



بازخورد در آموزش پزشکی



دکتر مهلا سلاجقه

استادیار گروه آموزش پزشکی
دانشگاه علوم پزشکی کرمان

بازخورد چیست؟

فراهم نمودن و ارائه اطلاعات عینی، آگاهانه و بدون قضاوت از عملکرد دانشجو با هدف بهبود عملکرد وی

بدون بازخورد:

- ✓ اشتباهات فراگیران اصلاح نشده باقی می ماند
- ✓ عملکرد صحیح فراگیران تقویت نمی شود

Feedback Is Not

- Bad “attitude”.
- Yelling at others.
- Punishment.
- Focused on what others are doing wrong.
- Giving orders.
- Personal.

انواع بازخورد



بازخورد مثبت: تقویت کننده

بازخورد منفی: اصلاح کننده

وضعیت بازخورد...

معمولا یا بازخورد ارائه نمی شود یا

به صورت ناصحیح ارائه می شود

وضعیت بازخورد...

- فقط ۸٪ از دستیاران از بازخورد دریافتی راضی بودند...

- تفاوت در دیدگاه اساتید و دستیاران در مورد زمان، مقدار، مرتبط

بودن و کمیت و کیفیت بازخورد

A real experience

The current status

Item	Surgeon	Resident
feedback was given often/always immediately after the fact/activity	86.2%	12.5%
feedback was often/always provided only on behavior observed directly	85.7%	54.2%
feedback was initiated with positive observations	96.6%	54.2%
complete feedback was provided on all aspects of performance	69.0%	16.7%
often/always gave concrete suggestions for improvement	96.4%	13%
allowed the residents to react	97%	50%
gave feedback in a non-judgmental fashion	89.3%	41.7%
often/always successful at giving effective feedback	90.9%	16.7%

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Why

Students say: We do not receive feedback

effective and adequate

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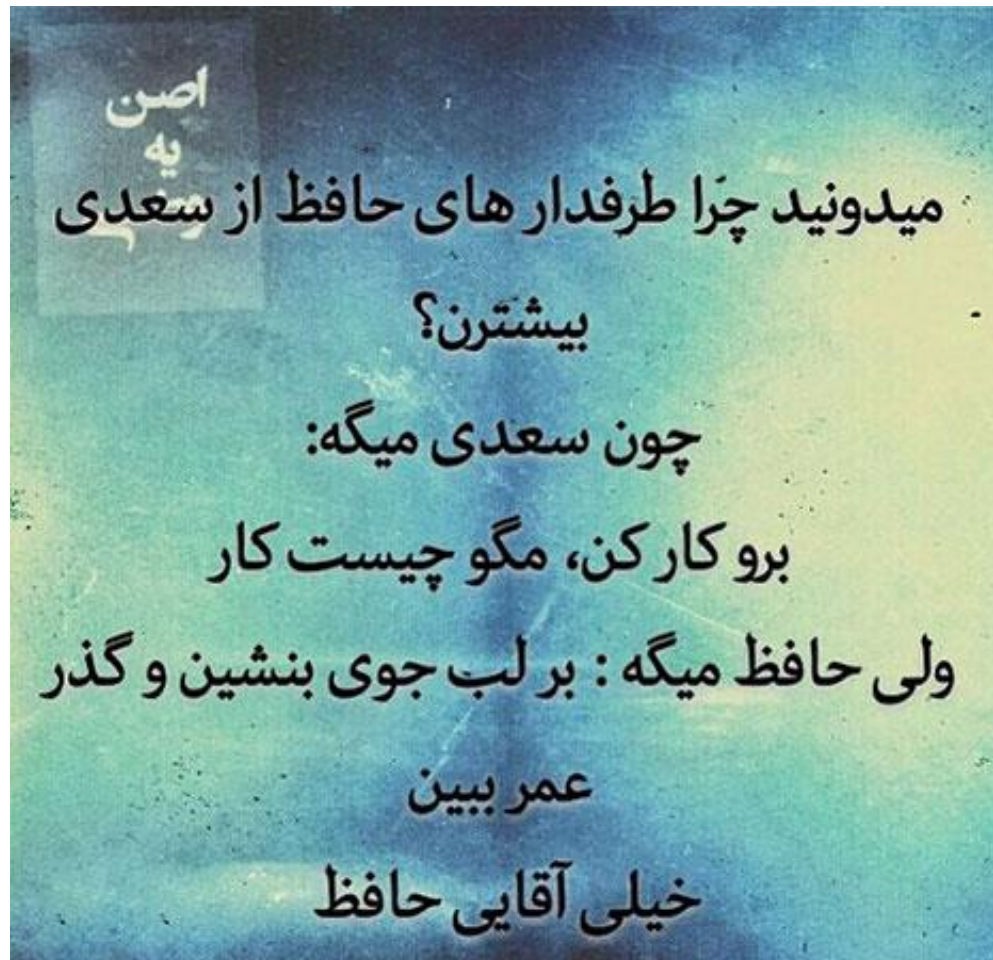
یک کوشش دره یک کوشش دروازه



effective and adequate

Why

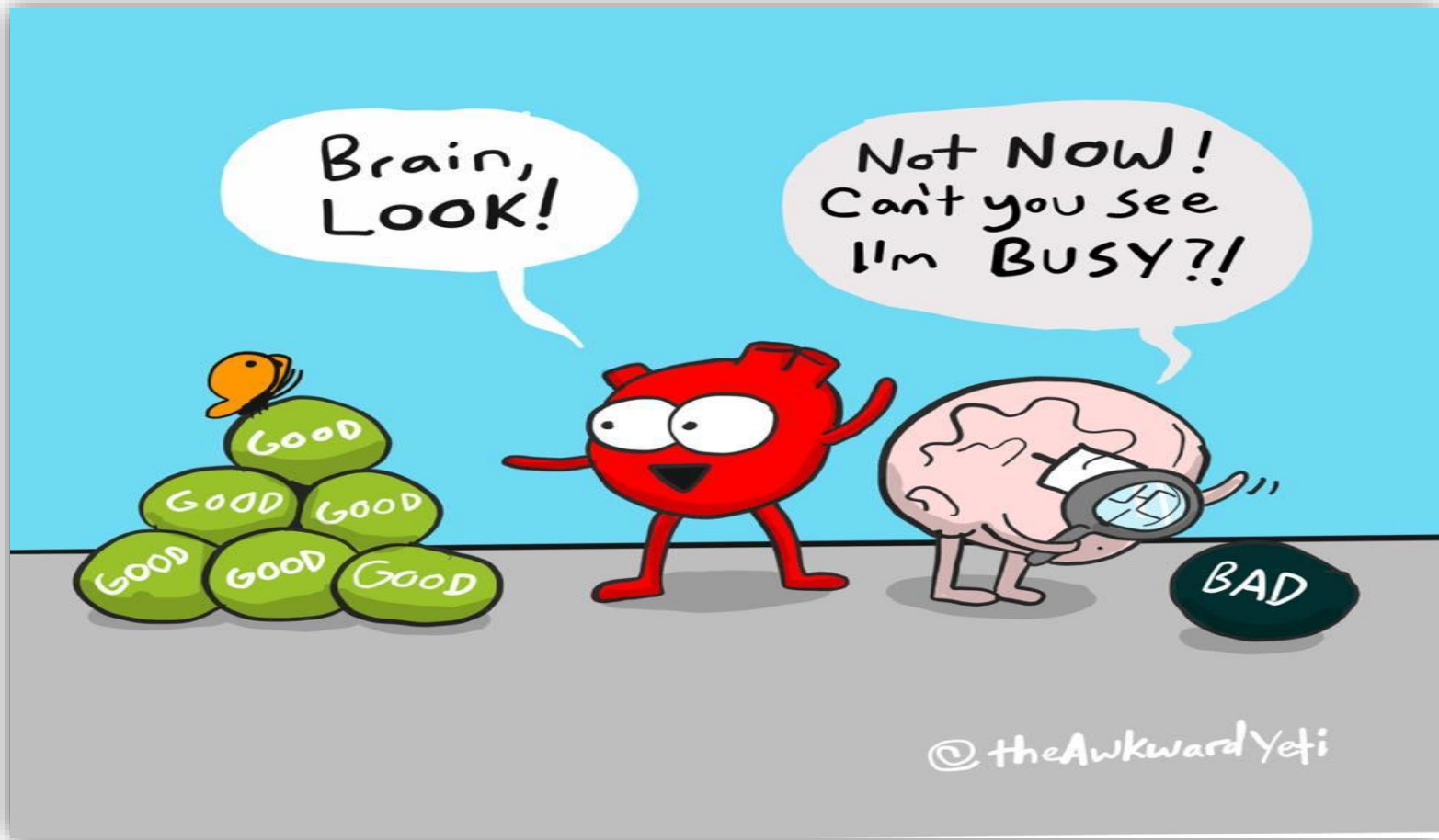
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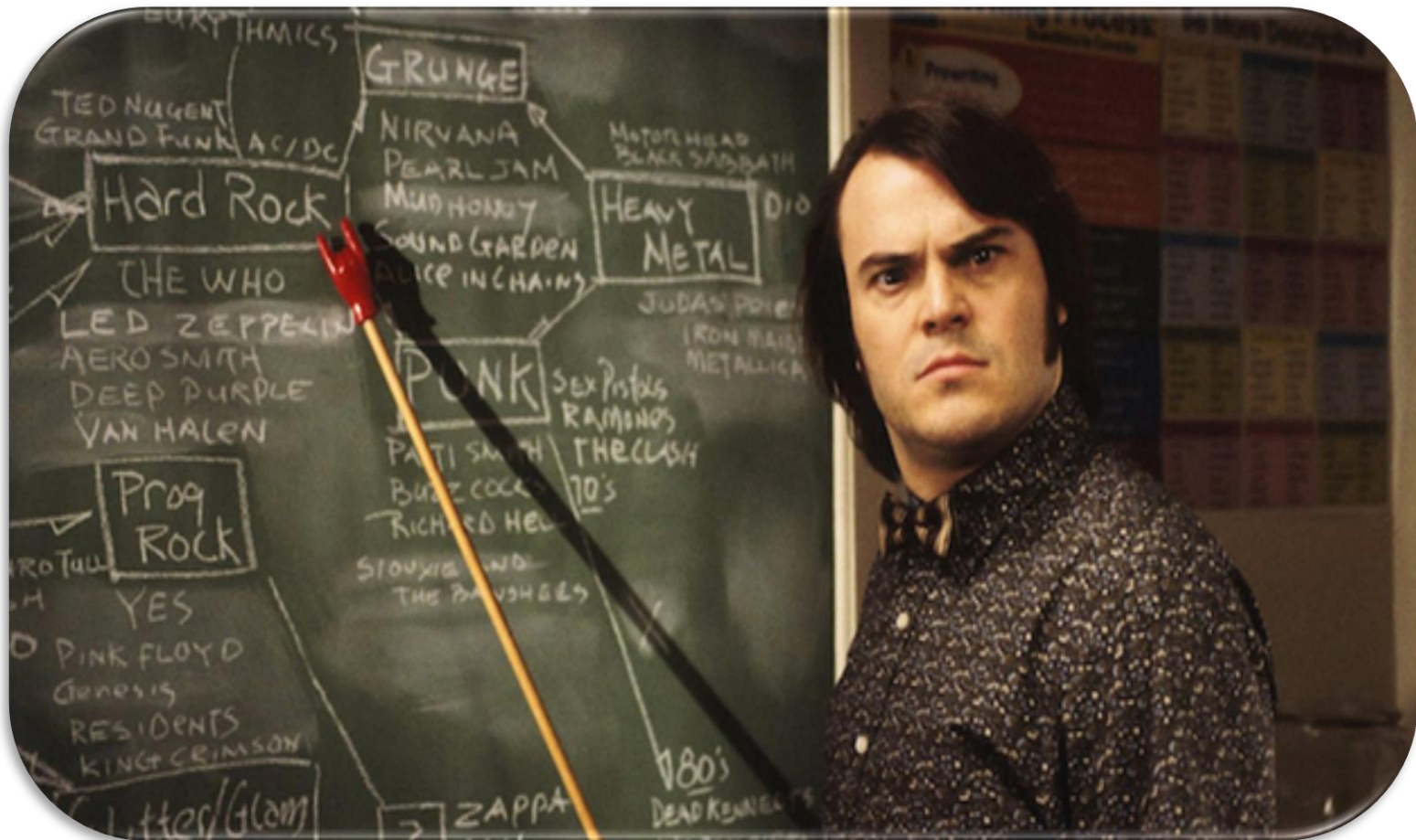
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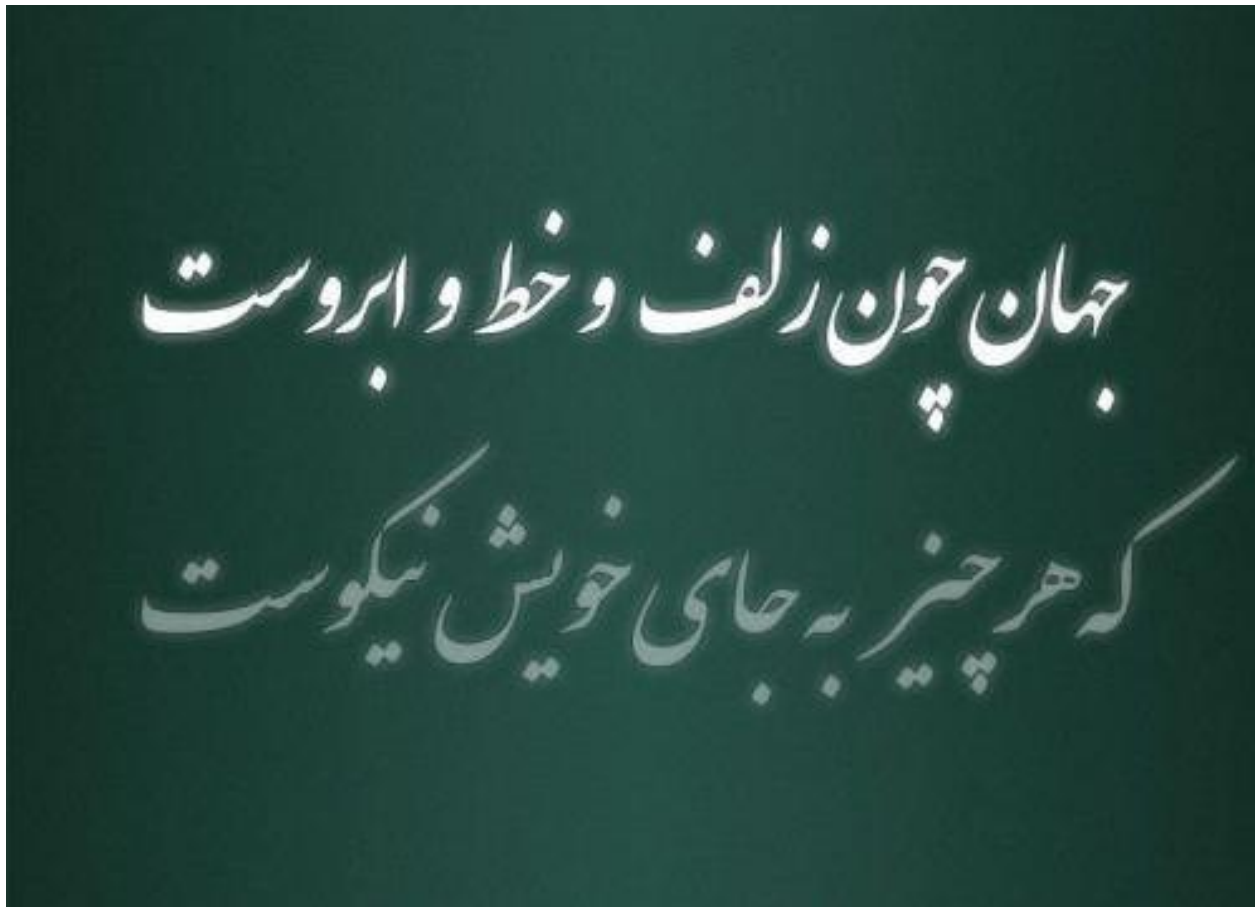


Principles of Giving Feedback

Principles of Giving Feedback



Principles of Giving Feedback



Principles of Giving Feedback



Principles of Giving Feedback



Principles of Giving Feedback



A real experience

Feedback techniques

Sandwich technique!



positive

negative

positive



Pendleton rules

Category	Question	Teacher	Learner
Positive aspects	What went well?		1
		2	
Areas for improvement	What went wrong?		3
	What could be better?	4	
Action plan for improvement	What should be done to get better?		5
		6	
Summary	What was the key points?		7
		8	

TWELVE TIPS

Twelve tips for giving feedback effectively in the clinical environment

SUBHA RAMANI¹ & SHARON K. KRACKOV²

¹Harvard Medical School, USA, ²Albany Medical College, USA

1. Establish a respectful learning environment.
2. Communicate goals and objectives for feedback.
3. Base feedback on direct observation.
4. Make feedback timely and a regular occurrence.
5. Begin the session with the learner's self-assessment.
6. Reinforce and correct observed behaviours.
7. Use specific, neutral language to focus on performance.
8. Confirm the learner's understanding and facilitate acceptance.
9. Conclude with an action plan.
10. Reflect on your feedback skills.
11. Create staff-development opportunities.
12. Make feedback part of institutional culture.

Feedback and Reflection: Teaching Methods for Clinical Settings

William T. Branch, Jr., MD, and Anuradha Paranjape, MD, MPH

Acad. Med. 2002;77:1185–1188.

Annals of Internal Medicine

ACADEMIA AND THE PROFESSION

Practice Feedback Interventions: 15 Suggestions for Optimizing Effectiveness

Jamie C. Brehaut, PhD; Heather L. Colquhoun, PhD; Kevin W. Eva, PhD; Kelly Carroll, MA; Anne Sales, PhD; Susan Michie, PhD; Noah Ivers, MD, PhD; and Jeremy M. Grimshaw, MD, PhD

MEDICAL TEACHER, 2018
<https://doi.org/10.1080/0142159X.2018.1432850>

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TWELVE TIPS

Check for updates

Twelve tips to promote a feedback culture with a growth mind-set: Swinging the feedback pendulum from recipes to relationships

Subha Ramani^a , Karen D. Könings^b, Shiphra Ginsburg^{c,d} and Cees P. M. van der Vleuten^b

جمع‌بندی

بازخورد مؤثر در آموزش بالینی، جزء ضروری و جدایی‌ناپذیر یادگیری است و سبب دستیابی دانشجو به اهداف آموزشی می‌شود.



**Thank
You!!!**

یک نکته در پایان این جلسه ...



**Thank
You!!!**