

00108 Strategies for Giving Feedback: Effectiveness of a Faculty Development Workshop Based on the Describe-explain-suggest-commitment (DESC) Model

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Aims: Constructive feedback is critical in clinical education. However, faculty often find it difficult and uncomfortable to give feedback. We hypothesized that using a structured model (DESC) would increase faculty's confidence in delivering feedback. This model involves: Describe the behaviour observed; explain the impact of behaviour; Suggest strategies to address behaviour; Get Commitment to the strategies (and follow - up plan). We evaluated a workshop designed to present and practice this model.

Methodology: We conducted a ½ day workshop at KK Hospital in December 2017 with four facilitators and eleven senior consultants, consultants and associate consultants. The workshop consisted of short tutorial outlining DESC model, followed by role - play scenarios where participants practiced and received live feedback.

Effectiveness of workshop was evaluated using Likert scale model for pre and post - course surveys on selfreported ease of and confidence in giving feedback and a six - week follow - up questionnaire and reflection on implementation of DESC model for providing feedback to their learners.

Result: Comparison of pre - course and post - course questionnaires indicated that mean score for levels of ease of providing feedback increased from 1.9 to 2.5 and 3.5 to 3.7 for negative and positive feedback respectively. Similarly, the mean score for confidence levels increased from 2.3 to 3.1 and 3.4 to 3.7 for negative and positive feedback respectively. The increases in confidence levels and levels of ease were sustained as indicated by follow - up reflection by participant faculty at 6 week mark. All participants found the overall experience of the workshop to be positive with 8 out of 10 agreeing strongly (80%).

Conclusion: Our study indicates that a workshop model using standardized DESC approach to feedback for faculty development is effective in increasing confidence levels and the perceived ease in delivering both positive and negative feedback, and that the increase in confidence is sustained at 6 week mark.