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Supervision

feedback og reflektion



Mesterlære

Situeret læring
Legtim perifer deltagelse

Jean Law og Etienne
Wenger, 1991

Kompetencer - hvornår er man god nok

Competency-Based Medical Education

Supervision/kompetencevurdering

1. Usikker, direkte supervision med en høj grad af korrektion nødvendig
2. Direkte supervision nødvendig
3. Kan udføre selvstændigt med indirekte supervision
4. Kan udføre selvstændigt med retrospektiv feedback og konference med senior kollega i sjældne tilfælde
5. Kan udføre selvstændigt. Speciallægeniveau

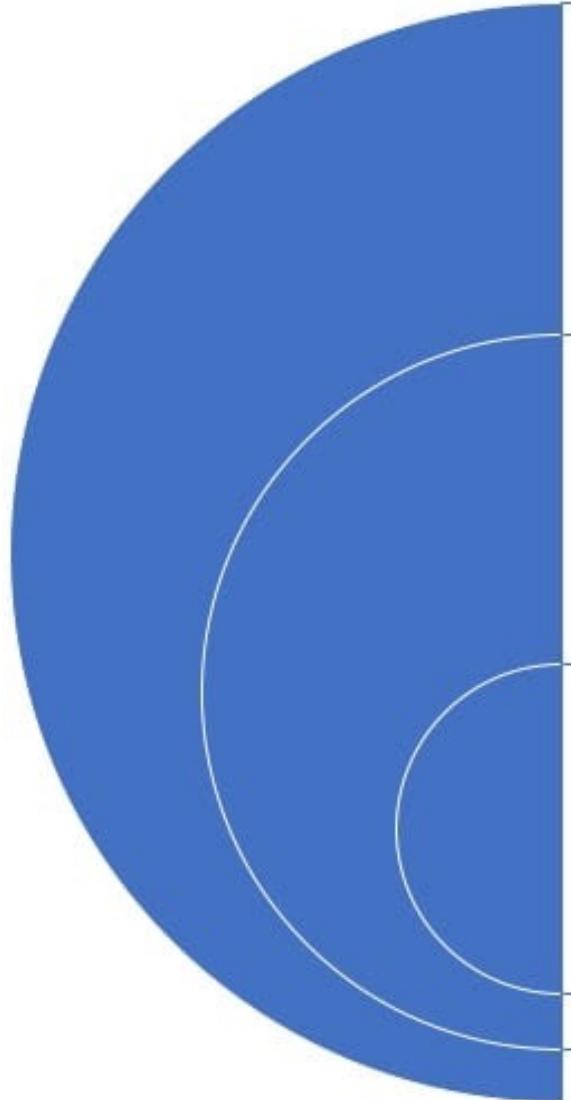


AOA Critical Issues in Education

Entrustable Professional Activities in Orthopaedics

Adam Watson, MBBS, BMedSci, MSurgicalEd, FRACS, Timothy Leroux, MD, MEd, FRCS(C),
Darrell Ogilvie-Harris, MD, MSc, FRCS(C), Markku Nousiainen, MD, MSc, FRCS(C), FAOA,
Peter C. Ferguson, MD, MSc, FRCS(C), FAOA, Lucas Murnahan, MD, MEd, FRCS(C), and Tim Dwyer, MBBS, FRACS, FRCS(C)

Investigation performed at Women's College Hospital, Toronto, Ontario, Canada



Milestone

EPA

OPA

Milestone

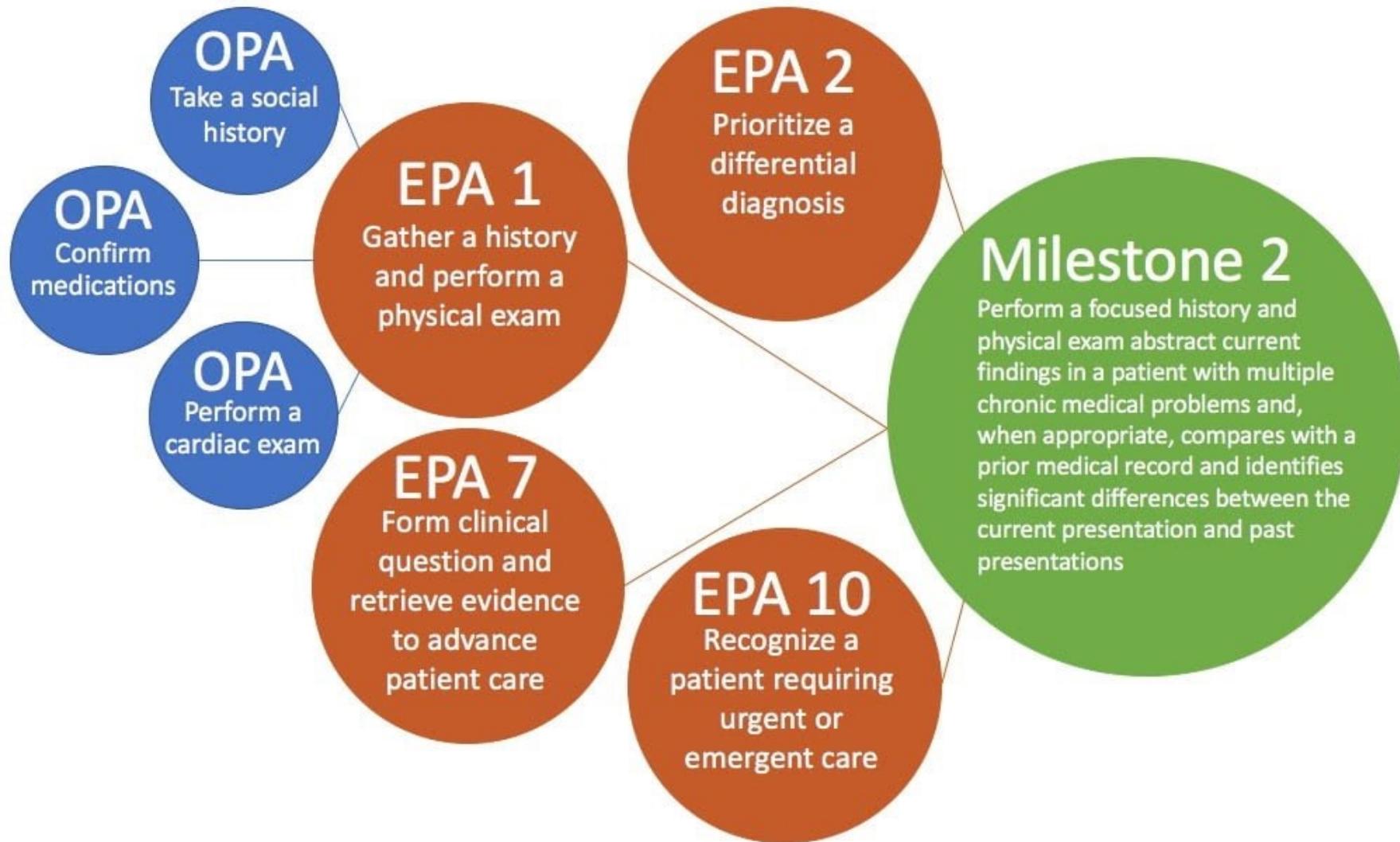
The knowledge, skills, and attitudes required to be competent in a particular specialty

Etrustable Professional Activities

A task that a physician performs daily in the clinical environment

Observable Professional Activities

An action that can be observed in the professional workplace



5 levels of supervision for the EPA

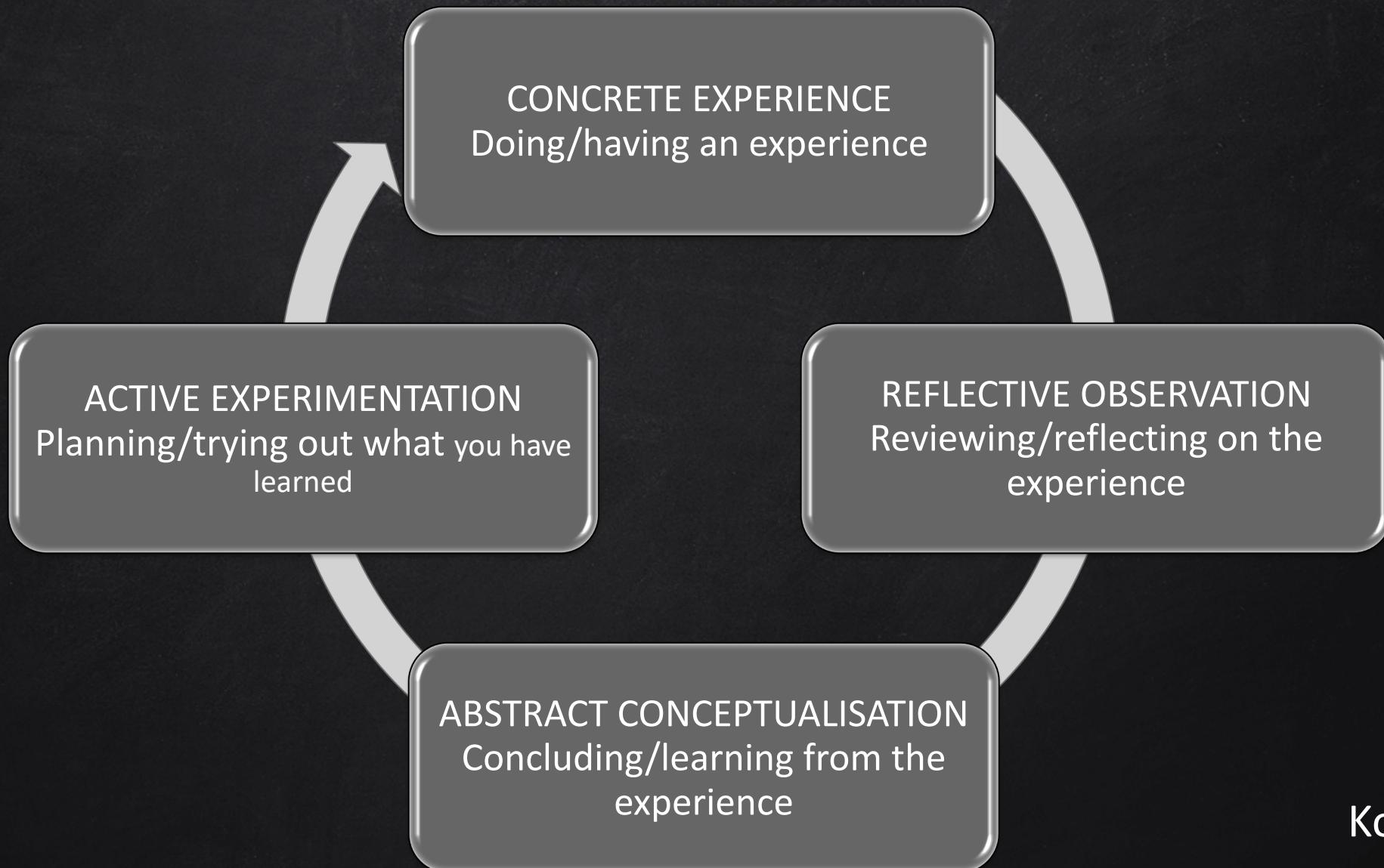
1. Observation but no execution, even with direct supervision
2. Execution with direct, proactive supervision
3. Execution with reactive supervision, ie, on request and quickly available
4. Supervision at a distance and/or post hoc
5. Supervision provided by the trainee to more junior colleagues



Ground rules - klinisk supervision

- Forpligtelse overfor hinanden, prioritere tid til supervision
- Fortrolighed, hvad der sker under supervision bliver i der
- Åbenhed og ærlighed, det er en refleksiv proces
- Forberedelse

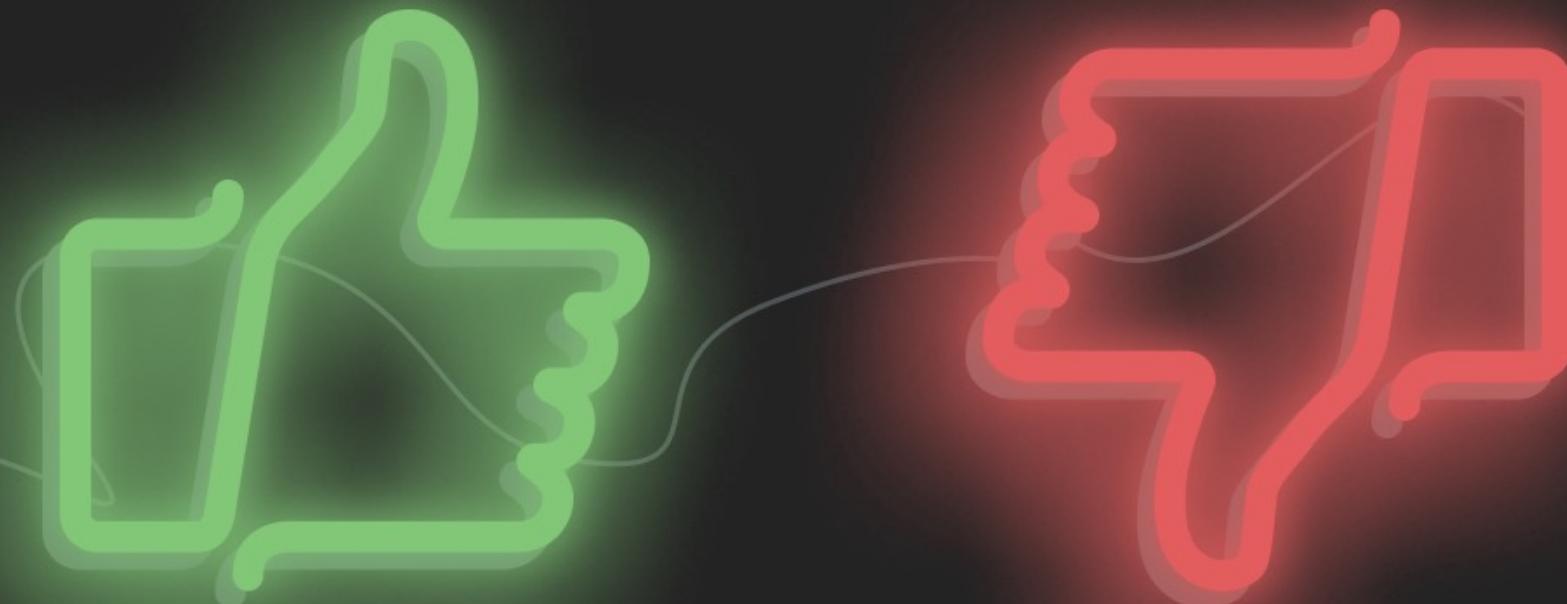
Experiential learning



Kolb & Fry



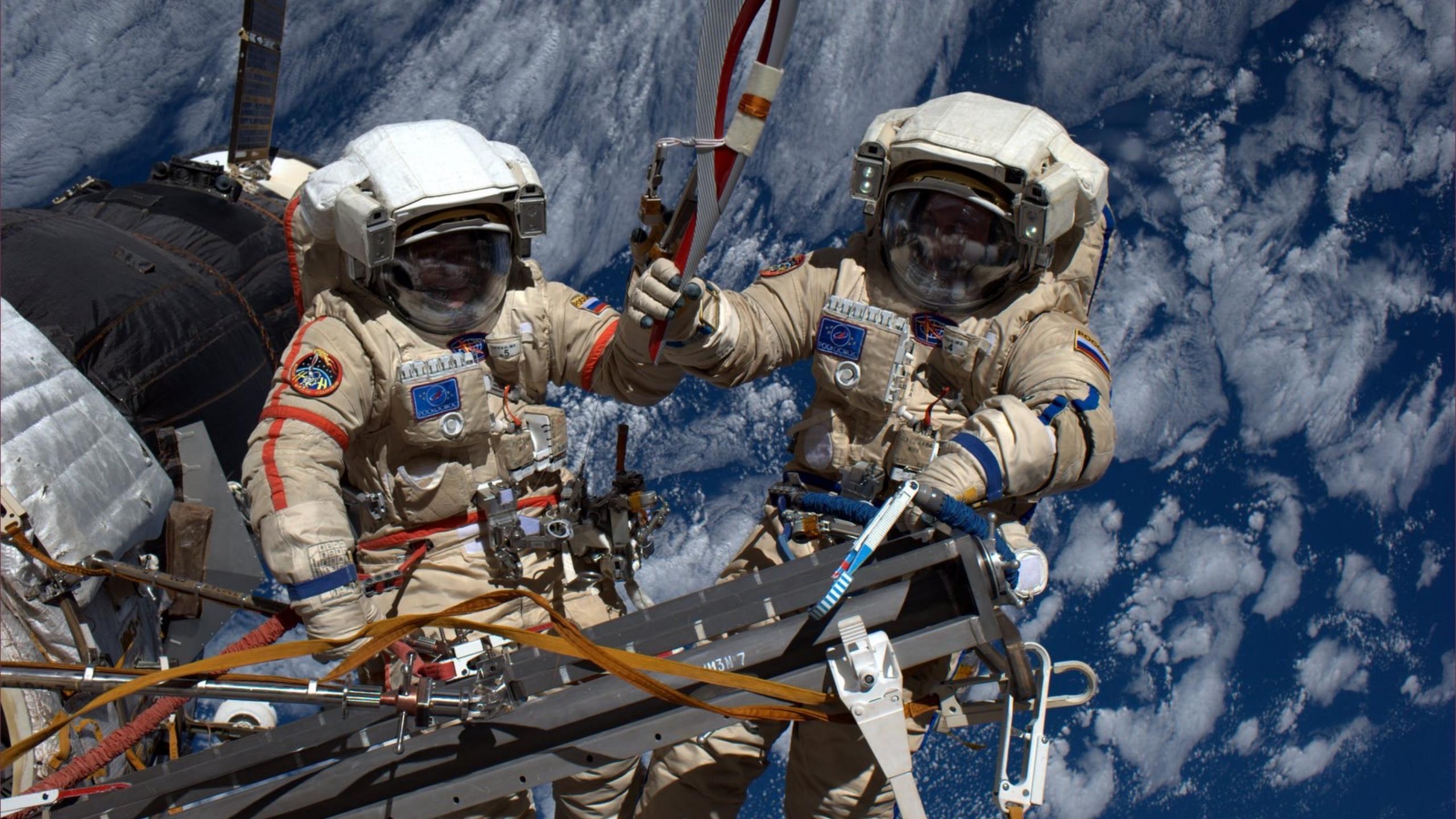
We all need people who
will give us feedback.
That's how we improve!



Bill Gates

Google

Feedback: 13.330.000.000







“Before you tell me how to do it better, before you lay out your big plans for changing, fixing, and improving me, before you teach me how to pick myself up and dust myself off so that I can be shiny and successful — know this: I’ve heard it before. I’ve been graded, rated, and ranked. Coached, screened, and scored. I’ve been picked first, picked last, and not picked at all.
And that was just kindergarten.”

Douglas Stone

FEJL

Forlegenhed
Angst
Stress
Frustration
Vrede
Frygt





PSYKOLOGISK SIKKERHED

Er en personlig opfattelse
Er ustabil
Er dynamisk
Er såbar

Edmondson A, 2014
Kolbe M, 2019



HVORDAN ETABLERES OG FASTHOLDES PSYKOLOGISK SIKKERHED?





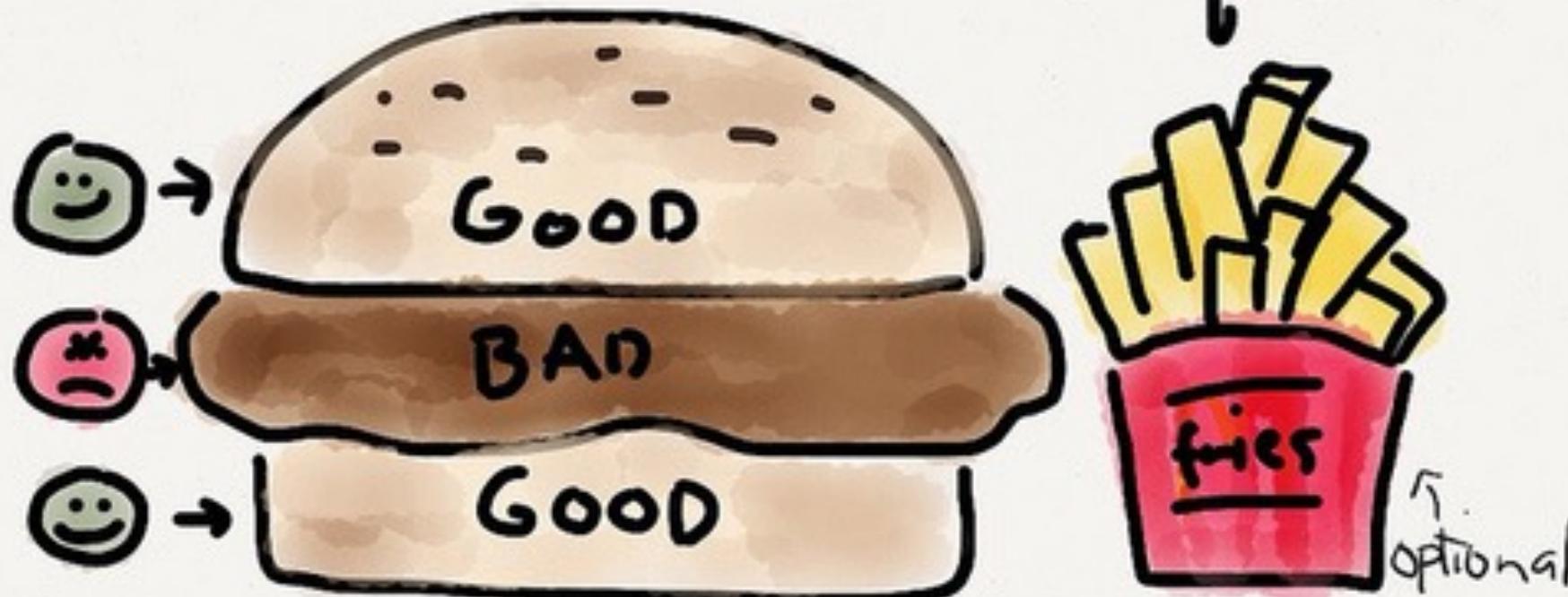
ADFÆRD DER OPBYGGER PSYKOLOGISK SIKKERHED

- afstem forventninger
- klarlæg struktur og tid til rådighed
- vær sårbar og vis fejlbarlighed
- vær nysgerrig og ydmyg
- vær konstruktiv og anerkend fejl
- normaliser

Basal Antagelse!

[Vi tror på, at alle ~~vores kolleger~~ er intelligente,
kapable, ønsker at gøre deres bedste, og
ønsker at blive bedre]

The Sandwich Technique



for giving negative feedback

-

swich Technique



giving negative



al

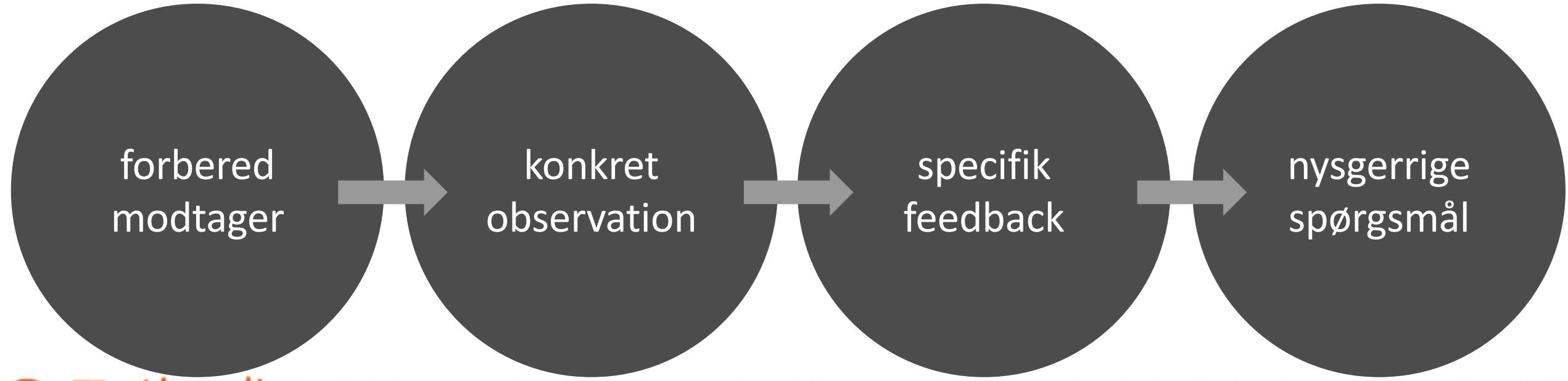


NYSGERRIGHED
OPRIGTIGHED
RESPEKT



SUPERVISION is not just GIVING FEEDBACK
... it's having a CONVERSATION



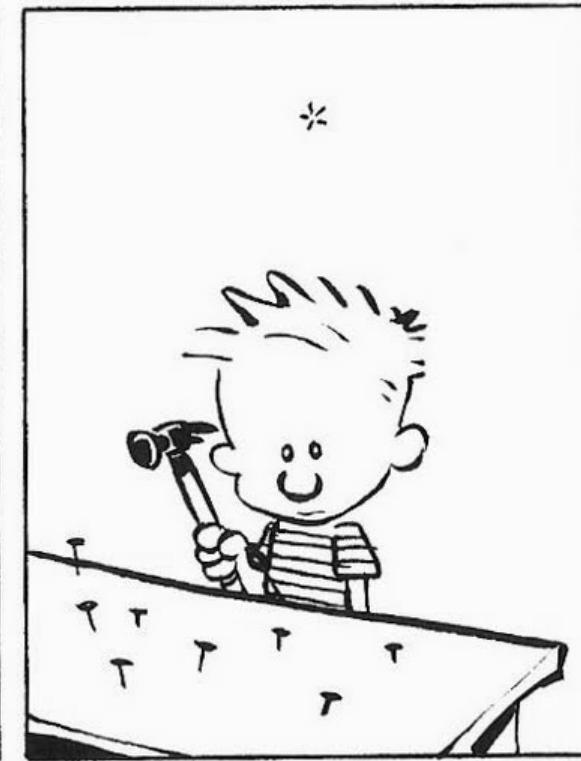
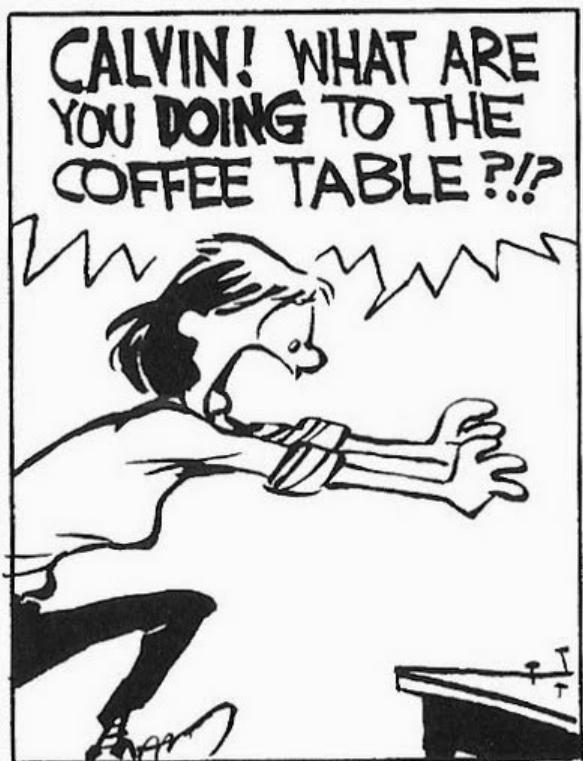
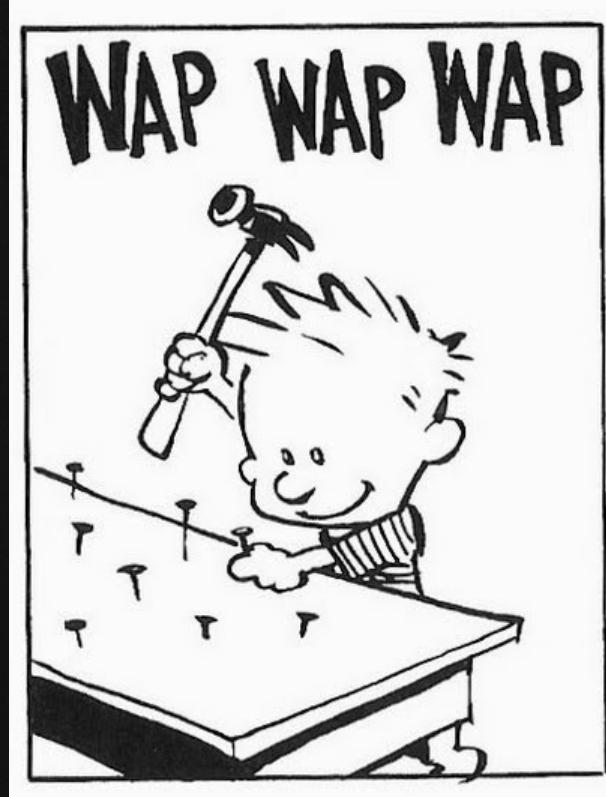


- 1 The Micro-Yes**
- I have some ideas for how we can improve things. Can I share them with you? Y or N?
- Ask a question that signals intent and allows receiver autonomy - to give permission Y or N?
- 2 The Data Point**
- Situation
Observation
Help know what to ↑, ↓, △ or repeat
- objective not blur
- specifically what was seen or heard
- 3 Show IMPACT**
- on you
Because I didn't get message! I really liked ... because it helped me ...
- The WHY
Gives purpose meaning + logic blur points
- 4 END on a QUESTION**
- This is what I'm thinking... what are your thoughts?
How do you see it?
Commitment not Compliance ⇒ Problem solving



iMessage

Gæt hvad jeg tænker ?



Just because something has
not been done your way
doesn't mean it
hasn't been done right

interviewee #19





A glowing neon sign that says "THANK YOU" in red and white against a dark background. The letters are illuminated from within, casting a soft glow on the surrounding area.

THANK
YOU

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[@DrKrogh](https://twitter.com/DrKrogh)