

Milestones in Faculty Development

Giving Feedback is Easy!

What is feedback?

Feedback has two parts – a description of what you saw a learner do and your judgment of their behavior. Sometimes it also includes your recommendation for how to improve.

So this is an example of feedback: “You’re right, you did establish excellent rapport with the patient, let’s discuss how you did that...” “if you use medical terms like thrombocytopenia, you need to explain that” and “How can you improve?” ... “Yes, I agree that reading about medication side effects would be a great idea. What’s your SMART plan?”

And this is NOT feedback: “You did a great job today. Keep up the good work!”

Tips for effective feedback:

- ◆ **Give limited feedback**
Give feedback at the level of the learner in bite size chunks, just as we provide patient education.
- ◆ **Give frequent feedback**
Give feedback frequently to the learner rather than waiting until midpoint or the end of the rotation.
- ◆ **Give timely feedback**
Give feedback directly to the student at least once a day rather than waiting to fill out assessment forms.
- ◆ **Label feedback as feedback**
Start with “I’m going to give you some feedback now.” Then give it! You

can finish up with: “I hope this feedback is helpful for you.”

- ◆ **Use your observations as the basis of your feedback.**

Feedback is based on your observations of the learner, not what other people have told you.

- ◆ **Have a conversation with questions**

Rather than telling the learner your feedback, feedback should be thought of as a conversation. Start with asking the learner for their own self-assessment. This allows you and the learner to understand how s/he sees their progress. “What did you do well?” “What can you improve?” “What’s your SMART plan for improvement?”

SMART=Specific, Measurable, Achievable, Relevant, Time-limited

- ◆ **Discuss behavior, not personality**

Feedback shouldn’t just say if the student is successful or intelligent (personality) or not, but how the student is progressing or what behaviors the student is exhibiting (behavior). This way, learners will see themselves on a path of learning and think about how to move forward and improve. Rather than saying “You seem very uninterested in what’s going on with patients other than your own,” you can say “You do not contribute to the discussions on rounds about other patients, and usually get your cell phone out as soon as we finish talking about your patient.”¹

Feedback improves learner performance!

In 2006, at Southern Illinois University, 33 medical students were instructed on knot-tying. Half received compliments and half received specific, constructive feedback. Students in the feedback group improved their suturing, whereas students in the compliment group did not improve, but were more satisfied. The authors concluded that “Student satisfaction is not an accurate measure of the quality of feedback. It appears that satisfaction ratings respond to praise more than feedback, while learning is more a function of feedback.”² Praise did not improve performance, feedback did.²

References:

- Dweck C. Mindset the new psychology of success. Random House, NY. 2006.
- Boehler ML, Rogers DA, Schwind CJ, Mayforth R, Quin J, Williams RG, Dunnington G. An investigation of medical student reactions to feedback: a randomised controlled trial. Med Educ. 2006;40(8):746–9.

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Milestones in Humanism and Professionalism

NCH Trainees Compliments and e-Recognitions

Elizabeth Macintyre, MD (PGY3)



Antonia Sigl, MD (PGY2)

Drs. Elizabeth McIntyre and Antonia Sigl received an MCHSWay e-Recognition from Erica Penaranda, RNIII (Hematology-Oncology-6T) their display of the MCHS Value of Collaboration. Ms Penaranda commented: **“Coming in**

to two change of shift admissions amongst many many other things, would have not been the same without the teamwork we had this evening! From the residents PL3 Elizabeth Macintyre, PL2 Antonia Sigl and the nursing staff Sabrina Aboulhosn, Lauren Zubizarreta and Elizabeth Lopez all necessary tasks were handled smoothly and in a timely manner. Nights like this prove why teamwork is so essential!”. Congratulations Elizabeth and Antonia.

Adam Stathas, MD (PGY1)



Dr. Adam Stathas received an MCHSWay e-Recognition from Suset O’neill-Santos– 3E Unit Coordinator for displaying the MCHS Values of Collaboration, Responsibility, and Advocacy. Suset commented: “Today was a very heavy afternoon in 3 east and Dr Stathas went the extra mile by helping the nurses with all questions and problems even though his shift was finish. Thank you so much from 3 East”

Congratulations Adam. We are proud of you.



Milestones in Scholarly Activities

NCH Trainees & Faculty Disseminate their Scholarly Work on the National Stages

Drs. Jessica Barreto, Desiree Sierra, Mary Wood, and Raphael Sturm were notified that two of their abstracts were accepted for presentation at a poster at the NASPGHAN meeting in November. The two abstracts are titled:

1. Barreto J, Sierra D, Wood ML, Totapally B. **“EPIDEMIOLOGY AND OUTCOMES OF THE USE OF PARENTERAL NUTRITION IN HOSPITALIZED CHILDREN IN THE UNITED STATES”**.
2. Sturm R, Barreto J, Clemente M. **“HERPES SIMPLEX ESOPHAGITIS IN IMMUNOCOMPETENT**

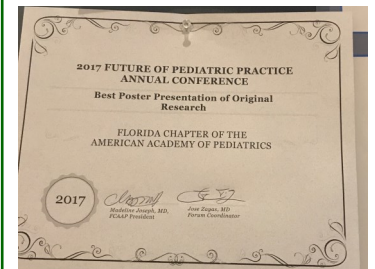
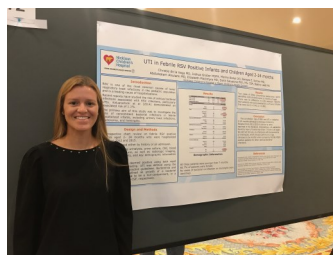
CHILDREN: A CASE SERIES”

Congratulations!!!

Dr. Christie de la Vega presented her fellowship project titled: **“UTI in Febrile RSV Positive Infants and Children aged 2-24 Months”** at the Florida Chapter of the AAP Annual Meeting.

Dr. Maria Behnam-Terneus presented her poster titled: **“Dexamethasone as Steroid of Choice in Acute Asthma Exacerbations”** at the Florida Chapter of the AAP Annual meeting. Her poster was selected as the recipient of the

Best Poster Presentation of Original Research Award.
Congratulations!!!



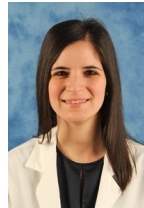
Milestones in National and State Representation

NCH Pediatric Residents Represent the Program Nationally and Locally



AAP SOPT Program Delegates Elected

Sara Selem, MD (PGY3)



Alejandro Frade, MD (PGY2)

Dr. Sara Selem was voted as the National Program Delegate of the NCH Pediatric Residency Program and **Dr. Alejandro Frade** was voted as the Assistant Program delegate to the AAP Section on Pediatric Trainees (SOPT). Congratulations to Sara and Alejandro on this national post!!!

NCH Pediatric Residents Participate in the FCAAP Annual Pediatric Brain Bowl

Jessica Barreto, MD (PGY3)



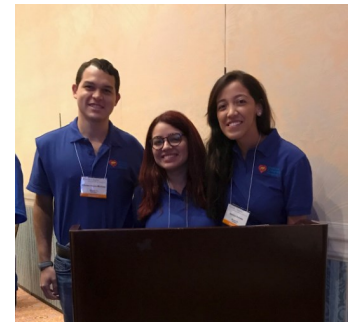
Desiree Sierra, MD (PGY3)

Alejandro Hoyos, MD (PGY3)



Drs. Jessica Barreto, Desiree Sierra, and Alfonso Hoyos represented the NCH Pediatric Residency Program on September 2 2017

at the AAP Florida Chapter meeting Annual Pediatric Brain Bowl at the Disney's Grand Floridian. The Brain Bowl is a fun jeopardy competition amongst the 10 Pediatric Residency Programs in the State of Florida. The NCH Team won the qualifying round and advanced to the Championship round. The competition was won by Florida Hospital. Thank you Jessica, Desiree, and Alfonso for representing us well.



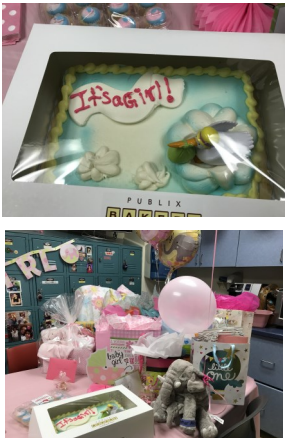
Milestones in Happy Family & Creation of a Patient Experience

3NE Team CREATES a Unique Patient Experience for a Family

In July 2017, the 3NE Team organized a surprise baby shower for the parents of a patient who has been in the hospital for over 4 months. The 3NE staff got together made all the arrangements and had a surprise baby shower for the mom and dad . They got decorations, a cake,

lots of food, and gifts for the new baby girl. One of the care assistants made all of the decorations for the shower. The shower was held in the staff lounge! The staff brought presents and balloons for the patient too! Some of the residents participated as well. The parents were totally shocked.

The 3NE staff gesture shows that they went out of their way to **CREATE** a happy family and a memorable experience that the parents will remember forever. Milestones newsletter wanted to feature the 3NE staff.



Milestones in National Spotlight

NCH Presence at AAP National Conference and Exhibition

The AAP Annual Conference and Exhibition (NCE) was held last week in Chicago. With over 10,500 professionals registered from all over the world and a total of 15,000 registrants, the NCE is a unique place for networking and exposure. Nicklaus Children's Hospital was an exhibitor at the NCE with great presence. The meeting was covered by media and social media.

Jessica Barreto, MD (PGY3)



Dr. Jessica Barreto presented her research project on Opioid use in children. Her study caught the eyes of the media. She was quoted in coverage by the **Today's show**

<https://www.today.com/health/teens-kids-showing-er-opioid-addiction-t116348>

And **HealthDay** by US News

<https://health.usnews.com/health-care/articles/2017-09-18/big-rise-in-hospitalized-kids-with-opioid-side-effects>

And **Managed Healthcare Executive** among others. Congratulations Jessica.



GME Welcomes New Babies to the Family

Vanessa Granados (Dr. Biehler's admin assistant for FIU) became the proud mother of a beautiful baby boy **Jacob Alexander**, born in on August 28 2017.

Congratulations!!!



Medical Education Birthdays



September

Anas Kayoum	5
Seth Iskowitz	6
Giselle Rodriguez	11
Kalpana Singh	12
Kyle Glithero	17
Claudia Puerto Leon	23
Sarah Lawand	26
Hanadys Ale	27

October

Caroline Mendoza	7
Alanna Sedor	8
Tatiana Toquica	8
Prithvi Raj Sendi	10
Reema Kashif	30
Bassam Albassam	31



**Nicklaus
Children's
Hospital**


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To Teach is To Touch a Life Forever