Disclosures

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• I do not have any relevant financial relationships with commercial entities.
Must be:

- Timely
- Meaningful
- Real-time
- Immediate
- Constructive
- Connected to a metric of performance
• We started with paper......
  – Daily
  – For every seminar
  – Semi-annually
  – For every course
Paper Feedback Methods at LSU Perio

**Positives**
- Produces a lot records
- Easy to fill out
- No training or software needed
- Provides a lot of data to report

**Negatives**
- Residents didn’t fill out the forms
- Faculty didn’t fill out the forms
- PD had to beg, plead and “ask” for feedback
- PD got overloaded with paper forms

…… It didn’t work out very well……
Current Evaluation/Feedback Processes

- Daily Axium Clinic Grade → Axium
- Competency Evaluation/ Self Evaluation - Paper
- Semi-Annual Resident Evaluation → Survey Monkey
- Semi-Annual Program Evaluation → Survey Monkey
- Annual Faculty Evaluation → Paper
- Exit Interviews → Word Document
- Alumni Survey → Survey Monkey
Semi-Annual Evaluations Survey Monkey

• Residents evaluate the Program and the faculty
  – 25 questions
  – Results shared with each faculty during annual evaluations
  – Changes made based on survey outcomes
    • i.e. Practice Management Course, schedule changes, course requirement changes etc.

• Faculty evaluate the residents’ performance
  – 10 questions
  – Results shared with each resident during semi annual evaluations
  – Clinic grades are determined
  – Promotion to next level or remediation if needed
  – Recommendation for graduation
• Daily Axium Form
<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Procedure Description</th>
<th>Specialty</th>
<th>GRADE</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/9/2015</td>
<td>Maney</td>
<td>Bone replacement graft for ridge preservation, silt</td>
<td>Clinical Performance &amp; Technique</td>
<td>3</td>
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<td>3</td>
</tr>
<tr>
<td>10/22/2015</td>
<td>Palaiologou</td>
<td>Extraction, erupted tth exp rt</td>
<td>Preparation (materials, stent)</td>
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<td>Medical History Update (Reviewed)</td>
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</tr>
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<td>12/3/2015</td>
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<td>Osseous surgery - 1 th/quad incl flap entry &amp; c</td>
<td>Preparation (materials, stent)</td>
<td>3</td>
</tr>
<tr>
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</tr>
<tr>
<td>11/2/2015</td>
<td>Evans</td>
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Axium Form and Report

Positives
• Easy
• Pops up after each procedure
• Requires comments if performance low
• Provides a lot of data to report (CODA)
• Feedback used in semi-annual reviews

Negatives
• Part time faculty did not fill it out
• Full time faculty minimal participation
• Feedback is not directed to the residents
• Feedback is not immediate
Do you feel our faculty provide you with adequate feedback on your clinical skills and theoretical progress?

- Always: 61%
- Most of the time: 27%
- Never: 12%

Semi-Annual Survey of Residents 2017
Do you feel our faculty provide you with adequate feedback on your clinical skills and theoretical progress?
a mobile and web-based positive reinforcement application that helps reinforcement of institutional core values in “real-time”

Designed to:

• Communicate Praise
• Acknowledge Peers
• Provide Feedback

Provided at no cost during trial as research support to LSU Perio by:
NDORSE, LLC (www.ndorse.net) / Contact: support@ndorse.net
Founder: Rohan R. Walvekar, MD (Associate Professor, LSU HSC ENT)
• Convenient
• Easy
• Time-efficient
  – Video of real-time nDorsement
• “Green”
• Real time feedback

TYPES OF NDORSEMENTS!
Q1: What is your position within the department of Periodontics

- Faculty: 36%
- Resident: 64%

Q1: Are you satisfied with the verbal/daily feedback you are providing/receiving?

- Yes: 75%
- No: 25%
Survey Specific for Feedback (Before app)

Which format / timing of providing / receiving feedback is best in your opinion?

- Verbal and immediate: 80%
- Verbal and delayed: 40%
- Written evaluation form: 20%
- Cell phone application: 10%
- Web based application: 5%
- Other (please specify): 0%

Do you think a cell/web application could improve providing / receiving feedback?

- Yes: 80%
- No: 10%
- I don't know: 10%
Customized to

LSU PERIO DEPARTMENT
LSU Perio
Core Values Shown:

- Degree of Independence
- Preparation
- Recognition of findings and appropriate recommendations
- Surgical Design/Approach
- Technique

Message:

Good job on your Osseous yesterday. As we discussed, I would expect you to design and execute the distal wedge better. However, your overall case management was very good.
Before and After Immediate Feedback Experiences

• Daily Axium Grade July – August 2016:
  – 26 procedures graded
  – 2 Faculty Members
  – 7/9 residents graded
  – No comments added
  – Residents did not see the grades until December 2017

• nDorse App July – August 2017:
  – 59 procedures evaluated
  – 4 Faculty Members
  – 7/9 residents evaluated
  – 59 comments added and read by the residents
  • Message Envelope icon on App “Opens” denoting message was read
Survey Specific for Feedback (After one month of using nDorse)

Q1: What is your position within the department of Periodontics
- Faculty: 18%
- Resident: 82%

Q2: Are you satisfied with the use of nDorse to provide/receive feedback?
- Yes
- No
Survey Specific for Feedback (After one month of using nDorse)

Q3: From your experience so far, which format / timing of providing / receiving feedback is best in your opinion?

- Verbal and immediate: 91%
- Verbal and delayed: 64%
- Written evaluation form: 64%
- Call/Web application: 64%
- Other (please specify): 9%

Do you think using the nDorse application improved providing / receiving feedback?

- Yes: 73%
- No: 27%
- I don't know: 27%
Survey Specific for Feedback (After one month of using nDorse)

- “Provides a different approach to communication that is a good option for receiving positive feedback”
- “It is a very good way of receiving feedback. I now rely on it to evaluate my work and look for ways to improve it”
- “It helped in gaining feedback for most of the surgery and provided insight for improvement”
- “It is a useful tool. Any method of feedback is always a good thing. This is just another way to do so and it’s appropriate for this generation”
LSU-Perio Future Plans for Feedback

- Continue using cell/web app (nDorse)
- Continue current evaluations (competencies, semi-annual, surveys etc.)
- Pilot SIMPL app
- OSCE – November 2017
- Reassess after one year
With the cell phone app was:

- Timely
- Meaningful
- Real-time
- Immediate
- Constructive
- Connected to a metric of performance
- Very Easy to Use