Effective Feedback: Reluctant Residents versus Time-Pressured Preceptors

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What challenges keep a resident or preceptor from providing effective feedback?

Would residents and preceptors report similar or dissimilar barriers to providing effective feedback?

Objectives
- Identify barriers to providing effective feedback.
- Describe strategies to overcome barriers to effective feedback.
  - Known Barriers to Providing Feedback
  - Resident Perceptions
  - Preceptor Perceptions

The Learning Activity
- KPRN Summer Meeting Attendees
- Separate Residents and Preceptors
- 30 minutes Brainstorming Session
  - “What keeps you from providing effective feedback?”
  - Prioritize the list
- Reconvene the group; reveal the results

Revealing the Barriers (in a prioritized list)
- Residents
  - Retribution
  - Don’t know how
  - Time
  - Upset Preceptor
  - Difficult
- Preceptors
  - Time
  - Confrontation
  - Don’t know how
  - Privacy
  - Not Necessary
Strategies to Overcome Barriers to Providing Effective Feedback

- Recognize & Address Perceptions
- Define Feedback
- Educate Methods of Feedback
- Create Space & Time for Feedback
- Information-Specific & Issue-Specific
- Identify Mentors & Role Models

Benefits of this Learning Activity

- Both groups individually identified barriers specific to their group, while the combined group considered effective techniques to overcome barriers.
- The exercise of considering each other’s perspective brought about meaningful dialogue and realistic expectations about providing effective feedback.