

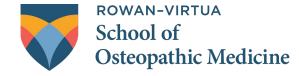
Faculty Development Series: Providing Feedback Ask-Tell-Ask & What-Why-What

- Michele Tartaglia, DO, FACOOG, CS
 Assistant Dean of Clinical Education, Rowan-Virtua SOM
- Steve Garwood, EdD
 Director of Faculty Development, Rowan-Virtua SOM

3/15 | 7:00am-8:00am

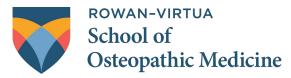






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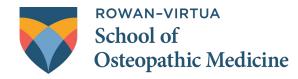
Following Today's Program

Please make sure to complete the attestation form, outcome and evaluation to receive a CME certificate. Certificates will be emailed out within two weeks and credits will be posted directly to the AOA.

Any questions, please contact Tara Shontz at cme@rowan.edu







No financial disclosures and/or conflicts of interest



Webinar "Housekeeping"

- Questions & Comments
- Participation = Productive and Interesting
- Mute (Spacebar)
- Cameras
- Captions (CC)

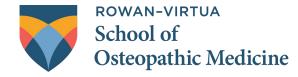
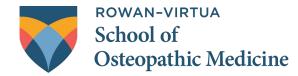




Image from Pexels



Learning Objectives



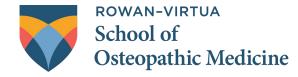
Upon completion of this session, attendees will be able to:

- Explain the importance of providing actionable formative feedback in clinical settings.
- 2. Describe the Ask-Tell-Ask & What-Why-What methods of providing feedback.
- 3. Utilize the Ask-Tell-Ask & What-Why-What methods to provide meaningful and actionable feedback to students.



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LO#1:

Explain the importance of providing actionable formative feedback in clinical settings.



LO#1: Importance of Feedback

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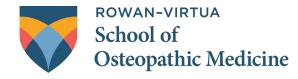
Activity

- Formative vs. Summative Feedback
- What are some qualities of Effective Formative Feedback?
- Why is it important to provide FF?
- What are barriers to providing FF?



Image from Pexels



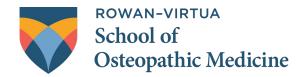


LO#2:

Describe the Ask-Tell-Ask & What-Why-What methods of providing feedback.



Ask-Tell-Ask



- Ask the learner for his or her assessment of how a procedure or patient visit went.
 - Was it successful?
 - O What was difficult?
 - o Any areas for improvement?
- Tell the learner your perspective of what they have shared.
 - What about his or her assessment do you agree or disagree with?
 - Is there something you want to mention that the learner did not include in his or her assessment?
- Ask for suggestions on how they can improve in this area.
 - Inquire as to how you as a preceptor can assist.
 - Have the learner decide if he or she needs more explanation or would benefit more from practice or a demonstration.

Society of Teachers of Family Medicine Teaching Physician: Ask-Tell-Ask Model



Ask-Tell-Ask





Virginia Apgar Academy of Medical Educators Quick Teaching Tip: Feedback (Ask-Tell-Ask)(1:10)



What-Why-What (3W's)

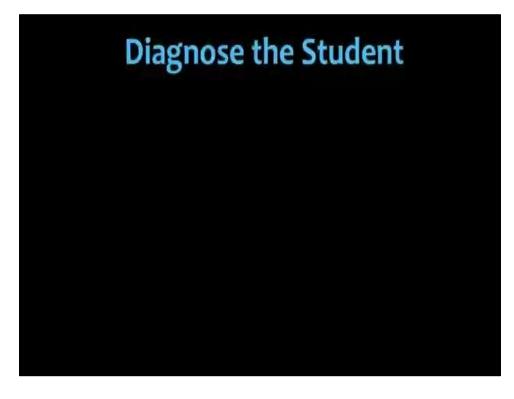


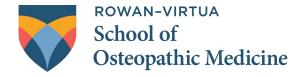
Questions for the student:

- What do you think is going on?
 - Ask the student to make a verbal commitment regarding his/her patient's condition
- Why do you think so?
 - Ask the student to verbally provide evidence to support his/her decision
- What do you want to do?
 - Ask the student to make a plan for diagnosis and/or management



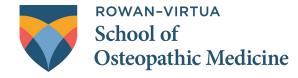
What-Why-What (3W's)





Chris White, MD <u>Clinical Teaching Simplified</u> (What-Why-What)(3:45)





LO#3:

Utilize the Ask-Tell-Ask & What-Why-What methods to provide meaningful and actionable feedback to students.





Examples: What-Why-What





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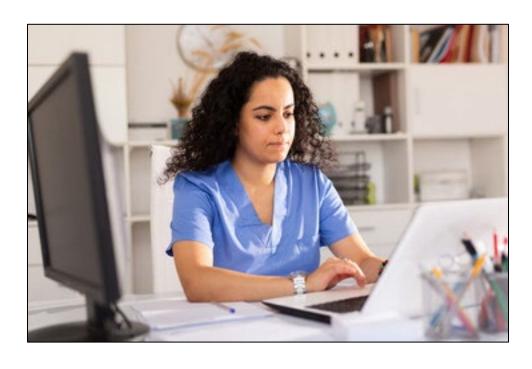
Examples: Ask-Tell-Ask







Examples: What-Why-What



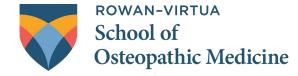


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Examples: Ask-Tell-Ask







Let's talk it through...

Please share an example of where or how you can apply ATA or WWW

Common situations

- New student
- Student not progressing
- Challenging medical topic or procedure

Resources

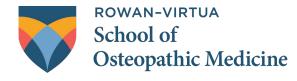


- Rowan-Virtua SOM Faculty Development Guide
 - Teaching in Clinical Settings
- Society of Teachers of Family Medicine
 - Teaching Physician: <u>Ask-Tell-Ask Model</u>
- PA Education Association: 1 Pagers for Preceptors
 - Ask-Tell-Ask Feedback Model
- Virginia Apgar Academy of Medical Educators
 - Quick Teaching Tip: Feedback (Ask-Tell-Ask Video)
- Chris White, MD
 - <u>Clinical Teaching Simplified</u>: (What-Why-What Video)



Review & Thank You!

- Thank you!
- Feedback? (garwoods@rowan.edu)
 - What's one thing we could do to improve this workshop?
 - Video & Eval Forms later today
- Questions?







Gratuitous Dog Pictures - Bentley & Pearl



END