Directions for Completing an ABPN Feedback Module

For the PIP Feedback Module, diplomates obtain personal feedback regarding their own clinical performance using questionnaire/surveys. The Feedback Module is satisfied in a three-step process within a 24-month period.

How to complete the Feedback Module

Step A: Initial assessment of patient or peer feedback
Collect initial feedback from ONE of the following options:

- Patient* feedback forms from five patients,
- Peer** feedback forms from five peers,
- Resident evaluation forms from five residents,
- Supervisor evaluation form from one supervisor, or
- 360-degree evaluation forms from five respondents

Diplomates may choose a feedback module from the Approved Products List, or use an ABPN feedback form, or submit their institution’s patient survey or peer evaluation for individual preapproval.

Step B: Identify and implement improvement
- Based on results from feedback, identify opportunities for improvement to the effectiveness and/or efficiency in practice as related to the general competencies and take steps to implement improvements as needed.
- If no areas for improvement are determined based on initial assessment, then maintenance of performance in medical practice should be reassessed in Step C.

Step C: Reassessment of patient or peer feedback
- Within 24 months of initial assessment, collect data from another set of the same or different patients or peers.
- Use the same feedback option for the initial assessment and reassessment steps.

* Patients may include those for which the diplomate supervises the care of another provider (e.g., resident).
** Peers may include other professional healthcare staff such as counselors, nurses, physicians, psychologists, and social workers.

General Information
- Please allow ample time to complete the PIP Unit (Steps A, B and C).
- Use the same feedback option for the initial assessment and reassessment steps.
- One PIP Unit is required every 3 years for the C-MOC Program.
- ABPN does not collect patient or peer data. If audited, ABPN will require that diplomates explain how they carried out the Improvement in Medical Practice Unit and submit information about their process and improvement plan. The ABPN Audit Guidelines for Diplomates document lists the documentation needed in the event of an audit.

Note: Only those diplomates in the 2013-2015 C-MOC block must complete BOTH a Clinical Module and a Feedback Module (patient or peer survey) for that specific C-MOC block.
# Patient Feedback Form

Date _____________________

Name of physician being reviewed ________________________________________________

Name of institution (hospital, clinic) _______________________________________________

**Performance Ratings**

Please select a performance rating for your doctor for each of the following questions:

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes, definitely</th>
<th>Yes, somewhat</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did this doctor explain things in a way that was easy to understand?</td>
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<tr>
<td>Did this doctor listen carefully to you?</td>
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<tr>
<td>Did you talk with this doctor about any health problems or concerns?</td>
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<tr>
<td>Did this doctor give you easy to understand instructions about taking care of those health problems or concerns?</td>
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<td>Did this doctor seem to know the important information about your medical history?</td>
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<td>Did this doctor show respect for what you had to say?</td>
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<tr>
<td>Did this doctor spend enough time with you?</td>
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Please return completed form to physician for his/her confidential records. Do not send to the ABPN.