

CCLC – feedback related to planning/executing a positive experience

Students feel the following items are critical:

- Timely communication and clear expectations set prior to the clinical is critical for students to feel the site is engaged in the process
- A robust orientation to both site and expectations on day one
 - Positive, welcoming atmosphere
 - Print student info forms and review with students – “put a face to a name”
 - Review team goals
 - Review individual student goals
- Regular/daily check-ins – how are things going
 - CIs need to be approachable and willing to accept feedback on what is going well and what could change
- Quick daily briefing: set the stage for the day
 - Outline patients and assign all roles for the entire day
 - Outline PLEXs / teaching time
- A plan for **clear role delineation with every patient**
- Students need to “see” the dedicated teaching time; teaching time needs to be well-organised with a clear link to student learning and patient population/setting
 - Use PLEXs – push them to think deeply (these should not be 5 minute activities!)
 - Teach specific skills or content related to your setting and have students explore how that links/compares to their current didactic work. Discuss differences.
- Students put high value on the feedback received both as a group and individually during CCLC
 - Students crave constructive feedback
 - Feedback needs to be specific, related to observed behaviours and actionable
 - Formal/constructive feedback after week 1 with each student
- CIs need to articulate their CR, even in CCLC II – they want to hear how you do this
- Observation – CI needs to articulate why observation in some situations is valuable, still give tasks or roles when all students are observing (scribe, report on observations/feedback on specific portions of the patient encounter).
 - Pure observation should be limited – CCLC is designed to be a hands-on learning experience
- Specific skills
 - Provide specific feedback
 - Have 1-2 students perform a skill after the CI and ask patient for feedback