[IM]EDucator Series 2022-23

Session 2

Improving Verbal Feedback

Friday, October 21, 2022, 12:00-1:00pm

11:45-11:55pm login Zoom: https://zoom.us/j/4417848101?pwd=TCTuvWbIUrUWhqbDg4N0FYVWJZj09
Meeting ID: 441 784 8101  Passcode: 1929466

*** Review in advance: “CME Text Attendance Instructions” on Page 2 ***
To receive CME Credit for this session, you must have an active account and Text the Code provided below and during the session.

~ Faculty Facilitators ~

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Session Attendance Texting Code: Text 34930 to 203-442-9435

Learning Objectives:
1. Identify characteristics of effective feedback
2. Explore personal and institutional barriers
3. Discuss the ADAPT Model for giving feedback
4. Practice using the ADAPT model in real world scenarios

Target Audience: Faculty in the Department of Internal Medicine

Financial Disclosure Information: Presenters Mark Siegel, MD and Susan Kashaf, MD, MPH have no conflicts of interest to disclose. Dana Dunne, MD, MHS and Janet Haftler, EdD, Course Directors, have no conflicts of interest to disclose.

Accreditation Statement: Yale School of Medicine is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Designation Statement: Yale School of Medicine designates this Live Activity for a maximum of 1.00 AMA PRA Category 1 Credit(s)™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

For CME questions email: reagin.carney@yale.edu
The TLC is using Texting to verify attendance and allot CME accreditation for all participants. In order to ensure that your credits are documented, please carefully follow these steps:

1. **Be sure to**
   a. have an active account in *Yale CloudCME®*
   b. bring your phone with you to all sessions

2. **If you do not yet have an active account**, create one prior to the session:
   a. [https://yale.cloud-cme.com/default.aspx](https://yale.cloud-cme.com/default.aspx)
   b. Follow the prompt to click a **Sign Up Now** button, which opens to the Registration Page.
   c. Complete all questions to set up your account.
   d. Once you have an active *Yale CloudCME®* account, **pair your mobile phone** as listed in your CME profile to your account as follows.
   e. **Note** - for credits to be applied, you must always use the email address and mobile number registered in your account, or credits will be rejected without notification.

   **Important: If using Apple iPhone, you must text as an SMS message, NOT an iMessage.**
   **If you have disabled SMS texting, re-enable now.**

To enable and use SMS message on an iPhone:
> Under Settings, scroll to the Message icon
> Click the Message icon, and turn off iMessage
> Scroll down to the option to send as SMS, and turn this function on
> Once you have completed pairing your device, you may turn on iMessage again, however it will then be necessary to repeat these steps at each activity in order to text your attendance

3. **To pair** your mobile phone to your account in *Yale CloudCME®*:
   a. Text the **email address** registered in your *Yale CME Profile* to **203-442-9435**.
   b. You will receive a message that your phone number has been updated.
   c. This is a one-time requirement.

4. **To document** attendance:
   a. During the activity, **Text** the **CME Activity Code** provided to **203-442-9435**.
   b. You will receive a message verifying that your attendance has been recorded.
   c. **Remember:** you must use **SMS message (NOT iMessage)** to record attendance.

   You may only record your attendance from up to 15 minutes prior to the activity scheduled start time, any time during the activity, or up to 15 minutes after the activity scheduled end time.

   *Attendance can only be recorded once per activity. If attempting to record your attendance an additional time, you will receive a message indicating that your attempt failed due to duplication.*

**CME Questions**
Please contact Reagin Carney, TLC Project Coordinator: reagin.carney@yale.edu