

SAMPLE NARRATIVE FEEDBACK: CLINICAL PERFORMANCE

Examples of more specific positive feedback

- Very motivated and hardworking. Fun to work with and gets along well with everyone. You could always say the right thing in the morning to make the techs smile.
- Great knowledge and reliability. You can work independently but seek advice when needed – like when the lab called with questions. Keep it up
- You were always ready to suggest tests and treatment changes. This is the initiative and proactivity we are looking for!
- Lots of fun to be on clinics with because you always come in smiling and enthusiastic, rating your mood a “10”. Keep it up!
- Great engagement in rounds! You were always willing to speak up but respectful of others. And your humor really helped when we were tired.
- Good job on complicated cases. Overall approach is good – you separate the problems and assess how each problem is progressing each day
- Obviously very enthusiastic and showed interest in others’ cases, participated actively in discussions, interacted well with the group.
- Strong knowledge base mixed with great clinical common sense. Calm demeanor for clients means excellent client compliance. Quietly contemplative, thinks things through carefully before acting.
- Always here early and offering to help the team
- Obviously read new resources each day and reported what you learned to the team

Knowledge/research

- Keep trying to read/review more on each case if possible and ask for references from the clinician or resident.
- When we discussed Fluffy, you did a good job researching and presenting her immunodeficiency. This information was helpful to the group and showed your promise as a lifelong learner. I hope you will put this level of energy into all your case discussions in the future.
- Your knowledge base is outstanding; at this point in your education you can shift to searching for a more sophisticated understanding of pathophysiology as you work with cases
- Need to read more about issues in treatment, using current literature via PubMed, not just VIN

- For every case that passes under your care you need to very actively examine, read and research about the disease, the treatments and the prognosis. You will only learn if you push yourself and take initiative to study and understand.
- For instance, when learning about mast cell tumors, you need to move beyond basic texts and review some primary literature.
- I would also strongly encourage you to practice teaching basic concepts. It's a great way to teach yourself.
- Your basic foundational knowledge is good. For instance when you discussed mitral regurgitation, you listed the common treatment options. If you learn the pathophysiology as well, you will have a better understanding of why you chose those treatments.

Confidence

- You are sometimes hard on yourself and doubt your confidence. For a while, practice assuming that you are right instead of assuming you are wrong and see what happens
- The more prepared you are, the more confident you will be in your plans. Try reviewing differential diagnoses for each of the patients on the schedule the night before and make notes on your patients that are organized just like a case presentation.
- Sometimes you are hesitant during surgery. By reviewing anatomic landmarks and practicing with instruments prior to surgery, you will improve your ability to enter the abdomen in an accurate and timely manner.
- Keep practicing your technical skills; take every opportunity to place catheters and carry a syringe and catheter home to practice handling them

Attitudes and Stress

- Try to keep patience and focus with clients and cases – I know it's hard to do all the time but if you slow down and take a moment to collect yourself everyone will be calmer.
- I know there are times that the stress level gets to us all. I hope that you are developing methods for coping with the stress level – outside interests that you enjoy
- I know this was a difficult rotation, we need to be aware of our comments/body language/ etc and their effect on and perception by students. Several times you raised your arms and sighed when frustrated. I am just as guilty and have to remind myself to stop and apologize for inappropriate venting.
- Need to be open to learning even on a rotation that you are not very interested in. You often disappeared. Also, you need to make sure you review the case with the clinician frequently during the day – especially when you receive new results.

- Keep an open mind when it comes to case management. You will be exposed to many different philosophies/opinions over the next year and should take advantage of the diversity of opinion in the clinic. When you immediately point out what you've seen done before after a suggestion, it sounds like you are rejecting any new ideas. Instead, you might ask more questions about the new idea first, then constructively compare it to what you've seen before.
- Your statements at times are condescending to students, house officers, support staff and faculty. An example is the frequency with which you say "whatever" or "I know that already" This will need to change for you to have good work relationships.
- You appear defensive at times when criticized. This is manifested by your body language – sighing and rolling your eyes. This criticism will never stop, but what will happen is that you will be comfortable with accepting criticism. Make a conscience effort to ask for feedback and to be prepared with open body language.
- You will learn more by paying attention and asking questions during rounds. Make eye contact with the group and take notes on concepts that come up and that will help you stay awake.
- Jump in on cases – you were often last to sign up for cases.

Patient care and Client communication

- Nice job with Fluffy; you listened carefully when Mrs. Jones was so upset
- Nice job with Fluffy; you checked on her treatments regularly and gave her extra walks. Thanks for noticing the day she developed mild peripheral edema.
- You provided excellent patient care; for example, when you took care of Molly, you noticed when she was having difficulty breathing, immediately did a thorough physical examination and took her to ICU for supportive care. Your ability to anticipate needed treatments saved the patient!
- You write excellent discharge instructions with good focus on teaching and informing the client while speaking in layman's terms

Efficiency/Time-Management

- Will need to get more efficient and manage time more closely, especially transitioning to private practice which requires a brisk pace. For example, let the technicians help with your samples once the orders are done.
- You need to start discharges, SOAPs and orders for the next day earlier – whenever you have a moment to spare you can do this. Your orders should be ready the night before and can simply be modified in the morning based on new findings or changes.