Providing Corrective Feedback

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Who Am I

- QI Coordinator Oakland County Medical Control Authority
- Retired Captain/EMS Coordinator Ferndale Fire Department
- Former Paramedic Instructor Baker College of Clinton Township
Objectives

- Define Corrective Feedback
- Describe why it is important to provide feedback
- List 6 principals to providing feedback
Evaluation vs Feedback

Evaluation is just that an evaluation

Feedback is a result of evaluation
Who Gives Feedback

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Good News, Everyone!
Where is it Given?
Subjective vs Objective Evaluation

- Differences in feedback
  - Subjective feedback may be opinion based
  - Objective feedback is tangible
Types of Feedback

Formal

Informal

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The Goals of Corrective Feedback

Educate  Inform

Improve Performance  Change Behavior
Practice
The Feedback Sandwich

<table>
<thead>
<tr>
<th>Review</th>
<th>Review</th>
<th>Reinforce</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review the good</td>
<td>Review the bad and how to fix</td>
<td>Reinforce the good</td>
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The Reaction

Be ready for:
- This can be expressed in many ways:
  - Acceptance
  - Questions
  - Excuses
  - Anger
  - Why?

When you get a 911 call at 3 AM and try to look professional.
Feedback results

1. If they don’t know, teach them
2. If they can’t, help them learn how
3. If they don’t understand why, share the importance
Avoiding Future Problems

- Document the feedback
  - Detailed
- Student or Employee response
- Share with Student or Employee
- Review if needed with the Student or Employee to gauge success
Ask Others to Provide Feedback to You

- Supervisors
- Peers
- Students/Subordinates
- Self

- We don’t grow if we don’t know.
Questions?
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