

## Auditor Training Workshop – How to Deliver Effective Feedback

### Case Scenario #1

#### Reviewer

You have done a review of the files of this physician, and are now sitting down to discuss the review with him/her. Your review found that the records were generally fairly well done, and the care seems to meet the standard required. You do have some questions about things that seem to be missing, however.

Not enough information recorded for history at visit.

SOAP format not being used.

Are physical exams being done and recorded as appropriate to the problems being seen?

It's important to point out that someone new looking at this record could have a hard time understanding what is going on with the patient.

## Case Scenario #1

### Reviewee

You have recently had a chart review done by a College reviewer. You have received the report back, which has some suggestions for improvement. You have found this whole process to be quite stressful to go through, and are nervous about this meeting. You don't know if "they" understand the realities of day-to-day practice, and the demands that go along with it.

You are reassured that there were some positive comments, and that your care meets the standard.

You have some difficulty keeping up with keeping all of the charting, and don't always record everything that you do. You have been seeing your patients for many years, and feel that you know them well, and don't have to record every thing every time. There is a suggestion about using flow charts, but you haven't used them in the past, and don't know where to get them.

You do recognize that having good notes is important, but your time is already challenged. You know your patients well, so feel that your shorter notes are not too bad.