R2C2 Feedback Session Cheat Sheet

Discuss Milestones: Patient Care, Medical Knowledge, Systems-Based Practice, Practice Based Learning and Improvement, Professionalism, Interpersonal and Communication Skills

Talk about format of session - Reflective

Rapport/Relationship Building

Tell me about how things have been going? What was your last rotation?

What do you hope to get out of this session?

NOTE: Confirm what you’re hearing; empathize; show respect; validate

Reactions

What were your initial reactions to the Milestones feedback report? Anything particularly striking on the report?

Did anything in the report surprise you? Tell me more about that...

How do you think these evaluations compares with how you thought you were doing?

How do you think your self-evaluations compare?

Some phrases to help with difficult reactions:

Some of what we go over may disappoint you.

I am here to work through this with you

You are not the first resident to say that. I remember feeling that as a resident.

Content (These are the areas to focus on)

Was there anything that struck you as something to focus on or is there a particular area you want to focus on?

Was there anything in the report that didn’t make sense to you?

Do you recognize a pattern?

NOTE: It can be helpful to reflect back what the resident said between Content/Coach.

Coach

If there was just like one thing that you would target for immediate action, what would it be?

What might be your goal? What action would you have to take?

Who/what might help you with this change? What might get in the way?

Identify resources.

How will you know if you have achieved your goal? What metrics might you use?

NOTE: At this point you can recommend they input their thoughts in the resident change plan.


Evidence-Informed Facilitated Feedback: The R2C2 Feedback Model https://www.mededportal.org/publication/10387