

OBI NTSV Case Review Provider Feedback Guide

When discussing case reviews with Obstetrics (OB) providers regarding Nulliparous, Term, Singleton, Vertex (NTSV) cesarean rates or documentation, it's important to approach feedback with respect, clarity, and a shared commitment to continually improving care.

Respect Clinical Judgement

- **Acknowledge the complexity:** Providers' decisions often happen under pressure.
- **Use collaborative language:**
 - *"We're hoping to better understand..."*
 - *"We noticed something that might be worth discussing..."*
- **Frame feedback for shared understanding, not criticism.**

Focus on Documentation Clarity

- **Emphasize benefits:** Supports accurate metrics, legal protection, and shows clinical reasoning.
- **The intent is to capture clinical reasoning, not to judge care.**

Use Specific, Neutral Examples

- **Reference actual cases with objective details and avoid generalizations:**
 - Replace *"We've seen a lot of unclear notes,"* with *"The note mentioned arrest of descent but didn't include fetal station or position."*
- **Be mindful of tone to encourage open dialogue.**

Align with Shared Goals

- **Reinforce shared values:**
 - *"We all want safe, high-quality care."*
 - *"Accurate data helps us meet benchmarks and reduce unnecessary interventions."*
- **Connect feedback to broader improvement efforts.**

Offer Support & Resources

- **Invite questions:**
 - *"Would documentation tips or reference materials be helpful?"*
 - *"Would it help to walk through the abstraction criteria together?"*
- **Ensure providers feel comfortable asking for help or clarification.**
- **Proactively share relevant tools, templates, or guideline resources.**

Keep Feedback Brief and Constructive

- **Stick to essential points; avoid overwhelming with data.**
- **End with appreciation:**
 - *"Thank you for taking the time to talk through this—we value your input and expertise."*

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