WEBVTT

NOTE duration:"00:46:57"

NOTE recognizability:0.931

NOTE language:en-us

NOTE Confidence: 0.92401856

00:00:00.000 --> 00:00:00.840 And push the button.

NOTE Confidence: 0.92401856

00:00:10.600 --> 00:00:15.560 Thanks, Ed. So I think we'll get started.

NOTE Confidence: 0.92401856

00:00:15.560 --> 00:00:19.354 Welcome to the Yale Medical Education Series.

NOTE Confidence: 0.92401856

00:00:19.360 --> 00:00:20.376 It's yes, for short.

NOTE Confidence: 0.92401856

00:00:20.376 --> 00:00:22.254 We took a little bit of time

NOTE Confidence: 0.92401856

00:00:22.254 --> 00:00:24.277 trying to think of a great acronym.

NOTE Confidence: 0.92401856

00:00:24.280 --> 00:00:27.304 So leaving the M Out and Yale

NOTE Confidence: 0.92401856

00:00:27.304 --> 00:00:29.108 Medical Education series, yes,

NOTE Confidence: 0.92401856

00:00:29.108 --> 00:00:32.156 it's sponsored by the Center for

NOTE Confidence: 0.92401856

00:00:32.156 --> 00:00:35.060 Medical Education, of which I'm a part.

NOTE Confidence: 0.92401856

00:00:35.060 --> 00:00:37.208 And the series is directed by

NOTE Confidence: 0.92401856

00:00:37.208 --> 00:00:39.700 Doctors Dana Dunn and Andres Martin.

NOTE Confidence: 0.92401856

00:00:39.700 --> 00:00:41.471 Doctor Martin will also be you'll be

NOTE Confidence: 0.92401856

00:00:41.471 --> 00:00:43.657 hearing from him a little bit because he'll

NOTE Confidence: 0.92401856

00:00:43.657 --> 00:00:45.380 be moderating the discussion in a bit.

NOTE Confidence: 0.92401856

00:00:45.380 --> 00:00:47.505 And both are faculty associates

NOTE Confidence: 0.92401856

00:00:47.505 --> 00:00:49.251 at the center today.

NOTE Confidence: 0.92401856

00:00:49.251 --> 00:00:51.135 We have two skillfully

NOTE Confidence: 0.92401856

00:00:51.135 --> 00:00:53.019 wonderful educators with us.

NOTE Confidence: 0.92401856

00:00:53.020 --> 00:00:56.058 Doctor Susan Kashoff is a longtime partner

NOTE Confidence: 0.92401856

00:00:56.058 --> 00:00:59.104 and a colleague in Yale Medical education.

NOTE Confidence: 0.92401856

00:00:59.104 --> 00:01:01.720 She's an adult primary care physician.

NOTE Confidence: 0.92401856

00:01:01.720 --> 00:01:04.000 She's associate professor of medicine and,

NOTE Confidence: 0.92401856

00:01:04.000 --> 00:01:06.600 importantly, a student advisor through

NOTE Confidence: 0.92401856

00:01:06.600 --> 00:01:09.200 the Office of Student Affairs.

NOTE Confidence: 0.92401856

00:01:09.200 --> 00:01:11.720 Based at the VA Primary Care Clinic.

NOTE Confidence: 0.92401856

00:01:11.720 --> 00:01:14.040 Her educational contributions are many.

NOTE Confidence: 0.92401856

00:01:14.040 --> 00:01:16.152 They've included teaching medical

NOTE Confidence: 0.92401856

00:01:16.152 --> 00:01:19.320 students on topics like problem focus,

NOTE Confidence: 0.92401856

00:01:19.320 --> 00:01:23.160 patient exams, issues of professionalism,

NOTE Confidence: 0.92401856

00:01:23.160 --> 00:01:25.424 clinician responses to intimate

NOTE Confidence: 0.92401856

00:01:25.424 --> 00:01:27.560 partner violence, and many,

NOTE Confidence: 0.92401856

00:01:27.560 --> 00:01:28.560 many more.

NOTE Confidence: 0.92401856

00:01:28.560 --> 00:01:31.840 Joining her is doctor Uma Patak,

NOTE Confidence: 0.92401856

00:01:31.840 --> 00:01:33.640 who's a pediatrician,

NOTE Confidence: 0.92401856

00:01:33.640 --> 00:01:36.040 associate professor of Pediatrics,

NOTE Confidence: 0.92401856

00:01:36.040 --> 00:01:38.308 and director of the pediatric component

NOTE Confidence: 0.92401856

00:01:38.308 --> 00:01:40.529 of the Women's and Children's

NOTE Confidence: 0.92401856

00:01:40.529 --> 00:01:42.437 Health Integrated Clerkship,

NOTE Confidence: 0.92401856

00:01:42.440 --> 00:01:44.280 A mouthful.

NOTE Confidence: 0.92401856

00:01:44.280 --> 00:01:47.500 She's also a director of the Pediatric

NOTE Confidence: 0.92401856

00:01:47.500 --> 00:01:47.960 Gastroenterology,

NOTE Confidence: 0.92401856

00:01:47.960 --> 00:01:49.992 Hepatology and Nutrition Fellowship,

NOTE Confidence: 0.92401856

00:01:49.992 --> 00:01:53.040 an alumni of the Center's Medical

NOTE Confidence: 0.92401856

00:01:53.113 --> 00:01:55.577 Education Pathway Masters Program.

NOTE Confidence: 0.92401856

00:01:55.580 --> 00:01:58.322 Her thesis in that program was

NOTE Confidence: 0.92401856

00:01:58.322 --> 00:01:59.693 on today's topic,

NOTE Confidence: 0.92401856

00:01:59.700 --> 00:02:01.900 improving feedback and medical education,

NOTE Confidence: 0.92401856

00:02:01.900 --> 00:02:05.556 so you'll be hearing some rich things from

NOTE Confidence: 0.92401856

00:02:05.556 --> 00:02:08.897 her that stem from her thesis and beyond.

NOTE Confidence: 0.92401856

00:02:08.900 --> 00:02:11.570 Both Uma and Susan are alumni

NOTE Confidence: 0.92401856

00:02:11.570 --> 00:02:13.663 of Yale GME Training Program.

NOTE Confidence: 0.92401856

00:02:13.663 --> 00:02:16.470 Zuma did her fellowship and Susan her

NOTE Confidence: 0.92401856

00:02:16.542 --> 00:02:19.056 residency at Yale New Haven Hospital.

NOTE Confidence: 0.92401856

00:02:19.060 --> 00:02:20.776 So they've been around a while.

NOTE Confidence: 0.92401856

00:02:20.780 --> 00:02:22.930 And both were clinical assessment

NOTE Confidence: 0.92401856

00:02:22.930 --> 00:02:25.606 coaches in the pilot program to

NOTE Confidence: 0.92401856

00:02:25.606 --> 00:02:27.891 what's now called the Longitudinal

NOTE Confidence: 0.92401856

00:02:27.891 --> 00:02:30.420 Coaching Program for Medical Students,

NOTE Confidence: 0.92401856

00:02:30.420 --> 00:02:32.576 which is currently in its inaugural year.

NOTE Confidence: 0.92401856

00:02:32.580 --> 00:02:34.540 So at some point we can talk

NOTE Confidence: 0.92401856

00:02:34.540 --> 00:02:35.900 about all these things.

NOTE Confidence: 0.92401856

00:02:35.900 --> 00:02:37.280 If not today,

NOTE Confidence: 0.92401856

00:02:37.280 --> 00:02:39.120 they're all important things

NOTE Confidence: 0.92401856

00:02:39.120 --> 00:02:41.179 that are happening at Yale.

NOTE Confidence: 0.92401856

00:02:41.180 --> 00:02:43.420 So both Susan and Uma have lots

NOTE Confidence: 0.92401856

00:02:43.420 --> 00:02:45.579 to teach us about feedback.

NOTE Confidence: 0.92401856

00:02:45.580 --> 00:02:47.827 So it is with great gratitude that

NOTE Confidence: 0.92401856

00:02:47.827 --> 00:02:50.136 I handed over to the two of them.

NOTE Confidence: 0.9217246

00:02:53.370 --> 00:02:55.114 Great. Well, welcome everyone.

NOTE Confidence: 0.9217246

00:02:55.114 --> 00:02:57.730 I'm going to share my screen.

NOTE Confidence: 0.9217246

00:02:57.730 --> 00:03:00.286 Thank you very much for spending

NOTE Confidence: 0.9217246

00:03:00.286 --> 00:03:03.091 your lunch hour with us talking

NOTE Confidence: 0.9217246

00:03:03.091 --> 00:03:05.127 about this important topic.

NOTE Confidence: 0.9217246

00:03:05.130 --> 00:03:08.490 And there we go away from start.

NOTE Confidence: 0.9217246

00:03:08.490 --> 00:03:11.227 OK. So today we're going to be

NOTE Confidence: 0.9217246

00:03:11.227 --> 00:03:13.170 talking about verbal feedback.

NOTE Confidence: 0.9217246

00:03:13.170 --> 00:03:13.546 Specifically,

NOTE Confidence: 0.9217246

00:03:13.546 --> 00:03:15.802 there is a session coming up

NOTE Confidence: 0.9217246

00:03:15.802 --> 00:03:17.780 on written feedback in January,

NOTE Confidence: 0.9217246

00:03:17.780 --> 00:03:20.755 and we're going to build on the

NOTE Confidence: 0.9217246

00:03:20.755 --> 00:03:23.639 previous sessions on Learning Climate.

NOTE Confidence: 0.9217246

00:03:23.640 --> 00:03:25.158 So I think you've seen this,

NOTE Confidence: 0.9217246

00:03:25.160 --> 00:03:26.680 but to record your participation,

NOTE Confidence: 0.9217246

00:03:26.680 --> 00:03:28.560 you can text your attendance to that number.

NOTE Confidence: 0.931298

00:03:31.000 --> 00:03:34.028 And we'd like to acknowledge the A/C

NOTE Confidence: 0.931298

00:03:34.028 --> 00:03:35.998 Zone with Faculty Development Toolkit,

NOTE Confidence: 0.931298

00:03:36.000 --> 00:03:37.520 which is a fantastic resource.

NOTE Confidence: 0.931298

00:03:37.520 --> 00:03:39.165 I'd encourage you to take a look

NOTE Confidence: 0.931298

00:03:39.165 --> 00:03:41.548 at and also Walter Kernan for a

NOTE Confidence: 0.931298

00:03:41.548 --> 00:03:43.480 video that we're going to use

NOTE Confidence: 0.931298

00:03:43.480 --> 00:03:46.780 to practice the skills together.

NOTE Confidence: 0.931298

00:03:46.780 --> 00:03:49.860 So education without feedback.

NOTE Confidence: 0.931298

00:03:49.860 --> 00:03:51.352 We've created a safe,

NOTE Confidence: 0.931298

00:03:51.352 --> 00:03:53.217 nonjudgmental environment that will leave

NOTE Confidence: 0.931298

00:03:53.217 --> 00:03:55.460 your child ill prepared for real life,

NOTE Confidence: 0.931298

00:03:55.460 --> 00:03:57.693 and I would argue that it is

NOTE Confidence: 0.931298

00:03:57.693 --> 00:03:59.740 the same for our trainees.

NOTE Confidence: 0.931298

00:03:59.740 --> 00:04:02.900 We give education without feedback,

NOTE Confidence: 0.931298

00:04:02.900 --> 00:04:06.284 so our goals today are to start by

NOTE Confidence: 0.931298

00:04:06.284 --> 00:04:09.418 discussing what makes for useful feedback,

NOTE Confidence: 0.931298

00:04:09.420 --> 00:04:11.980 describe some barriers to feedback,

NOTE Confidence: 0.931298

00:04:11.980 --> 00:04:14.272 and learn and practice a model

NOTE Confidence: 0.931298

00:04:14.272 --> 00:04:15.418 of feedback together.

NOTE Confidence: 0.9285618

00:04:17.510 --> 00:04:21.190 So what defines constructive feedback?

NOTE Confidence: 0.9285618

00:04:21.190 --> 00:04:23.670 There are a few articles from ND,

NOTE Confidence: 0.9285618

7

00:04:23.670 --> 00:04:25.630 who's the father of feedback in medicine,

NOTE Confidence: 0.9285618

00:04:25.630 --> 00:04:27.870 which articulate the principles

NOTE Confidence: 0.9285618

00:04:27.870 --> 00:04:29.550 of effective feedback.

NOTE Confidence: 0.9285618

00:04:29.550 --> 00:04:30.470 And interestingly,

NOTE Confidence: 0.9285618

00:04:30.470 --> 00:04:33.230 when looking at the feedback literature,

NOTE Confidence: 0.9285618

00:04:33.230 --> 00:04:35.309 a lot of it is in teaching,

NOTE Confidence: 0.9285618

00:04:35.310 --> 00:04:37.350 in business, and in coaching.

NOTE Confidence: 0.9285618

00:04:37.350 --> 00:04:39.522 But it's really the same basic

NOTE Confidence: 0.9285618

00:04:39.522 --> 00:04:42.108 principles that come up again and again.

NOTE Confidence: 0.9285618

00:04:42.110 --> 00:04:44.298 So perhaps most importantly,

NOTE Confidence: 0.9285618

00:04:44.298 --> 00:04:47.580 constructive feedback needs to be well

NOTE Confidence: 0.9285618

00:04:47.662 --> 00:04:50.518 intended and based on shared goals.

NOTE Confidence: 0.9285618

00:04:50.520 --> 00:04:52.698 So this really builds off of that

NOTE Confidence: 0.9285618

00:04:52.698 --> 00:04:54.070 positive learning climate that

NOTE Confidence: 0.9285618

00:04:54.126 --> 00:04:55.811 we've talked about before and

NOTE Confidence: 0.9285618

00:04:55.811 --> 00:04:57.930 that learning climate needs to be

NOTE Confidence: 0.9285618

00:04:57.930 --> 00:04:59.852 established early and reinforced

NOTE Confidence: 0.9285618

00:04:59.852 --> 00:05:02.555 throughout the rotation month, year,

NOTE Confidence: 0.9285618

00:05:02.555 --> 00:05:05.040 however long you have with that learner.

NOTE Confidence: 0.9285618

00:05:05.040 --> 00:05:07.338 So that that learner really believes

NOTE Confidence: 0.9285618

00:05:07.338 --> 00:05:10.078 that the feedback is for their benefit

NOTE Confidence: 0.9285618

00:05:10.080 --> 00:05:12.420 and is based on the fact that you care

NOTE Confidence: 0.9285618

00:05:12.420 --> 00:05:14.580 about their professional development.

NOTE Confidence: 0.9285618

00:05:14.580 --> 00:05:17.180 So effective feedback is

NOTE Confidence: 0.9285618

00:05:17.180 --> 00:05:19.780 behavior or performance based,

NOTE Confidence: 0.9285618

00:05:19.780 --> 00:05:22.750 is directly observed based on firsthand

NOTE Confidence: 0.9285618

00:05:22.750 --> 00:05:25.420 information as opposed to hearsay,

NOTE Confidence: 0.9285618

00:05:25.420 --> 00:05:29.900 and is specific enough so that the IT can

NOTE Confidence: 0.9285618

00:05:29.900 --> 00:05:32.258 be useful but also needs to be manageable.

NOTE Confidence: 0.9285618

00:05:32.260 --> 00:05:34.906 So giving someone a lot of feedback

NOTE Confidence: 0.9285618

00:05:34.906 --> 00:05:37.259 points might make it overwhelming.

NOTE Confidence: 0.9285618

00:05:37.260 --> 00:05:39.458 It also needs to be within the

NOTE Confidence: 0.9285618

00:05:39.458 --> 00:05:41.821 realm of what can be changed and

NOTE Confidence: 0.9285618

00:05:41.821 --> 00:05:43.927 ideally it should be timely or

NOTE Confidence: 0.9285618

00:05:43.927 --> 00:05:46.550 close to the time of observation.

NOTE Confidence: 0.9285618

00:05:46.550 --> 00:05:49.430 So there are a lot of barriers to feedback.

NOTE Confidence: 0.9285618

00:05:49.430 --> 00:05:51.038 We'll talk about some of them and but

NOTE Confidence: 0.9285618

00:05:51.038 --> 00:05:52.598 really in the feedback equation there

NOTE Confidence: 0.9285618

00:05:52.598 --> 00:05:54.266 are three factors that are important,

NOTE Confidence: 0.9285618

00:05:54.270 --> 00:05:55.092 the teacher,

NOTE Confidence: 0.9285618

00:05:55.092 --> 00:05:57.147 the learner and their environment.

NOTE Confidence: 0.9285618

00:05:57.150 --> 00:05:59.778 So we're going to talk about each of those

NOTE Confidence: 0.9285618

00:05:59.778 --> 00:06:02.204 factors and what barriers there are and

NOTE Confidence: 0.9285618

00:06:02.204 --> 00:06:04.230 what opportunities they can represent.

NOTE Confidence: 0.9285618

00:06:04.230 --> 00:06:06.134 So what gets in the way of feedback

NOTE Confidence: 0.9285618

00:06:06.134 --> 00:06:07.868 at the level of the teacher?

NOTE Confidence: 0.9285618

00:06:07.870 --> 00:06:09.774 There are competing demands,

NOTE Confidence: 0.9285618

00:06:09.774 --> 00:06:13.310 so when I'm listening to my medical

NOTE Confidence: 0.9285618

00:06:13.310 --> 00:06:16.880 student presenting the patient on rounds,

NOTE Confidence: 0.9285618

00:06:16.880 --> 00:06:19.764 I'm also listening to what is happening

NOTE Confidence: 0.9285618

00:06:19.764 --> 00:06:22.976 with the patient and trying to do the

NOTE Confidence: 0.9285618

00:06:22.976 --> 00:06:25.316 clinical care around that patient.

NOTE Confidence: 0.9285618

00:06:25.320 --> 00:06:27.360 There are time and space constraints,

NOTE Confidence: 0.9285618

00:06:27.360 --> 00:06:30.200 so maybe I'm walking into the patient room.

NOTE Confidence: 0.9285618

00:06:30.200 --> 00:06:34.008 Maybe that student or night resident is

NOTE Confidence: 0.9285618

00:06:34.008 --> 00:06:37.547 leaving because duty hours are being met.

NOTE Confidence: 0.9285618

00:06:37.550 --> 00:06:38.706 There's variable amounts of

NOTE Confidence: 0.9285618

00:06:38.706 --> 00:06:40.907 training so we can all have some

NOTE Confidence: 0.9285618

00:06:40.907 --> 00:06:42.547 discomfort around giving feedback.

NOTE Confidence: 0.9285618

00:06:42.550 --> 00:06:44.780 Hopefully we can address that

NOTE Confidence: 0.9285618

00:06:44.780 --> 00:06:47.510 today and it's really hard to do.

NOTE Confidence: 0.9285618

00:06:47.510 --> 00:06:49.854 It's uncomfortable to give,

NOTE Confidence: 0.9285618

00:06:49.854 --> 00:06:51.502 especially what can be

NOTE Confidence: 0.9285618

00:06:51.502 --> 00:06:53.150 seen as negative feedback,

NOTE Confidence: 0.9285618

00:06:53.150 --> 00:06:55.718 and there can be an emotional

NOTE Confidence: 0.9285618

00:06:55.718 --> 00:06:57.430 reaction in both parties.

NOTE Confidence: 0.9285618

00:06:57.430 --> 00:06:59.690 And finally,

NOTE Confidence: 0.9285618

00:06:59.690 --> 00:07:01.244 there can be a fear of retaliation,

NOTE Confidence: 0.9285618

00:07:01.250 --> 00:07:03.610 which is sometimes well founded.

NOTE Confidence: 0.9285618

00:07:03.610 --> 00:07:04.958 Negative about negative feedback

NOTE Confidence: 0.9285618

00:07:04.958 --> 00:07:06.643 can have adverse consequences to

NOTE Confidence: 0.9285618

00:07:06.643 --> 00:07:08.352 the faculty member that's giving it

NOTE Confidence: 0.9285618

00:07:08.352 --> 00:07:10.257 and that could just be extra work

NOTE Confidence: 0.9285618

00:07:10.257 --> 00:07:11.865 and trying to work through through

NOTE Confidence: 0.9285618

00:07:11.865 --> 00:07:13.686 that with the person or stress.

NOTE Confidence: 0.9285618

00:07:13.686 --> 00:07:17.057 I mean I have been up at night thinking

NOTE Confidence: 0.9285618

00:07:17.057 --> 00:07:19.357 about the the challenging feedback

NOTE Confidence: 0.9285618

00:07:19.357 --> 00:07:22.738 I'm going to give to someone or even

NOTE Confidence: 0.9285618

00:07:22.738 --> 00:07:25.882 retaliation in the form of evaluations

NOTE Confidence: 0.9285618

00:07:25.882 --> 00:07:29.726 that are negative of of us as the

NOTE Confidence: 0.9285618

00:07:29.726 --> 00:07:31.416 educator at the level of the learner.

NOTE Confidence: 0.9285618

00:07:31.420 --> 00:07:33.400 There are also barriers

NOTE Confidence: 0.9285618

00:07:33.400 --> 00:07:35.380 to getting that feedback,

NOTE Confidence: 0.9285618

00:07:35.380 --> 00:07:37.710 to accepting that feedback and

NOTE Confidence: 0.9285618

00:07:37.710 --> 00:07:39.574 to incorporating that feedback.

NOTE Confidence: 0.9365451

00:07:39.580 --> 00:07:41.404 So first of all,

NOTE Confidence: 0.9365451

00:07:41.404 --> 00:07:44.140 we're really bad at assessing ourselves.

NOTE Confidence: 0.9365451

00:07:44.140 --> 00:07:45.740 93% of American drivers

NOTE Confidence: 0.9365451

00:07:45.740 --> 00:07:47.340 think they're above average.

NOTE Confidence: 0.9365451

00:07:47.340 --> 00:07:50.704 I am among the 7% who knows I am

NOTE Confidence: 0.9365451

00:07:50.704 --> 00:07:52.940 below average as a driver also.

NOTE Confidence: 0.9365451

00:07:52.940 --> 00:07:54.060 It's interesting and I'm

NOTE Confidence: 0.9365451

00:07:54.060 --> 00:07:55.180 sure you've seen this,

NOTE Confidence: 0.9365451

00:07:55.180 --> 00:07:57.695 that sometimes the lower performing

NOTE Confidence: 0.9365451

00:07:57.695 --> 00:07:59.403 residents don't readily identify

NOTE Confidence: 0.9365451

00:07:59.403 --> 00:08:01.007 their weaknesses and actually

NOTE Confidence: 0.9365451

00:08:01.007 --> 00:08:02.800 can overestimate their abilities,

NOTE Confidence: 0.9365451

00:08:02.800 --> 00:08:04.880 while the higher performing

NOTE Confidence: 0.9365451

00:08:04.880 --> 00:08:07.200 residents can underestimate their

NOTE Confidence: 0.9365451

00:08:07.200 --> 00:08:10.200 skills in core competency areas.

NOTE Confidence: 0.9365451

00:08:10.200 --> 00:08:11.084 And interestingly,

NOTE Confidence: 0.9365451

00:08:11.084 --> 00:08:14.178 we all think that we're better at

NOTE Confidence: 0.9365451

00:08:14.178 --> 00:08:16.090 self-assessment than we are and better

NOTE Confidence: 0.9365451

00:08:16.090 --> 00:08:18.160 than others at assessing our needs.

NOTE Confidence: 0.9365451

00:08:18.160 --> 00:08:19.648 So Kevin Ava,

NOTE Confidence: 0.9365451

00:08:19.648 --> 00:08:22.600 who is a leader in this in this area,

NOTE Confidence: 0.9365451

00:08:22.600 --> 00:08:25.456 calls that the they not we phenomenon.

NOTE Confidence: 0.9365451

00:08:25.460 --> 00:08:26.044 And finally,

NOTE Confidence: 0.9365451

00:08:26.044 --> 00:08:28.380 even if we're fully aware of our weaknesses,

NOTE Confidence: 0.9365451

00:08:28.380 --> 00:08:29.795 we're often afraid to reveal

NOTE Confidence: 0.9365451

00:08:29.795 --> 00:08:31.210 those weaknesses to the person

NOTE Confidence: 0.9365451

00:08:31.265 --> 00:08:32.657 who's going to be grading us.

NOTE Confidence: 0.9365451

00:08:32.660 --> 00:08:35.180 So that's the coach versus judge phenomenon.

NOTE Confidence: 0.9365451

00:08:35.180 --> 00:08:38.625 So when the person that's teaching

NOTE Confidence: 0.9365451

00:08:38.625 --> 00:08:40.791 someone is also the person that's

NOTE Confidence: 0.9365451

00:08:40.791 --> 00:08:42.635 assessing them and determining

NOTE Confidence: 0.9365451

00:08:42.635 --> 00:08:44.018 their future opportunities,

NOTE Confidence: 0.9365451

00:08:44.020 --> 00:08:46.036 that can be stressful as opposed

NOTE Confidence: 0.9365451

00:08:46.036 --> 00:08:48.734 to a coach who's really there just

NOTE Confidence: 0.9365451

00:08:48.734 --> 00:08:50.874 to help improve clinical skills.

NOTE Confidence: 0.9365451

00:08:50.880 --> 00:08:53.080 The judge is responsible for

NOTE Confidence: 0.9365451

00:08:53.080 --> 00:08:54.840 assessing that trainee's performance.

NOTE Confidence: 0.9365451

00:08:54.840 --> 00:08:56.492 And as clinical supervisors,

NOTE Confidence: 0.9365451

00:08:56.492 --> 00:08:59.218 we have that dual role which can

NOTE Confidence: 0.9365451

00:08:59.218 --> 00:09:01.192 make the the trainee less likely

NOTE Confidence: 0.9365451

00:09:01.192 --> 00:09:02.932 to reveal their weaknesses even

NOTE Confidence: 0.9365451

00:09:02.932 --> 00:09:04.960 if they are aware of them.

NOTE Confidence: 0.9365451

00:09:04.960 --> 00:09:06.096 And finally,

NOTE Confidence: 0.9365451

00:09:06.096 --> 00:09:08.936 there are different types of

NOTE Confidence: 0.9365451

00:09:08.936 --> 00:09:10.640 learner goal orientation,

NOTE Confidence: 0.9365451

00:09:10.640 --> 00:09:12.836 so there can be performance oriented.

NOTE Confidence: 0.9365451

00:09:12.840 --> 00:09:15.264 So like the goal is to look smart

NOTE Confidence: 0.9365451

00:09:15.264 --> 00:09:17.362 or learning oriented where the goal

NOTE Confidence: 0.9365451

00:09:17.362 --> 00:09:19.459 is to improve and our environment

NOTE Confidence: 0.9365451

00:09:19.459 --> 00:09:21.174 which is really achievement based

NOTE Confidence: 0.9365451

00:09:21.174 --> 00:09:23.287 and high stakes and competitive at

NOTE Confidence: 0.9365451

00:09:23.287 --> 00:09:25.880 times may induce more of a performance

NOTE Confidence: 0.9365451

00:09:25.880 --> 00:09:28.265 goal orientation which can lead to

NOTE Confidence: 0.9365451

00:09:28.265 --> 00:09:30.310 avoidance of that essential feedback.

NOTE Confidence: 0.9365451

00:09:30.310 --> 00:09:32.542 So really trying to foster that

NOTE Confidence: 0.9365451

00:09:32.542 --> 00:09:34.470 growth or learning mindset can

NOTE Confidence: 0.9365451

00:09:34.470 --> 00:09:36.670 increase the receptivity to feedback

NOTE Confidence: 0.9365451

00:09:36.670 --> 00:09:38.803 and feedback seeking behavior and

NOTE Confidence: 0.9365451

00:09:38.803 --> 00:09:40.668 support the development of mastery.

NOTE Confidence: 0.94139874

00:09:43.230 --> 00:09:46.527 There are also systems barriers to feedback

NOTE Confidence: 0.94139874

00:09:46.530 --> 00:09:48.525 in addition to the teacher and the

NOTE Confidence: 0.94139874

00:09:48.525 --> 00:09:50.370 learner in terms of the learning culture.

NOTE Confidence: 0.94139874

00:09:50.370 --> 00:09:52.680 So in addition to the lack of time that we

NOTE Confidence: 0.94139874

00:09:52.735 --> 00:09:55.009 talked about and competing priorities and

NOTE Confidence: 0.94139874

00:09:55.009 --> 00:09:57.409 variable amount of training and discomfort.

NOTE Confidence: 0.94139874

00:09:57.410 --> 00:10:00.189 There is now even less continuity and

NOTE Confidence: 0.94139874

00:10:00.189 --> 00:10:02.589 and fewer opportunities to observe and

NOTE Confidence: 0.94139874

00:10:02.589 --> 00:10:04.857 assess our learners with the tending

NOTE Confidence: 0.94139874

00:10:04.857 --> 00:10:07.676 blocks as short as one or two weeks and

NOTE Confidence: 0.94139874

00:10:07.676 --> 00:10:11.850 constant turnover of trainees and and and

NOTE Confidence: 0.94139874

00:10:11.850 --> 00:10:16.170 educators often mismatched with each other.

NOTE Confidence: 0.94139874

00:10:16.170 --> 00:10:17.695 So there's also a hidden

NOTE Confidence: 0.94139874

00:10:17.695 --> 00:10:18.610 curriculum in medicine.

NOTE Confidence: 0.94139874

00:10:18.610 --> 00:10:19.978 A pressure to perform a fake

NOTE Confidence: 0.94139874

00:10:19.978 --> 00:10:21.609 it till you make it mentality.

NOTE Confidence: 0.94139874

00:10:21.610 --> 00:10:24.370 That and the need to not appear incompetent.

NOTE Confidence: 0.94139874

00:10:24.370 --> 00:10:27.004 Again because of our achievement based

NOTE Confidence: 0.94139874

00:10:27.004 --> 00:10:28.760 high stakes competitive environment

NOTE Confidence: 0.94139874

00:10:28.827 --> 00:10:30.948 that can make us hesitant to seek

NOTE Confidence: 0.94139874

00:10:30.948 --> 00:10:32.570 feedback that can be negative

NOTE Confidence: 0.9331892

00:10:35.210 --> 00:10:36.810 even when we're giving feedback.

NOTE Confidence: 0.9331892

00:10:36.810 --> 00:10:39.132 Often some of the problem is that it might

NOTE Confidence: 0.9331892

00:10:39.132 --> 00:10:41.566 be mismatched with what our learning is.

NOTE Confidence: 0.9331892

00:10:41.570 --> 00:10:44.242 Learner is asking for is there's a great

NOTE Confidence: 0.9331892

00:10:44.242 --> 00:10:47.054 book called Thanks for the Feedback and

NOTE Confidence: 0.9331892

00:10:47.054 --> 00:10:50.618 they categorize the types of feedback,

NOTE Confidence: 0.9331892

00:10:50.620 --> 00:10:52.820 all of which are essential into 3 categories.

NOTE Confidence: 0.9331892

00:10:52.820 --> 00:10:55.740 So appreciation which is recognition,

NOTE Confidence: 0.9331892

00:10:55.740 --> 00:10:56.736 motivation and thanks.

NOTE Confidence: 0.9331892

00:10:56.736 --> 00:10:59.413 It helps you know that your efforts are

NOTE Confidence: 0.9331892

00:10:59.413 --> 00:11:02.180 noticed and makes you feel worth a lot.

NOTE Confidence: 0.9331892

00:11:02.180 --> 00:11:04.164 Coaching which is more help.

NOTE Confidence: 0.9331892

00:11:04.164 --> 00:11:06.460 It helped aimed at helping you improve,

NOTE Confidence: 0.9331892

00:11:06.460 --> 00:11:08.988 learn, grow and change either to meet new

NOTE Confidence: 0.9331892

00:11:08.988 --> 00:11:11.458 challenges or to correct an existing problem.

NOTE Confidence: 0.9331892

00:11:11.460 --> 00:11:12.351 And then evaluation,

NOTE Confidence: 0.9331892

00:11:12.351 --> 00:11:13.539 which is really assessment.

NOTE Confidence: 0.9331892

00:11:13.540 --> 00:11:15.836 It tells you where you stand in relation

NOTE Confidence: 0.9331892

00:11:15.836 --> 00:11:17.488 to expectations and to other people,

NOTE Confidence: 0.9331892

00:11:17.490 --> 00:11:20.274 and it helps align expectations between

NOTE Confidence: 0.9331892

00:11:20.274 --> 00:11:22.130 people and clarify consequences.

NOTE Confidence: 0.9331892

00:11:22.130 --> 00:11:24.770 So if we're giving someone feedback,

NOTE Confidence: 0.9331892

00:11:24.770 --> 00:11:25.901 that is appreciation.

NOTE Confidence: 0.9331892

00:11:25.901 --> 00:11:28.163 But what they're really wondering is,

NOTE Confidence: 0.9331892

00:11:28.170 --> 00:11:29.605 am I on par with my peers?

NOTE Confidence: 0.9331892

00:11:29.610 --> 00:11:32.130 Am I on track for promotion and graduation?

NOTE Confidence: 0.9331892

00:11:32.130 --> 00:11:35.805 That can be unsatisfying to that person.

NOTE Confidence: 0.9331892

00:11:35.810 --> 00:11:38.402 I'm sure you've all been in the situation

NOTE Confidence: 0.9331892

00:11:38.402 --> 00:11:40.298 where you're giving someone feedback

NOTE Confidence: 0.9331892

00:11:40.298 --> 00:11:42.082 and they, you know, they're like,

NOTE Confidence: 0.9331892

00:11:42.082 --> 00:11:43.570 waiting for the shoe to drop.

NOTE Confidence: 0.9331892

00:11:43.570 --> 00:11:45.166 They're waiting for that feedback sandwich.

NOTE Confidence: 0.9331892

00:11:45.170 --> 00:11:46.234 You say something nice,

NOTE Confidence: 0.9331892

00:11:46.234 --> 00:11:47.934 you're going to say something that's,

NOTE Confidence: 0.9331892

00:11:47.934 --> 00:11:48.662 you know,

NOTE Confidence: 0.9331892

00:11:48.662 --> 00:11:51.210 negative and then say something nice again.

NOTE Confidence: 0.9331892

00:11:51.210 --> 00:11:52.728 And I've actually had people like,

NOTE Confidence: 0.9331892

00:11:52.730 --> 00:11:54.170 where's the middle of the sandwich?

NOTE Confidence: 0.9331892

00:11:54.170 --> 00:11:54.374 Like,

NOTE Confidence: 0.9331892

00:11:54.374 --> 00:11:56.210 where are you going to tell me the things?

NOTE Confidence: 0.9331892

00:11:56.210 --> 00:11:58.730 Is there something you're not telling me

NOTE Confidence: 0.9331892

00:11:58.730 --> 00:12:02.950 or you are giving them again appreciation,

NOTE Confidence: 0.9331892

00:12:02.950 --> 00:12:04.750 but they're really looking for coaching.

NOTE Confidence: 0.9331892

00:12:04.750 --> 00:12:06.667 So what it is that they can do better.

NOTE Confidence: 0.93628937

00:12:09.390 --> 00:12:11.652 So the implications of that lack

NOTE Confidence: 0.93628937

00:12:11.652 --> 00:12:13.550 of effective feedback are many.

NOTE Confidence: 0.93628937

00:12:13.550 --> 00:12:15.375 So there can be missed

NOTE Confidence: 0.93628937

00:12:15.375 --> 00:12:16.105 learning opportunities,

NOTE Confidence: 0.93628937

00:12:16.110 --> 00:12:17.964 there can be learner and security

NOTE Confidence: 0.93628937

00:12:17.964 --> 00:12:19.917 and feeling like they're just being

NOTE Confidence: 0.93628937

00:12:19.917 --> 00:12:21.897 praised or passed along without really

NOTE Confidence: 0.93628937

00:12:21.897 --> 00:12:23.787 knowing what they can be better at.

NOTE Confidence: 0.93628937

00:12:23.790 --> 00:12:25.450 We can have inaccurate perception

NOTE Confidence: 0.93628937

00:12:25.450 --> 00:12:27.110 of performance by the learner.

NOTE Confidence: 0.93628937

00:12:27.110 --> 00:12:29.156 So they think they're doing great

NOTE Confidence: 0.93628937

00:12:29.156 --> 00:12:31.329 or they think they're doing poorly

NOTE Confidence: 0.93628937

00:12:31.330 --> 00:12:34.888 without really knowing what what their,

NOTE Confidence: 0.93628937

00:12:34.890 --> 00:12:36.294 what their educators,

NOTE Confidence: 0.93628937

00:12:36.294 --> 00:12:38.166 what their teachers think.

NOTE Confidence: 0.93628937

00:12:38.170 --> 00:12:39.538 And there can be a performance

NOTE Confidence: 0.93628937

00:12:39.538 --> 00:12:40.850 plateau and we're no longer

NOTE Confidence: 0.93628937

00:12:40.850 --> 00:12:42.246 coaching people for improvement.

NOTE Confidence: 0.93628937

00:12:42.250 --> 00:12:44.458 And finally there can be disappointment

NOTE Confidence: 0.93628937

00:12:44.458 --> 00:12:45.930 surprised with final evaluations.

NOTE Confidence: 0.93628937

00:12:45.930 --> 00:12:46.858 So as an advisor,

NOTE Confidence: 0.93628937

00:12:46.858 --> 00:12:48.555 I see this often where people have

NOTE Confidence: 0.93628937

00:12:48.555 --> 00:12:50.284 not been told the things that that

NOTE Confidence: 0.93628937

00:12:50.284 --> 00:12:52.220 they could be doing better and then

NOTE Confidence: 0.93628937

00:12:52.220 --> 00:12:53.605 they get their final evaluation

NOTE Confidence: 0.93628937

00:12:53.610 --> 00:12:55.764 and that's surprising to them and

NOTE Confidence: 0.93628937

00:12:55.764 --> 00:12:58.084 they haven't had the opportunity to

NOTE Confidence: 0.93628937

00:12:58.084 --> 00:13:00.526 to really talk about those things.

NOTE Confidence: 0.93628937

00:13:00.530 --> 00:13:03.715 So I'm going to pass this along

NOTE Confidence: 0.93628937

00:13:03.715 --> 00:13:05.385 to Doctor Fattock to talk about

NOTE Confidence: 0.93628937

00:13:05.385 --> 00:13:07.010 a way of doing this better.

NOTE Confidence: 0.93624735

00:13:08.560 --> 00:13:10.240 Thanks Susan, and thank you,

NOTE Confidence: 0.93624735

00:13:10.240 --> 00:13:12.220 John for that kind introduction

NOTE Confidence: 0.93624735

00:13:12.220 --> 00:13:14.200 and the organizers for the

NOTE Confidence: 0.93624735

00:13:14.274 --> 00:13:16.118 opportunity to speak today.

NOTE Confidence: 0.93624735

00:13:16.120 --> 00:13:18.472 Really excited to talk on an

NOTE Confidence: 0.93624735

00:13:18.472 --> 00:13:20.040 important topic of feedback.

NOTE Confidence: 0.93624735

00:13:20.040 --> 00:13:22.896 And Susan just gave you the background

NOTE Confidence: 0.93624735

00:13:22.896 --> 00:13:25.679 in terms of the importance of

NOTE Confidence: 0.93624735

00:13:25.679 --> 00:13:28.129 feedback conversations as well as

NOTE Confidence: 0.93624735

00:13:28.129 --> 00:13:31.240 what the barriers we all encounter

NOTE Confidence: 0.93624735

00:13:31.240 --> 00:13:33.304 in our daytoday lives in having

NOTE Confidence: 0.93624735

00:13:33.304 --> 00:13:34.680 these type of conversations.

NOTE Confidence: 0.93624735

00:13:34.680 --> 00:13:37.440 So now we'll switch gears a little bit

NOTE Confidence: 0.93624735

00:13:37.440 --> 00:13:39.690 and talk about in the next few slides,

NOTE Confidence: 0.93624735

00:13:39.690 --> 00:13:43.024 an interactive model of giving back that

NOTE Confidence: 0.93624735

00:13:43.024 --> 00:13:45.733 all of you will utilize in practice

NOTE Confidence: 0.93624735

00:13:45.733 --> 00:13:48.520 when you go into breakout rooms and

NOTE Confidence: 0.93624735

00:13:48.520 --> 00:13:51.600 the end of that section of our talk,

NOTE Confidence: 0.93624735

00:13:51.600 --> 00:13:54.442 because really a large part of feedback

NOTE Confidence: 0.93624735

00:13:54.442 --> 00:13:57.944 is practicing how to get better at it.

NOTE Confidence: 0.93624735

00:13:57.944 --> 00:14:00.008 Before we start feedback

NOTE Confidence: 0.93624735

00:14:00.008 --> 00:14:01.040 conversations though,

NOTE Confidence: 0.93624735

00:14:01.040 --> 00:14:03.609 it's really important to set the stage

NOTE Confidence: 0.93624735

00:14:03.609 --> 00:14:05.857 for those feedback conversations and

NOTE Confidence: 0.93624735

00:14:05.857 --> 00:14:08.508 it's extremely important to normalize

NOTE Confidence: 0.93624735

00:14:08.508 --> 00:14:11.078 feedback and we cannot highlight

NOTE Confidence: 0.93624735

00:14:11.078 --> 00:14:14.154 the importance of spending time in

NOTE Confidence: 0.93624735

00:14:14.154 --> 00:14:17.046 this piece of feedback before you

NOTE Confidence: 0.93624735

00:14:17.046 --> 00:14:20.057 actually launch into that conversation.

NOTE Confidence: 0.93624735

00:14:20.060 --> 00:14:21.772 So as Susan mentioned,

NOTE Confidence: 0.93624735

00:14:21.772 --> 00:14:24.340 the learning climate is extremely important.

NOTE Confidence: 0.93624735

00:14:24.340 --> 00:14:26.100 So when we're preparing to

NOTE Confidence: 0.93624735

00:14:26.100 --> 00:14:27.860 give feedback to our trainees,

NOTE Confidence: 0.93624735

00:14:27.860 --> 00:14:30.740 it's important to promote relationships,

NOTE Confidence: 0.93624735

00:14:30.740 --> 00:14:33.740 important to really spend time building

NOTE Confidence: 0.93624735

00:14:33.740 --> 00:14:36.962 and fostering a warm learning climate.

NOTE Confidence: 0.93624735

00:14:36.962 --> 00:14:40.017 Establishing goals as Susan mentioned,

NOTE Confidence: 0.93624735

00:14:40.020 --> 00:14:42.692 not necessarily just performance

NOTE Confidence: 0.93624735

00:14:42.692 --> 00:14:44.028 focused goals,

NOTE Confidence: 0.93624735

00:14:44.030 --> 00:14:46.855 but perhaps mastery goals is

NOTE Confidence: 0.93624735

00:14:46.855 --> 00:14:49.680 also important and having them

NOTE Confidence: 0.93624735

00:14:49.785 --> 00:14:53.006 be small achievable goals is can

NOTE Confidence: 0.93624735

00:14:53.006 --> 00:14:55.150 sometimes be more impactful.

NOTE Confidence: 0.93624735

00:14:55.150 --> 00:14:57.052 It's also helpful to think about

NOTE Confidence: 0.93624735

00:14:57.052 --> 00:14:58.733 the setting when where this

NOTE Confidence: 0.93624735

00:14:58.733 --> 00:15:00.508 conversation is going to happen.

NOTE Confidence: 0.93624735

00:15:00.510 --> 00:15:03.534 We're often in busy clinical settings and

NOTE Confidence: 0.93624735

00:15:03.534 --> 00:15:06.593 it's difficult for us to really find space,

NOTE Confidence: 0.93624735

00:15:06.593 --> 00:15:09.239 but but spending some time and

NOTE Confidence: 0.93624735

00:15:09.239 --> 00:15:11.889 thinking about that might be helpful.

NOTE Confidence: 0.93624735

00:15:11.890 --> 00:15:13.362 And the the last point is I think

NOTE Confidence: 0.93624735

00:15:13.362 --> 00:15:14.685 we've all been there, right?

NOTE Confidence: 0.93624735

00:15:14.685 --> 00:15:15.120 We've,

NOTE Confidence: 0.93624735

00:15:15.120 --> 00:15:18.165 we've given feedback to our trainees and

NOTE Confidence: 0.93624735

00:15:18.165 --> 00:15:20.929 we've felt like we've given feedback.

NOTE Confidence: 0.93624735

00:15:20.930 --> 00:15:23.914 But a lot of times when our trainees

NOTE Confidence: 0.93624735

00:15:23.914 --> 00:15:26.169 complete evaluations or are asked about it,

NOTE Confidence: 0.93624735

00:15:26.170 --> 00:15:28.210 they feel like they've not

NOTE Confidence: 0.93624735

00:15:28.210 --> 00:15:29.842 received feedback from us.

NOTE Confidence: 0.93624735

00:15:29.850 --> 00:15:32.608 So it's really important to signpost it.

NOTE Confidence: 0.93624735

00:15:32.610 --> 00:15:36.301 So before you start that feedback dialogue,

NOTE Confidence: 0.93624735

00:15:36.301 --> 00:15:38.145 it's helpful to say, OK,

NOTE Confidence: 0.93624735

00:15:38.145 --> 00:15:40.490 now I'm going to give you feedback,

NOTE Confidence: 0.93624735

00:15:40.490 --> 00:15:42.370 so don't hesitate to use

NOTE Confidence: 0.93624735

00:15:42.370 --> 00:15:44.250 that eight letter F word.

NOTE Confidence: 0.92569375

00:15:47.570 --> 00:15:49.723 So why are goals important?

NOTE Confidence: 0.92569375

00:15:49.723 --> 00:15:52.754 Because we all need to have a

NOTE Confidence: 0.92569375

00:15:52.754 --> 00:15:55.373 shared mental model of what our

NOTE Confidence: 0.92569375

00:15:55.373 --> 00:15:57.875 conversation is going to be about.

NOTE Confidence: 0.92569375

00:15:57.880 --> 00:15:59.960 So I I love this, this cartoon

NOTE Confidence: 0.92569375

27

00:15:59.960 --> 00:16:02.520 that I will let all of you read.

NOTE Confidence: 0.92569375

00:16:02.520 --> 00:16:06.004 But it's it's really important that we

NOTE Confidence: 0.92569375

00:16:06.004 --> 00:16:08.398 set goals such that the trainee feels

NOTE Confidence: 0.92569375

00:16:08.398 --> 00:16:11.212 like they're being heard as well as

NOTE Confidence: 0.92569375

00:16:11.212 --> 00:16:13.396 we're giving them feedback on exactly

NOTE Confidence: 0.92569375

00:16:13.396 --> 00:16:16.037 what they're looking for feedback on.

NOTE Confidence: 0.92569375

00:16:16.040 --> 00:16:19.142 So setting goals is a shared

NOTE Confidence: 0.92569375

00:16:19.142 --> 00:16:22.097 process where we discuss and come

NOTE Confidence: 0.92569375

00:16:22.097 --> 00:16:25.484 up with some set goals and you can

NOTE Confidence: 0.92569375

00:16:25.484 --> 00:16:27.800 ask about goals utilizing Susan.

NOTE Confidence: 0.92569375

00:16:27.800 --> 00:16:31.680 If you could please press the next button.

NOTE Confidence: 0.92569375

00:16:31.680 --> 00:16:33.546 Questions such as what do you

NOTE Confidence: 0.92569375

00:16:33.546 --> 00:16:36.039 hope to get out of this rotation.

NOTE Confidence: 0.92569375

00:16:36.040 --> 00:16:38.189 Sometimes you might need to be a

NOTE Confidence: 0.92569375

00:16:38.189 --> 00:16:40.044 little bit more directive and say

NOTE Confidence: 0.92569375

00:16:40.044 --> 00:16:42.608 my goals for your week on X are and

28

NOTE Confidence: 0.92569375

00:16:42.608 --> 00:16:44.624 then we could work together on those

NOTE Confidence: 0.92569375

00:16:44.624 --> 00:16:46.679 or what are you working on that

NOTE Confidence: 0.92569375

00:16:46.679 --> 00:16:48.640 you want to continue to work on.

NOTE Confidence: 0.92569375

00:16:48.640 --> 00:16:50.537 So these are some of the ways

NOTE Confidence: 0.92569375

00:16:50.537 --> 00:16:54.520 you can help to set goals.

NOTE Confidence: 0.92569375

00:16:54.520 --> 00:16:57.135 So next we'll talk about

NOTE Confidence: 0.92569375

00:16:57.135 --> 00:16:58.704 an interactive model,

NOTE Confidence: 0.92569375

00:16:58.710 --> 00:17:01.545 a learner focused model of giving feedback,

NOTE Confidence: 0.92569375

00:17:01.550 --> 00:17:03.470 which is called the Adapt model.

NOTE Confidence: 0.92569375

00:17:03.470 --> 00:17:06.193 And this is just one of many

NOTE Confidence: 0.92569375

00:17:06.193 --> 00:17:08.230 models of giving feedback.

NOTE Confidence: 0.92569375

00:17:08.230 --> 00:17:13.030 What we like the specific model

NOTE Confidence: 0.92569375

00:17:13.030 --> 00:17:17.212 because of that initial asks ask

NOTE Confidence: 0.92569375

00:17:17.212 --> 00:17:20.489 which helps to helps the feedback

NOTE Confidence: 0.92569375

00:17:20.489 --> 00:17:22.630 ever understand the insight of the

NOTE Confidence: 0.92569375

00:17:22.630 --> 00:17:24.230 person who's receiving the feedback.

NOTE Confidence: 0.92569375

00:17:24.230 --> 00:17:26.684 So the adapt model stands for

NOTE Confidence: 0.92569375

00:17:26.684 --> 00:17:29.614 the first A is ask, discuss,

NOTE Confidence: 0.92569375

00:17:29.614 --> 00:17:32.910 ask and plan together.

NOTE Confidence: 0.92569375

00:17:32.910 --> 00:17:34.350 So the first ask

NOTE Confidence: 0.9329905

00:17:38.110 --> 00:17:43.435 is, is where you assess for

NOTE Confidence: 0.9329905

00:17:43.435 --> 00:17:46.063 insight for learner insight.

NOTE Confidence: 0.9329905

00:17:46.070 --> 00:17:48.814 And I think Susan talked about this and

NOTE Confidence: 0.9329905

00:17:48.814 --> 00:17:51.120 that as physicians there's abundance

NOTE Confidence: 0.9329905

00:17:51.120 --> 00:17:53.550 of literature to suggest that we're

NOTE Confidence: 0.9329905

00:17:53.550 --> 00:17:56.190 not very accurate at self-assessment

NOTE Confidence: 0.9329905

00:17:56.190 --> 00:17:57.790 and same with our learners.

NOTE Confidence: 0.9329905

00:17:57.790 --> 00:18:01.486 So it's important to ask them what they

NOTE Confidence: 0.9329905

00:18:01.486 --> 00:18:03.865 feel their performance was like or

NOTE Confidence: 0.9329905

00:18:03.865 --> 00:18:07.185 how they felt they did and it really

NOTE Confidence: 0.9329905

00:18:07.185 --> 00:18:09.837 can help you tailor your feedback

NOTE Confidence: 0.9329905

00:18:09.837 --> 00:18:12.347 conversation to that learner perception.

NOTE Confidence: 0.9329905

00:18:12.350 --> 00:18:15.108 So examples of asking for that initial

NOTE Confidence: 0.9329905

00:18:15.108 --> 00:18:18.025 ask are how do you think that when

NOTE Confidence: 0.9329905

00:18:18.025 --> 00:18:21.098 or how do you think things are going?

NOTE Confidence: 0.9329905

00:18:21.100 --> 00:18:22.654 You can hone in directly on what's

NOTE Confidence: 0.9329905

00:18:22.654 --> 00:18:23.098 going well.

NOTE Confidence: 0.9329905

00:18:23.100 --> 00:18:24.416 So you could say what's going well,

NOTE Confidence: 0.9329905

00:18:24.420 --> 00:18:25.434 what went well,

NOTE Confidence: 0.9329905

00:18:25.434 --> 00:18:27.800 or you could ask them what may

NOTE Confidence: 0.9329905

00:18:27.880 --> 00:18:29.500 not have gone so well.

NOTE Confidence: 0.9329905

00:18:29.500 --> 00:18:31.234 Or you could be very specific

NOTE Confidence: 0.9329905

00:18:31.234 --> 00:18:33.001 and just directly ask them what

NOTE Confidence: 0.9329905

00:18:33.001 --> 00:18:34.376 do you want feedback on.

NOTE Confidence: 0.9329905

00:18:34.380 --> 00:18:37.488 So these are some ways of making

NOTE Confidence: 0.9329905

00:18:37.488 --> 00:18:40.812 sure you ask about that first.

NOTE Confidence: 0.9329905

00:18:40.812 --> 00:18:42.740 Ask Once you have done that,

NOTE Confidence: 0.9329905

00:18:42.740 --> 00:18:46.876 the next step for the next D in the ADAPT

NOTE Confidence: 0.9329905

00:18:46.876 --> 00:18:49.180 model is to discuss your observations.

NOTE Confidence: 0.9329905

00:18:49.180 --> 00:18:51.148 And I just want to again

NOTE Confidence: 0.9329905

00:18:51.148 --> 00:18:52.460 highlight the word observations.

NOTE Confidence: 0.9329905

00:18:52.460 --> 00:18:55.265 So you're being a behavioral

NOTE Confidence: 0.9329905

00:18:55.265 --> 00:18:57.509 diagnostician and you're describing

NOTE Confidence: 0.9329905

00:18:57.509 --> 00:19:00.452 what you have observed and your

NOTE Confidence: 0.9329905

00:19:00.452 --> 00:19:02.276 observation should include some

NOTE Confidence: 0.9329905

00:19:02.276 --> 00:19:04.100 positive and reinforcing comments,

NOTE Confidence: 0.9329905

00:19:04.100 --> 00:19:07.140 should include some corrective comments.

NOTE Confidence: 0.9329905

00:19:07.140 --> 00:19:09.005 They should be very specific

NOTE Confidence: 0.9329905

00:19:09.005 --> 00:19:11.563 though to that shared goal that you

NOTE Confidence: 0.9329905

00:19:11.563 --> 00:19:13.726 came up with that at the outset.

NOTE Confidence: 0.9329905

00:19:13.730 --> 00:19:17.294 A lot of times we have a lot to

NOTE Confidence: 0.9329905

00:19:17.294 --> 00:19:19.025 say and our trainees might get

NOTE Confidence: 0.9329905

00:19:19.025 --> 00:19:20.742 overwhelmed with all of the information

NOTE Confidence: 0.9329905

00:19:20.742 --> 00:19:22.050 that we provide them.

NOTE Confidence: 0.9329905

00:19:22.050 --> 00:19:25.410 So it's important that we monitor and

NOTE Confidence: 0.9329905

00:19:25.410 --> 00:19:28.890 control our our discussions such that

NOTE Confidence: 0.9329905

00:19:28.890 --> 00:19:30.790 we've prioritized our discussions

NOTE Confidence: 0.9329905

00:19:30.790 --> 00:19:33.010 to maybe two or three observations

NOTE Confidence: 0.9329905

00:19:33.010 --> 00:19:35.044 about our trainees so that they

NOTE Confidence: 0.9329905

00:19:35.044 --> 00:19:36.930 can digest it and our feedback

NOTE Confidence: 0.9329905

00:19:36.930 --> 00:19:39.330 is a little bit more impactful.

NOTE Confidence: 0.92727228

00:19:41.410 --> 00:19:43.513 Our tone matters.

NOTE Confidence: 0.92727228

00:19:43.513 --> 00:19:46.859 The content matters, and it's important

NOTE Confidence: 0.92727228

00:19:46.859 --> 00:19:49.337 to be descriptive and not interpretive.

NOTE Confidence: 0.92727228

00:19:49.340 --> 00:19:51.580 So, for example, it's not okay to

NOTE Confidence: 0.92727228

00:19:51.580 --> 00:19:54.178 say that your history was inadequate,

NOTE Confidence: 0.92727228

00:19:54.180 --> 00:19:56.530 but it is okay to say that,

NOTE Confidence: 0.92727228

00:19:56.530 --> 00:19:58.420 you know, as I was observing you,

NOTE Confidence: 0.92727228

00:19:58.420 --> 00:20:00.220 I noticed that you omitted a

NOTE Confidence: 0.92727228

00:20:00.220 --> 00:20:02.310 few key parts of the history

NOTE Confidence: 0.92727228

00:20:02.310 --> 00:20:04.360 and then described those parts.

NOTE Confidence: 0.92727228

00:20:04.360 --> 00:20:05.389 To your learner.

NOTE Confidence: 0.92727228

00:20:05.389 --> 00:20:07.447 So here we're talking about their

NOTE Confidence: 0.92727228

00:20:07.447 --> 00:20:09.080 behavior or their performance,

NOTE Confidence: 0.92727228

00:20:09.080 --> 00:20:11.999 but we're not talking about them so

NOTE Confidence: 0.92727228

00:20:11.999 --> 00:20:15.160 that it's not a judgmental conversation.

NOTE Confidence: 0.9338234

00:20:17.360 --> 00:20:21.357 The next ask clarifies what the learner

NOTE Confidence: 0.9338234

00:20:21.360 --> 00:20:22.830 took away from that conversation

NOTE Confidence: 0.9338234

00:20:22.830 --> 00:20:24.691 that you had or the feedback

NOTE Confidence: 0.9338234

00:20:24.691 --> 00:20:26.677 dialogue that you had with them.

NOTE Confidence: 0.9338234

00:20:26.680 --> 00:20:29.944 And here you're asking them for

NOTE Confidence: 0.9338234

00:20:29.944 --> 00:20:33.688 opportunities for change and for development.

NOTE Confidence: 0.9338234

00:20:33.690 --> 00:20:36.506 And here you can get a sense of

34

NOTE Confidence: 0.9338234

00:20:36.506 --> 00:20:39.047 understanding of how receptive was your

NOTE Confidence: 0.9338234

00:20:39.047 --> 00:20:41.807 learner to the feedback you just gave them.

NOTE Confidence: 0.9338234

00:20:41.810 --> 00:20:43.868 So you could elicit this ask by

NOTE Confidence: 0.9338234

00:20:43.868 --> 00:20:46.034 questions such as what are your thoughts

NOTE Confidence: 0.9338234

00:20:46.034 --> 00:20:48.290 about that or does that make sense,

NOTE Confidence: 0.9338234

00:20:48.290 --> 00:20:51.260 anything that stuck you as some

NOTE Confidence: 0.9338234

00:20:51.260 --> 00:20:53.530 struck as something to work on?

NOTE Confidence: 0.9301242

00:20:56.170 --> 00:20:57.570 And then the last part

NOTE Confidence: 0.9301242

00:20:57.650 --> 00:21:02.578 of our adapt model is the plan together.

NOTE Confidence: 0.9301242

00:21:02.580 --> 00:21:04.414 I will say that oftentimes this is

NOTE Confidence: 0.9301242

00:21:04.414 --> 00:21:06.689 one of the forgotten pieces of the

NOTE Confidence: 0.9301242

00:21:06.689 --> 00:21:08.825 feedback conversation where all of us

NOTE Confidence: 0.9301242

00:21:08.885 --> 00:21:11.216 are good at at having that conversation,

NOTE Confidence: 0.9301242

00:21:11.220 --> 00:21:14.100 but then we sometimes might forget

NOTE Confidence: 0.9301242

00:21:14.100 --> 00:21:16.572 actual tangible steps to come

NOTE Confidence: 0.9301242

00:21:16.572 --> 00:21:18.456 up with for improvement.

NOTE Confidence: 0.9301242

00:21:18.460 --> 00:21:21.260 So here the plan together is such

NOTE Confidence: 0.9301242

00:21:21.260 --> 00:21:23.525 that you're trying to get the

NOTE Confidence: 0.9301242

00:21:23.525 --> 00:21:25.938 learner from point A to point B.

NOTE Confidence: 0.9301242

00:21:25.938 --> 00:21:28.250 So you're you're coming up with certain

NOTE Confidence: 0.9301242

00:21:28.250 --> 00:21:31.540 ways for them to improve strategies that

NOTE Confidence: 0.9301242

00:21:31.540 --> 00:21:34.700 they can work on and the action plan can.

NOTE Confidence: 0.9301242

00:21:34.700 --> 00:21:37.087 You can ask them questions such as

NOTE Confidence: 0.9301242

00:21:37.087 --> 00:21:39.684 how might you work on X or who or

NOTE Confidence: 0.9301242

00:21:39.684 --> 00:21:41.700 what might help you with this change,

NOTE Confidence: 0.9301242

00:21:41.700 --> 00:21:42.978 what might get in the way.

NOTE Confidence: 0.9301242

00:21:42.980 --> 00:21:45.445 Because oftentimes there might be

NOTE Confidence: 0.9301242

00:21:45.445 --> 00:21:47.392 barriers to bringing about change

NOTE Confidence: 0.9301242

00:21:47.392 --> 00:21:50.077 and and trying to work on those

NOTE Confidence: 0.9301242

00:21:50.077 --> 00:21:51.817 might be most impactful.

NOTE Confidence: 0.9301242

00:21:51.820 --> 00:21:53.372 Or you can again be a little bit

NOTE Confidence: 0.9301242

00:21:53.372 --> 00:21:54.455 more directive in that learner

NOTE Confidence: 0.9301242

00:21:54.455 --> 00:21:55.540 who needs that extra help,

NOTE Confidence: 0.9301242

00:21:55.540 --> 00:21:57.748 where coaching might not be the

NOTE Confidence: 0.9301242

00:21:57.748 --> 00:21:59.611 greatest but rather advising might

NOTE Confidence: 0.9301242

00:21:59.611 --> 00:22:01.412 be more helpful where you can say,

NOTE Confidence: 0.9301242

00:22:01.412 --> 00:22:03.845 OK, here are my suggestions to

NOTE Confidence: 0.9301242

00:22:03.845 --> 00:22:07.152 you for your action plan and let's

NOTE Confidence: 0.9301242

00:22:07.152 --> 00:22:09.617 see you work on these.

NOTE Confidence: 0.9301242

00:22:09.620 --> 00:22:12.536 So that is the ADAPT model.

NOTE Confidence: 0.9301242

00:22:12.540 --> 00:22:13.060 And

NOTE Confidence: 0.9328258

00:22:16.100 --> 00:22:18.638 Susan, if you could just go,

NOTE Confidence: 0.9328258

00:22:18.640 --> 00:22:21.455 essentially this is a handout

NOTE Confidence: 0.9328258

00:22:21.455 --> 00:22:25.120 of the ADAPT model that we will

NOTE Confidence: 0.9328258

00:22:25.120 --> 00:22:28.156 plug in the chat really quickly.

NOTE Confidence: 0.9328258

00:22:28.160 --> 00:22:30.925 We are going to go into breakout

NOTE Confidence: 0.9328258

00:22:30.925 --> 00:22:34.350 rooms to practice using ADAPT

NOTE Confidence: 0.9328258

00:22:34.350 --> 00:22:37.315 model and this little handout we

NOTE Confidence: 0.9328258

00:22:37.315 --> 00:22:40.245 hope will be helpful to you to

NOTE Confidence: 0.9328258

00:22:40.245 --> 00:22:41.955 go through the steps of ADAPT.

NOTE Confidence: 0.925835694615385

00:22:46.680 --> 00:22:51.040 All right. So does everybody feel ready to

NOTE Confidence: 0.925835694615385

00:22:51.040 --> 00:22:54.480 practice using the ADAPT model, following

NOTE Confidence: 0.925835694615385

00:22:54.480 --> 00:22:58.800 that little description of the ADAPT?

NOTE Confidence: 0.925835694615385

00:22:58.800 --> 00:23:00.200 So here's what we're going to do.

NOTE Confidence: 0.925835694615385

00:23:00.200 --> 00:23:03.458 We're going to have you all go into breakout

NOTE Confidence: 0.925835694615385

00:23:03.458 --> 00:23:06.379 rooms for a duration of 15 minutes and

NOTE Confidence: 0.925835694615385

00:23:06.379 --> 00:23:09.397 we'll have three people in a breakout room.

NOTE Confidence: 0.925835694615385

00:23:09.400 --> 00:23:11.740 We're asking one of you to

NOTE Confidence: 0.925835694615385

00:23:11.740 --> 00:23:14.240 be the giver of feedback,

NOTE Confidence: 0.925835694615385

00:23:14.240 --> 00:23:17.246 a second person to receive feedback,

NOTE Confidence: 0.925835694615385

00:23:17.250 --> 00:23:19.970 and a third person to be the observer

NOTE Confidence: 0.925835694615385

00:23:19.970 --> 00:23:22.370 who observes the feedback conversation.

38

NOTE Confidence: 0.925835694615385

00:23:22.370 --> 00:23:25.250 And also that person will be the observer,

NOTE Confidence: 0.925835694615385

00:23:25.250 --> 00:23:27.890 will be the one giving feedback

NOTE Confidence: 0.925835694615385

00:23:27.890 --> 00:23:29.210 on the feedback.

NOTE Confidence: 0.925835694615385

00:23:29.210 --> 00:23:30.842 So we'll have you do that

NOTE Confidence: 0.925835694615385

00:23:30.842 --> 00:23:31.930 after watching this video,

NOTE Confidence: 0.925835694615385

00:23:31.930 --> 00:23:34.570 which we will show you shortly.

NOTE Confidence: 0.925835694615385

00:23:34.570 --> 00:23:36.122 And in the video,

NOTE Confidence: 0.925835694615385

00:23:36.122 --> 00:23:38.450 you will see a medical student.

NOTE Confidence: 0.925835694615385

00:23:38.450 --> 00:23:40.335 You'll see an attending who's

NOTE Confidence: 0.925835694615385

00:23:40.335 --> 00:23:41.843 observing in that video.

NOTE Confidence: 0.925835694615385

00:23:41.850 --> 00:23:44.470 And then you'll see the

NOTE Confidence: 0.925835694615385

00:23:44.470 --> 00:23:46.566 patient and his partner,

NOTE Confidence: 0.925835694615385

00:23:46.570 --> 00:23:50.251 the shared goal that the teacher

NOTE Confidence: 0.925835694615385

00:23:50.251 --> 00:23:51.658 and the student have come up with

NOTE Confidence: 0.925835694615385

00:23:51.658 --> 00:23:52.970 for the purposes of feedback.

NOTE Confidence: 0.925835694615385

00:23:52.970 --> 00:23:55.850 Conversation is shared decision making.

NOTE Confidence: 0.925835694615385

00:23:55.850 --> 00:23:58.250 So as you watched the video,

NOTE Confidence: 0.925835694615385

00:23:58.250 --> 00:24:01.106 use the handout that we just

NOTE Confidence: 0.925835694615385

00:24:01.106 --> 00:24:03.010 posted in the chat.

NOTE Confidence: 0.925835694615385

00:24:03.010 --> 00:24:07.106 Think about what reinforcing or positive

NOTE Confidence: 0.925835694615385

00:24:07.106 --> 00:24:10.010 comments you might give the student.

NOTE Confidence: 0.925835694615385

00:24:10.010 --> 00:24:12.446 Think of yourself as the attending.

NOTE Confidence: 0.925835694615385

00:24:12.450 --> 00:24:14.270 Think about what constructive

NOTE Confidence: 0.925835694615385

00:24:14.270 --> 00:24:17.000 comments you might give the student.

NOTE Confidence: 0.925835694615385

00:24:17.000 --> 00:24:19.118 And then for those who might

NOTE Confidence: 0.925835694615385

00:24:19.120 --> 00:24:20.860 eventually in the breakout rooms

NOTE Confidence: 0.925835694615385

00:24:20.860 --> 00:24:22.600 with the giver of feedback,

NOTE Confidence: 0.925835694615385

00:24:22.600 --> 00:24:23.857 utilize that handout,

NOTE Confidence: 0.925835694615385

00:24:23.857 --> 00:24:27.607 the adapt handout to go through all of the

NOTE Confidence: 0.925835694615385

00:24:27.607 --> 00:24:29.785 steps and give feedback to the learner.

NOTE Confidence: 0.925835694615385

00:24:29.785 --> 00:24:31.430 So one person will play the role

NOTE Confidence: 0.925835694615385

00:24:31.485 --> 00:24:32.319 of the attending,

NOTE Confidence: 0.925835694615385

00:24:32.320 --> 00:24:33.528 who's the feedback giver,

NOTE Confidence: 0.925835694615385

00:24:33.528 --> 00:24:35.340 the second will be the student

NOTE Confidence: 0.925835694615385

00:24:35.397 --> 00:24:36.797 who will receive feedback,

NOTE Confidence: 0.925835694615385

00:24:36.800 --> 00:24:38.480 and the third will be the observer.

NOTE Confidence: 0.93247765

00:24:41.800 --> 00:24:44.518 Alright, can we share the video?

NOTE Confidence: 0.9064519

00:24:49.150 --> 00:24:50.585 So don't go just yet because we're

NOTE Confidence: 0.9064519

00:24:50.585 --> 00:24:52.990 gonna sorry I opened one prematurely.

NOTE Confidence: 0.9064519

00:24:53.390 --> 00:24:55.070 Watch the video first, please. Thanks,

NOTE Confidence: 0.9064519

00:25:00.190 --> 00:25:01.930 everybody. Before we start the

NOTE Confidence: 0.9064519

00:25:01.930 --> 00:25:03.782 video though, does anybody have any

NOTE Confidence: 0.9064519

00:25:03.782 --> 00:25:05.510 questions about what we're doing here?

NOTE Confidence: 0.9064519

00:25:08.990 --> 00:25:10.880 All right. So we're just watching

NOTE Confidence: 0.9064519

00:25:10.880 --> 00:25:13.118 the video and thinking about what

NOTE Confidence: 0.9064519

00:25:13.118 --> 00:25:15.380 feedback we might give that student

NOTE Confidence: 0.9064519

00:25:15.380 --> 00:25:18.330 who you will see speaking in the video.

00:25:18.330 --> 00:25:18.906 Thank you. Thank you.

00:25:18.906 --> 00:25:20.289 Linda, I think you can start it now

00:25:24.050 --> 00:25:26.168 so we don't hear the volume.

00:25:26.170 --> 00:25:27.730 I'm not sure if I'm the only one.

00:25:33.220 --> 00:25:35.380 So Karen, would you mind?

00:25:35.380 --> 00:25:39.177 So we think that might be a place for

00:25:39.180 --> 00:25:41.446 us to start. So Karen, would you mind?

00:25:41.446 --> 00:25:43.560 So we think the cause of your

00:25:43.627 --> 00:25:45.851 symptoms is something called

00:25:45.851 --> 00:25:47.519 benign prostatic hypertrophy,

00:25:47.520 --> 00:25:49.718 and this occurs when the prostate enlarges.

00:25:49.720 --> 00:25:52.312 This can be due to a variety of factors,

00:25:52.320 --> 00:25:54.720 including your own endogenous testosterone.

00:25:54.720 --> 00:25:57.200 And what happens is that as it enlarges,

00:25:57.200 --> 00:25:59.816 it pinches the urethra and so you have

NOTE Confidence: 0.932106

00:25:59.816 --> 00:26:02.117 a difficult time emptying your bladder

NOTE Confidence: 0.932106

00:26:02.117 --> 00:26:04.475 and your urine stream is thinner.

NOTE Confidence: 0.932106

00:26:04.480 --> 00:26:07.096 Other more rare causes of your symptoms that

NOTE Confidence: 0.932106

00:26:07.096 --> 00:26:09.867 would be much less likely include prostate

NOTE Confidence: 0.932106

00:26:09.867 --> 00:26:12.360 cancer and also a neurologic condition.

NOTE Confidence: 0.932106

00:26:12.360 --> 00:26:14.210 But we don't think that's

NOTE Confidence: 0.932106

00:26:14.210 --> 00:26:15.690 what's going on here.

NOTE Confidence: 0.932106

00:26:15.690 --> 00:26:16.626 So let me tell you about

NOTE Confidence: 0.932106

00:26:16.626 --> 00:26:17.650 what we can do about it.

NOTE Confidence: 0.932106

00:26:17.650 --> 00:26:20.690 There is a very common surgery that's done.

NOTE Confidence: 0.932106

00:26:20.690 --> 00:26:23.290 It's called a transurethral resection.

NOTE Confidence: 0.932106

00:26:23.290 --> 00:26:25.058 And what the surgeon would do would be

NOTE Confidence: 0.932106

00:26:25.058 --> 00:26:27.120 to go up through the penis and remove

NOTE Confidence: 0.932106

00:26:27.120 --> 00:26:29.334 part of the prostate and that would

NOTE Confidence: 0.932106

00:26:29.334 --> 00:26:32.050 relieve the pressure and allow you to,

NOTE Confidence: 0.932106

00:26:32.050 --> 00:26:33.328 this is a very safe surgery,

NOTE Confidence: 0.932106

00:26:33.330 --> 00:26:34.318 nothing to worry about,

NOTE Confidence: 0.932106

00:26:34.318 --> 00:26:36.125 but we don't think you need it

NOTE Confidence: 0.932106

00:26:36.125 --> 00:26:37.781 right now because you haven't tried

NOTE Confidence: 0.932106

00:26:37.781 --> 00:26:39.260 medication yet and medications really

NOTE Confidence: 0.932106

00:26:39.260 --> 00:26:41.367 the first line of treatment for this.

NOTE Confidence: 0.932106

00:26:41.370 --> 00:26:43.143 So what we wanted to do is start you

NOTE Confidence: 0.932106

00:26:43.143 --> 00:26:45.018 on something called an alpha block,

NOTE Confidence: 0.932106

00:26:45.020 --> 00:26:46.672 and what that's going to do is

NOTE Confidence: 0.932106

00:26:46.672 --> 00:26:48.193 relax the muscles of your urethra

NOTE Confidence: 0.932106

00:26:48.193 --> 00:26:49.453 and allow you to urinate.

NOTE Confidence: 0.932106

00:26:49.460 --> 00:26:50.828 There's one major side effect that

NOTE Confidence: 0.932106

00:26:50.828 --> 00:26:52.540 you want to be looking out for,

NOTE Confidence: 0.932106

00:26:52.540 --> 00:26:54.538 and that's orthostatic hype of tension.

NOTE Confidence: 0.932106

00:26:54.540 --> 00:26:56.059 So you'll need to give us a

NOTE Confidence: 0.932106

00:26:56.059 --> 00:26:57.379 call if you feel dizzy.

NOTE Confidence: 0.932106

00:26:57.380 --> 00:26:59.468 Otherwise it can cause dry mouth

NOTE Confidence: 0.932106

00:26:59.468 --> 00:27:00.860 and very rarely allergies.

NOTE Confidence: 0.932106

00:27:00.860 --> 00:27:02.852 But we think you're going to do fine

NOTE Confidence: 0.932106

00:27:02.852 --> 00:27:04.859 on this medication in the future.

NOTE Confidence: 0.932106

00:27:04.859 --> 00:27:06.324 There's another medication called the

NOTE Confidence: 0.932106

00:27:06.324 --> 00:27:07.985 5A reductase inhibitor and that would

NOTE Confidence: 0.932106

00:27:07.985 --> 00:27:09.980 actually shrink the size of your prostate,

NOTE Confidence: 0.932106

00:27:09.980 --> 00:27:11.852 but it has some negative side

NOTE Confidence: 0.932106

00:27:11.852 --> 00:27:13.980 effects like a loss of libido or

NOTE Confidence: 0.932106

00:27:13.980 --> 00:27:15.420 the inability to hold an erection.

NOTE Confidence: 0.932106

00:27:15.420 --> 00:27:17.580 So we're going to hold off on this.

NOTE Confidence: 0.932106

00:27:17.580 --> 00:27:18.388 And then of course,

NOTE Confidence: 0.932106

00:27:18.388 --> 00:27:19.940 there's always the option of doing nothing,

NOTE Confidence: 0.932106

00:27:19.940 --> 00:27:21.050 but it sounds like you're

NOTE Confidence: 0.932106

00:27:21.050 --> 00:27:21.938 too uncomfortable for that.

NOTE Confidence: 0.932106

00:27:21.940 --> 00:27:24.060 So we would recommend it.

NOTE Confidence: 0.932106

00:27:24.060 --> 00:27:24.291 So,

NOTE Confidence: 0.932106

00:27:24.291 --> 00:27:24.753 and finally,

NOTE Confidence: 0.932106

00:27:24.753 --> 00:27:26.669 the last thing we want to do before

NOTE Confidence: 0.932106

00:27:26.669 --> 00:27:28.356 you go today is get a urinalysis

NOTE Confidence: 0.932106

00:27:28.356 --> 00:27:30.158 just to make sure you don't

NOTE Confidence: 0.932106

00:27:30.158 --> 00:27:31.418 have urinary tract infection.

NOTE Confidence: 0.932106

00:27:31.420 --> 00:27:34.619 Could my husband really have prostate cancer?

NOTE Confidence: 0.932106

00:27:34.620 --> 00:27:36.559 And we had a dear friend who

NOTE Confidence: 0.932106

00:27:36.559 --> 00:27:38.900 recently died of it and he had the

NOTE Confidence: 0.932106

00:27:38.900 --> 00:27:40.660 same symptoms that my husband has.

NOTE Confidence: 0.932106

00:27:40.660 --> 00:27:43.018 I'm just worried sick about this.

NOTE Confidence: 0.932106

00:27:43.020 --> 00:27:45.612 Do you think we ought to see a specialist?

NOTE Confidence: 0.932106

00:27:45.620 --> 00:27:48.500 So we're gonna do a blood test for

NOTE Confidence: 0.932106

00:27:48.500 --> 00:27:50.738 prostate cancer called the PSA test.

NOTE Confidence: 0.932106

00:27:50.740 --> 00:27:52.140 I know we've given you a lot

NOTE Confidence: 0.932106

00:27:52.140 --> 00:27:53.400 of information today,

NOTE Confidence: 0.932106

00:27:53.400 --> 00:27:55.737 and so I think it's best to just

NOTE Confidence: 0.932106

00:27:55.737 --> 00:27:57.140 take things one step at a time.

NOTE Confidence: 0.932106

00:27:57.140 --> 00:28:00.297 First, the blood test for prostate cancer,

NOTE Confidence: 0.932106

00:28:00.300 --> 00:28:01.530 Also the urinalysis.

NOTE Confidence: 0.932106

00:28:01.530 --> 00:28:03.990 And we'll give you a prescription

NOTE Confidence: 0.932106

00:28:03.990 --> 00:28:05.180 for telmisart.

NOTE Confidence: 0.932106

00:28:05.180 --> 00:28:05.540 OK.

NOTE Confidence: 0.932106

00:28:05.540 --> 00:28:05.900 Yes,

NOTE Confidence: 0.932106

00:28:05.900 --> 00:28:06.580 sounds fine,

NOTE Confidence: 0.93218285

00:28:08.680 --> 00:28:10.870 Karen. Thank you very much for that

NOTE Confidence: 0.93218285

00:28:10.870 --> 00:28:12.360 explanation. I think we've given

NOTE Confidence: 0.93218285

00:28:12.360 --> 00:28:14.676 you a lot of information today

NOTE Confidence: 0.93218285

00:28:14.680 --> 00:28:16.423 and I'd like to begin by talking

NOTE Confidence: 0.93218285

00:28:16.423 --> 00:28:17.920 about a few other things.

NOTE Confidence: 0.93218285

00:28:24.880 --> 00:28:27.000 Alright. Thank you, Linda.

NOTE Confidence: 0.93218285

00:28:27.000 --> 00:28:29.466 So we'll go into our breakout

NOTE Confidence: 0.93218285

00:28:29.466 --> 00:28:31.920 rooms again in groups of three.

NOTE Confidence: 0.93218285

00:28:31.920 --> 00:28:33.156 Pamela, do you have a question?

NOTE Confidence: 0.93218285

00:28:33.560 --> 00:28:36.120 I do. When we break out the student

NOTE Confidence: 0.93218285

00:28:36.120 --> 00:28:39.550 is going to, I'm a little confused

NOTE Confidence: 0.94130963

00:28:39.550 --> 00:28:41.416 about. It's very clear the attending

NOTE Confidence: 0.94130963

00:28:41.416 --> 00:28:43.430 can give feedback in the observer,

NOTE Confidence: 0.94130963

00:28:43.430 --> 00:28:44.786 but the role of the student,

NOTE Confidence: 0.94130963

00:28:44.790 --> 00:28:47.870 is it from the video or from

NOTE Confidence: 0.94130963

00:28:47.870 --> 00:28:49.590 I'm confused about the student.

NOTE Confidence: 0.94130963

00:28:49.590 --> 00:28:51.348 Where's the student getting their info?

NOTE Confidence: 0.94130963

00:28:52.190 --> 00:28:54.212 Right. The student is the student

NOTE Confidence: 0.94130963

00:28:54.212 --> 00:28:57.270 in the video, so the feedback

NOTE Confidence: 0.94130963

00:28:57.270 --> 00:28:59.670 will sort of role role plays.

NOTE Confidence: 0.94130963

00:28:59.670 --> 00:29:03.202 The student and receive feedback from the

00:29:03.202 --> 00:29:07.050 attending will be the giver of feedback.

00:29:07.050 --> 00:29:09.444 You can use your handout for adapt to help

00:29:09.444 --> 00:29:12.090 you go through the different steps of adapt.

00:29:12.090 --> 00:29:15.294 We have a second handout that

00:29:15.294 --> 00:29:17.304 has listed the questions that

00:29:17.304 --> 00:29:19.929 are in each step of the ADAPT.

00:29:19.930 --> 00:29:21.610 So if you want to refer to that,

00:29:21.610 --> 00:29:22.894 that might be helpful.

00:29:22.894 --> 00:29:25.301 And then you have about 15 minutes

00:29:25.301 --> 00:29:26.929 in your breakout rooms.

00:29:26.930 --> 00:29:28.725 So that initial feedback conversation

00:29:28.725 --> 00:29:31.248 might last for 7-8 minutes and then

00:29:31.248 --> 00:29:33.234 the observer giving feedback on the

00:29:33.234 --> 00:29:35.310 feedback might be the rest of the time.

00:29:35.310 --> 00:29:37.788 If you have extra time left over,

00:29:37.790 --> 00:29:40.004 certainly the student who was the

NOTE Confidence: 0.94130963

00:29:40.004 --> 00:29:42.008 observer can also practice giving

NOTE Confidence: 0.94130963

00:29:42.008 --> 00:29:45.004 feedback and we'll try to pop into your

NOTE Confidence: 0.94130963

00:29:45.004 --> 00:29:47.685 your breakout rooms as well so that we

NOTE Confidence: 0.94130963

00:29:47.685 --> 00:29:50.149 can help you along with the process.

NOTE Confidence: 0.94130963

00:29:50.150 --> 00:29:50.350 And

NOTE Confidence: 0.9329621

00:29:50.350 --> 00:29:52.611 again yeah sorry I was just gonna

NOTE Confidence: 0.9329621

00:29:52.611 --> 00:29:55.243 say often when you're busy like and

NOTE Confidence: 0.9329621

00:29:55.243 --> 00:29:57.228 the breakout session part comes,

NOTE Confidence: 0.9329621

00:29:57.230 --> 00:29:58.494 you leave the meeting.

NOTE Confidence: 0.9329621

00:29:58.494 --> 00:30:01.009 Please don't take a chance to take a

NOTE Confidence: 0.9329621

00:30:01.009 --> 00:30:02.948 take a moment to do this together.

NOTE Confidence: 0.9329621

00:30:02.950 --> 00:30:06.222 It's 0 stakes environment in which you

NOTE Confidence: 0.9329621

00:30:06.222 --> 00:30:08.449 can practice a skill that is very useful.

NOTE Confidence: 0.9329621

00:30:08.450 --> 00:30:09.890 So we hope you stick around.

NOTE Confidence: 0.93928593

00:30:10.290 --> 00:30:11.370 Yeah. Thank you. Thank you,

00:30:11.370 --> 00:30:12.938 Susan, for that reminder.

00:30:12.938 --> 00:30:15.290 And one more reminder that the

00:30:15.369 --> 00:30:17.600 goal that you came up with the

00:30:17.600 --> 00:30:19.610 student to have that feedback,

00:30:19.610 --> 00:30:23.090 conversation on is shared decision making.

00:30:23.090 --> 00:30:24.750 So that that's the goal

00:30:24.750 --> 00:30:26.410 that that was decided upon

00:30:27.290 --> 00:30:29.178 exactly. And try not to get into the

00:30:29.178 --> 00:30:30.589 content because as an internist there

00:30:30.589 --> 00:30:32.429 are so many things that are not right

00:30:32.429 --> 00:30:34.018 in terms of what's being said that's

00:30:34.018 --> 00:30:37.370 not really don't focus on the content,

00:30:37.370 --> 00:30:38.726 more on shared decision making in

00:30:38.726 --> 00:30:40.050 the process of giving feedback.

00:30:42.410 --> 00:30:45.154 All right. So Reagan or Linda,

00:30:45.154 --> 00:30:47.130 if you could open the breakout rooms,

NOTE Confidence: 0.9284877

00:30:47.490 --> 00:30:48.900 they are open and everybody can

NOTE Confidence: 0.9284877

00:30:48.900 --> 00:30:50.648 feel free to go in their rooms.

NOTE Confidence: 0.9325479

00:30:56.080 --> 00:30:58.399 Welcome back, everybody.

NOTE Confidence: 0.9325479

00:30:58.400 --> 00:31:00.115 So First off, I want to apologize.

NOTE Confidence: 0.9325479

00:31:00.120 --> 00:31:02.624 I know there were some of you who

NOTE Confidence: 0.9325479

00:31:02.624 --> 00:31:05.108 didn't get a chance to watch the

NOTE Confidence: 0.9325479

00:31:05.108 --> 00:31:07.320 video and went into breakout rooms

NOTE Confidence: 0.9325479

00:31:07.320 --> 00:31:10.400 before we were able to do so.

NOTE Confidence: 0.9325479

00:31:10.400 --> 00:31:11.360 But nonetheless,

NOTE Confidence: 0.9325479

00:31:11.360 --> 00:31:13.937 I appreciate that you all were

NOTE Confidence: 0.9325479

00:31:13.937 --> 00:31:15.453 still having conversations in

NOTE Confidence: 0.9325479

00:31:15.453 --> 00:31:17.250 your breakout rooms about some

NOTE Confidence: 0.9325479

00:31:17.250 --> 00:31:19.044 of the the aspects of feedback

NOTE Confidence: 0.9325479

00:31:19.044 --> 00:31:20.640 that we brought up earlier.

NOTE Confidence: 0.93308395

00:31:22.990 --> 00:31:27.150 No, actually can we just have no slides? And

NOTE Confidence: 0.93308395

00:31:28.230 --> 00:31:31.250 sure, yes, I will see each

NOTE Confidence: 0.93308395

00:31:31.250 --> 00:31:32.589 other better. I like that.

NOTE Confidence: 0.93308395

00:31:33.870 --> 00:31:36.390 Yeah. So just wanted to open this

NOTE Confidence: 0.93308395

00:31:36.390 --> 00:31:39.230 up for some initial reflections.

NOTE Confidence: 0.93308395

00:31:41.630 --> 00:31:43.118 What was easy?

NOTE Confidence: 0.93308395

00:31:43.118 --> 00:31:46.590 Was there any part that might be

NOTE Confidence: 0.93308395

00:31:46.590 --> 00:31:48.990 difficult when you were having this

NOTE Confidence: 0.93308395

00:31:48.990 --> 00:31:51.430 conversation and using the ADAPT model?

NOTE Confidence: 0.93308395

00:31:51.430 --> 00:31:54.125 And please feel free to unmute yourselves

NOTE Confidence: 0.93308395

00:31:54.125 --> 00:31:57.750 and and speak or put in chat as well,

NOTE Confidence: 0.93308395

00:31:57.750 --> 00:31:59.830 whatever you prefer. Hi,

NOTE Confidence: 0.93305665

00:31:59.830 --> 00:32:00.670 this is Khushboo.

NOTE Confidence: 0.93305665

00:32:00.710 --> 00:32:03.310 I'm internal Medicine from Southport.

NOTE Confidence: 0.93305665

00:32:03.310 --> 00:32:05.340 We were doing our small group discussion

NOTE Confidence: 0.93305665

00:32:05.340 --> 00:32:07.588 and we breaked out before we could

NOTE Confidence: 0.93305665

00:32:07.588 --> 00:32:08.908 have more detailed discussion.

NOTE Confidence: 0.93305665

00:32:08.910 --> 00:32:10.506 But the person who was the

NOTE Confidence: 0.93305665

00:32:10.506 --> 00:32:11.304 attending was Charlotte.

NOTE Confidence: 0.93305665

00:32:11.310 --> 00:32:12.189 She was excellent.

NOTE Confidence: 0.93305665

00:32:12.190 --> 00:32:14.070 She did the ADAPT model.

NOTE Confidence: 0.93305665

00:32:14.070 --> 00:32:16.595 But my question is when we are

NOTE Confidence: 0.93305665

00:32:16.595 --> 00:32:19.085 about to discuss and give feedback,

NOTE Confidence: 0.93305665

00:32:19.090 --> 00:32:20.943 this particular attending chose

NOTE Confidence: 0.93305665

00:32:20.943 --> 00:32:22.590 to ask the student.

NOTE Confidence: 0.93305665

00:32:22.590 --> 00:32:24.570 May I give you some feedback?

NOTE Confidence: 0.93305665

00:32:24.570 --> 00:32:26.122 How do other attendings

NOTE Confidence: 0.93305665

00:32:26.122 --> 00:32:27.286 approach giving feedback?

NOTE Confidence: 0.93305665

00:32:27.290 --> 00:32:29.285 Do they get permission from the student?

NOTE Confidence: 0.93305665

00:32:29.290 --> 00:32:31.130 Is that a good idea?

NOTE Confidence: 0.93305665

00:32:31.130 --> 00:32:32.858 Is there any other way of

NOTE Confidence: 0.93305665

00:32:32.858 --> 00:32:34.010 getting into it smoothly?

NOTE Confidence: 0.93967175

00:32:39.010 --> 00:32:41.055 I usually just say is this a

NOTE Confidence: 0.93967175

00:32:41.055 --> 00:32:42.340 good time to give feedback

NOTE Confidence: 0.93967175

00:32:42.402 --> 00:32:44.690 rather than do you you want to feedback?

NOTE Confidence: 0.93967175

00:32:44.690 --> 00:32:46.250 Is this a good time?

NOTE Confidence: 0.93967175

00:32:46.250 --> 00:32:49.300 So I I always say yes,

NOTE Confidence: 0.93967175

00:32:49.300 --> 00:32:50.512 we're going to give you feedback

NOTE Confidence: 0.93967175

00:32:50.512 --> 00:32:51.699 is but you know are you,

NOTE Confidence: 0.93967175

00:32:51.700 --> 00:32:53.140 are you willing to accept it?

NOTE Confidence: 0.92489356

00:32:54.860 --> 00:32:57.218 And I would say I heard this come up

NOTE Confidence: 0.92489356

00:32:57.218 --> 00:32:59.728 in the group that I joined laying

NOTE Confidence: 0.92489356

00:32:59.728 --> 00:33:01.853 the groundwork for that in terms

NOTE Confidence: 0.92489356

00:33:01.853 --> 00:33:03.860 of saying we're going to be doing

NOTE Confidence: 0.92489356

00:33:03.860 --> 00:33:05.820 feedback a lot during this rotation.

NOTE Confidence: 0.92489356

00:33:05.820 --> 00:33:07.204 It's goes both ways.

NOTE Confidence: 0.92489356

00:33:07.204 --> 00:33:08.934 Let's make sure that we,

NOTE Confidence: 0.92489356

55

00:33:08.940 --> 00:33:10.092 you know if you have things

NOTE Confidence: 0.92489356

00:33:10.092 --> 00:33:10.860 that that you noticed,

NOTE Confidence: 0.92489356

00:33:10.860 --> 00:33:12.477 please tell me and I will tell

NOTE Confidence: 0.92489356

00:33:12.477 --> 00:33:14.299 you at the time that I see it.

NOTE Confidence: 0.92489356

00:33:14.300 --> 00:33:15.476 So don't be surprised.

NOTE Confidence: 0.92489356

00:33:15.476 --> 00:33:16.946 So kind of laying that

NOTE Confidence: 0.92489356

00:33:16.946 --> 00:33:18.089 groundwork can be helpful.

NOTE Confidence: 0.92489356

00:33:18.090 --> 00:33:19.326 And then also just having that

NOTE Confidence: 0.92489356

00:33:19.326 --> 00:33:20.410 awareness that there are times

NOTE Confidence: 0.92489356

00:33:20.410 --> 00:33:21.724 where it's even though it's timely,

NOTE Confidence: 0.92489356

00:33:21.730 --> 00:33:23.170 it's not a good time to give feedback.

NOTE Confidence: 0.92489356

00:33:23.170 --> 00:33:25.480 So if someone is looking like

NOTE Confidence: 0.92489356

00:33:25.480 --> 00:33:27.770 they haven't slept for 25 hours,

NOTE Confidence: 0.92489356

00:33:27.770 --> 00:33:29.426 they're probably not going to be

NOTE Confidence: 0.92489356

00:33:29.426 --> 00:33:31.476 able to take that feedback, right?

NOTE Confidence: 0.92489356

00:33:31.476 --> 00:33:32.248 Thank you.

NOTE Confidence: 0.9375248

00:33:32.730 --> 00:33:34.250 Yeah, definitely. I mean,

NOTE Confidence: 0.9375248

00:33:34.250 --> 00:33:35.770 having that situational awareness

NOTE Confidence: 0.9375248

00:33:35.770 --> 00:33:37.690 is important, but at the same time,

NOTE Confidence: 0.9375248

00:33:37.690 --> 00:33:39.800 it's also important to normalize

NOTE Confidence: 0.9375248

00:33:39.800 --> 00:33:41.488 the process of feedback.

NOTE Confidence: 0.9375248

00:33:41.490 --> 00:33:44.171 So rather than asking permission for whether

NOTE Confidence: 0.9375248

00:33:44.171 --> 00:33:47.030 we can have a feedback conversation,

NOTE Confidence: 0.9375248

00:33:47.030 --> 00:33:48.941 I I like Scott. What you mentioned

NOTE Confidence: 0.9375248

00:33:48.941 --> 00:33:50.708 in terms of sort of asking,

NOTE Confidence: 0.9375248

00:33:50.710 --> 00:33:52.264 is this a good time for feedback?

NOTE Confidence: 0.9375248

00:33:52.270 --> 00:33:54.148 But the more you normalize it,

NOTE Confidence: 0.9375248

00:33:54.150 --> 00:33:56.012 the easier it will get and it

NOTE Confidence: 0.9375248

00:33:56.012 --> 00:33:58.502 will lay the foundation for your

NOTE Confidence: 0.9375248

00:33:58.502 --> 00:34:00.122 ongoing longitudinal feedback

NOTE Confidence: 0.9375248

00:34:00.122 --> 00:34:02.282 conversations because that's that's

NOTE Confidence: 0.9375248

00:34:02.347 --> 00:34:04.188 what the goal is going to be.

NOTE Confidence: 0.9375248

00:34:04.190 --> 00:34:06.220 One of the things that Doctor Kron

NOTE Confidence: 0.9375248

00:34:06.220 --> 00:34:08.363 brought up in the breakout room was

NOTE Confidence: 0.9375248

00:34:08.363 --> 00:34:10.603 how do you address the power dynamics

NOTE Confidence: 0.9375248

00:34:10.603 --> 00:34:13.144 when it comes to having a feedback

NOTE Confidence: 0.9375248

00:34:13.144 --> 00:34:15.782 conversation and how does that creep

NOTE Confidence: 0.9375248

00:34:15.782 --> 00:34:18.816 in to when we're having that dialogue?

NOTE Confidence: 0.9375248

00:34:18.820 --> 00:34:21.094 Would love to hear any reflections

NOTE Confidence: 0.9375248

00:34:21.094 --> 00:34:23.100 or thoughts from the group.

NOTE Confidence: 0.9390033

00:34:25.820 --> 00:34:28.076 Erin did a really great job in our

NOTE Confidence: 0.9390033

00:34:28.076 --> 00:34:29.939 group because she used the word we,

NOTE Confidence: 0.9390033

00:34:29.940 --> 00:34:31.536 which implied A collaboration,

NOTE Confidence: 0.9390033

00:34:31.536 --> 00:34:34.700 especially toward the end of our discussion.

NOTE Confidence: 0.9390033

00:34:34.700 --> 00:34:36.618 And I think that's a very effective

NOTE Confidence: 0.9390033

00:34:36.618 --> 00:34:38.988 word to use the word we in our

NOTE Confidence: 0.9390033

00:34:38.988 --> 00:34:40.180 feedback with our students.

NOTE Confidence: 0.939120873333333

00:34:42.180 --> 00:34:43.446 Yeah, that's excellent.

NOTE Confidence: 0.939120873333333

00:34:43.446 --> 00:34:46.360 Another thing that I've found to be

NOTE Confidence: 0.939120873333333

00:34:46.360 --> 00:34:48.768 helpful when you're trying to minimize

NOTE Confidence: 0.939120873333333

00:34:48.768 --> 00:34:52.324 the power dynamics is also being open

NOTE Confidence: 0.939120873333333

00:34:52.324 --> 00:34:55.499 to receiving feedback as an attending

NOTE Confidence: 0.939120873333333

00:34:55.500 --> 00:34:59.440 and also discussing it right at.

NOTE Confidence: 0.939120873333333

00:34:59.440 --> 00:35:02.863 So for example in GI clinic at the beginning,

NOTE Confidence: 0.939120873333333

00:35:02.863 --> 00:35:04.729 I'll say you know that's great.

NOTE Confidence: 0.939120873333333

00:35:04.730 --> 00:35:07.490 I'm glad you're joining me in clinic today.

NOTE Confidence: 0.939120873333333

00:35:07.490 --> 00:35:08.966 At the end of clinic we're

NOTE Confidence: 0.939120873333333

00:35:08.966 --> 00:35:10.530 going to do some feedback.

NOTE Confidence: 0.939120873333333

00:35:10.530 --> 00:35:12.408 I'm happy to receive any feedback

NOTE Confidence: 0.939120873333333

00:35:12.408 --> 00:35:14.607 that you might have for me as well.

NOTE Confidence: 0.939120873333333

00:35:14.610 --> 00:35:17.046 And please tell me if there are

NOTE Confidence: 0.939120873333333

00:35:17.050 --> 00:35:19.250 things you want me to continue to do,

NOTE Confidence: 0.939120873333333

00:35:19.250 --> 00:35:21.245 things you want me to do better,

NOTE Confidence: 0.939120873333333

00:35:21.250 --> 00:35:22.714 and if there are things that

NOTE Confidence: 0.939120873333333

00:35:22.714 --> 00:35:24.241 are working for you or things

NOTE Confidence: 0.939120873333333

00:35:24.241 --> 00:35:25.729 that are not working for you.

NOTE Confidence: 0.939120873333333

00:35:25.730 --> 00:35:28.925 So it allows the trainee to realize that yes,

NOTE Confidence: 0.939120873333333

00:35:28.930 --> 00:35:30.290 I'm gonna give them feedback,

NOTE Confidence: 0.939120873333333

00:35:30.290 --> 00:35:33.330 but I'm also open to receiving that.

NOTE Confidence: 0.93540144

00:35:35.170 --> 00:35:38.730 I think that's this is all quite good.

NOTE Confidence: 0.93540144

00:35:38.730 --> 00:35:43.892 I like the idea. Is it James of using

NOTE Confidence: 0.93540144

00:35:43.892 --> 00:35:47.497 we statements and being inclusive?

NOTE Confidence: 0.93540144

00:35:47.500 --> 00:35:50.804 Sometimes I've gone a step further and

NOTE Confidence: 0.93540144

00:35:50.804 --> 00:35:53.796 say you know we're all working together

NOTE Confidence: 0.93540144

00:35:53.796 --> 00:35:56.954 as a team and we're most effective as a

NOTE Confidence: 0.93540144

00:35:56.954 --> 00:35:59.459 team if we're honest with one another.

NOTE Confidence: 0.93540144

00:35:59.460 --> 00:36:02.997 So feel free to talk up and share your

NOTE Confidence: 0.93540144

00:36:02.997 --> 00:36:05.840 feedback with me and that way will

NOTE Confidence: 0.93540144

00:36:05.840 --> 00:36:08.202 be a success together or something

NOTE Confidence: 0.93540144

00:36:08.202 --> 00:36:10.548 along those lines that that may

NOTE Confidence: 0.93540144

00:36:10.548 --> 00:36:13.099 not have been the absolute best,

NOTE Confidence: 0.93540144

00:36:13.100 --> 00:36:15.056 but you see what I mean?

NOTE Confidence: 0.93812203

00:36:18.740 --> 00:36:20.740 That's a great learning climate

NOTE Confidence: 0.93812203

00:36:20.740 --> 00:36:22.020 where people feel comfortable

NOTE Confidence: 0.93812203

00:36:22.500 --> 00:36:24.852 exactly. So it's that feedback stool

NOTE Confidence: 0.93812203

00:36:24.852 --> 00:36:28.202 where one of the legs of that feedback

NOTE Confidence: 0.93812203

00:36:28.202 --> 00:36:30.337 stool is the learning climate.

NOTE Confidence: 0.93812203

00:36:30.340 --> 00:36:32.622 And the more time you spend in

NOTE Confidence: 0.93812203

00:36:32.622 --> 00:36:34.508 building that climate that the harder

NOTE Confidence: 0.93812203

00:36:34.508 --> 00:36:36.859 and easier it will be for you to

NOTE Confidence: 0.93812203

00:36:36.859 --> 00:36:38.737 sit on that that feedback stool,

NOTE Confidence: 0.93812203

00:36:38.740 --> 00:36:42.040 the other legs being goal setting

NOTE Confidence: 0.93812203

00:36:42.040 --> 00:36:44.740 as well as having that dialogue.

NOTE Confidence: 0.92609453

00:36:46.140 --> 00:36:48.142 I think it's rare that we interact

NOTE Confidence: 0.92609453

00:36:48.142 --> 00:36:49.752 with students or with colleagues

NOTE Confidence: 0.92609453

00:36:49.752 --> 00:36:51.816 or that we don't learn something.

NOTE Confidence: 0.92609453

00:36:51.820 --> 00:36:54.153 And so I think it telling

NOTE Confidence: 0.92609453

00:36:54.153 --> 00:36:57.218 the student what I learned,

NOTE Confidence: 0.92609453

00:36:57.220 --> 00:36:58.480 like if there was something they

NOTE Confidence: 0.92609453

00:36:58.480 --> 00:36:59.980 said this would be helpful for me.

NOTE Confidence: 0.92609453

00:36:59.980 --> 00:37:02.401 And I I think it's great to be able to say

NOTE Confidence: 0.92609453

00:37:02.401 --> 00:37:04.696 to them you know what that's a great idea.

NOTE Confidence: 0.92609453

00:37:04.700 --> 00:37:06.446 I think I'm going to incorporate

NOTE Confidence: 0.92609453

00:37:06.446 --> 00:37:07.900 that in my practice too.

NOTE Confidence: 0.92609453

00:37:07.900 --> 00:37:11.715 And so I feel like that's it's is transparent

NOTE Confidence: 0.92609453

00:37:11.715 --> 00:37:15.110 and it builds confidence and it's good.

NOTE Confidence: 0.92609453

00:37:15.110 --> 00:37:16.944 It's something that I can use telling

NOTE Confidence: 0.92609453

00:37:16.944 --> 00:37:18.730 them that there's something I can use

NOTE Confidence: 0.92609453

00:37:18.730 --> 00:37:20.446 as opposed to giving a laundry list

NOTE Confidence: 0.92609453

00:37:20.446 --> 00:37:21.874 of these are all the opportunities

NOTE Confidence: 0.92609453

00:37:21.874 --> 00:37:23.766 for you to improve yourself because

NOTE Confidence: 0.92609453

00:37:23.766 --> 00:37:26.510 you are in the if they're learning.

NOTE Confidence: 0.92609453

00:37:26.510 --> 00:37:28.430 So they're obviously going to be

NOTE Confidence: 0.92609453

00:37:28.430 --> 00:37:29.710 trying to improve themselves.

NOTE Confidence: 0.92609453

00:37:29.710 --> 00:37:31.740 But yeah,

NOTE Confidence: 0.92609453

00:37:31.740 --> 00:37:33.600 that's that was sort of something

NOTE Confidence: 0.92609453

00:37:33.600 --> 00:37:36.235 that came up in our group is sort of

NOTE Confidence: 0.92609453

00:37:36.235 --> 00:37:37.990 if the student reveals something,

NOTE Confidence: 0.92609453

00:37:37.990 --> 00:37:38.990 say, you know what,

NOTE Confidence: 0.92609453

00:37:38.990 --> 00:37:39.990 that's that's pretty sharp.

NOTE Confidence: 0.92609453

00:37:39.990 --> 00:37:41.268 I'm gonna, I'm gonna use it.

NOTE Confidence: 0.92609453

00:37:41.270 --> 00:37:43.148 I'm gonna adopt it if it's,

NOTE Confidence: 0.92609453

00:37:43.150 --> 00:37:43.429 you know, if

NOTE Confidence: 0.9198079

00:37:45.750 --> 00:37:46.974 you don't mind or even a

NOTE Confidence: 0.9198079

00:37:46.974 --> 00:37:48.110 phrase that you wanna steal.

NOTE Confidence: 0.9198079

00:37:49.270 --> 00:37:51.070 No, that's perfect.

NOTE Confidence: 0.9198079

00:37:51.070 --> 00:37:53.420 Thank you. All right.

NOTE Confidence: 0.9198079

00:37:53.420 --> 00:37:56.870 So I think we'll move on.

NOTE Confidence: 0.9198079

00:37:56.870 --> 00:37:59.035 Susan, did you wanna pull

NOTE Confidence: 0.9198079

00:37:59.035 --> 00:38:00.508 that presentation back up?

NOTE Confidence: 0.92022204

00:38:34.920 --> 00:38:36.240 I'm so good at Zoom.

NOTE Confidence: 0.92022204

00:38:36.240 --> 00:38:39.080 Takes me 10 times longer than it should.

NOTE Confidence: 0.92022204

00:38:39.080 --> 00:38:42.710 So. So in summary, we're hoping

NOTE Confidence: 0.92022204

00:38:42.710 --> 00:38:44.700 that you will consider using

NOTE Confidence: 0.92022204

00:38:44.781 --> 00:38:47.343 the ADAPT model for a feedback

NOTE Confidence: 0.92022204

00:38:47.343 --> 00:38:48.846 conversation that incorporates

NOTE Confidence: 0.92022204

00:38:48.846 --> 00:38:51.430 the learner's self-assessment and

NOTE Confidence: 0.92022204

00:38:51.430 --> 00:38:54.306 readiness and addresses modifiable

NOTE Confidence: 0.92022204

00:38:54.306 --> 00:38:56.921 specific behaviors and helps them

NOTE Confidence: 0.92022204

00:38:56.921 --> 00:38:58.429 develop strategies for improvement.

NOTE Confidence: 0.92022204

00:38:58.430 --> 00:39:01.006 So those those are the really the

NOTE Confidence: 0.92022204

00:39:01.006 --> 00:39:03.102 basic premises as opposed to just

NOTE Confidence: 0.92022204

00:39:03.102 --> 00:39:05.570 out output of of things that you

NOTE Confidence: 0.92022204

00:39:05.570 --> 00:39:07.784 think that they could do better.

NOTE Confidence: 0.92022204

00:39:07.790 --> 00:39:11.086 So what we would love to do is

NOTE Confidence: 0.92022204

00:39:11.086 --> 00:39:13.998 hear first of all if you could

NOTE Confidence: 0.92022204

00:39:13.998 --> 00:39:15.582 do the evaluation feedback.

NOTE Confidence: 0.92022204

00:39:15.582 --> 00:39:18.214 This is will take a minute for

NOTE Confidence: 0.92022204

00:39:18.214 --> 00:39:20.646 you to do that and then we will

NOTE Confidence: 0.92022204

00:39:20.646 --> 00:39:22.590 open it up to more questions.

NOTE Confidence: 0.65219605

00:39:33.050 --> 00:39:34.890 Keep it specific, modifiable.

NOTE Confidence: 0.9193944

00:40:09.880 --> 00:40:12.480 All right, so while you finish doing that,

NOTE Confidence: 0.9193944

00:40:12.480 --> 00:40:14.531 we would love to hear any questions

NOTE Confidence: 0.9193944

00:40:14.531 --> 00:40:16.535 or comments that you have or things

NOTE Confidence: 0.9193944

00:40:16.535 --> 00:40:18.483 that you will be taking away from

NOTE Confidence: 0.9193944

00:40:18.483 --> 00:40:20.555 this session to use in your practice.

NOTE Confidence: 0.9193944

00:40:25.280 --> 00:40:26.078 A quick question,

NOTE Confidence: 0.9193944

00:40:27.440 --> 00:40:30.495 how how would you recommend

NOTE Confidence: 0.9193944

00:40:30.495 --> 00:40:34.200 dealing with apathy?

NOTE Confidence: 0.9193944

00:40:34.200 --> 00:40:36.384 So you're you're trying to give

NOTE Confidence: 0.9193944

00:40:36.384 --> 00:40:37.520 feedback, you're trying but

NOTE Confidence: 0.9193944

00:40:37.520 --> 00:40:39.200 you you're kind of stuck or

NOTE Confidence: 0.92925465

00:40:39.200 --> 00:40:42.468 or hitting a like a brick wall or or.

NOTE Confidence: 0.92925465

00:40:42.468 --> 00:40:44.160 And I know a lot of it has to do with

NOTE Confidence: 0.92925465

00:40:44.880 --> 00:40:47.316 what Doctor Patak was talking about

NOTE Confidence: 0.92925465

00:40:47.320 --> 00:40:49.924 reading the environment and kind of you know,

NOTE Confidence: 0.92925465

00:40:49.924 --> 00:40:51.478 is this person open to the feedback.

NOTE Confidence: 0.92925465

00:40:51.480 --> 00:40:53.400 But when you do encounter

NOTE Confidence: 0.92925465

00:40:53.400 --> 00:40:54.840 that that situation,

NOTE Confidence: 0.92925465

00:40:54.840 --> 00:40:58.780 what what would your recommendations be?

NOTE Confidence: 0.92925465

00:40:58.780 --> 00:41:00.740 How do you? Great question.

NOTE Confidence: 0.92925465

00:41:00.740 --> 00:41:01.808 Yes, great question.

NOTE Confidence: 0.92925465

00:41:01.808 --> 00:41:03.588 So there are definitely challenging

NOTE Confidence: 0.92925465

00:41:03.588 --> 00:41:04.983 feedback situations and we can

NOTE Confidence: 0.92925465

00:41:04.983 --> 00:41:06.460 talk about that for just a moment.

NOTE Confidence: 0.92925465

00:41:06.460 --> 00:41:09.980 I will share my screen and

NOTE Confidence: 0.92367357

00:41:12.460 --> 00:41:14.508 OK, so in the interest of time we

NOTE Confidence: 0.92367357

00:41:14.508 --> 00:41:16.302 didn't really get into this and

NOTE Confidence: 0.92367357

00:41:16.302 --> 00:41:17.827 hopefully we'll have a session

NOTE Confidence: 0.92367357

00:41:17.827 --> 00:41:19.780 delving into this more in the spring.

NOTE Confidence: 0.92367357

00:41:19.780 --> 00:41:22.868 But for either learners who lack insight or

NOTE Confidence: 0.92367357

00:41:22.868 --> 00:41:25.258 appear defensive or this professionalism,

NOTE Confidence: 0.92367357

00:41:25.260 --> 00:41:27.096 or learners that don't integrate feedback,

NOTE Confidence: 0.92367357

00:41:27.100 --> 00:41:28.950 it can be more challenging.

NOTE Confidence: 0.92367357

00:41:28.950 --> 00:41:30.894 But some of the basic steps are to

NOTE Confidence: 0.92367357

00:41:30.894 --> 00:41:32.280 really approach it with appreciative

NOTE Confidence: 0.92367357

67

00:41:32.280 --> 00:41:33.972 inquiry like try to understand it

NOTE Confidence: 0.92367357

00:41:33.972 --> 00:41:35.768 may seem like they're apathetic it

NOTE Confidence: 0.92367357

00:41:35.768 --> 00:41:37.976 there might be something else going

NOTE Confidence: 0.92367357

00:41:37.976 --> 00:41:41.770 on and really try to build that

NOTE Confidence: 0.92367357

00:41:41.770 --> 00:41:45.015 relationship and and and try to

NOTE Confidence: 0.92367357

00:41:45.015 --> 00:41:48.661 find out their perspective on it and

NOTE Confidence: 0.92367357

00:41:48.661 --> 00:41:51.216 then be really behaviorally based.

NOTE Confidence: 0.92367357

00:41:51.220 --> 00:41:54.739 So, so you know when you are on your

NOTE Confidence: 0.92367357

00:41:54.739 --> 00:41:57.164 phone during rounds the perception

NOTE Confidence: 0.92367357

00:41:57.164 --> 00:42:01.380 can be that you are not interested or

NOTE Confidence: 0.92367357

00:42:01.380 --> 00:42:04.640 you know when you when you look away

NOTE Confidence: 0.92367357

00:42:04.640 --> 00:42:06.660 when a patient is talking to you,

NOTE Confidence: 0.92367357

00:42:06.660 --> 00:42:09.936 the perception can be that you're distracted.

NOTE Confidence: 0.92367357

00:42:09.940 --> 00:42:13.820 So really trying to go behaviorally

NOTE Confidence: 0.92367357

00:42:13.820 --> 00:42:17.040 and then try to emphasize the impact

NOTE Confidence: 0.92367357

00:42:17.040 --> 00:42:19.597 that that has on other people,

NOTE Confidence: 0.92367357

00:42:19.600 --> 00:42:23.394 so especially their patients and try to.

NOTE Confidence: 0.92367357

00:42:23.400 --> 00:42:25.584 And sometimes it can be helpful in

NOTE Confidence: 0.92367357

00:42:25.584 --> 00:42:27.114 those situations to get trusted

NOTE Confidence: 0.92367357

00:42:27.114 --> 00:42:28.716 mentors to be part of it.

NOTE Confidence: 0.92367357

00:42:28.720 --> 00:42:30.574 Maybe they're not hearing it from

NOTE Confidence: 0.92367357

00:42:30.574 --> 00:42:33.057 you or they're not able to take that

NOTE Confidence: 0.92367357

00:42:33.057 --> 00:42:34.839 feedback from you at that point.

NOTE Confidence: 0.92367357

00:42:34.840 --> 00:42:39.196 And it might require multiple conversations.

NOTE Confidence: 0.92367357

00:42:39.200 --> 00:42:41.342 So those are some of the things

NOTE Confidence: 0.92367357

00:42:41.342 --> 00:42:43.079 that that can be helpful.

NOTE Confidence: 0.92367357

00:42:43.080 --> 00:42:46.330 Any other ideas from others say

NOTE Confidence: 0.92367357

00:42:46.330 --> 00:42:48.970 actually I think that the apathy.

NOTE Confidence: 0.9296161

00:42:49.090 --> 00:42:50.629 I feel like this is what I used to

NOTE Confidence: 0.9296161

00:42:50.629 --> 00:42:51.986 do before I was when I was like

NOTE Confidence: 0.9296161

00:42:51.986 --> 00:42:55.250 more performance oriented until I

NOTE Confidence: 0.9296161

00:42:55.250 --> 00:42:56.770 switched to more learning oriented.

NOTE Confidence: 0.9296161

00:42:56.770 --> 00:42:59.890 As a human, I just feel like apathy

NOTE Confidence: 0.9296161

00:42:59.890 --> 00:43:01.907 is a defense mechanism to try to

NOTE Confidence: 0.9296161

00:43:01.907 --> 00:43:03.449 take the feedback without reacting to

NOTE Confidence: 0.9296161

00:43:03.450 --> 00:43:05.770 it. And I feel like it would have been

NOTE Confidence: 0.9296161

00:43:05.770 --> 00:43:08.880 helpful for me like a while ago if

NOTE Confidence: 0.9321303

00:43:09.920 --> 00:43:11.640 the person giving me feedback had circled

NOTE Confidence: 0.9321303

00:43:11.640 --> 00:43:13.038 back like a couple days later.

NOTE Confidence: 0.9321303

00:43:13.040 --> 00:43:15.042 Because often people who get that feedback

NOTE Confidence: 0.9321303

00:43:15.042 --> 00:43:17.080 that way need a couple days to like,

NOTE Confidence: 0.9321303

00:43:17.080 --> 00:43:19.318 process it and think about it.

NOTE Confidence: 0.9321303

00:43:19.320 --> 00:43:20.880 And I think circling back is often

NOTE Confidence: 0.9321303

00:43:20.880 --> 00:43:22.300 very helpful to say like hey,

NOTE Confidence: 0.9321303

00:43:22.300 --> 00:43:23.530 I know we talked about some

NOTE Confidence: 0.9321303

00:43:23.577 --> 00:43:24.934 feedback the other day.

NOTE Confidence: 0.9321303

00:43:24.934 --> 00:43:26.282 You know you've had a little

NOTE Confidence: 0.9321303

00:43:26.282 --> 00:43:27.147 time to think about it.

NOTE Confidence: 0.9321303

00:43:27.150 --> 00:43:28.070 Anything I could help

NOTE Confidence: 0.9417277

00:43:28.070 --> 00:43:29.906 you with to reach your goals

NOTE Confidence: 0.9417277

00:43:29.910 --> 00:43:31.500 or to make that feedback,

NOTE Confidence: 0.9417277

00:43:31.500 --> 00:43:33.366 you know, something useful for

NOTE Confidence: 0.9417277

00:43:33.366 --> 00:43:34.822 you as you grow in your career,

NOTE Confidence: 0.9417277

00:43:34.830 --> 00:43:35.514 something like that,

NOTE Confidence: 0.9417277

00:43:35.514 --> 00:43:37.710 that's more like team based and

NOTE Confidence: 0.9417277

00:43:37.710 --> 00:43:39.388 supportive Because I I think it

NOTE Confidence: 0.9417277

00:43:39.388 --> 00:43:40.656 really is just helping someone

NOTE Confidence: 0.9417277

00:43:40.656 --> 00:43:42.510 switch from a performance oriented

NOTE Confidence: 0.9417277

00:43:42.790 --> 00:43:44.630 to a learning oriented mentality.

NOTE Confidence: 0.9417277

00:43:44.630 --> 00:43:45.870 And I think that that really helps

NOTE Confidence: 0.9417277

00:43:45.870 --> 00:43:48.630 shepherd that a little bit forward.

NOTE Confidence: 0.9417277

00:43:48.630 --> 00:43:51.110 But that's just my experience.

NOTE Confidence: 0.9417277

00:43:51.110 --> 00:43:52.430 Yeah, that's fantastic. Thank you.

NOTE Confidence: 0.93667465

00:43:54.510 --> 00:43:56.407 And kind of as a way of

NOTE Confidence: 0.93667465

00:43:56.407 --> 00:43:56.949 operationalizing that,

NOTE Confidence: 0.93667465

00:43:56.950 --> 00:43:58.804 sometimes I find it helpful to

NOTE Confidence: 0.93667465

00:43:58.804 --> 00:44:01.009 like have an index card for the

NOTE Confidence: 0.93667465

00:44:01.009 --> 00:44:02.996 learner when I'm going on on a

NOTE Confidence: 0.93667465

00:44:02.996 --> 00:44:04.454 service where we first have that

NOTE Confidence: 0.93667465

00:44:04.454 --> 00:44:05.907 conversation of what are your goals.

NOTE Confidence: 0.93667465

00:44:05.910 --> 00:44:07.494 And I write down their goals and I try

NOTE Confidence: 0.93667465

00:44:07.494 --> 00:44:09.120 to get them to be specific so that

NOTE Confidence: 0.93667465

00:44:09.120 --> 00:44:10.778 we've made kind of a pledge to each

NOTE Confidence: 0.93667465

00:44:10.778 --> 00:44:12.145 other that we're working on that.

NOTE Confidence: 0.93667465

00:44:12.145 --> 00:44:14.630 And then when we have feedback conversations

NOTE Confidence: 0.93667465

00:44:14.630 --> 00:44:16.226 or or if I'm observing something,

NOTE Confidence: 0.93667465

00:44:16.230 --> 00:44:18.426 just making columns of like reinforcing,

NOTE Confidence: 0.93667465

00:44:18.430 --> 00:44:19.396 correcting corrective feedback

00:44:19.396 --> 00:44:21.991 so I can remember that even if I

00:44:21.991 --> 00:44:23.665 can't give the feedback right then.

00:44:23.670 --> 00:44:26.158 So if they are leaving overnight and you

00:44:26.158 --> 00:44:27.744 know, there's just no time to do it,

00:44:27.750 --> 00:44:28.608 I'll say, hey,

00:44:28.608 --> 00:44:30.610 can we talk about a few things

00:44:30.680 --> 00:44:33.562 tomorrow about about this encounter

00:44:33.562 --> 00:44:36.458 and then go through it then?

00:44:36.458 --> 00:44:38.166 And that allows me,

00:44:38.170 --> 00:44:39.330 even though I'm absentminded,

00:44:39.330 --> 00:44:41.586 to try to remember what it is that

00:44:41.586 --> 00:44:43.182 we talked about so we can revisit

00:44:43.182 --> 00:44:44.445 it in like mid, mid,

00:44:44.445 --> 00:44:46.220 rotation feedback and end of

00:44:46.220 --> 00:44:47.539 rotation feedback. How's that going?

00:44:47.539 --> 00:44:48.757 What can we be doing better

NOTE Confidence: 0.93667465

00:44:48.757 --> 00:44:49.809 to achieve your goals?

NOTE Confidence: 0.93667465

00:44:49.810 --> 00:44:50.926 What other goals do you have?

NOTE Confidence: 0.92924243

00:44:55.730 --> 00:44:56.960 Susan and Uma.

NOTE Confidence: 0.92924243

00:44:56.960 --> 00:44:59.420 It's after one though it seems

NOTE Confidence: 0.92924243

00:44:59.420 --> 00:45:01.967 like people are happy to chat,

NOTE Confidence: 0.92924243

00:45:01.970 --> 00:45:04.283 so I know that I'm able to stay on.

NOTE Confidence: 0.92924243

00:45:04.290 --> 00:45:07.018 But those of you who need to hop off, great.

NOTE Confidence: 0.92924243

00:45:07.018 --> 00:45:09.322 If you wanna stay a few more minutes,

NOTE Confidence: 0.92924243

00:45:09.330 --> 00:45:10.130 I'm able to stay.

NOTE Confidence: 0.92924243

00:45:10.130 --> 00:45:11.130 I don't know if you,

NOTE Confidence: 0.92924243

00:45:11.130 --> 00:45:12.550 Uma and Susan could stay

NOTE Confidence: 0.92924243

00:45:12.550 --> 00:45:13.970 for a couple more minutes.

NOTE Confidence: 0.9287814

00:45:14.610 --> 00:45:16.690 Absolutely. And I really appreciate

NOTE Confidence: 0.9287814

00:45:16.690 --> 00:45:17.938 everyone's attention and

NOTE Confidence: 0.9287814

00:45:17.938 --> 00:45:19.289 engagement today. Thank you. Yeah.

NOTE Confidence: 0.9287814

00:45:19.890 --> 00:45:21.250 Thank you very much, everyone.

NOTE Confidence: 0.9287814

00:45:24.410 --> 00:45:27.450 One thing that so I popped into

NOTE Confidence: 0.9287814

00:45:27.450 --> 00:45:31.394 the room that James was in as the

NOTE Confidence: 0.9287814

00:45:31.394 --> 00:45:34.180 student and one thing that I really

NOTE Confidence: 0.9287814

00:45:34.180 --> 00:45:36.410 liked about James role as the student

NOTE Confidence: 0.9287814

00:45:36.410 --> 00:45:38.666 is he really paid attention to the left

NOTE Confidence: 0.9287814

00:45:38.666 --> 00:45:41.152 hand side of the ADAPT model and you

NOTE Confidence: 0.9287814

00:45:41.152 --> 00:45:43.510 know ask some really pertinent questions

NOTE Confidence: 0.9287814

00:45:43.580 --> 00:45:45.940 so took an active role as a learner.

NOTE Confidence: 0.9287814

00:45:45.940 --> 00:45:48.574 So I thought James you demonstrated you

NOTE Confidence: 0.9287814

00:45:48.574 --> 00:45:51.086 know how that should go on the side

NOTE Confidence: 0.9287814

00:45:51.086 --> 00:45:53.732 of the student if they're not exactly

NOTE Confidence: 0.9287814

00:45:53.732 --> 00:45:56.579 getting you know the feedback that they need.

NOTE Confidence: 0.9287814

00:45:56.580 --> 00:45:58.848 I mean, Aaron was doing a great

NOTE Confidence: 0.9287814

00:45:58.848 --> 00:46:00.885 job in giving what he needed,

NOTE Confidence: 0.9287814

00:46:00.885 --> 00:46:03.015 but he was also very specific

NOTE Confidence: 0.9287814

00:46:03.015 --> 00:46:04.490 about some questions.

NOTE Confidence: 0.9287814

00:46:04.490 --> 00:46:05.570 So I thought that was great.

NOTE Confidence: 0.9312479

00:46:10.730 --> 00:46:12.490 Any other takeaways, things that

NOTE Confidence: 0.9312479

00:46:12.490 --> 00:46:14.250 you might want to incorporate?

NOTE Confidence: 0.9312479

00:46:18.050 --> 00:46:19.590 I think this is all very valuable

NOTE Confidence: 0.9312479

00:46:19.590 --> 00:46:20.800 and I will definitely carry

NOTE Confidence: 0.9312479

00:46:20.800 --> 00:46:22.550 these lessons with me as I see

NOTE Confidence: 0.9312479

00:46:22.550 --> 00:46:24.250 as I see students and patients.

NOTE Confidence: 0.9312479

00:46:24.250 --> 00:46:25.090 Thank you very much.

NOTE Confidence: 0.9312479

00:46:25.570 --> 00:46:26.490 Thank you very much.

NOTE Confidence: 0.921921

00:46:29.340 --> 00:46:31.020 Please don't hesitate to reach out to us,

NOTE Confidence: 0.921921

00:46:31.020 --> 00:46:33.288 e-mail us if any questions come up

NOTE Confidence: 0.921921

00:46:33.288 --> 00:46:35.968 because this was just an initial sort of

NOTE Confidence: 0.921921

00:46:35.968 --> 00:46:38.020 snippet into the conversation of feedback,

NOTE Confidence: 0.921921

00:46:38.020 --> 00:46:40.740 but there's so much more beyond this.

NOTE Confidence: 0.921921

00:46:43.540 --> 00:46:44.780 Gonna sign off. Thanks again.

NOTE Confidence: 0.921921

00:46:45.260 --> 00:46:46.272 Thank you. Nice seeing

NOTE Confidence: 0.921921

00:46:46.272 --> 00:46:47.218 you guys. Bye, bye. Bye.