Supplemental Digital Appendix 1

Graduate Participant Semi-Structured Interview Guide, From a 2014 Study of Open Feedback from Residents to Faculty, University of Ottawa Physical Medicine & Rehabilitation (PM&R) Residency Training Program

Focus: What was it like GIVING feedback ONLY (not receiving it)

<u>Confirmation of Consent</u>

The interviewer will read the following two paragraphs.

First, we'd like to thank you for taking the time to participate in this interview about the feedback approaches used by the University of Ottawa's PM&R program where you were a resident from _____ to _____ (will be modified to the specific date for each participant). This study uses data from interviews and a focus group to explore issues of feedback from residents to staff physicians. We are recording this interview. It will be transcribed and anonymized. It is important that you know that during the transcription process, any and all information that might identify you (including things like your name, the years you were a resident, the names of faculty you might mention, etc.) will be removed from the data. These transcripts will then be qualitatively analyzed, that is, the text will be repeatedly analyzed by a group of researchers looking for both common themes and perspectives between respondents as well as examples of disagreement. We intend to disseminate the findings as abstracts at medical education conferences and publish our analysis in the peer-reviewed literature. Written quotations of comments will be used but anonymized.

The interview is expected to take about 30 – 45 minutes. Before we begin, I would like to remind you that there are no correct answers. Your participation is voluntary. You do not have to answer any questions that make you feel uncomfortable. You can choose to end the interview at any point. Do you have any questions about the study and the use of data before we begin recording?

The interviewer will start recording.

<u>Introduction</u>
Our study is examining the feedback and assessment system used at the University of Ottawa's PM&R Residency Program.

<u>Question 1</u>
Can you describe for me the feedback and assessment program that you participated in when you were on-service on your Rehab rotations? (How you gave feedback and assessment to your staff physicians.)
> *The interviewer will need to listen for the "open" concept to see if this comes out. If not, then probe with the next series of questions.*
> 1.1: When you were a resident, was the feedback that you gave to staff anonymous – that is: was your identity hidden from the staff physician?

1.2: If your identity was known to the physician you were giving feedback to, can you describe your experiences in this environment? What was it like to give feedback in this non-anonymous, or open, way?

Question 2
What do you feel were the advantages of having an open feedback system (i.e., a system where you gave feedback to your staff in a non-anonymous fashion)?

Any examples of advantages? How conveyed / received?

Question 3
What do you feel were the disadvantages of having an open feedback system (i.e., a system where you gave feedback to your staff in a non-anonymous fashion)?

Any examples of disadvantages? How conveyed / received?

Can you give me an example of when you gave feedback to a staff physician that wasn't entirely positive?

Do you think you or any others held back with difficult messages?
Would you have done anything differently if feedback had been anonymous?
What characteristics might contribute to the openness of staff?

Question 4
Can you describe what impact, if any, your educational experience in an open system had on your residency training overall?

Is there anything that could have been changed or added with respect to the open feedback process that would have improved your residency experience?

Question 5
 I want to shift to your present-day practice now. What impact, if any, did your education experience in an open system have on your current practice?
   a. Any impact on your ability to give feedback to:
        i. Students and residents
       ii. Practicing physicians/peers
      iii. Practicing physicians who are your supervisors (e.g., chief of a department)
       iv. Other health professionals whom you work with (e.g., physiotherapists)
        v. Other colleagues in hospital or university administration with whom you interact (non-healthcare colleagues)
   b. Any impact on your ability to receive feedback?

Question 6
Do you have any other comments related to the University of Ottawa PM&R Residency Program's open feedback and assessment system?

Supplemental Digital Appendix 2

Current Residents Group Interview Guide, From a 2014 Study of Open Feedback from Residents to Faculty, University of Ottawa Physical Medicine & Rehabilitation (PM&R) Residency Training Program

Introduction

My name is _____ — here to discuss your experience of the feedback and assessment system used at the University of Ottawa's PM&R program. I would like to start by thanking you for your participation. Please be assured that this conversation is confidential. In the transcription of this tape, all individual identification will be omitted (so this means that your name is replaced with a number). It will not be possible to track the information and ideas you share back to you. So please be as honest in your discussion as you can.

I am here to facilitate discussion, not participate. So talk to each other, not to me. Please share your thoughts amongst each other, respond to others.

There are no correct answers. We're exploring ideas and topics together. This is new ground for all of us.

A technical point: Please try not to talk over each other, at the same time, as it makes transcription very difficult.

Focusing Statement

The University of Ottawa's s PM&R program uses what is called an "open feedback" approach for sharing of feedback from residents to staff physicians. Today we're interested in discussing and understanding your reactions to this "open feedback" experience. We want to discover some ways in which this open feedback system is/was experienced by you, the impact it has had on you, and other criteria or effects we should know about. So, to begin:

Question 1

For this study we will focus on giving feedback – not receiving it. Can you tell me how you give feedback to the staff physicians who are your educators in the program?

Question 2

What do you feel are the advantages of having an open feedback system (i.e., a system where you gave feedback to your staff physicians in a non-anonymous fashion)?

Question 3

What do you feel are the disadvantages of having an open feedback system (i.e., a system where you gave feedback to your staff in a non-anonymous fashion)?

Question 4

Can you describe what impact, if any your educational experience in an open system has had on your residency training overall?

Question 5
What impact, if any, has your educational experience in an open system had on your current practice?

      a.   Any impact on your ability to give feedback to:
            i.   People below your level
          ii.   People at your level
        iii.   People above your level
      b. Any impact on your ability to receive feedback?

Question 6
Previous graduates of the program have been interviewed for their thoughts on factors which have enabled or obstructed open feedback. I'd like to review their findings with you. First of all – enablers: (Do you agree or disagree? Why? Any examples?)

Open Feedback Enablers
    Increased familiarity, Treated as a colleague, Staff inviting feedback, Small program, Access to non-open feedback methods, Give and take culture, Explicit feedback expectations, Program director, Taught how to give feedback

    Some participants said that Residents' personal qualities were an enabler and some said they were an obstructer. Which of these are they for you and why?

Open Feedback Obstructers
    Context related, Staff personal qualities, Staff not acting on feedback

Question 7
Do you have any other comments related to the University of Ottawa PM&R Residency Program's open feedback and assessment system?