

Feedback conversations in a group setting:

Physicians' experiences with guided reflection on their professional performance in the context of CPD



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Continuing Professional Development (CPD)



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communication



leadership



medical knowledge



professionalism



collaboration



Multisource feedback... and revalidation



Physician revalidation

From feedback to performance improvement



The learner at the center



The environment: sociocultural factors

Feedback conversations



Aim of our study



Research questions

RQ 1. How do physicians experience *participation* in group sessions following their receipt of a personal feedback report?

> **process**

RQ 2. How do they perceive the *impact* of these sessions on their learning and development?

> **outcomes**

Methods

Sample

- Purposive sample

Data collection

- Within 2 weeks after session: interview (50 min)

Data analysis

- Constructivist grounded theory approach

Results - participants



26 physicians

15 male/11 female



13 physician groups

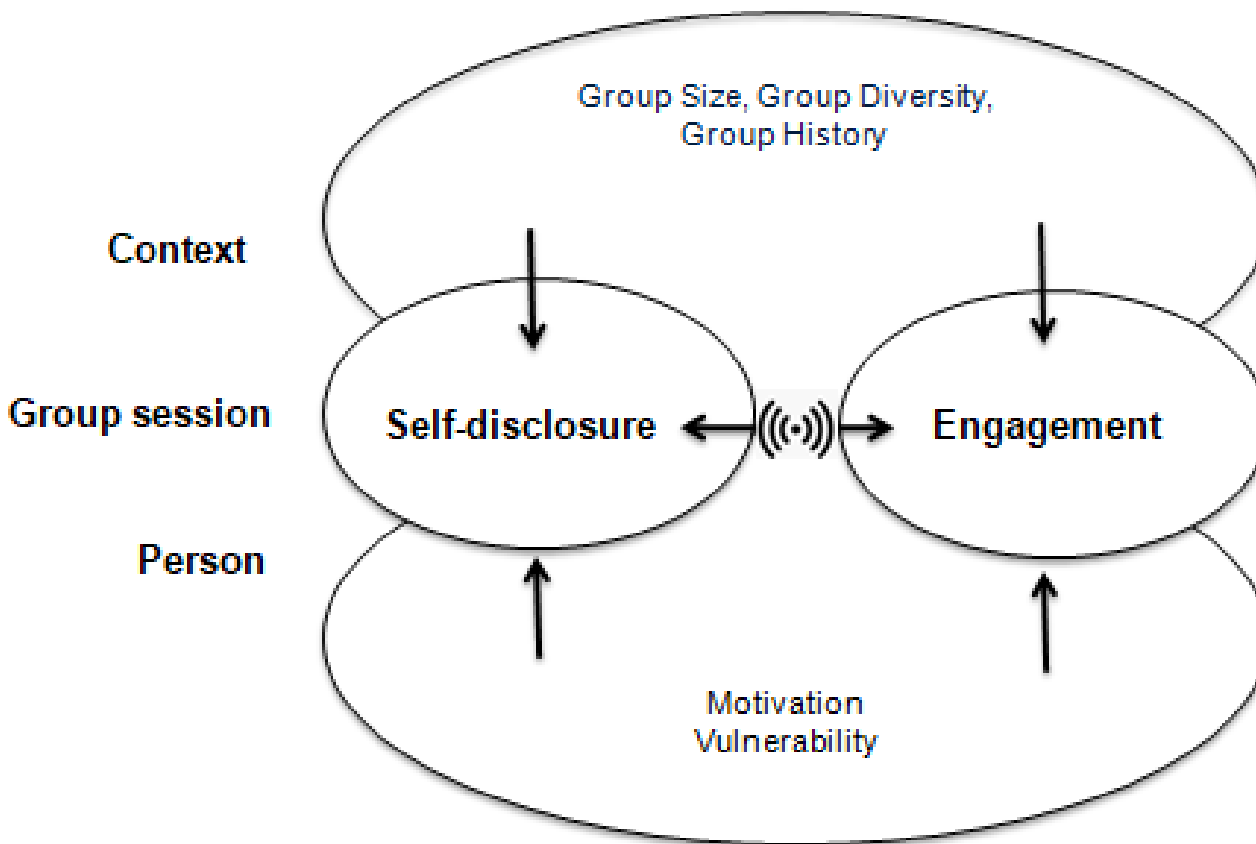
- Orthopedics
- Gynaecology
- Rheumatology
- Pediatrics
- Internal med
- Emergency med
- Geriatrics
- Anesthesiology
- Lung diseases
- Rehabilitation



5 hospitals

Non-academic setting

Results – RQ 1 (process)



Results – RQ 1 (process)



Self-disclosure

“My colleagues are all very strong personalities.. I **secretly** enjoyed seeing them **vulnerable**”

“Because the **others** talked about their struggles, I felt **encouraged** addressing certain topics too”

Engagement



Results – RQ 1 (process)

Group contextual factors



“We are all **young emergency doctors**.. it would be nice if there were some **older, more experienced doctors** in our group, to provide us with some **overview** and offer us some **reassurance**”.

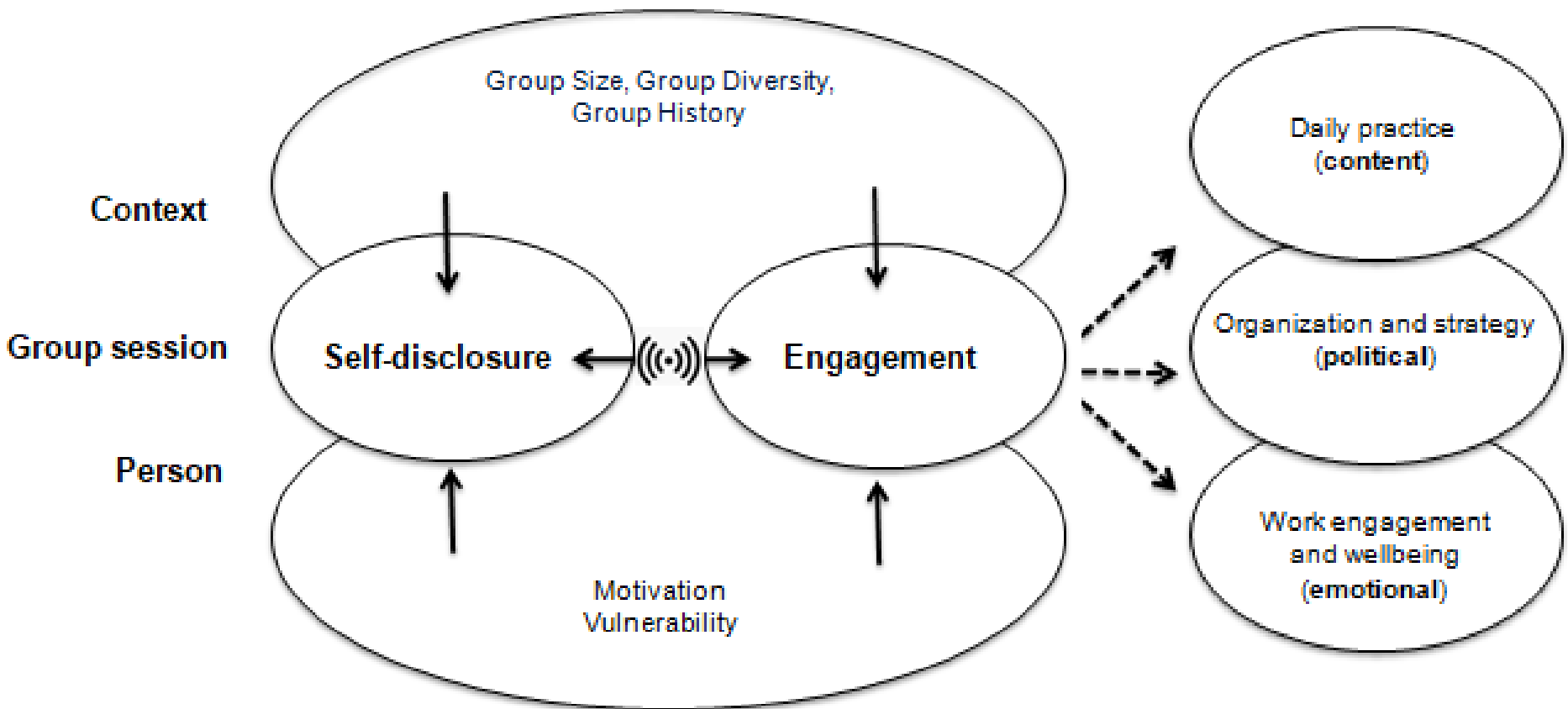
“My colleagues shared very **personal things**.. I felt like it was **expected** of me too **share something too**. I didn't feel comfortable because I didn't intend to do that..



Personal factors

Results –

RQ 2 (outcomes)



Results – RQ 2 (outcomes)

Daily practice – content aspects



“After this session I can better explain why I do things the way I do them, especially when it comes to **supervision of residents.**”

Organization and strategy – political aspects



“I’d like to rotate more and see other patients than only the 7-year old girls with abdominal aches.”

Work engagement and wellbeing – emotional aspects



“I felt **genuine interest, concern and empathy.** Working with a group of colleagues you feel **safe** with.. that makes up for three quarter of your **job satisfaction.**”

Results – RQ 1+2 (process + outcomes)

We are **not** going to completely **honest** with each other..
We need to continue **working together**”.

“It was just **chatting safely** about each other's qualities, there was **no critical sense** whatsoever. It should be about concrete behavior that you can change.”

“How are we going to **measure** any changes?”



Discussion

Sociocultural perspective:

Feedback conversations in the form of **group dialogues**



Discussion

Sociocultural perspective:

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Politeness theory



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Politeness theory



Self-determination theory

Take home message

It's about investing in relationships and managing group dynamics,
not about following recipes



Thank you for your attention

Questions, suggestions, ideas?



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