

# Yale SCHOOL OF MEDICINE

## Teaching and Learning Center

### *[IM]EDUCATOR SERIES*

#### SESSION 3: VERBAL FEEDBACK

Friday, May 7, 2021, 12:00-1:00pm, via Zoom

11:45-11:55pm login Zoom: <https://zoom.us/j/4417848101?pwd=TCtuWDIVblUrUWhqbDg4N0FYVWJSZz09>

Meeting ID: 441 784 8101 Passcode: 1929466

**\*\*\* Review in advance: "CME Text Attendance Instructions" on Page 2 \*\*\***

*To receive CME Credits for this session, you must have an active account and Text the code that will be provided during the session.*

#### Facilitators

**Susan Kashaf, MD, MPH**  
Associate Professor  
Department of Internal Medicine  
General Medicine

**Mark Siegel, MD**  
Professor  
Department of Internal Medicine  
Program Director,  
Traditional Internal Medicine Residency

#### **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

#### **Session Evaluation:**

At the end of the session, the QR Code and link to a Qualtrics Session Evaluation will be provided. Your feedback is very important to us in planning future educator development programs.

Next Session, Friday 12-1pm	Presenter	Presenter
June 4 - Written Feedback	Matthew Grant, MD	Laura Morrison, MD

#### ACCREDITATION

The Yale School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

#### TARGET AUDIENCE

Faculty, residents, students and staff involved in education of health care professional trainees.

#### NEEDS ASSESSMENT

This course was developed to meet the needs of classroom and clinical educators to teach effectively, develop and implement curricula, and conduct scholarly research in medical education. Training may include a combination of: discussion on medical education theory, curriculum design and delivery, teaching pedagogies, and conducting evaluation and research in medical education. The Teaching and Learning Center faculty and other invited teachers are specialists in their fields and bring expertise and knowledge to attendees to enhance their skills in the topic area.

#### DESIGNATION STATEMENT

The Yale School of Medicine designates this live activity for **1.00 AMA PRA Category 1 Credits™**. Physicians should only claim credit commensurate with the extent of their participation in the activity. Non-physician health care professional attendees are provided with a Certificate of Attendance, which may be submitted to their respective board along with other required support documentation for attendance credit.

#### FACULTY DISCLOSURES

Susan Kashaf, MD, MPH, BA, and Mark Siegel, MD, have no conflicts of interest to disclose. Janet Hafler, EdD, Course Director, has no conflicts of interest to disclose. It is the policy of Yale School of Medicine, Continuing Medical Education, to ensure balance, independence, objectivity and scientific rigor in all its educational programs. All faculty participating as speakers in these programs are required to disclose any relevant financial relationship(s) they (or spouse or partner) have with a commercial interest that benefits the individual in any financial amount that has occurred within the past 12 months; and the opportunity to affect the content of CME about the products or services of the commercial interests. The Center for Continuing Medical Education will ensure that any conflicts of interest are resolved before the educational activity occurs.

There is no corporate support for this activity.



## CME Text Attendance Instructions

The TLC will be using texting to verify CME attendance.

In order to ensure your CME credits are documented please follow these steps:

1. **Be sure** you have an active account in Yale CloudCME®.
2. If you do not, please set up your account first. You can do this by going here: <https://yale.cloud-cme.com/default.aspx>. You will be prompted to click a sign up now button, which will bring you to the registration page. Complete all questions to set up your account.
3. Once you have an active Yale CloudCME® account, you will be able to pair your mobile phone to your account.

**\*\*Please note: If using Apple iPhone, you must text as an SMS message, NOT an iMessage. If you have disabled SMS texting, please enable.\*\*:**

To enable and use SMS message on an iPhone, follow the instructions below:

- > 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

4. **To pair** your mobile phone to your account in Yale CloudCME® text the **email address you use for your Yale CME Profile**, to **203-442-9435**. You will receive a message that your phone number has been updated. ***This is a one-time requirement.***

5. **To document** your attendance to an activity, text the Activity Code that has been provided for your RSS activity. You will receive a message back that verifies your activity attendance has been recorded. **\*Note:** you must use SMS message (NOT iMessage) to record attendance.\*

You can only record your attendance 15 minutes prior to the meeting, during the activity or 15 minutes after the meeting.

**Note:** You can only record attendance once to an activity. If you try to record your attendance an additional time, you will receive a message indicating your attendance failed due to duplication.

Please contact Reagin Carney at [reagin.carney@yale.edu](mailto:reagin.carney@yale.edu) with any questions.