --> 00:37:44.170 evaluations or medical evaluations for

NOTE Confidence: 0.853594586363637

00:37:44.170 --> 00:37:47.960 residents that's that's not going to.

NOTE Confidence: 0.853594586363637

00:37:47.960 --> 00:37:49.760 They might worry about how that

NOTE Confidence: 0.853594586363637

00:37:49.760 --> 00:37:52.360 looks to in the Dean's letter or

NOTE Confidence: 0.853594586363637

00:37:52.360 --> 00:37:53.848 odd letters of recommendation.

NOTE Confidence: 0.853594586363637

00:37:53.848 --> 00:37:56.546 But you know there are these separate

NOTE Confidence: 0.853594586363637

00:37:56.546 --> 00:37:58.958 spots in the Med student evaluations

NOTE Confidence: 0.853594586363637

00:37:58.958 --> 00:38:00.735 where you can put the corrective

NOTE Confidence: 0.853594586363637

00:38:00.735 --> 00:38:01.835 and the reinforcing feedback.

NOTE Confidence: 0.853594586363637

00:38:01.840 --> 00:38:05.612 So this is such an important thing to not

NOTE Confidence: 0.853594586363637

00:38:05.612 --> 00:38:07.556 lose in documentation for the students.

NOTE Confidence: 0.853594586363637

00:38:07.560 --> 00:38:09.368 But and there is a spot for this

NOTE Confidence: 0.853594586363637

00:38:09.368 --> 00:38:11.238 that won't go into the Dean's letter.

NOTE Confidence: 0.853594586363637

00:38:11.240 --> 00:38:13.720 So people do recognize that

NOTE Confidence: 0.752834248

00:38:14.120 --> 00:38:15.960 for the students in particular.

NOTE Confidence: 0.752834248

00:38:15.960 --> 00:38:20.352 Yeah, yeah, yeah. I'll say I mean I love,

NOTE Confidence: 0.752834248

00:38:20.360 --> 00:38:22.665 I understands example because it

NOTE Confidence: 0.752834248

00:38:22.665 --> 00:38:24.970 goes into that professionalism realm

NOTE Confidence: 0.752834248

00:38:25.039 --> 00:38:27.124 and you know frames it in terms

NOTE Confidence: 0.752834248

00:38:27.124 --> 00:38:29.050 of the effects that this might

NOTE Confidence: 0.752834248

00:38:29.050 --> 00:38:31.080 have on patients and losing trust.

NOTE Confidence: 0.752834248

00:38:31.080 --> 00:38:34.160 And I think it's important to see that

NOTE Confidence: 0.752834248

00:38:34.160 --> 00:38:36.560 it's possible to frame it that way.

NOTE Confidence: 0.752834248

00:38:36.560 --> 00:38:41.675 And in my own experience on the CCC,

NOTE Confidence: 0.752834248

00:38:41.680 --> 00:38:43.790 one of my colleagues attended

NOTE Confidence: 0.752834248

00:38:43.790 --> 00:38:45.478 this workshop last year,

NOTE Confidence: 0.752834248

00:38:45.480 --> 00:38:47.888 I think and has actually been using

NOTE Confidence: 0.752834248

00:38:47.888 --> 00:38:50.718 the BOSS model now and most of the

NOTE Confidence: 0.752834248

00:38:50.718 --> 00:38:52.438 written feedback and it's been

NOTE Confidence: 0.752834248

00:38:52.515 --> 00:38:55.119 interesting on the CCC side to see

NOTE Confidence: 0.752834248

00:38:55.119 --> 00:38:57.815 that coming through and really it's

NOTE Confidence: 0.752834248

00:38:57.815 --> 00:39:00.730 it's been really helpful, I would say.

NOTE Confidence: 0.752834248

00:39:00.730 --> 00:39:01.000 So

NOTE Confidence: 0.74839228625

00:39:02.480 --> 00:39:04.640 I also want to mirror what Dana said.

NOTE Confidence: 0.74839228625

00:39:04.640 --> 00:39:06.190 The same is true for

NOTE Confidence: 0.74839228625

00:39:06.190 --> 00:39:07.120 graduate medical education.

NOTE Confidence: 0.74839228625

00:39:07.120 --> 00:39:10.469 I mean when we are providing letters

NOTE Confidence: 0.74839228625

00:39:10.469 --> 00:39:11.841 of recommendation for fellowship

NOTE Confidence: 0.74839228625

00:39:11.841 --> 00:39:14.450 or when you know I know for a fact

NOTE Confidence: 0.74839228625

00:39:14.450 --> 00:39:15.805 when Mark Siegel's writing his

NOTE Confidence: 0.74839228625

00:39:15.805 --> 00:39:17.600 letters like they're consciously

NOTE Confidence: 0.74839228625

00:39:17.600 --> 00:39:20.080 omitting the constructive feedback.

NOTE Confidence: 0.74839228625

00:39:20.080 --> 00:39:23.400 They're not gonna they're you're

NOTE Confidence: 0.74839228625

00:39:23.400 --> 00:39:24.980 consciously leaving that out with

NOTE Confidence: 0.74839228625

00:39:24.980 --> 00:39:26.560 creating the the letter recommendation.

NOTE Confidence: 0.74839228625

00:39:26.560 --> 00:39:29.120 So we we, we know enough that we're

NOTE Confidence: 0.74839228625

00:39:29.120 --> 00:39:31.420 going to select the reinforcing

NOTE Confidence: 0.74839228625

00:39:31.420 --> 00:39:33.260 positive feedback and that

NOTE Confidence: 0.74839228625

00:39:33.260 --> 00:39:34.440 really the constructive feedback

NOTE Confidence: 0.74839228625

00:39:34.440 --> 00:39:35.640 is for the learners growth.

NOTE Confidence: 0.74839228625

00:39:35.640 --> 00:39:38.340 Everybody has strengths and weaknesses

NOTE Confidence: 0.74839228625

00:39:38.340 --> 00:39:40.866 and if we're not giving our learners

NOTE Confidence: 0.74839228625

00:39:40.866 --> 00:39:42.544 constructive feedback then we're not

NOTE Confidence: 0.74839228625

00:39:42.544 --> 00:39:44.344 allowing them to become the best

NOTE Confidence: 0.74839228625

00:39:44.344 --> 00:39:45.759 versions of themselves they can,

NOTE Confidence: 0.74839228625

00:39:45.760 --> 00:39:46.519 they can become.

NOTE Confidence: 0.836555232

00:39:49.480 --> 00:39:50.840 I was just looking ahead.

NOTE Confidence: 0.836555232

00:39:50.840 --> 00:39:54.291 I wonder, it looks like people are

NOTE Confidence: 0.836555232

00:39:54.291 --> 00:39:57.790 really getting the hang of the the

NOTE Confidence: 0.836555232

00:39:57.790 --> 00:40:01.600 BOSS components and doing a really.

NOTE Confidence: 0.836555232

00:40:01.600 --> 00:40:03.770 Lovely job with that. I wonder, Matt,

NOTE Confidence: 0.836555232

00:40:03.770 --> 00:40:06.090 if maybe we might move on to the

NOTE Confidence: 0.836555232

00:40:06.090 --> 00:40:08.475 next exercise just to switch it up.

NOTE Confidence: 0.836555232

00:40:08.480 --> 00:40:09.120 What do you think?

NOTE Confidence: 0.4813842

00:40:09.640 --> 00:40:10.480 Yeah, I know that sounds.

NOTE Confidence: 0.4813842

00:40:10.480 --> 00:40:13.198 I mean, I'm just skimming Andre's

NOTE Confidence: 0.4813842

00:40:13.198 --> 00:40:16.000 and it looks, it looks really great.

NOTE Confidence: 0.91003187

00:40:16.480 --> 00:40:20.560 Yeah. He did a similar similarly. Nice job

NOTE Confidence: 0.91003187

00:40:20.560 --> 00:40:22.760 of really highlighting the significance.

NOTE Confidence: 0.698003453333333

00:40:26.800 --> 00:40:31.760 All right. So in this last

NOTE Confidence: 0.698003453333333

00:40:31.760 --> 00:40:33.520 written exercise for you,

NOTE Confidence: 0.698003453333333

00:40:33.520 --> 00:40:34.984 we're going to kind of give you a

NOTE Confidence: 0.698003453333333

00:40:34.984 --> 00:40:36.359 little bit of a narrative here and

NOTE Confidence: 0.698003453333333

00:40:36.359 --> 00:40:37.820 then you can take this in whatever

NOTE Confidence: 0.698003453333333

00:40:37.820 --> 00:40:39.194 direction you want to take this.

NOTE Confidence: 0.698003453333333

00:40:39.200 --> 00:40:40.496 There could be,

NOTE Confidence: 0.698003453333333

00:40:40.496 --> 00:40:42.656 there is a differential diagnosis

NOTE Confidence: 0.698003453333333

00:40:42.656 --> 00:40:44.725 for what has been observed here and

NOTE Confidence: 0.698003453333333

00:40:44.725 --> 00:40:46.439 whatever direction you want to take it in.

NOTE Confidence: 0.698003453333333

00:40:46.440 --> 00:40:47.078 That's fine.

NOTE Confidence: 0.698003453333333

00:40:47.078 --> 00:40:48.673 So you provided final verbal

NOTE Confidence: 0.698003453333333

00:40:48.673 --> 00:40:50.618 feedback to an intern you've worked

NOTE Confidence: 0.698003453333333

00:40:50.618 --> 00:40:52.478 with for the last two weeks.

NOTE Confidence: 0.698003453333333

00:40:52.480 --> 00:40:55.480 In the fall, strengths were highlighted.

NOTE Confidence: 0.698003453333333

00:40:55.480 --> 00:40:57.196 You expressed you expressed some concern,

NOTE Confidence: 0.698003453333333

00:40:57.200 --> 00:40:58.355 however, though that they seemed

NOTE Confidence: 0.698003453333333

00:40:58.355 --> 00:40:59.812 to be putting in much longer

NOTE Confidence: 0.698003453333333

00:40:59.812 --> 00:41:00.840 hours than their peers,

NOTE Confidence: 0.698003453333333

00:41:00.840 --> 00:41:02.916 finishing notes late in the evenings,

NOTE Confidence: 0.698003453333333

00:41:02.920 --> 00:41:04.438 and making very late in the

NOTE Confidence: 0.698003453333333

00:41:04.438 --> 00:41:06.000 day phone calls to families.

NOTE Confidence: 0.698003453333333

00:41:06.000 --> 00:41:07.516 They were frequently yawning

NOTE Confidence: 0.698003453333333

00:41:07.516 --> 00:41:09.411 during rounds and falling asleep

NOTE Confidence: 0.698003453333333

00:41:09.411 --> 00:41:10.799 during midday didactics.

NOTE Confidence: 0.698003453333333

00:41:10.800 --> 00:41:12.960 So we want you to do the exact

NOTE Confidence: 0.698003453333333

00:41:12.960 --> 00:41:15.078 same thing with this last example,

NOTE Confidence: 0.698003453333333

00:41:15.080 --> 00:41:17.632 and you can preface it that you had

NOTE Confidence: 0.698003453333333

00:41:17.632 --> 00:41:19.829 a verbal discussion with this and

NOTE Confidence: 0.698003453333333

00:41:19.829 --> 00:41:22.516 then you kind of kind of maybe got

NOTE Confidence: 0.698003453333333

00:41:22.516 --> 00:41:24.011 different aspects of a differential

NOTE Confidence: 0.698003453333333

00:41:24.011 --> 00:41:25.365 diagnosis that came forward what

NOTE Confidence: 0.698003453333333

00:41:25.365 --> 00:41:26.871 was going on with the learner.

NOTE Confidence: 0.938523686

00:41:30.280 --> 00:41:31.200 I could prompt you here,

NOTE Confidence: 0.938523686

00:41:31.200 --> 00:41:32.334 but I think you guys are are

NOTE Confidence: 0.938523686

00:41:32.334 --> 00:41:33.718 going to do great creative stuff.

NOTE Confidence: 0.938523686

00:41:33.720 --> 00:41:36.000 So we'll give you a couple

NOTE Confidence: 0.938523686

00:41:36.000 --> 00:41:38.600 minutes to come up with a boss

NOTE Confidence: 0.938523686

00:41:38.600 --> 00:41:40.120 framework for this situation.

NOTE Confidence: 0.919807224285714

00:41:41.080 --> 00:41:43.348 This is your opportunity to kind of

NOTE Confidence: 0.919807224285714

00:41:43.348 --> 00:41:45.919 link a little more directly to verbal

NOTE Confidence: 0.919807224285714

00:41:45.920 --> 00:41:48.236 feedback and make sure it's aligned

NOTE Confidence: 0.583788142

00:42:02.960 --> 00:42:03.920 and it I should know,

NOTE Confidence: 0.583788142

00:42:03.920 --> 00:42:07.112 It's totally fine to write an

NOTE Confidence: 0.583788142

00:42:07.112 --> 00:42:09.810 observation and then say, you know,

NOTE Confidence: 0.583788142

00:42:09.810 --> 00:42:11.235 in discussion with the learner,

NOTE Confidence: 0.583788142

00:42:11.240 --> 00:42:13.656 you know it came up that you know,

NOTE Confidence: 0.583788142

00:42:13.656 --> 00:42:15.112 it seemed like this is what was

NOTE Confidence: 0.583788142

00:42:15.112 --> 00:42:16.600 at the root of the situation.

NOTE Confidence: 0.949075338571429

00:44:28.400 --> 00:44:29.970 Knowing you're all working at

NOTE Confidence: 0.949075338571429

00:44:29.970 --> 00:44:31.170 different speeds, we'll just

NOTE Confidence: 0.949075338571429

00:44:31.170 --> 00:44:32.880 invite you to There we go.

NOTE Confidence: 0.949075338571429

00:44:32.880 --> 00:44:34.798 We've got our first one coming in.

NOTE Confidence: 0.509406515

00:44:37.080 --> 00:44:39.920 It's an editorial comment. OK, thanks,

NOTE Confidence: 0.16382666

00:44:44.520 --> 00:44:45.760 Diana. Now it's just like saying,

NOTE Confidence: 0.944342623333333

00:44:45.760 --> 00:44:48.847 like, where it all goes bad is that people

NOTE Confidence: 0.944342623333333

00:44:48.847 --> 00:44:51.904 miss having the discussion and people jump

NOTE Confidence: 0.944342623333333

00:44:51.904 --> 00:44:54.760 to inferences about what they're seeing.

NOTE Confidence: 0.944342623333333

00:44:54.760 --> 00:44:57.476 And then they'll write down that they're

NOTE Confidence: 0.944342623333333

00:44:57.476 --> 00:44:59.754 disinterested and not and disengaged and

NOTE Confidence: 0.944342623333333

00:44:59.754 --> 00:45:02.204 not being respectful and all sorts of

NOTE Confidence: 0.944342623333333

00:45:02.273 --> 00:45:04.835 assumptions based on what they're seeing.

NOTE Confidence: 0.944342623333333

00:45:04.840 --> 00:45:06.120 But to Matt's point,

NOTE Confidence: 0.944342623333333

00:45:06.120 --> 00:45:07.400 there's this differential diagnosis.

NOTE Confidence: 0.944342623333333

00:45:07.400 --> 00:45:09.717 So you didn't get to explore it.

NOTE Confidence: 0.944342623333333

00:45:09.720 --> 00:45:12.285 So I just love keeping

NOTE Confidence: 0.944342623333333

00:45:12.285 --> 00:45:13.920 the the acronym in mind.

NOTE Confidence: 0.8617145

00:45:15.080 --> 00:45:18.266 Yeah. And I think,

NOTE Confidence: 0.8617145

00:45:18.266 --> 00:45:20.940 I think that's such an important point

NOTE Confidence: 0.8617145

00:45:21.017 --> 00:45:23.639 between the verbal and the written.

NOTE Confidence: 0.8617145

00:45:23.640 --> 00:45:26.636 The, the written is really quite limited,

NOTE Confidence: 0.8617145

00:45:26.640 --> 00:45:28.848 you know, compared to the verbal

NOTE Confidence: 0.8617145

00:45:28.848 --> 00:45:31.820 because we can't really explore

NOTE Confidence: 0.8617145

00:45:31.820 --> 00:45:34.684 the differential and we do need

NOTE Confidence: 0.8617145

00:45:34.684 --> 00:45:36.724 to be careful to not be making

NOTE Confidence: 0.8617145

00:45:36.724 --> 00:45:39.039 assumptions and what we're writing.

NOTE Confidence: 0.940454272857143

00:45:46.840 --> 00:45:48.954 So it's been a couple of minutes.

NOTE Confidence: 0.940454272857143

00:45:48.960 --> 00:45:52.131 We'll invite anyone who wants to go

NOTE Confidence: 0.940454272857143

00:45:52.131 --> 00:45:54.756 ahead and forward to us in the chat.

NOTE Confidence: 0.859324734

00:45:58.120 --> 00:46:01.520 You know, while people type,

NOTE Confidence: 0.859324734

00:46:01.520 --> 00:46:02.840 I have a comment.

NOTE Confidence: 0.859324734

00:46:02.840 --> 00:46:05.312 I have two caveats, one about the

NOTE Confidence: 0.859324734

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00:46:05.312 --> 00:46:08.000 previous case and one about this one.

NOTE Confidence: 0.859324734

00:46:08.000 --> 00:46:10.457 You know, Kristen did a very good

NOTE Confidence: 0.859324734

00:46:10.457 --> 00:46:12.680 job talking about the iPhone case.

NOTE Confidence: 0.859324734

00:46:12.680 --> 00:46:13.800 I also pick up the same thing.

NOTE Confidence: 0.859324734

00:46:13.800 --> 00:46:15.036 But I also wanted to highlight

NOTE Confidence: 0.859324734

00:46:15.036 --> 00:46:16.160 something that I've come across,

NOTE Confidence: 0.859324734

00:46:16.160 --> 00:46:19.611 which is that not all iPhone use

NOTE Confidence: 0.859324734

00:46:19.611 --> 00:46:22.892 is evil and that especially now

NOTE Confidence: 0.859324734

00:46:22.892 --> 00:46:26.190 that we have Epic Haiku, you know,

NOTE Confidence: 0.859324734

00:46:26.190 --> 00:46:27.480 we're at risk of double messaging

NOTE Confidence: 0.859324734

00:46:27.480 --> 00:46:29.020 in a very serious way, right?

NOTE Confidence: 0.859324734

00:46:29.020 --> 00:46:31.420 We've made it really incredible for you to

NOTE Confidence: 0.859324734

00:46:31.420 --> 00:46:33.839 have Epic at your fingertips all the time,

NOTE Confidence: 0.859324734

00:46:33.840 --> 00:46:34.612 but don't use it.

NOTE Confidence: 0.859324734

00:46:34.612 --> 00:46:35.770 So I think that we need

NOTE Confidence: 0.859324734

00:46:35.821 --> 00:46:36.997 to be very aware of that,

NOTE Confidence: 0.859324734

00:46:37.000 --> 00:46:38.494 that there is quote UN quote

NOTE Confidence: 0.859324734

00:46:38.494 --> 00:46:40.039 good use and also good use,

NOTE Confidence: 0.859324734

00:46:40.040 --> 00:46:41.720 which I divided as patient related

NOTE Confidence: 0.859324734

00:46:41.720 --> 00:46:42.840 versus not patient related.

NOTE Confidence: 0.859324734

00:46:42.840 --> 00:46:44.480 So just a caveat for all of us,

NOTE Confidence: 0.859324734

00:46:44.480 --> 00:46:47.035 I know that I seen with my

NOTE Confidence: 0.859324734

00:46:47.035 --> 00:46:48.640 iPhone more than most.

NOTE Confidence: 0.859324734

00:46:48.640 --> 00:46:51.880 And the second thing in this is wearing my,

NOTE Confidence: 0.859324734

00:46:51.880 --> 00:46:53.240 perhaps my psychiatry hat.

NOTE Confidence: 0.859324734

00:46:53.240 --> 00:46:56.078 But I I'm sure that we've all dealt

NOTE Confidence: 0.859324734

00:46:56.078 --> 00:46:58.274 with residents or students or whatnot

NOTE Confidence: 0.859324734

00:46:58.274 --> 00:47:00.933 who have a lot of difficulty completing

NOTE Confidence: 0.859324734

00:47:00.933 --> 00:47:03.081 tasks and written tasks on time.

NOTE Confidence: 0.859324734

00:47:03.081 --> 00:47:05.329 And the more that we need to feed

NOTE Confidence: 0.859324734

00:47:05.329 --> 00:47:07.785 the beast of epic, the more so.

NOTE Confidence: 0.859324734

00:47:07.785 --> 00:47:09.760 And so I'm interested to,

NOTE Confidence: 0.859324734

00:47:09.760 --> 00:47:10.712 I was interested in,

NOTE Confidence: 0.859324734

00:47:10.712 --> 00:47:11.664 I'm interested in hearing

NOTE Confidence: 0.859324734

00:47:11.664 --> 00:47:12.878 what people will have to say.

NOTE Confidence: 0.859324734

00:47:12.880 --> 00:47:14.730 But something that happens often

NOTE Confidence: 0.859324734

00:47:14.730 --> 00:47:17.562 enough and yet we rarely talk about is

NOTE Confidence: 0.859324734

00:47:17.562 --> 00:47:19.960 that some of these folks can't do it.

NOTE Confidence: 0.859324734

00:47:19.960 --> 00:47:20.480 You know,

NOTE Confidence: 0.859324734

00:47:20.480 --> 00:47:21.520 there are learning disabilities.

NOTE Confidence: 0.859324734

00:47:21.520 --> 00:47:21.936 You know,

NOTE Confidence: 0.859324734

00:47:21.936 --> 00:47:23.184 being a physician doesn't make you

NOTE Confidence: 0.859324734

00:47:23.184 --> 00:47:24.757 immune to having a learning disability,

NOTE Confidence: 0.859324734

00:47:24.760 --> 00:47:25.870 a writing disability,

NOTE Confidence: 0.859324734

00:47:25.870 --> 00:47:28.460 to having ADD to having all sorts

NOTE Confidence: 0.859324734

00:47:28.536 --> 00:47:30.760 of things that are not only common,

NOTE Confidence: 0.859324734

00:47:30.760 --> 00:47:32.040 but they're horribly stigmatized.

NOTE Confidence: 0.859324734

00:47:32.040 --> 00:47:34.329 So you can be putting all of

NOTE Confidence: 0.859324734

00:47:34.329 --> 00:47:36.288 this feedback and just for us

NOTE Confidence: 0.859324734

00:47:36.288 --> 00:47:37.798 to be mindful of that,

NOTE Confidence: 0.859324734

00:47:37.800 --> 00:47:39.159 especially around written,

NOTE Confidence: 0.859324734

00:47:39.159 --> 00:47:41.877 which is such an important issue.

NOTE Confidence: 0.859324734

00:47:41.880 --> 00:47:42.080 Anyway,

NOTE Confidence: 0.5632423

00:47:47.700 --> 00:47:50.610 thanks. I just want to encourage

NOTE Confidence: 0.5632423

00:47:50.610 --> 00:47:52.520 anyone to put something in the chat,

NOTE Confidence: 0.5632423

00:47:52.520 --> 00:47:55.200 but we may be getting a message that

NOTE Confidence: 0.472153888

00:47:55.760 --> 00:47:57.552 not Nora just dropped

NOTE Confidence: 0.472153888

00:47:57.552 --> 00:47:58.560 something. Thanks, Nora.

NOTE Confidence: 0.91749166125

00:48:00.640 --> 00:48:04.400 Oh, OK. Thanks. I can take that one.

NOTE Confidence: 0.91749166125

00:48:04.400 --> 00:48:07.708 Thanks, Nora. Love how you use

NOTE Confidence: 0.91749166125

00:48:07.708 --> 00:48:10.320 the letters to sort of guide you.

NOTE Confidence: 0.91749166125

00:48:10.320 --> 00:48:11.940 That's what I find my colleague

NOTE Confidence: 0.91749166125

00:48:11.940 --> 00:48:13.360 has been doing as well.

NOTE Confidence: 0.889664736

00:48:15.640 --> 00:48:18.017 So as previously shared verbally, Dr.

NOTE Confidence: 0.889664736

00:48:18.017 --> 00:48:21.306 Y has struggled with time management and

NOTE Confidence: 0.889664736

00:48:21.306 --> 00:48:24.036 maintaining boundaries around clinical work.

NOTE Confidence: 0.889664736

00:48:24.040 --> 00:48:26.520 This has in turn negatively

NOTE Confidence: 0.889664736

00:48:26.520 --> 00:48:29.000 impacted their ability to perform

NOTE Confidence: 0.889664736

00:48:29.081 --> 00:48:31.516 as they appear sleep deprived.

NOTE Confidence: 0.889664736

00:48:31.520 --> 00:48:34.472 We have discussed how to perform

NOTE Confidence: 0.889664736

00:48:34.472 --> 00:48:36.984 a root cause analysis. Oops.

NOTE Confidence: 0.889664736

00:48:36.984 --> 00:48:40.200 Somehow I'm not getting able to move my

NOTE Confidence: 0.724423872

00:48:43.560 --> 00:48:44.360 I I can take it.

NOTE Confidence: 0.724423872

00:48:44.360 --> 00:48:46.340 We've discussed how to perform a

NOTE Confidence: 0.724423872

00:48:46.340 --> 00:48:48.476 root analysis in their workflow to

NOTE Confidence: 0.724423872

00:48:48.476 --> 00:48:50.366 identify which is becoming consuming

NOTE Confidence: 0.724423872

00:48:50.366 --> 00:48:52.520 to continue to meet and review,

NOTE Confidence: 0.724423872

00:48:52.520 --> 00:48:54.014 where to prioritize the work and

NOTE Confidence: 0.724423872

00:48:54.014 --> 00:48:56.160 when to ask for help from colleagues.

NOTE Confidence: 0.724423872

00:48:56.160 --> 00:48:57.024 I encourage Dr.

NOTE Confidence: 0.724423872

00:48:57.024 --> 00:48:58.752 Y to continue in these efforts.

NOTE Confidence: 0.675827748

00:48:59.760 --> 00:49:02.280 Yeah, I think that's a,

NOTE Confidence: 0.675827748

00:49:02.280 --> 00:49:04.392 it's AI love the way you've linked it

NOTE Confidence: 0.675827748

00:49:04.392 --> 00:49:06.720 to the verbal feedback and you know,

NOTE Confidence: 0.675827748

00:49:06.720 --> 00:49:10.460 really then written it in a

NOTE Confidence: 0.675827748

00:49:10.460 --> 00:49:12.264 way that I think someone can

NOTE Confidence: 0.675827748

00:49:12.264 --> 00:49:14.160 carry forward in a helpful way.

NOTE Confidence: 0.958750198

00:49:16.240 --> 00:49:20.320 The significance is definitely there,

NOTE Confidence: 0.958750198

00:49:20.320 --> 00:49:22.180 it's turned, can negatively

NOTE Confidence: 0.958750198

00:49:22.180 --> 00:49:24.648 impact the ability to perform

NOTE Confidence: 0.958750198

00:49:24.648 --> 00:49:27.080 is is clearly significant.

NOTE Confidence: 0.958750198

00:49:27.080 --> 00:49:30.622 And then I think you offer some

NOTE Confidence: 0.958750198

00:49:30.622 --> 00:49:32.880 really nice suggestions as well

NOTE Confidence: 0.958750198

00:49:32.880 --> 00:49:34.540 about you know prioritizing the

NOTE Confidence: 0.958750198

00:49:34.540 --> 00:49:36.839 work and when to ask for help.

NOTE Confidence: 0.890249617222222

00:49:39.360 --> 00:49:41.720 So it's kind of like a a progress

NOTE Confidence: 0.890249617222222

00:49:41.720 --> 00:49:43.990 report almost at the end from what

NOTE Confidence: 0.890249617222222

00:49:43.990 --> 00:49:45.719 was said previously. So that's no

NOTE Confidence: 0.82559936

00:49:47.880 --> 00:49:49.720 except I forgot to continue.

NOTE Confidence: 0.844833638181818

00:49:52.160 --> 00:49:54.638 Yeah I love, I love these points

NOTE Confidence: 0.844833638181818

00:49:54.638 --> 00:49:56.720 about you know like continuing to

NOTE Confidence: 0.844833638181818

00:49:56.720 --> 00:49:58.960 come back and re engage with the

NOTE Confidence: 0.844833638181818

00:49:58.960 --> 00:50:00.416 issue and then you know I think

NOTE Confidence: 0.844833638181818

00:50:00.416 --> 00:50:01.664 a lot of physicians have a lot of

NOTE Confidence: 0.844833638181818

00:50:01.664 --> 00:50:02.879 trouble asking for help. So I think

NOTE Confidence: 0.845378344285714

00:50:04.920 --> 00:50:07.290 receptors and and mentors that

NOTE Confidence: 0.845378344285714

00:50:07.290 --> 00:50:08.800 are encouraging, you know,

NOTE Confidence: 0.845378344285714

00:50:08.800 --> 00:50:11.040 reaching out to others and asking for help.

NOTE Confidence: 0.845378344285714

00:50:11.040 --> 00:50:11.960 It's something we need to

NOTE Confidence: 0.845378344285714

00:50:11.960 --> 00:50:12.880 do better as a profession.

NOTE Confidence: 0.845378344285714

00:50:12.880 --> 00:50:14.800 So I I love that encouragement

NOTE Confidence: 0.845378344285714

00:50:14.800 --> 00:50:16.319 from a from a mentor.

NOTE Confidence: 0.891724081111111

00:50:18.240 --> 00:50:20.556 Anyone else want to put something

NOTE Confidence: 0.891724081111111

00:50:20.556 --> 00:50:22.545 in the chat We'll shift our

NOTE Confidence: 0.891724081111111

00:50:22.545 --> 00:50:24.000 focus here in a minute. All

NOTE Confidence: 0.4501939

00:50:30.040 --> 00:50:30.160 right.

NOTE Confidence: 0.759624292

00:50:32.840 --> 00:50:35.120 Well, maybe it's appropriate, Matt,

NOTE Confidence: 0.759624292

00:50:35.120 --> 00:50:39.680 to move on to our next slide.

NOTE Confidence: 0.759624292

00:50:39.680 --> 00:50:43.076 So we wanted to end by just having

NOTE Confidence: 0.759624292

00:50:43.076 --> 00:50:45.604 you all before you go take just a

NOTE Confidence: 0.759624292

00:50:45.604 --> 00:50:47.967 minute here to go ahead and scan and

NOTE Confidence: 0.759624292

00:50:47.967 --> 00:50:50.289 fill out the short evaluation for us

NOTE Confidence: 0.759624292

00:50:50.289 --> 00:50:52.838 so so we can know how to improve.

NOTE Confidence: 0.759624292

00:50:52.840 --> 00:50:56.032 So this is your first opportunity to

NOTE Confidence: 0.759624292

00:50:56.032 --> 00:50:58.760 practice written feedback in an official way,

NOTE Confidence: 0.53285093

00:51:00.200 --> 00:51:00.840 Boss them

NOTE Confidence: 0.859446426

00:51:04.040 --> 00:51:05.972 and but stay tuned, don't leave people

NOTE Confidence: 0.859446426

00:51:05.972 --> 00:51:07.803 because they have a little take home

NOTE Confidence: 0.859446426

00:51:07.803 --> 00:51:09.538 slide next and we can then go over

NOTE Confidence: 0.859446426

00:51:09.538 --> 00:51:10.918 any questions that you might have.

NOTE Confidence: 0.7648452925

00:51:12.000 --> 00:51:15.737 Yeah. And I see John is putting in in

NOTE Confidence: 0.7648452925

00:51:15.737 --> 00:51:20.033 the chat an example for us as well.

NOTE Confidence: 0.7648452925

00:51:20.040 --> 00:51:22.384 So please take a minute to fill out

NOTE Confidence: 0.7648452925

00:51:22.384 --> 00:51:25.520 the user boss for us and hold on

NOTE Confidence: 0.7648452925

00:51:25.520 --> 00:51:27.392 just a second, we'll we'll kind of

NOTE Confidence: 0.7648452925

00:51:27.392 --> 00:51:29.120 close things out with a summary.

NOTE Confidence: 0.809730826666667

00:51:31.840 --> 00:51:34.240 And I I want to thank

NOTE Confidence: 0.809730826666667

00:51:34.240 --> 00:51:36.360 Yvonne for also contributing

NOTE Confidence: 0.87230566

00:51:38.560 --> 00:51:42.626 and I like how in Yvonne's he kind of

NOTE Confidence: 0.87230566

00:51:42.626 --> 00:51:44.504 gave some reinforcement that you know

NOTE Confidence: 0.87230566

00:51:44.504 --> 00:51:46.240 he's encouraging not to take shortcuts

NOTE Confidence: 0.791198917777778

00:51:48.640 --> 00:51:50.370 and also kind of self-care

NOTE Confidence: 0.791198917777778

00:51:50.370 --> 00:51:51.754 not to overstretch ourselves.

NOTE Confidence: 0.737614865384615

00:51:58.480 --> 00:52:01.108 I think the last piece of on is like

NOTE Confidence: 0.737614865384615

00:52:01.108 --> 00:52:04.900 I know I think as long as this was

NOTE Confidence: 0.737614865384615

00:52:04.900 --> 00:52:07.712 like associated with some resources,

NOTE Confidence: 0.737614865384615

00:52:07.712 --> 00:52:10.360 right, Because I mean time management,

NOTE Confidence: 0.737614865384615

00:52:10.360 --> 00:52:11.775 task management, note taking techniques

NOTE Confidence: 0.737614865384615

00:52:11.775 --> 00:52:13.896 like this could be an overwhelming thing

NOTE Confidence: 0.737614865384615

00:52:13.896 --> 00:52:15.876 to recommend to somebody in isolation.

NOTE Confidence: 0.737614865384615

00:52:15.880 --> 00:52:17.924 But as long as you verbally provided

NOTE Confidence: 0.737614865384615

00:52:17.924 --> 00:52:20.184 them with some, you know a book,

NOTE Confidence: 0.737614865384615

00:52:20.184 --> 00:52:21.702 a website, something like that,

NOTE Confidence: 0.737614865384615

00:52:21.702 --> 00:52:23.072 then this would that would

NOTE Confidence: 0.737614865384615

00:52:23.072 --> 00:52:24.518 be that would be perfect.

NOTE Confidence: 0.804781213636364

00:52:26.120 --> 00:52:28.202 I'm also seeing John and Candela

NOTE Confidence: 0.804781213636364

00:52:28.202 --> 00:52:31.515 wrote one for us and what I'm loving

NOTE Confidence: 0.804781213636364

00:52:31.515 --> 00:52:34.240 about his is the observation.

NOTE Confidence: 0.804781213636364

00:52:34.240 --> 00:52:37.020 He actually lists examples of

NOTE Confidence: 0.804781213636364

00:52:37.020 --> 00:52:39.244 behaviors that might suggest

NOTE Confidence: 0.804781213636364

00:52:39.244 --> 00:52:41.420 fatigue or time management issues.

NOTE Confidence: 0.804781213636364

00:52:41.420 --> 00:52:44.648 And I can. I'm expecting John worked

NOTE Confidence: 0.804781213636364

00:52:44.648 --> 00:52:48.280 really hard to list those in a as

NOTE Confidence: 0.804781213636364

00:52:48.280 --> 00:52:50.400 non judgmental way as possible.

NOTE Confidence: 0.804781213636364

00:52:50.400 --> 00:52:52.520 Trying to make those objective

NOTE Confidence: 0.804781213636364

00:52:52.520 --> 00:52:55.580 late day calls, yawning,

NOTE Confidence: 0.804781213636364

00:52:55.580 --> 00:52:58.640 sleeping during didactic so,

NOTE Confidence: 0.804781213636364

00:52:58.640 --> 00:52:59.921 and giving feedback.

NOTE Confidence: 0.804781213636364

00:52:59.921 --> 00:53:01.629 I reported these observations

NOTE Confidence: 0.804781213636364

00:53:01.629 --> 00:53:03.600 and they explained having had

NOTE Confidence: 0.804781213636364

00:53:03.600 --> 00:53:04.920 a newborn at home

NOTE Confidence: 0.945086286

00:53:07.240 --> 00:53:11.480 and some other personal challenges.

NOTE Confidence: 0.945086286

00:53:11.480 --> 00:53:13.986 So I offered my willingness to to

NOTE Confidence: 0.945086286

00:53:13.986 --> 00:53:16.445 continue to support Doctor X and

NOTE Confidence: 0.945086286

00:53:16.445 --> 00:53:18.640 working through these changing patterns

NOTE Confidence: 0.945086286

00:53:18.640 --> 00:53:20.611 as well as to check in with them on

NOTE Confidence: 0.945086286

00:53:20.611 --> 00:53:22.436 these issues in the next few weeks.

NOTE Confidence: 0.8641230675

00:53:23.680 --> 00:53:25.744 Yeah, so I wasn't I wasn't

NOTE Confidence: 0.8641230675

00:53:25.744 --> 00:53:27.920 sure I was quite ready to.

NOTE Confidence: 0.8641230675

00:53:27.920 --> 00:53:29.560 I felt like they needed to write more.

NOTE Confidence: 0.8641230675

00:53:29.560 --> 00:53:33.040 But I just had some questions about it.

NOTE Confidence: 0.8641230675

00:53:33.040 --> 00:53:36.720 And I guess my question for you is, you know,

NOTE Confidence: 0.8641230675

00:53:36.720 --> 00:53:40.760 it seems like the person is working this out,

NOTE Confidence: 0.8641230675

00:53:40.760 --> 00:53:43.861 but what are your recommendations for I

NOTE Confidence: 0.8641230675

00:53:43.861 --> 00:53:47.635 I think that I wrote this note to make

NOTE Confidence: 0.8641230675

00:53:47.635 --> 00:53:50.997 sure that to monitor the process so that,

NOTE Confidence: 0.8641230675

00:53:51.000 --> 00:53:52.850 you know, the situation does

NOTE Confidence: 0.8641230675

00:53:52.850 --> 00:53:54.960 improve and that this person is,

NOTE Confidence: 0.8641230675

00:53:54.960 --> 00:53:56.634 you know, sort of adjusting to

NOTE Confidence: 0.8641230675

00:53:56.634 --> 00:53:58.080 the changes in their life.

NOTE Confidence: 0.8641230675

00:53:58.080 --> 00:54:00.780 So I wondered your recommendations

NOTE Confidence: 0.8641230675

00:54:00.780 --> 00:54:04.040 for including this as a note?

NOTE Confidence: 0.8641230675

00:54:04.040 --> 00:54:06.000 Or would you just not include it,

NOTE Confidence: 0.8641230675

00:54:06.000 --> 00:54:07.757 'cause it seems like it's working out,

NOTE Confidence: 0.8641230675

00:54:07.760 --> 00:54:10.840 but just monitor it in the future?

NOTE Confidence: 0.8641230675

00:54:10.840 --> 00:54:12.478 What are your recommendations for that?

NOTE Confidence: 0.854126264117647

00:54:14.840 --> 00:54:17.135 I I would say that I mean in something

NOTE Confidence: 0.854126264117647

00:54:17.135 --> 00:54:19.156 that's so tied to a major life event.

NOTE Confidence: 0.854126264117647

00:54:19.160 --> 00:54:23.512 I mean I I think this is probably

NOTE Confidence: 0.854126264117647

00:54:23.512 --> 00:54:26.520 more verbal feedback appropriate

NOTE Confidence: 0.854126264117647

00:54:26.520 --> 00:54:29.528 that necessarily written feedback

NOTE Confidence: 0.854126264117647

00:54:29.528 --> 00:54:31.320 appropriate that my personal opinion.

NOTE Confidence: 0.854126264117647

00:54:31.320 --> 00:54:32.880 The other thing I also wanted

NOTE Confidence: 0.854126264117647

00:54:32.927 --> 00:54:34.354 to point out is that, you know,

NOTE Confidence: 0.854126264117647

00:54:34.354 --> 00:54:35.873 I think no matter who you are,

NOTE Confidence: 0.854126264117647

00:54:35.880 --> 00:54:37.878 you're going to come into situations

NOTE Confidence: 0.854126264117647

00:54:37.878 --> 00:54:40.319 where you may not have the answers.

NOTE Confidence: 0.854126264117647

00:54:40.320 --> 00:54:44.040 And right, like so many of the clinical

NOTE Confidence: 0.854126264117647

00:54:44.040 --> 00:54:46.876 preceptors at Yale are not great problem

NOTE Confidence: 0.854126264117647

00:54:46.876 --> 00:54:49.144 solvers when it comes to managing

NOTE Confidence: 0.854126264117647

00:54:49.144 --> 00:54:51.560 a newborn and a resident schedule.

NOTE Confidence: 0.854126264117647

00:54:51.560 --> 00:54:53.800 So I think, you know,

NOTE Confidence: 0.854126264117647

00:54:53.800 --> 00:54:57.773 reaching out to program directors GMEI

NOTE Confidence: 0.854126264117647

00:54:57.773 --> 00:54:59.160 mean trying to get reached like you,

NOTE Confidence: 0.854126264117647

00:54:59.160 --> 00:55:00.097 you can't solve,

NOTE Confidence: 0.854126264117647

00:55:00.097 --> 00:55:02.599 we can't solve all of our

NOTE Confidence: 0.854126264117647

00:55:02.600 --> 00:55:03.028 president's problems.

NOTE Confidence: 0.854126264117647

00:55:03.028 --> 00:55:05.018 And I I think you need to know when

NOTE Confidence: 0.854126264117647

00:55:05.018 --> 00:55:06.404 you've reached the limit of your

NOTE Confidence: 0.854126264117647

00:55:06.404 --> 00:55:07.880 expertise and when someone's in a

NOTE Confidence: 0.854126264117647

00:55:07.880 --> 00:55:09.115 better position to help somebody.

NOTE Confidence: 0.86081425

00:55:09.520 --> 00:55:11.800 Yeah, As I was writing it,

NOTE Confidence: 0.86081425

00:55:11.800 --> 00:55:14.347 I was thinking it as more a note to

NOTE Confidence: 0.86081425

00:55:14.347 --> 00:55:16.832 myself to remember to monitor the

NOTE Confidence: 0.86081425

00:55:16.832 --> 00:55:19.428 situation rather than something that I

NOTE Confidence: 0.86081425

00:55:19.428 --> 00:55:21.720 would begin the residents record. Yeah,

NOTE Confidence: 0.859695029473684

00:55:21.720 --> 00:55:23.512 I think if you were like a clinic

NOTE Confidence: 0.859695029473684

00:55:23.512 --> 00:55:24.715 preceptor and you're going to

NOTE Confidence: 0.859695029473684

00:55:24.715 --> 00:55:26.113 see them on a routine basis,

NOTE Confidence: 0.859695029473684

00:55:26.120 --> 00:55:27.116 that makes a lot of sense.

NOTE Confidence: 0.859695029473684

00:55:27.120 --> 00:55:28.576 You know, if you're if it was

NOTE Confidence: 0.859695029473684

00:55:28.576 --> 00:55:30.078 like a one time, you know,

NOTE Confidence: 0.859695029473684

00:55:30.078 --> 00:55:31.473 you were like their cardiology

NOTE Confidence: 0.859695029473684

00:55:31.473 --> 00:55:33.216 attending on a subspecialty rotation

NOTE Confidence: 0.859695029473684

00:55:33.216 --> 00:55:34.720 and might not apply as much.

NOTE Confidence: 0.859695029473684

00:55:34.720 --> 00:55:36.904 But I think in the right situation

NOTE Confidence: 0.859695029473684

00:55:36.904 --> 00:55:38.840 where you hadn't expected kind

NOTE Confidence: 0.859695029473684

00:55:38.840 --> 00:55:40.600 of recurring preceptor role,

NOTE Confidence: 0.859695029473684

00:55:40.600 --> 00:55:41.840 that really makes sense. John.

NOTE Confidence: 0.91834624

00:55:43.080 --> 00:55:45.376 I I agree. I think this is more

NOTE Confidence: 0.91834624

00:55:45.376 --> 00:55:47.120 suited for verbal probably.

NOTE Confidence: 0.91834624

00:55:47.120 --> 00:55:50.304 But I think at the same time it

NOTE Confidence: 0.91834624

00:55:50.304 --> 00:55:54.112 could be shifted into a a point in

NOTE Confidence: 0.91834624

00:55:54.112 --> 00:55:55.752 an evaluation about the person,

NOTE Confidence: 0.91834624

00:55:55.760 --> 00:55:58.917 how they were able to receive feedback,

NOTE Confidence: 0.91834624

00:55:58.920 --> 00:56:00.858 you know, how open they were

NOTE Confidence: 0.91834624

00:56:00.858 --> 00:56:03.548 to it and how they were able to

NOTE Confidence: 0.91834624

00:56:03.548 --> 00:56:05.920 act on it in a productive way.

NOTE Confidence: 0.91834624

00:56:05.920 --> 00:56:08.248 Sort of, yeah. Because that's those

NOTE Confidence: 0.91834624

00:56:08.248 --> 00:56:10.164 are our competencies too, right?

NOTE Confidence: 0.91834624

00:56:10.164 --> 00:56:12.348 You know, being able to receive

NOTE Confidence: 0.91834624

00:56:12.348 --> 00:56:15.880 feedback and implement change.

NOTE Confidence: 0.91834624

00:56:15.880 --> 00:56:16.280 I was

NOTE Confidence: 0.7353427

00:56:16.320 --> 00:56:18.680 thinking as sorry, Doctor Morrison,

NOTE Confidence: 0.7353427

00:56:18.680 --> 00:56:20.360 just a a related question to that.

NOTE Confidence: 0.7353427

00:56:20.360 --> 00:56:22.740 But I was thinking that maybe another

NOTE Confidence: 0.7353427

00:56:22.740 --> 00:56:25.119 person may make a a remark about the

NOTE Confidence: 0.7353427

00:56:25.120 --> 00:56:27.556 person's leaping yawning and not be.

NOTE Confidence: 0.7353427

00:56:27.560 --> 00:56:29.576 I was wondering if mentioning the

NOTE Confidence: 0.7353427

00:56:29.576 --> 00:56:31.278 newborn and mentioning the situation

NOTE Confidence: 0.7353427

00:56:31.278 --> 00:56:33.694 could be a way of us protecting that

NOTE Confidence: 0.7353427

00:56:33.694 --> 00:56:35.455 learner and explaining in the letter

NOTE Confidence: 0.7353427

00:56:35.455 --> 00:56:37.549 why that is happening and what measures

NOTE Confidence: 0.7353427

00:56:37.549 --> 00:56:39.877 they're taking to try to work around it,

NOTE Confidence: 0.7353427

00:56:39.880 --> 00:56:41.714 'cause maybe if we don't mention it,

NOTE Confidence: 0.7353427

00:56:41.720 --> 00:56:44.090 nobody else will and someone else

NOTE Confidence: 0.7353427

00:56:44.090 --> 00:56:46.495 might just say person is sleeping

NOTE Confidence: 0.7353427

00:56:46.495 --> 00:56:48.520 and then there's no explanation.

NOTE Confidence: 0.951342315

00:56:50.480 --> 00:56:53.018 Yeah, I think, I think Matt and I were

NOTE Confidence: 0.951342315

00:56:53.018 --> 00:56:54.920 agreeing both because we supervise,

NOTE Confidence: 0.951342315

00:56:54.920 --> 00:56:57.755 you know, our trainees as program director,

NOTE Confidence: 0.951342315

00:56:57.760 --> 00:56:59.596 roles that we would need to

NOTE Confidence: 0.951342315

00:56:59.596 --> 00:57:01.519 be aware of this for sure.

NOTE Confidence: 0.951342315

00:57:01.520 --> 00:57:04.080 So it would definitely be

NOTE Confidence: 0.951342315

00:57:04.080 --> 00:57:06.520 verbal feedback at some level.

NOTE Confidence: 0.951342315

00:57:06.520 --> 00:57:09.472 And then we would need to sort of coach

NOTE Confidence: 0.951342315

00:57:09.472 --> 00:57:12.228 them forward to be able to, you know,

NOTE Confidence: 0.951342315

00:57:12.228 --> 00:57:13.998 reveal what they're comfortable in

NOTE Confidence: 0.951342315

00:57:13.998 --> 00:57:15.912 the next learning setting so they

NOTE Confidence: 0.951342315

00:57:15.912 --> 00:57:18.040 can work on it in a productive way.

NOTE Confidence: 0.835181754444444

00:57:20.200 --> 00:57:21.025 I'm gonna move,

NOTE Confidence: 0.835181754444444

00:57:21.025 --> 00:57:22.675 just have our last slide here.

NOTE Confidence: 0.835181754444444

00:57:22.680 --> 00:57:24.750 Thank you all for the comments

NOTE Confidence: 0.835181754444444

00:57:24.750 --> 00:57:26.912 and for for jumping into our

NOTE Confidence: 0.835181754444444

00:57:26.912 --> 00:57:28.752 hopefully safe and brave space,

NOTE Confidence: 0.835181754444444

00:57:28.760 --> 00:57:30.760 putting yourselves out there

NOTE Confidence: 0.835181754444444

00:57:30.760 --> 00:57:33.760 and trying out the BOSS model.

NOTE Confidence: 0.835181754444444

00:57:33.760 --> 00:57:35.524 I think we wanted to just

NOTE Confidence: 0.835181754444444

00:57:35.524 --> 00:57:37.759 remind all of us that you know,

NOTE Confidence: 0.835181754444444

00:57:37.760 --> 00:57:39.095 doing feedback whether

NOTE Confidence: 0.835181754444444

00:57:39.095 --> 00:57:40.875 it's verbal or written,

NOTE Confidence: 0.835181754444444

00:57:40.880 --> 00:57:42.760 but specifically if you're going

NOTE Confidence: 0.835181754444444

00:57:42.760 --> 00:57:44.640 to do a written evaluation,

NOTE Confidence: 0.835181754444444

00:57:44.640 --> 00:57:46.764 doing it sooner is always better

NOTE Confidence: 0.835181754444444

00:57:46.764 --> 00:57:49.439 because you can be more specific and

NOTE Confidence: 0.835181754444444

00:57:49.440 --> 00:57:52.506 and target your words to what actually

NOTE Confidence: 0.835181754444444

00:57:52.506 --> 00:57:55.078 just happened and and not forget.

NOTE Confidence: 0.835181754444444

00:57:55.080 --> 00:57:57.339 So always proximal,

NOTE Confidence: 0.835181754444444

00:57:57.339 --> 00:58:00.602 a reminder that feedback can

NOTE Confidence: 0.835181754444444

00:58:00.602 --> 00:58:03.608 really fall into sort of different

NOTE Confidence: 0.835181754444444

00:58:03.608 --> 00:58:05.760 categories of appreciation,

NOTE Confidence: 0.835181754444444

00:58:05.760 --> 00:58:07.596 coaching and evaluation.

NOTE Confidence: 0.835181754444444

00:58:07.596 --> 00:58:11.268 So maybe being clear with yourself

NOTE Confidence: 0.835181754444444

00:58:11.268 --> 00:58:14.277 kind of which mode you're in,

NOTE Confidence: 0.835181754444444

00:58:14.280 --> 00:58:16.035 Please carry forward the BOSS

NOTE Confidence: 0.835181754444444

00:58:16.035 --> 00:58:17.790 framework in whatever way it's

NOTE Confidence: 0.835181754444444

00:58:17.857 --> 00:58:19.435 going to be helpful to you.

NOTE Confidence: 0.835181754444444

00:58:19.440 --> 00:58:21.624 Think about milestones or,

NOTE Confidence: 0.835181754444444

00:58:21.624 --> 00:58:22.716 you know,

NOTE Confidence: 0.835181754444444

00:58:22.720 --> 00:58:25.000 developmental milestones or

NOTE Confidence: 0.835181754444444

00:58:25.000 --> 00:58:27.745 educational program objectives as

NOTE Confidence: 0.835181754444444

00:58:27.745 --> 00:58:31.000 ways that we can anchor our feedback.

NOTE Confidence: 0.835181754444444

00:58:31.000 --> 00:58:32.712 Be specific, you know,

NOTE Confidence: 0.835181754444444

00:58:32.712 --> 00:58:35.280 be as specific as possible always,

NOTE Confidence: 0.835181754444444

00:58:35.280 --> 00:58:38.790 but especially in your suggestions

NOTE Confidence: 0.835181754444444

00:58:38.790 --> 00:58:40.194 for improvement.

NOTE Confidence: 0.835181754444444

00:58:40.200 --> 00:58:42.444 Make sure that the written aligns

NOTE Confidence: 0.835181754444444

00:58:42.444 --> 00:58:44.880 with the verbal as best we can,

NOTE Confidence: 0.835181754444444

00:58:44.880 --> 00:58:46.332 and always complete.

NOTE Confidence: 0.835181754444444

00:58:46.332 --> 00:58:48.752 Consider completing the verbal and

NOTE Confidence: 0.835181754444444

00:58:48.752 --> 00:58:50.952 written together certainly at the

NOTE Confidence: 0.835181754444444

00:58:50.952 --> 00:58:54.474 end of an experience at the end of a

NOTE Confidence: 0.835181754444444

00:58:54.474 --> 00:58:57.160 rotation or at the end of a course.

NOTE Confidence: 0.835181754444444

00:58:57.160 --> 00:59:01.040 And Matt is thanking people as well.

NOTE Confidence: 0.835181754444444

00:59:01.040 --> 00:59:03.002 So we'll end there and welcome

NOTE Confidence: 0.835181754444444

00:59:03.002 --> 00:59:04.310 any additional questions we'll

NOTE Confidence: 0.835181754444444

00:59:04.368 --> 00:59:05.603 stay but we're we're already

NOTE Confidence: 0.835181754444444

00:59:05.603 --> 00:59:07.160 at the end of our time.

NOTE Confidence: 0.737783058571429

00:59:07.840 --> 00:59:11.033 I I just want to add that there's

NOTE Confidence: 0.737783058571429

00:59:11.033 --> 00:59:13.198 some upcoming talks listed here.

NOTE Confidence: 0.737783058571429

00:59:13.200 --> 00:59:15.237 The upper right QR code is the

NOTE Confidence: 0.737783058571429

00:59:15.237 --> 00:59:17.319 Yes series and allows you to

NOTE Confidence: 0.737783058571429

00:59:17.319 --> 00:59:18.835 register for future events.

NOTE Confidence: 0.737783058571429

00:59:18.840 --> 00:59:21.456 And then if you're interested in any of

NOTE Confidence: 0.737783058571429

00:59:21.456 --> 00:59:23.878 the videos or articles we referenced,

NOTE Confidence: 0.737783058571429

00:59:23.880 --> 00:59:26.494 the lower right QR code is a

NOTE Confidence: 0.737783058571429

00:59:26.494 --> 00:59:28.978 PDF document of both those video

NOTE Confidence: 0.737783058571429

00:59:28.978 --> 00:59:31.519 links and the article links.

NOTE Confidence: 0.737783058571429

00:59:31.520 --> 00:59:35.168 But thank you so much for coming and

NOTE Confidence: 0.737783058571429

00:59:35.168 --> 00:59:37.025 participating and this was really,

NOTE Confidence: 0.737783058571429

00:59:37.025 --> 00:59:38.915 this was really great and generative

NOTE Confidence: 0.798444593333333

00:59:40.760 --> 00:59:41.918 and last little plug for that,

NOTE Confidence: 0.798444593333333

00:59:41.920 --> 00:59:43.180 especially the well both

NOTE Confidence: 0.798444593333333

00:59:43.180 --> 00:59:44.755 Andre's session on the posters,

NOTE Confidence: 0.798444593333333

00:59:44.760 --> 00:59:46.655 but Katie Gilson's session also

NOTE Confidence: 0.798444593333333

00:59:46.655 --> 00:59:48.550 about bias which could dovetail

NOTE Confidence: 0.798444593333333

00:59:48.612 --> 00:59:50.488 into additional considerations as

NOTE Confidence: 0.798444593333333

00:59:50.488 --> 00:59:52.910 we're as we're writing some of the

NOTE Confidence: 0.798444593333333

00:59:52.910 --> 00:59:54.560 feedback and giving feedback sets.

NOTE Confidence: 0.798444593333333

00:59:54.560 --> 00:59:55.826 Good pairing.

NOTE Confidence: 0.798444593333333

00:59:55.826 --> 00:59:58.862 Thank you so much both of

NOTE Confidence: 0.798444593333333

00:59:58.862 --> 01:00:00.117 you and everyone for coming.

NOTE Confidence: 0.965396663333333

01:00:00.520 --> 01:00:01.960 Happy Friday, everyone.

NOTE Confidence: 0.847434195

01:00:02.320 --> 01:00:03.440 Yeah, Happy New Year.