

# Lessons Learned: A multi-method systems approach to improving the **culture** and practice of feedback

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## Purpose

Our purpose was to determine if we improved the culture of feedback by using a multi-method, co-learning approach, targeting local challenges with feedback and coaching across multiple postgrad programs at our institution.

## Methods

This case study describes a multi-level, systems approach that applies an integrated relationship-centred strategy to building individual, program and systems capacity for effective feedback.



## INTERVENTION OVERVIEW: *Four interventions:*



### 1. Workshops

*Improving the culture and practice of feedback*



Mixed faculty and trainee audiences



Participants from 1 department



1 and 4 hour formats



Local challenges discussed, Follow-up planned



### 2. Grant Competition

*Supporting local projects targeting feedback challenges*



Goal to improve feedback, coaching or mentorship within a program at our institution



Applicants include 1 faculty AND 1 trainee from a residency program



If successful, at least 1 faculty and 1 trainee applicant attend 3 x 2-hour meetings, together with other grant recipients



### 3. Symposium

*Engaging key faculty and trainee education leaders*



Trainee-Faculty Relationship



Coaching



Feedback Culture



Co-Learning



### 4. Online Resource Bank

*Available through:*  
<http://cbme.postmd.utoronto.ca>



Handouts



Videos



Book reviews



## Feedback Culture:



### Enablers for feedback:



#### 1. Coaching



#### 2. Longitudinal Relationships



#### 3. Educational Alliance



#### 4. Growth Mindset



#### 5. Bi-directional Feedback



## Feedback Culture:



### Barriers to feedback:



#### 1. Lack of Feedback



#### 2. Performance Orientation



#### 3. Short-term Relationships



#### 4. Fixed Mindset



#### 5. Failure to Fail

## KEY LESSONS LEARNED



Co-learning appears to be an important tool to enhance feedback relationships and culture.



Interventions, designed with flexibility, permit adaptation to local challenges and enhance buy-in.



Positive potential impact from multi-level, systems approach to building capacity for effective feedback culture and practice.