

## University of Michigan Provost's Teaching Innovation Prize

### 2016 WINNER



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# Debriefing Students' Clinical Skills With the Minute Feedback System

### Innovation Description

When cutting into a human body, surgery students and their supervisors appropriately focus their full attention on the patient. Providing high quality feedback on a student's performance in the moment is understandably a lower priority. But if there is no mechanism for pursuing feedback after the fact, the teachable moment evaporates, impeding learning and frustrating students, administrators, and faculty.

Using Qualtrics survey software, the *Minute Feedback* System makes it quick and easy for students to request feedback on a specific aspect of their clinical care via the web. The process is intended to take less than one minute for each party. After a student completes a brief survey, Qualtrics emails a link to the feedback giver where they can assess the student's skills on a five-point scale and write (or dictate) a sentence or two. (Images of screens seen by residents and clinicians are shown below.)

Between July 2015 and February 2016, nearly 200 students participated, and they received over 2,000 unique feedback comments about their clinical skills from surgical residents and faculty. Reports of responses downloaded from Qualtrics have also guided clerkship directors in planning professional development sessions that increase the effectiveness of instructors' feedback giving skills.

### Student Comments

"It took approximately 30 seconds to fill out the form and submit it to the reviewer, and about the same amount of time for the reviewer to give me the feedback."

"I was able to solicit and review feedback within a number of hours to days after working with a given preceptor."

"By receiving feedback immediately, instead of at the midpoint or end of the clerkship, I found I progressed at a much faster

"I got more concise and valuable feedback in a shorter amount of time."

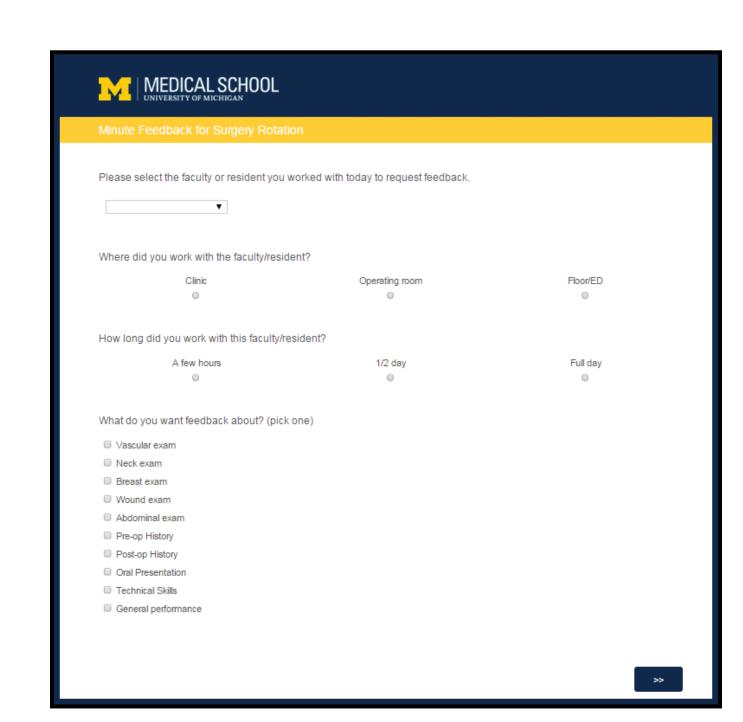
"The online system allowed preceptors to add links or name other resource recommendations, which would otherwise be more tedious to convey through verbal feedback."

"The app facilitated practical feedback on improving in particular competencies."

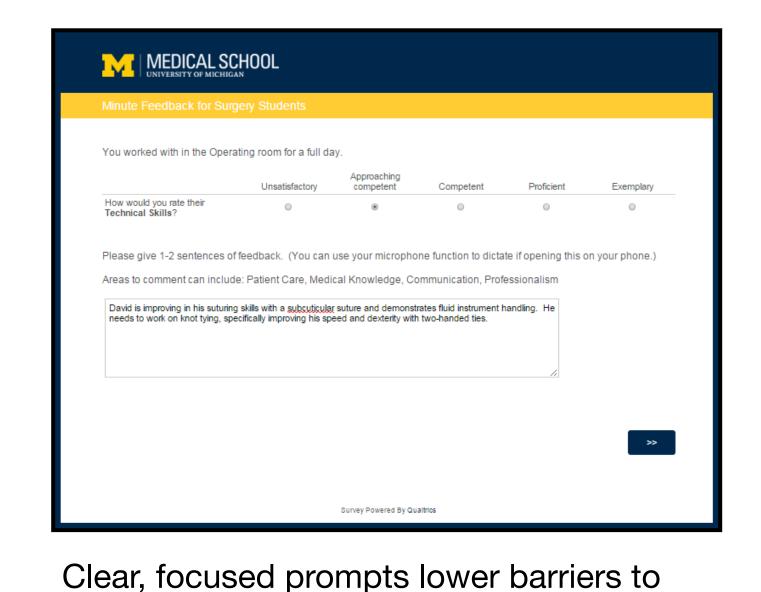
"The app enables students to elicit good quality feedback without feeling like a burden."

"A simple feedback system, accessible through the email inbox, makes it easy to provide responses quickly."

### Examples of Teaching Innovation



Students initiate feedback requests.



providing feedback.

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24	A	В	С	D	especial E	F	G
1	Student 1	ocation	Skill	Rating	Feedback	Time	Date
2	Faculty F	loonED	Oral Presentations	Proficient	Nice job! I especially like how you have been looking up the literature to support you recommendations. keep working on use of correct terminology- this will come with time and practice!	full day	10/29/2015
3	Faculty F	loon/ED	Physical Exam	Competent	excellent student engaged and open to suggestion and teaching	few hours	11/4/2015
4	Faculty C	Clinic	Physical Exam	Competent	Good, concise presentation of patient history. Hit all the salient points for abdominal exam. Continued practice will allow her to perform exam with increased confidence, but she did a good job!	1/2 day	11/9/2015
5	Faculty F	loon/ED	General Performance	Exemplary	Outstanding and engaging? She did well in her abdominal exams in surgery patients and was not only able to do the exam well but also match it to the patients clinical picture. Her knowledge is at or above her peers. She will have a great work othic in whatever she does. Her presentation skills are excellent and will get better with time as she grows in her experience.		11/10/2015
6	Resident F	loon/ED	General Performance	Exemplary	outstanding work, excellent command of general surgery concepts, made progress over the week, but should continue to work on surgical skills.	full day	11/10/2015
7	Resident F	loon/ED	General Performance	Proficient	She was very motivated to see consults. Very well-read.	full day	11/15/2015
8	Faculty C	Zinic	Oral Presentations	Exemplary	Fantastic - quick, thorough and hard working - she did a fantastic job on the service	1/2 day	11/18/2015
9	Resident C	dinic	Oral Presentations	Exemplary	Has done an exceptional job on the service. One of the couple of medical students who was able to be truly helpful in clinic, excellent presentations and notes.	full day	11/19/2015
10	Resident C	Operating room	General Performance	Exemplary	Great job in the ORF Follows the procedure very well and anticipates the next step. Good technical skills when suturing.	full day	11/20/2015
					Great job in the OR. You have a good sense of situational awareness and as we discussed, should strongly consider a surgically based career. Also, your enthusiasm and excellent guestions make at fun to work with you! Keep up the good		

Reports on feedback requests and responses are available to clerkship directors.