FOUNDATIONS OF DISCIPLINE #8: PROVIDE EFFECTIVE FEEDBACK TO A VARIETY OF STAKEHOLDERS IN THE HEALTH CARE SYSTEM

Short Description:
Providing feedback to patients, colleagues and supervisors is an essential skill in a complex system. Incorporating both supportive and critical comments in a way that is descriptive and actionable, can help stakeholders to reflect on their role in the provision of health care and education.

Assessment Plan Summary:
- During supervision, team meetings, family meetings

Milestones:

Provide specific feedback to a patient, their family, a learner or health professional colleague about an element of their behaviour that you appreciate.
1. Use clear descriptive language
2. Use examples

Provide constructive, specific feedback to a patient, their family, a learner or health professional colleague about an element of their behaviour that you believe could be optimized to improve an outcome.
1. Use clear descriptive language
2. Use examples
3. Describe the desired outcome

Adjusts and responds to the comments and affect of the recipient of the feedback
1. Pays attention to non-verbal cues
2. Adjusts language and tone as necessary
3. Act in a respectful and professional way

Solicit feedback on your feedback from the relevant stakeholder
1. Ask for feedback on the safety of the environment you created
2. Ask for the recipient’s reaction to the feedback
3. Demonstrate active empathic listening

Scope: Any relevant clinical encounter or educational feedback session.