

# Giving and Receiving Feedback

## HFH Feedback Model

### *Practice Guide*

#### Reminders:

##### ➤ ACT

- Make sure all feedback is Actionable, Consistent and Timely

##### ➤ Triggers that Block Feedback

- Truth Triggers
  - “If I think it is wrong, I resist feedback”
- Trust Triggers
  - “If I am not seen for who I am, I resist feedback”
  - “If I can’t step beyond my issues with another person; I can’t hear their feedback.”

##### ➤ Easily Observable Situations:

Rounding, Counseling patients on smoking cessation or diet, New Problem (obtaining history and physical), Giving a diagnosis (CLEAR Conversations linkage), Follow-up, Clinic encounters, Delivering Serious/Bad News

## Feedback Model (HFH Integration)

*General, Operative, Procedural*

### SET EXPECTATIONS:

1. Review case OR tell trainee you will observe him/her.
2. Set ground rules.
3. Remind trainee: "If you are not sure of the next step, we will **PIVOT\***.  
*I will guide you or take over, if needed.*"

\***PIVOT** (Pause and guide, InterVene Or Takeover).

*PIVOT Examples: "Consider doing: \_\_\_\_\_." OR "That's your second attempt; I'll take over."*

**Important:** Faculty should not take over or step in unless there is a serious misunderstanding or danger to patient.

### Establish a **LEARNING GOAL** .....(**Learner to Choose ONE**):

- *What is challenging about this for you?*
- *What specifically would you like me to look for?*
- *What skill would you like to work on?*
- *Revisit previous feedback goal.*

### OBSERVE the Learner:

*Walk me through the plan/steps/checklist for this case.*

### FEEDBACK: Learning Points for Post-Procedure; Post-Operative; Post-Event

*How did it go?*

*What went well?*

*NOTE: If learner shifts to what went poorly, 'bracket' the thought to stay on track. Discuss 'what could have been' later.*

*This is what I saw that you did well. Faculty specifically describes actions/skills that were performed well.*

*Looking back, what would you have done differently? (Listen to response) Here are some additional important points: \_\_\_\_\_.*

*What is your take-away point? What will you try next time? Be sure this is observable.  
Close the loop: **When** will you be able to do this so that it can be observed?*

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