

Evaluation

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CORE Faculty Development

Learning Objectives

- Participants will be able to:
 - design and utilize an improvement plan for trainees
 - identify attitudes and behaviors that contribute to resisting improvement
 - identify “best practices” or approaches that stimulate improvement
 - identify different evaluation/improvement methods.

What is Evaluation?

- Evaluation can be seen as a way of making a decision about the value of something or some systematically organized data. Literally, the term means “to determine or judge the worth of something or someone.”

Why is Evaluation Important?

- Identify learner strength and weakness
- Determine competence
- Provide information to outside institution
- Legal documentation
- Accreditation

How do we Evaluate?

We evaluate by using the following methods/strategies:

- Direct observation
- Videotape and audiotape review
- Written record
- Activity log
- Written examination
- Case presentation
- Oral examination
- Simulated patient/OSCE
- Performance rating form

Resistance to Change and Improvement

- Threatens the old way of doing something (current or previous approach)
- It requires learning something new (resistance in embracing a new paradigm)
- Insecurity and fear of the unknown (fear that change will not produce better results)
- Requires new work or study habits
- Inaccurate assessment of current skills and knowledge

Resistance to Change and Improvement

- Securing information/knowledge may be more difficult
- Absence of confidence (absence of “I can do this” attitude)
- Absence of the 3 Ds: desire, determination, and dedication
- Failure to evaluate advantages and disadvantages
- Threat to control

Resistance to Change and Improvement

- Before growth and development can occur, given that one has the required ability or aptitude, one must have a “thirst” and perhaps a continued “thirst” for knowledge and a willingness to excel.

Improvement Methods

Tell and Listen Method

- Communicate the evaluation (item by item) to the trainee and then wait for or encourage a response from the trainee. Could ask the question: “How do you feel about what I stated or how do you feel about this rating?”

Advantages:

- Could open doors of communication
- Possibly generate an understanding about expectations
- Allow the trainee the opportunity to share thoughts and feelings

Improvement Methods

Collaborative Method

- The attending and trainee mutually share their thoughts, ratings, and comments regarding performance.

Advantages:

- The trainee is encouraged to do a self-assessment regarding his/her own performance
- The attending does not have to feel solely responsible for qualifying or observing "all" performance
- Creates a spirit of mutual interest and concern
- Generates trainee accountability in the learning process
- Places the attending in the position of “helper” rather than “judge”
- Sets the stage for on-going discussion

Conditions that Could Enhance Growth and Development

- Share/Discuss expectations
- Develop and climate of trust
- Discuss when and how feedback will occur
- Encourage the learner to engage in self-critique/self-feedback

Improvement Plan Form

Residency program:

Date:

Strengths (Things that I do well)

- 1.
- 2.
- 3.
- 4.
- 5.

Deficiencies (things I don't do well)

- 1.
- 2.
- 3.
- 4.
- 5.

Program Director:

Resident/Intern:

Things I can do to Improve

- 1.
- 2.
- 3.
- 4.
- 5.

Things I can do to Improve

- 1.
- 2.
- 3.
- 4.
- 5.