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Article type : Medical Education in Review Authors: Gibson, Simone; Porter, Judi; Anderson, Amanda; Bryce, Andrea; Dart, Janeane; Kellow, Nicole; Meiklejohn, Sarah; Volders, Evelyn; Young, Anne; Palermo, Claire Affiliation all authors: Monash University - Nutrition, Dietetics and Food Notting Hill, Victoria Australia Corresponding author Simone Jane Gibson http://orcid.org/0000-0002-0008-9020 Monash University - Nutrition, Dietetics and Food Dept Nutrition, Level 1, 264 Ferntree Gully Rd VIC Notting Hill Victoria 3168 Australia T: 0447029510 Title: Clinical educators' skills and qualities in allied health: A systematic review

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#### Abstract

Background: The skills and qualities of effective clinical educators are linked to improved student learning and ultimately patient care, however within allied health these have not yet been systematically summarised in the literature.

Aims: To identify and synthesise the skills and qualities of clinical educators in allied health and their effect on student learning and patient care.

Method: A systematic search of the literature was conducted across five electronic databases in November 2017. Study identification, data extraction and quality appraisal were performed in duplicate. Qualitative and quantitative data were extracted separately but analysed together using a thematic analysis approach whereby items used in quantitative surveys and themes from qualitative approaches were interpreted together.

Results: Data revealed seven educator skills and qualities: (i) Intrinsic and personal attributes of clinical educators (ii) Provision of skilful feedback (iii) Teaching skills (iv) Fostering collaborative learning (v) Understanding expectations (vi) Organisation and planning (vii) Clinical educators in their professional role. Across all themes was the concept of taking time to perform the clinical educator role. No studies used objective measurements as to how these skills and qualities affect learning or patient care.

Discussion and conclusion: Despite much primary evidence of clinical educator skills and qualities, this review presents the first synthesis of this evidence in allied health. There is a need to examine clinical education from new perspectives to develop deeper understanding of how clinical educator qualities and skills influence student learning and patient care.

#### Introduction

Clinical education is a fundamental part of preparing and developing the health workforce. Working closely with students in authentic learning environments, clinical educators (CEs) provide guidance, feedback and assessment. As such they play a valuable role for student competency development in demanding workplace contexts. While the qualities of effective CEs in medicine have been synthesised (1-3), the skills and qualities of effective allied health clinical educators (CEs) have not been systematically explored. Expanding this knowledge to allied health is necessary to ensure we are preparing an effective interprofessional healthcare workforce. In medicine, the relationship between trainee and educator has been described as the most important factor for supervisory effectiveness (3). A comprehensive systematic review in medicine identified a range of skills and personal attributes of good CEs. Study results were commonly based on student and CE survey

results or author opinions rather than objective outcomes of the CE attributes such as student learning or patient health outcomes (1). The role of effective CE in improving patient outcomes remains unknown.

While similarities may exist between medicine and allied health in terms of CE skills, qualities and behaviours, there is a need to identify if these hold true in allied health CE practice, and how these qualities might influence learning and patient care. Universities and teaching hospitals invest significant time and resources into CE support and training, with the belief that improving CE supervision skills will translate into improved student learning and subsequently good patient care. Understanding the depth and breadth of these skills and attributes, and if in fact student learning and patient care are enhanced, is imperative to justify these investments.

Allied health is a relatively new professional field compared with medicine and nursing having, emerged in the last century and consists of a range of disciplines (4). While there is no universally regarded classification, allied health consists of a diverse range of professions which are often grouped together in organisational structures. Allied health professions include audiology, dietetics, occupational therapy, pharmacy, radiography, physiotherapy, psychology, podiatry and social work amongst many others (5, 6). The professional groups vary in size, evidence base and length of time since being established, and they range from practical therapies such as physiotherapy, to counselling and social support by social workers. Allied health professions are typically much smaller than medicine and nursing and often rely on unification to advocate for their services. Although the allied health professions are diverse with their own specialised services, allied health clinicians share general and specialised skills involving interpersonal communication, patient assessment, management, education, discharge planning, working within multidisciplinary teams, advocacy, employing evidence-based practice and integrating the science of their fields in their clinical decision-making. They work across a range of settings from primary to tertiary care as well as preventative health with a strong emphasis on interprofessional collaboration. They often rotate through various clinics, wards and work settings, adapting to varying organisational structures (7). As a professional group, allied health sits uniquely apart from medicine and nursing in healthcare organisational structures and has distinctive challenges in being recognised in organisational hierarchy, and by medical and nursing staff (8). Clinical education in allied health uses a range of student supervision models and assessment processes, and contrasting with medicine and nursing, many programs have short placement times of less than 12 weeks, involve more intensive student supervision with lower student:CE ratios (9). Thus, the uniqueness of allied health clinical education warrants its own investigation, and the strong interprofessional nature of these professions may provide insights for medicine and nursing education.

This study aims to identify and synthesise the skills and qualities of clinical educators in allied health and their effect on student learning and patient care.

#### **Methods**

A systematic review of the literature was conducted to answer the research question.

#### Search strategy

The systematic review was registered with PROSPERO (registration CRD42016037149). The Preferred Reporting Items for Systematic Reviews and Meta-analyses (PRISMA) framework was utilised to report the number of studies identified and screened, and the criteria used to determine eligibility for inclusion (10). A systematic search of the literature in MEDLINE (Ovid), the Cumulative Index to Nursing and Allied Health Literature (CINAHL Plus, EBSCO), PsycINFO (Ovid), Allied and Complementary Medicine Database (AMED, Ovid), and the Informit Education and Health Collections (Informit) was conducted on 28 November, 2017. Search results were limited to English language studies with no date restrictions applied. Full-text peer-reviewed papers and doctoral theses were eligible. The full MEDLINE search strategy is included in Appendix 1.

The search was structured in accordance with the PICO framework (population, intervention, comparator, outcome) and comprised an extensive range of search terms relating to "allied health" and "clinical education" and "learning". Allied Health terms included those relating to professions of audiology, dietetics and nutrition, occupational therapy, radiography, pharmacy, physiotherapy, podiatry, psychology, social work and speech pathology. Search results were exported into EndNote X8 software (X8.0.1, ©Wintertree Softward Inc.) for screening and duplicate removal. Screening was performed independently by two researchers using the Covidence platform (© Covidence 2018). Reference lists of selected studies were searched to identify additional relevant studies.

#### Study selection and data extraction

Titles and abstracts were screened in duplicate for inclusion by at least two authors, with disagreements being resolved between these two authors. Full publications were then screened in duplicate for inclusion. Conflicts were resolved by discussion between three authors (SG, JP, CP). Studies included involved allied health students, all fieldwork learning concerning patients, the outcome of clinical education, peer- or and inter- professional learning where clinical education was evaluated. Studies were excluded if they focussed on medicine or nursing, were simulated placement learning, or involved post-registration training. Fieldwork placement that did not involve patients and studies that did not involve primary data collection were also excluded. Data from

included papers were extracted in duplicate by three authors (SG and JP or CP) including methods (study design, location, method of data collection), participants (sample size, characteristics), intervention (location, timeframe, length of placement) and outcomes (cultural competence, career choice, other). Studies were categorised by their primary methodology: qualitative or quantitative.

#### Quality appraisal

Each quantitative study was assessed independently and in duplicate using the Medical Education Research Study Quality Instrument (11) due to its purpose of appraising the quality of studies across a range of designs and established criterion validity. Parameters assessed included study design, sampling methods, type of data collected, validity of evaluation instrument, data analysis and outcomes. Qualitative studies were also appraised independently and in duplicate using the Critical Appraisal Skills Programme tool (12). Consensus was reached regarding its interpretation.

#### Synthesis of results

Data from qualitative studies were extracted and analysed as a whole using qualitative thematic analysis (13). Two researchers (SG & CP) conducted independent coding of extracted data and theme development, coming together regularly throughout the process for clarification. The extracted data coded using an inductive approach. The codes were then grouped into categories which formed the coding structure and used to inform the development to themes. The findings of quantitative studies were analysed separately. As all quantitative papers required participants to rank or rate clinical educator skills based on what the researchers had already identified as key clinical educator skills, these skills and attributes listed in the surveys were extracted from the quantitative studies. All the skills and attributes were then coded with codes grouped into the coding structure developed from the qualitative studies. Constant comparison between the skills and qualities identified from each individual study and professional group was applied to explore similarities and differences between professional groups. The coding structure and codes from quantitative and qualitative studies were analysed together with themes extracted that answered the research questions. When authors came together to discuss the emerging themes they applied a critical approach to each other's interpretation, looking for alternative explanations for the identified data, and then reaching consensus.

Except for one specialist librarian, all researchers were qualified dietitians with experience across diverse public and private healthcare settings, working in large and small interprofessional teams, as well as direct experience in clinical education and educational research.

#### <u>Results</u>

The searches yielded 7375 studies after duplicates were removed (see Figure 1 for flow chart of included studies). A total of 43 studies were included with 26 studies included in the qualitative and 18 in the quantitative synthesis. One mixed methods study was included in both qualitative and quantitative synthesis (14). (Tables 1 and 2)

Studies were from USA (15-34), Australia (14, 35-43), Canada (28, 44-48), UK (49-52). South Africa (53) and Nigeria (54). Professions represented included physiotherapy (15, 19, 21, 27, 29, 31, 33, 36, 38, 45, 49-54), occupational therapy (20, 26, 28, 37, 39, 41-43, 47), dietetics (22, 34, 40, 44, 46, 48), pharmacy (23, 25, 30), psychology (32), speech and language therapy (16), social work (24), radiography (18), genetic counsellors (17) and mixed allied health groups involving diagnostic radiography, nuclear medicine, dietetics, occupational therapy, physiotherapy, radiation therapy (14, 35).

Of the qualitative papers, fourteen investigated student perceptions, four investigated those of placement educators and seven investigated both. The qualitative methods for describing behaviours and skills of effective CEs used a range of methodologies involving students, academics, program directors and CEs (Table 2). These included qualitative analysis of focus groups, open-ended survey questions, interviews of CEs, analysis of clinical teacher award nominations and student critical incidents, while one study used a case study approach.

Eighteen papers used quantitative methods for investigating effective CE behaviours with all using surveys asking participants to rate CE behaviours, usually related to perceived importance (Table 1). Five studies derived the survey question content from the literature (15, 17, 19, 22, 44), six were based on pre-existing instruments (14, 18, 20, 23, 53, 54), two were derived from the literature and student feedback (50, 51), one from student feedback (16), one from previous surveys (49) and three were derived from both the literature and pre-existing instruments (35, 36, 53).

Descriptions of effective CE skills and attributes were identified by students' and educators' perceptions. Objective learning outcomes, student success and patient care were not measured in any of the studies.

#### Quality appraisal

Overall quality ratings of the quantitative studies using MERSQI ranged from 4.5-12 from a maximum score of 18 (Supplementary Table 1). Study designs generally involved single group cross sectional studies. Sampling was mostly from a single institution with varying response rates and all data collected by the studies was from participants' perspectives with no objective measurements of educational outcomes. The validity of the evaluation instruments and methodologies ranged from not being reported to full explanations. The data analysis domain scored highly for most studies. Outcomes were mostly measured as participants' perceptions and student satisfaction ratings. There were no patient outcomes measured in any of the studies.

Quality appraisal for the qualitative studies found that clear research questions were defined and studies used appropriate research methods. Some studies failed to consider researcher-participant relationships (26, 31, 32, 34, 39, 42, 43, 45, 47, 48, 52), with six of these studies not reporting ethics approval. Rigour of data analysis was variable and all studies reported clear findings statements.

#### Findings

No objective learning outcomes, student success or patient care parameters were measured in any of the studies. Outcome measurements of the skills and qualities of clinical educators included CE and student descriptions of characteristics and attributes; how behaviours were perceived to influence learning and make students feel engaged; and perceptions of the distinguishing features of excellent CEs (Tables 1 and 2).

A range of skills behaviours and attitudes of CEs were identified as being valued by students and educators. These were refined to sets or themes: the personal attributes of CEs; provision of skilful feedback; teaching skills; fostering collaborative learning; understanding expectations; organisation and planning; the value of independent learning; and CEs in their professional role (Table 3). Some of the themes overlapped, for example a CE who has excellent interpersonal skills would likely to be reported to be more adept at nurturing a collaborative learning environment. Intrinsic personal qualities were acknowledged as difficult for individuals to acquire, but many skills identified were pragmatic behaviours such as being organised and having clear orientation and manuals. Across all the themes was the concept of time and the importance of CEs taking time to develop relationships and nurture learning. Also acknowledged within the included studies was the importance of time to prepare students for potentially stressful learning encounters, and time for reflection and discussion.

Themes identified from the qualitative and quantitative studies were similar. Personal qualities such as friendliness, patience and kindness were highly valued by students and CEs. Students particularly valued CEs who displayed respect for them as an individual and as a future colleague. This fostered a sense of professional identity and instilled confidence in students' beliefs of their own ability. A collaborative learning model, where CEs were seen to also be on a learning continuum, was particularly valued by students.

Students and CEs in nearly all of the studies highlighted the value of CE feedback skills. Feedback was regarded as effective when it was constructive, regular, prompt and not degrading. Feedback as a reciprocal relationship impressed students in that CEs were open to improving themselves and valued the input of students towards patient care.

Teaching skills were regarded as beneficial for student learning although, as stated, no learning outcomes were measured. Scaffolding learning, providing appropriate challenges for student ability and fostering a culture of independence were rated as important skills for CEs to exhibit. Clinical educators as role models and proficient in their job was regarded as a desirable quality. This related to not only their clinical knowledge and aptitude but other professional skills such as being a leader in their field, exhibiting patient-centred care, team work and communication skills. CEs advocating for and caring about their profession was also valued.

There were few differences between the different professions. All allied groups appeared to value the skills and qualities identified in the thematic analysis.

#### **Discussion**

This review aimed to identify and synthesise the skills and qualities of clinical educators in allied health and their effect on student learning and patient care. It found seven educator skills and qualities: (i) Intrinsic and personal attributes of clinical educators (ii) Provision of skilful feedback (iii) Teaching skills (iv) Fostering collaborative learning (v) Understanding expectations (vi) Organisation and planning (vii) Clinical educators in their professional role. The concept of taking time to perform the clinical educator role underpinned all skills and qualities. Of the published literature, no studies reported objective measurement of learning outcomes or patient care parameters. Due to the range of study methodologies and number of studies conducted within each allied health group, it was difficult to draw comparisons between different allied health disciplines. The CE role is integral to student learning and satisfaction (55). However students have mixed experiences on placement, largely related to their interactions with their CEs. Students entering clinical placements plunge from the structured and familiar academic environment into the busy, demanding and often stressful clinical setting. Clinical placement learning is complex with relationship building with peers and staff underpinning the creation of professional identity (56). These socio-cultural elements of practice learning shape development and are essential to the advancement of clinical and professional skills. Students have reported loss of confidence and bullying while on clinical placement (57), as well as ambiguous and inconsistent evaluation and assessment (58, 59). The skills and qualities of CE identified in this review may support the selection and training of CE into the future.

The personal attributes of CEs were perceived as paramount for providing a safe learning environment. This is consistent with review findings in medicine (1). Professional skills, including self-awareness, are essential for health professional practice, including clinical education. Health professionals involved in education may lack these skills themselves and there are barriers for teaching them in the clinical environment (60). There may be a need for those involved in clinical education to examine their personal qualities and identify areas for development or for selection processes to consider these intrinsic qualities in their CEs if they wish to foster a supportive and effective learning environment.

This review identified a range of skills and attributes of CEs that were highly valued by students and CEs involved in clinical education. These included personal attributes; provision of skilful feedback; teaching skills; fostering collaborative learning; understanding expectations; organisation and planning; the value of independent learning; and their professional role. An important distinction to the findings of this review compared to that in medical education was the importance of treating students as future colleagues and supporting the development of professional identity. Allied health groups are smaller and students may lack understanding of professional roles (61) until they are on placement, so CEs play a valuable role in establishing this identity. Also related to this was the value placed on CEs caring about and advocating for their profession. There was limited evidence as to how these skills translate beyond perceptions and ratings to tangible outcomes in terms of student skill development and patient care. Allied health students are often highly motivated and resourceful learners (62) who are likely to be capable of clinical placement success regardless of the attributes of their CE. Perceived learning is different to actual learning and trainees can demonstrate high-level skill performance after complex training, even when they believe they are not learning (63). Until

further research provides concrete evidence to support a relationship between CE skills and student learning or success, definitive conclusions cannot be made.

The research question for this review could not be answered due to the notable lack of learning and patient outcomes measured in the studies identified. This requires looking beyond student, CE and faculty perceptions of individual skill importance and ratings. Current investment into CE professional development is extensive. But is this investment worthwhile when effective CE attributes have mostly been identified through student and educator opinions?

This review had a wide-ranging search strategy across multiple databases and professions, and included qualitative and quantitative studies. Limitations include English language restrictions and despite the extensive search strategy, not every allied health profession was represented. The heterogeneity of studies prevented meaningful comparisons between professions. The skills and qualities identified in the results were based on perceptions rather than objective outcomes.

This review found that since 1982, research in this area focussed on asking students and educators their opinions of what makes a good CE. Rather than continuing to invest in surveying students and educators regarding their beliefs, the development of robust measures of the true impact of CE skills and attributes on student learning is a priority area for future research.

#### Implications for practice

Investigating profession-specific skills will assist in targeting professional development required for CEs for individual allied health groups. Other possible outcome measures of CE skills could include student retention rates when on placement, student grades in units involving clinical placement, patient satisfaction or students' future success. Triangulating patient and student evaluations of clinicians/educators could provide further insights. Although linking CE skills and qualities to patient care outcomes is complex, further involvement of patients in evaluation processes is imperative to ensure that they remain central to the goals of clinical teaching and learning. We note that what makes a good educator may never be completely detached from subjective opinions due to the complex nature of student-CE relationships and there is a continued need to support CEs in developing these relationships to meet learner needs.

This systematic review revealed similar skills and qualities as to what makes a good CE to findings in medicine (1), but highlighted additional qualities including treating students as future colleagues and enhancing a sense of professional identity so this aspect should also be addressed when supporting CE development.

#### **Conclusion**

This review found there has been much research in allied health over the past three decades investigating key stakeholders' (students and educators) perceptions of CEs skills and qualities, and this is the first time this has been systematically summarised. The key skills and qualities of effective clinical educators identified were based on perceptions, appear to be consistent across health professions and are related to intrinsic and personal attributes, provision of skilful feedback, teaching skills, ability to foster collaborative learning, understanding expectations, organisation and planning, and clinical educators in their professional role. Assisting allied health students develop a sense of professional identity was an important skill that may be unique to this group. There is a need to look at clinical education from perspectives beyond perceptions and satisfaction ratings to develop deeper understanding of how CE qualities and skills influence student learning and patient care.

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| Author, date         | Setting, Sample | Methodology                   | How skills/behaviours were    | Summary of clinical educator quali  | ties/behaviours evaluated          |
|----------------------|-----------------|-------------------------------|-------------------------------|-------------------------------------|------------------------------------|
| Location             | <b></b>         |                               | identified                    |                                     |                                    |
| Dietetics            | 0               |                               |                               |                                     |                                    |
| Nasser <sup>41</sup> | 750 preceptors  | Online 98 item survey derived | Preceptor rated importance of | Evaluation and assessment skills    | Not overwhelming learners          |
| 2014                 |                 | from literature.              | skills                        | Promote learning and skill          | Empower learners to take control   |
| Canada               |                 | 45% respondents had 6 or      |                               | development                         | of their own learning              |
|                      | U               | more years preceptor          |                               | Extensive clinical knowledge in own | Understand learners might be       |
|                      | S               | experience                    |                               | area                                | nervous                            |
|                      |                 |                               |                               | Know trainees learning styles       | Commit to learner development      |
|                      |                 |                               |                               | Challenge learners                  | Consider learners as colleagues    |
|                      |                 |                               |                               | Provide constructive feedback       | Enjoy their role as preceptor      |
|                      |                 |                               |                               | Identify learner's performance      | Confident in teaching              |
|                      | σ               |                               |                               | problems                            | Assess learner needs and adapt     |
|                      |                 |                               |                               | Identify learning opportunities     | Perceive self as teacher           |
|                      | Ma              |                               |                               | Establish environment that          | Derive intrinsic satisfaction from |
|                      |                 |                               |                               | encourages learners to ask          | teaching                           |
|                      |                 |                               |                               | questions                           | Recognise mutual learning occurs   |
|                      |                 |                               |                               | Help learners feel comfortable      | when teaching                      |
|                      | $\mathbf{O}$    |                               |                               | Desire to impart knowledge          |                                    |
|                      |                 |                               |                               | Allow learners to make mistakes     |                                    |
|                      |                 |                               |                               | Recognise external and internal     |                                    |
|                      | <b></b>         |                               |                               | factors influencing learner         |                                    |
|                      | J               |                               |                               | performance                         |                                    |
|                      |                 |                               |                               |                                     |                                    |
| Wilson <sup>19</sup> | 265 Preceptors  | Cross-sectional               | Preceptors beliefs of most    | Arrange useful learning experiences |                                    |
| 2002                 |                 | Survey – 70 item developed    | important behaviours          | to accomplish tasks                 |                                    |
| US                   |                 | from literature ranking most  |                               | Assess interns prior content        |                                    |
|                      |                 | important behaviours of       |                               | knowledge                           |                                    |
|                      |                 | preceptors                    |                               | Identify the usefulness of self-    |                                    |
|                      |                 |                               |                               |                                     |                                    |

# Table 1. Summary of quantitative studies describing clinical educator qualities and behaviours included in review

|                       |                   |                                |                                     | evaluation with the intern           |  |
|-----------------------|-------------------|--------------------------------|-------------------------------------|--------------------------------------|--|
|                       |                   |                                |                                     | Help intern become aware of          |  |
|                       |                   |                                |                                     | strengths and weaknesses             |  |
|                       |                   |                                |                                     | Encourage intern to determine        |  |
|                       | <b></b>           |                                |                                     | learning experiences to achieve      |  |
|                       |                   |                                |                                     | objectives                           |  |
|                       |                   |                                |                                     | View intern as prospective co-worker |  |
| Genetic               |                   |                                |                                     | view intern as prospective to worker |  |
| Counsellors           |                   |                                |                                     |                                      |  |
|                       |                   | Orean continuel current        |                                     | Chudent Evoluction Cool Cotting      |  |
| Higgins <sup>14</sup> | Program directors | Cross-sectional survey –       | Program directors and supervisors   | Student Evaluation -Goal Setting,    |  |
| 2013                  | and supervisors   | online Delphi survey to        | ratings of the importance of skills | evaluation, feedback, remediation    |  |
| US                    |                   | determine most important       | required for clinical placement     | Student Centered Supervision         |  |
|                       |                   | standards for counselling      | supervisors                         | Personal Traits and Characteristics  |  |
|                       |                   | supervisors (24 items in round |                                     | Relationship Building and            |  |
|                       |                   | 1 of the Delphi). Questions    |                                     | Maintenance                          |  |
|                       | (U                | based on literature            |                                     | Guidance and Monitoring of Patient   |  |
|                       |                   |                                |                                     | Care                                 |  |
|                       |                   | n=75 (round 1) with 3 Program  |                                     |                                      |  |
|                       |                   | directors and 62 Supervisors   |                                     |                                      |  |
|                       | or Mar            |                                |                                     |                                      |  |
|                       |                   | 61 (round 2) survey based on   |                                     |                                      |  |
|                       | $\mathbf{O}$      | Standards for Counselling      |                                     |                                      |  |
|                       |                   | Supervisors (Dye and Borders   |                                     |                                      |  |
|                       |                   | 1990) where participants rated |                                     |                                      |  |
|                       | <b></b>           | behaviours.                    |                                     |                                      |  |
|                       |                   | Then interpretive content      |                                     |                                      |  |
|                       | Autho             | analysis and developed         |                                     |                                      |  |
|                       |                   | concepts                       |                                     |                                      |  |
| Occupation            |                   | 001000010                      |                                     |                                      |  |
| -                     |                   |                                |                                     |                                      |  |
| al Therapy            | 07 OT atudanta    | Orean continual study. Our     |                                     |                                      |  |
| Koski <sup>17</sup>   | 37 OT students:   | Cross sectional study. Survey  | Ranked order of importance of       | Administration – organised,          |  |

| 2011                | 85 fieldwork        | ranking behaviours of effective | skills                      | schedules, manuals, policies           |                                     |
|---------------------|---------------------|---------------------------------|-----------------------------|--|-------------------------------------|
| US                  |                     | -                               | SKIIIS                      |  |                                     |
| 05                  | educators with      | educators                       |                             | Evaluation – expectations,             |                                     |
|                     | 65.9% having over   | Questionnaire developed         |                             | assessment, facilitates student        |                                     |
|                     | 5 years supervision | based on Self Assessment        |                             | reflection                             |                                     |
|                     | experience          | Tool for Fieldwork Educator     |                             | Supervision and education –            |                                     |
|                     |                     | Competency (SAFECOM).           |                             | scaffolds learning, collaborative,     |                                     |
|                     | - <u></u>           | Importance of each item         |                             | feedback, sensitive to learning styles |                                     |
|                     |                     | ranked total 27 items           |                             | Professional practice – skilled in     |                                     |
|                     | ()                  |                                 |                             | field, client-centred, teamwork        |                                     |
|                     |                     |                                 |                             |  |                                     |
|                     | 0)                  |                                 |                             |  |                                     |
| Pharmacy            |                     |                                 |                             |  |                                     |
| Young <sup>20</sup> | 2,639 student       | Retrospective audit of          | Student rating of preceptor | This preceptor is interested in        | This preceptor evaluated me at the  |
| 2014                | evaluations         | completed student placement     | performance                 | teaching this rotation.                | mid-point and the end of the        |
| US                  | _                   | evaluations over 2009-2012      |                             | This preceptor related to me as an     | rotation                            |
|                     | (U)                 | 14 items relating to rating of  |                             | individual.                            | This preceptor evaluated me at the  |
|                     | <b>—</b>            | preceptor performance           |                             | This preceptor encouraged students     | end of the rotation in a manner     |
|                     | $\geq$              |                                 |                             | to actively participate in discussions | which was helpful to me             |
|                     |                     |                                 |                             | and problem-solving exercises.         | This preceptor served as a role     |
|                     |                     |                                 |                             | Students were encouraged to use        | model for a pharmacist practicing   |
|                     |                     |                                 |                             | resource materials.                    | in this practice setting            |
|                     | $\mathbf{O}$        |                                 |                             | The preceptor described their          | The goals and objectives of the     |
|                     | Ē                   |                                 |                             | approach to thinking about             | rotation were outlined and/or       |
|                     |                     |                                 |                             | therapeutic problems                   | explained at the beginning of the   |
|                     | +                   |                                 |                             | This preceptor was readily available   | rotation                            |
|                     | Nut                 |                                 |                             | to answer questions and concerns       | Rotation activities were well-      |
|                     |                     |                                 |                             | Good direction and feedback were       | organized and structured.           |
|                     |                     |                                 |                             | provided.                              | The preceptor discussed patient     |
|                     |                     |                                 |                             | The preceptor is knowledgeable in      | care and/or practice-related issues |
|                     |                     |                                 |                             | their response to questions or their   | with me                             |
|                     |                     |                                 |                             | approach to therapy                    |                                     |
|                     |                     |                                 |                             | approach to thorapy                    |                                     |

### Physiothera

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| РУ                     |                       |                                |                                  |   |                              |
|------------------------|-----------------------|--------------------------------|----------------------------------|---|------------------------------|
| Bennett <sup>46</sup>  | Hospital, community   | Cross-sectional survey         | Clinical educator perceptions of | Approachable                            | Good communicator            |
| 2003                   | & outpatient clinical | Survey asking top 4 most       | top clinical educator qualities  | Enthusiastic                            | Share knowledge with learner |
| UK                     | educators             | important clinical educators'  |                                  | Desire to facilitate learning           |                              |
|                        |                       | abilities/qualities            |                                  |   |                              |
| Cross <sup>47</sup>    | Setting not           | Observational study            | Stakeholder perceptions of what  | Approachable;                           | Self-aware Enthusiastic      |
| 1995                   | specified; students,  | Rank order of 12 descriptors   | makes an ideal clinical educator | Good communicator;                      | Self-confident Organised     |
| UK                     | clinical educators    | derived from literature and    |                                  | Good role model;                        | Concerned about patient care |
|                        | and academic tutors   | student feedback               |                                  | Knowledgeable Competent                 |                              |
| Emery <sup>12</sup>    | 102 PT students       | Survey questions derived from  | Student perceived importance of  | Communication – listens, feedback s     | kills                        |
| 1984                   |                       | literature asking students to  | instructor behaviours            | Interpersonal relations – positively re | gards student                |
| USA                    |                       | score importance of clinical   |                                  | Professional skills                     |                              |
|                        | _                     | instructor behaviours and      |                                  | Teaching behaviours                     |                              |
|                        | $\mathbf{O}$          | frequency they observed        |                                  |   |                              |
|                        | <b>—</b>              | behaviour in practice using 4  |                                  |   |                              |
|                        |                       | point interval scale           |                                  |   |                              |
| Ernstzen <sup>50</sup> | 70 students           | Cross-sectional survey based   | Student and CE views of valued   | Appropriate levels of autonomy          |                              |
| 2009                   | 23 clinical teachers  | on literature and pre-existing | clinical teaching and learning   | High-quality/good clinical teaching sk  | ills                         |
| South                  | 5                     | instruments                    | opportunities                    | Approach to teaching/personal factor    | s                            |
| Africa                 | 0                     |                                |                                  | Professional role                       |                              |
| Jarski <sup>16</sup>   | Setting not           | Observational study;           | Perceived most helpful teaching  | Explains and answers questions          |                              |
| 1989                   | specified; Physical   | Rank from list of 58 effective | behaviours                       | Provides constructive feedback          |                              |
| US                     | therapists in 8       | or ineffective teaching        |                                  | Is willingly accessible to students     |                              |
|                        | programs and          | behaviours adapted from        |                                  | Shares knowledge and experience         |                              |
|                        | physician assistants  | literature                     |                                  | Creates practice opportunities for stu  | dents                        |
|                        | in 10 different US    |                                |                                  | Asks questions that stimulate probler   | n solving                    |
|                        | states                |                                |                                  | Demonstrates skills for students        |                              |
|                        |                       |                                |                                  | Genuine interest in the student         |                              |
|                        |                       |                                |                                  | Enthusiasm for teaching                 |                              |

|                        |                         |                                 |                                      | Friendly and outgoing                                       |
|------------------------|-------------------------|---------------------------------|--------------------------------------|---|
|                        |                         |                                 |                                      | Sensitive to patient needs                                  |
|                        |                         |                                 |                                      | Well prepared   |
|                        |                         |                                 |                                      | Actively promotes discussions                               |
|                        | +                       |                                 |                                      | Emphasises problem solving approaches rather than solutions |
| Milanese <sup>33</sup> | 48 final year PT        | Cross sectional, non-           | Student reported learning ratings    | Patient-centred activities for learning                     |
| 2013                   | students                | experimental survey based on    |                                      | Opportunities for student to present knowledge and learning |
| Australia              |                         | (Ernstzen 2009) questionnaire   |                                      | Feedback  |
|                        | $\overline{\mathbf{C}}$ | asked students to rate how      |                                      | Student assessment by range of stakeholders                 |
|                        | Q                       | much they learnt during         |                                      | Give student responsibilities and collaborates              |
|                        | S                       | placement from a list of        |                                      |   |
|                        |                         | teaching/learning opportunities |                                      |   |
| Oyeyemi <sup>51</sup>  | Clinicians and          | Survey using McGill CTE         | Clinical instructor ratings of skill | Inspire confidence  |
| 2013                   | academic faculty in     | validated tool measuring        | importance                           | Open communication  |
| Nigeria                | five universities and   | effective clinical teaching -   |                                      | Encouraging questions                                       |
|                        | affiliating teaching    | rated importance of attributes  |                                      | Enthusiastic, interested in students                        |
|                        | hospitals               | of effective clinical teaching  |                                      | Friendly to students and colleagues                         |
|                        |                         |                                 |                                      | Encourage problem solving                                   |
|                        |                         |                                 |                                      | Dependable  |
|                        |                         |                                 |                                      | Present divergent viewpoints for discussion                 |
|                        |                         |                                 |                                      | Encourage student-led learning                              |
|                        | $\mathbf{O}$            |                                 |                                      | Emphasis concepts rather than factual recall                |
| Onuoha <sup>48</sup>   | 85 students             | Survey derived from student     | Stakeholders ratings of              | Clinically competent  |
| 1994                   | 75 clinical             | feedback and the literature     | importance of behaviours             | Good time management  |
| UK                     | supervisors             | asked participants to rate      |                                      | Leader  |
|                        | 55 teachers             | importance of clinical educator |                                      | Good explanations   |
|                        |                         | behaviours                      |                                      | Enthusiastic about clinical education                       |
|                        |                         |                                 |                                      | Role model  |
|                        |                         |                                 |                                      | Clear expectations  |
|                        |                         |                                 |                                      | Provides experiences suited to ability                      |
|                        |                         |                                 |                                      | Allows a measure of independence                            |
|                        |                         |                                 |                                      | Available   |
|                        |                         |                                 |                                      |   |

|                          |                      |                                 |                                    | Accurate documentation of evaluation   |
|--------------------------|----------------------|---------------------------------|------------------------------------|--|
|                          |                      |                                 |                                    | Constructive criticism   |
|                          |                      |                                 |                                    | Treats student collegially   |
|                          |                      |                                 |                                    | Attentive to student views   |
|                          | +                    |                                 |                                    | Feedback   |
|                          |                      |                                 |                                    | Non-threatening  |
| Ozga <sup>18</sup>       | 103 students         | Cross-sectional survey based    | Students rating of importance of   | Communication - feedback (honest, private, timely, useful), clear, open,         |
| 2016                     |                      | on pre-existing survey asking   | behaviours                         | active listener  |
| US                       | ()                   | participants to rate how        |                                    | Interpersonal relations - cares about patients, treats student as person,        |
|                          | <b>U</b>             | important 43 observable         |                                    | professional, supportive, empathetic   |
|                          | <b>(</b> )           | clinical instructor skills were |                                    | Professional skills - competent, team player, role model, good at explaining     |
|                          |                      |                                 |                                    | interventions and problem solving, leadership                                    |
|                          |                      |                                 |                                    | Teaching – available, provides teachable moments, scaffolds learning, is         |
|                          |                      |                                 |                                    | accurate and objective in documenting student performance evaluation,            |
|                          |                      |                                 |                                    | relates academic knowledge to clinical practice, manages the student's           |
|                          | $\mathbf{n}$         |                                 |                                    | time constructively, is consistent with the academic program, observes           |
|                          |                      |                                 |                                    | performance in a discretely, schedules regular meetings, plans ahead and         |
|                          |                      |                                 |                                    | organised  |
| Radiotherap              |                      |                                 |                                    |  |
| v                        | _                    |                                 |                                    |  |
| Ingrassia <sup>15</sup>  | Setting not          | Observational study,            | Ranked importance of behavioural   | Professional competence  |
| 2011                     | described            | questionnaire based on pre-     | characteristics of CEs             | Teaching ability   |
| US                       |                      | existing instruments from other |                                    | Evaluation skills  |
|                          |                      | disciplines administered via    |                                    | Interpersonal relationship skills  |
|                          | <b></b>              | electronic survey tool          |                                    |  |
| Speech                   |                      |                                 |                                    |  |
| language                 |                      |                                 |                                    |  |
| therapy                  |                      |                                 |                                    |  |
| Fitzgerald <sup>13</sup> | Distance and         | Observational study; Self-      | Top supervisory aspects indicative | Top supervisory aspects across all groups:                                       |
| 2009                     | traditional          | assessment surveys and          | of student and educator needs      | Talking in times of difficulty, constructive criticism, assistance with specific |
| US                       | educational delivery | rating scales                   |                                    | treatment ideas, resources for evidence-based practice, encouraging              |
|                          | model speech         |                                 |                                    | critical thinking, allowing creativity, collegial interactions, exercising       |
|                          |                      |                                 |                                    |  |

| Multiprofes           | pathologists<br>(numbers not<br>reported) |                                |                                   | independent judgements, observation of supervisor-delivered services.            |
|-----------------------|---|--------------------------------|-----------------------------------|--|
| sional                | t   |                                |                                   |  |
| Francis <sup>32</sup> | 551 practice                              | Prospective, cross-sectional   | CE perceptions ranking of most    | Feedback skills  |
| 2016                  | educators from                            | descriptive survey design;     | important practice educator       | Being non-judgemental  |
| Australia             | diagnostic                                | survey based on literature and | characteristics                   | Professionalism  |
|                       | radiography,                              | pre-existing instrument asking |                                   | Clear  |
|                       | nuclear medicine,                         | participants to rank           |                                   | Listening skills   |
|                       | nutrition and                             | characteristics in order of    |                                   | Enthusiasm   |
|                       | dietetics,                                | importance                     |                                   | Sincerity  |
|                       | occupational                              |                                |                                   | Clinically competent   |
|                       | therapy,                                  |                                |                                   | Organised  |
|                       | physiotherapy and                         |                                |                                   | Role model   |
|                       | radiation therapy                         |                                |                                   | Available  |
|                       | <b>—</b>                                  |                                |                                   | Well prepared  |
|                       |   |                                |                                   | Respects student autonomy  |
|                       |   |                                |                                   | Scholarly activity   |
| Perram <sup>11</sup>  | 1495 students from                        | Cross-sectional anonymous      | Students ratings and rankings of  | Non-judgemental, clarity, feedback skills, awareness, professionalism,           |
| 2016                  | diagnostic                                | survey derived from existing   | most import qualities of practice | sincerity, enthusiasm, clinical competence, availability, listening skills, well |
| Australia             | radiography,                              | survey.                        | educators                         | prepared, organisational skills, respects student autonomy, practices            |
|                       | nuclear medicine,                         | Students asked to rate         |                                   | evidence based practice, role model, scholarly activity                          |
|                       | nutrition and                             | importance of practice         |                                   |  |
|                       | dietetics,                                | educator characteristics       |                                   |  |
|                       | occupational                              |                                |                                   |  |
|                       | therapy,                                  |                                |                                   |  |
|                       | physiotherapy,                            |                                |                                   |  |
|                       | radiation therapy                         |                                |                                   |  |

| Author, date            | Profession              | Methodology              | How skills/behaviours    | Summary of clinical educator qualities/behaviours evaluated                                       |
|-------------------------|-------------------------|--------------------------|--------------------------|---|
| Location                | Setting                 |                          | were identified          |   |
|                         | Sample                  |                          |                          |   |
| Dietetics               | 0                       |                          |                          |   |
| MacLellan <sup>43</sup> | Setting not             | Qualitative study using  | Student perceptions of   | Treat interns as equals   |
| 2008 Canada             | specified               | methodological           | CE role and effect on    | Recognise power imbalance between students and staff  |
|                         | 284 dietetic            | hermeneutics analysing   | student stress           | Spend time with trainees  |
|                         | interns                 | interns and students'    |                          | Flexible  |
|                         | $\overline{\mathbf{O}}$ | answers to open-ended    |                          | Encourage open learning experiences   |
|                         |                         | survey questions         |                          |   |
| Maher <sup>37</sup>     | Hospitals               | Thematic analysis        | Recent graduate          | Creating welcoming and friendly environment, eg. having lunch with students enhanced students     |
| 2015                    | 26 graduates            | using descriptive and    | perceptions of CEs and   | sense of belonging to the team  |
| Australia               | recently                | interpretive analysis of | behaviours that          | Creating sense of belonging to profession   |
|                         | completed               | semi-structured          | contributed to           | Providing opportunities to contribute clinical opinions which were valued and respected           |
|                         | clinical                | interviews               | competency development   | Provide opportunities for autonomy  |
|                         | placement               |                          |                          | Independence and responsibility provided which was relevant to growing ability                    |
|                         | $\leq$                  |                          |                          | Constructive criticism  |
|                         |                         |                          |                          | Trust   |
|                         |                         |                          |                          | Friendly and approachable   |
|                         | $\bigcirc$              |                          |                          | Interest in teaching and student learning   |
|                         | U                       |                          |                          | Younger and more relaxed  |
|                         |                         |                          |                          | Also outlined negative practices  |
| Nasser <sup>45</sup>    | Clinical,               | Qualitative analysis of  | Experienced preceptors   | SKILLS assessing, coaching, communicating (particularly through active listening), resolving      |
| 2011                    | community,              | open-ended survey        | descriptions of the      | conflict, evaluating, planning, researching, teaching/facilitating, and managing time.            |
| Canada                  | food service,           | questions                | knowledge, skills, and   | ATTITUDES   |
|                         | research,               |                          | attitudes that dietitian | Attitudes toward learners: Accepts different backgrounds, styles, approaches; Commits to the      |
|                         | business                |                          | preceptors must possess. | success of the learner; Is empathic about learners' learning needs; Enjoys student contact;       |
|                         | and industry            |                          |                          | personal interest in students; Has realistic expectations of the learner; Supports the learner in |
|                         | 49                      |                          |                          | developing her or his own approach to dietetic practice; Views interns/students as colleagues;    |
|                         | experienced             |                          |                          | Attitudes toward the profession: Views precepting as part of professional responsibility; Is      |

# Table 2. Summary of qualitative studies describing clinical educator qualities and behaviours included in review

|                           | preceptors   |                          |                           | passionate and positive about dietetics and the profession; Attitudes toward teaching; Allows<br>students to make mistakes and learn from them; Is open to new ideas/ways of doing things; Has a<br>love of teaching and learning and wants to teach learners; Attitudes toward training: Commits to<br>the teaching and learning of learners; Views training as mutual learning for the learner and the<br>preceptor; Views the training of learners as valuable<br>Demonstrate empathy. open and honest, nonjudgmental, positive, role modelling |
|---------------------------|--------------|--------------------------|---------------------------|--|
| Weitzenfeld <sup>31</sup> | Clinical     | Descriptive survey       | Students perceptions of   | TEACHING TCHNIQUES AND METHODS-  |
| 1982                      | setting and  | approach of 156 critical | effective and ineffective | Knows subject matter   |
| US                        | classroom    | incident interviews      | supervision               | Gives accurate answers to questions  |
|                           | 26 students  | about clinical           |                           | Uses methods of teaching other than lecture  |
|                           | S            | instructors by 26        |                           | Arranges chairs in a circle to facilitate discussions  |
|                           |              | students                 |                           | Uses visual aids   |
|                           |              |                          |                           | Demonstrates how she would have given a diet instruction or handled a situation  |
|                           |              |                          |                           | Demonstrates the use of all equipment, audio-visuals etc.  |
|                           |              |                          |                           | Allows time for student to practice what has been demonstrated   |
|                           | Mai          |                          |                           | Orients students to each new rotation  |
|                           |              |                          |                           | Situations are made realistic  |
|                           |              |                          |                           | Mediates discussion  |
|                           |              |                          |                           | INTERACTION-   |
|                           |              |                          |                           | Points out good aspects of a diet instruction given by the student   |
|                           | -            |                          |                           | Ask for student opinions and feelings  |
|                           | $\mathbf{O}$ |                          |                           | Listens to problems and clarified the situation  |
|                           |              |                          |                           | Comforts student by expressing an understanding for doing something the first time   |
|                           | <u> </u>     |                          |                           | Makes student feel relaxed and at ease   |
|                           | —            |                          |                           | Does not make student feel stupid or out of place  |
|                           |              |                          |                           | Allows student to explain how she would handle a situation   |
|                           | Auth         |                          |                           | Spends time discussing an issue  |
|                           |              |                          |                           | Introduces student to her patients   |
|                           | 4            |                          |                           | Spends time answering questions  |
|                           |              |                          |                           | EVALUATION:  |
|                           |              |                          |                           | Explains evaluation measures   |

|                        |               |                         |                              | Points out strengths & Points out weaknesses   |
|------------------------|---------------|-------------------------|------------------------------|--|
|                        |               |                         |                              | Gives alternate suggestions for improvement  |
|                        |               |                         |                              | Gives constructive criticism   |
|                        |               |                         |                              | Gives examples of how to strengthen weaknesses   |
|                        | +             |                         |                              | Gives direct feedback on practice videotapes   |
| Occupational therapy   | 0             |                         |                              |  |
| Christie <sup>23</sup> | Hospitals     | Results of open ended   | Student and therapists       | Interpersonal and communication skills, active listening, openness and honesty, attitudes,           |
| 1985                   | 188           | questionnaires          | views of distinguishing      | feedback (timely, constructive, consistent, and growth-promoting), adaptable supervisory             |
| USA                    | therapists    | were analysed.          | factors of effective         | approach, structured, individualised, flexible, open-minded, available, competent as a clinician and |
|                        | and 127       |                         | supervisors                  | as an educator, role model, organized, supportive, empathetic, non-defensive, concern for the        |
|                        | students      |                         |                              | students' growth, commitment to the supervisory role, sensitivity to students' needs, patience,      |
|                        |               |                         |                              | objectivity and enthusiasm   |
|                        |               |                         |                              |  |
| Copley <sup>34</sup>   | Children's    | Qualitative             | Student and CE               | Modelling of practice  |
| 2011                   | occupational  | phenomenological        | perceptions of CE            | Debriefing and performance-specific feedback   |
| Australia              | therapy clnic | approach involving      | approaches to help           | Structuring learning, observation, and reporting   |
|                        | 9 students    | interviews              | student learning             | Opportunity for practice   |
|                        | and 2         |                         |                              |  |
|                        | practice      |                         |                              |  |
|                        | educators     |                         |                              |  |
| Grenier <sup>25</sup>  | Fieldwork     | Online open survey      | Student perceptions of       | Well-developed interpersonal skills, demonstrated qualities of professionalism, realistic            |
| 2015                   | placements    | analysed using          | the characteristics of their | expectations of students, created positive learning spaces for students, took consideration into     |
| Canada & US            | 29 students   | inductive grounded      | CEs and their teaching       | individual knowledge and skills, gave responsibility, were approachable, created safe environment,   |
|                        | <u> </u>      | theory approach to      | behaviours and their         | passion for profession/highly motivated, encouraged active student participation in treatment        |
|                        |               | content analysis        | effects on learning          | sessions, rounds and team meetings, provided regular constructive feedback to allow students to      |
|                        |               |                         |                              | understand strengths and weaknesses, provided relevant tasks, gave independence, established         |
|                        |               |                         |                              | clear objectives and expectations, encouraged frequent discussions, took advantage of teachable      |
|                        |               |                         |                              | moments, adapt to students different learning styles and tailor fieldwork experience, mentor vs      |
|                        |               |                         |                              | supervisor.  |
| Hummell <sup>36</sup>  | Fieldwork     | Qualitative analysis of | Student perceptions of       | Approachable   |
|                        |               |                         |                              |  |

| 1997<br>Australia        | placements<br>42 students | open-ended<br>questionnaires | the distinguishing<br>characteristics of<br>effective fieldwork<br>supervisors | Easy to talk to<br>Listened to student's opinions and ideas<br>Interested in students<br>Exhibiting respect for students<br>Providing support when needed |
|--------------------------|---------------------------|------------------------------|--|---|
| Mason <sup>38</sup>      | Fieldwork                 | Cooperative enquiry          | Supervisor experiences   | Awareness and managing differing abilities and learning styles of students in the group   |
| 1999                     | placements                | approach. Reflection-        | of group fieldwork   | Clear expectations of level of participation  |
| Australia                | 13                        | action cycle generated       | supervision  | Individual feedback where required  |
|                          | supervisors               | data                         |  | Be explicit about learning taking place – guide students to be consciously aware of learning  |
|                          | involved in               |                              |  | opportunities in the fieldwork setting  |
|                          | group                     |                              |  | Relate observations to theory   |
|                          | supervision.              |                              |  | Promote informal opportunities for interacting with patients  |
|                          |                           |                              |  | Prepare learning objectives pertinent to fieldwork setting  |
|                          |                           |                              |  | Establish learning objectives early   |
|                          | R                         |                              |  | Articulating a frame of reference to guide students in recognizing what they were learning -starting  |
|                          | (U                        |                              |  | with a broader perspective, relating this to functional abilities of the client and then breaking these   |
|                          |                           |                              |  | down to smaller components. Supervisors defined a domain of concern, for example, quality-of-life   |
|                          |                           |                              | <b>.</b>   | issues, and then related this to the clients and the activities provided for them.  |
| Mulholland <sup>44</sup> | Clinical                  | Content analysis of 103      | Student perceptions of   | Creating a positive learning environment  |
| 2006                     | placement                 | student nominations for      | what makes an  | Facilitating the whole team's positive attitudes towards the students.  |
| Canada                   | 103 students              | clinical teacher awards      | exceptional practice   | Treating students with respect as a colleague and as a professional.  |
|                          | U                         |                              | educator   | The therapist paced my placement just right from observing to independence.   |
|                          |                           |                              |  |   |
|                          |                           |                              |  | Effective feedback - supportive, ongoing, clear and specific.   |
|                          |                           |                              |  | Clear explanation and instruction.  |
|                          | Aut                       |                              |  | Challenge students' thinking and test knowledge   |
|                          |                           |                              |  | Pushed to work outside comfort zone in order for new learning to occur  |
|                          |                           |                              |  | Role model  |
|                          |                           |                              |  | Exemplary knowledge, professional and interpersonal skills  |
|                          |                           |                              |  | Dedication including taking the time to help, explain, teach or to offer advice. Friendliness, a  |
|                          |                           |                              |  | relaxed manner, patience and a sense of humour.   |
|                          |                           |                              |  | Role models and leaders in the profession   |

| Rodger <sup>39</sup> | Practice                | Generic qualitative     | Students', practice       | Welcoming learning environment  |
|----------------------|-------------------------|-------------------------|---------------------------|---|
| 2011                 | placements              | design using focus      | educators' and university | When students felt included, they were more likely to have a positive experience.                   |
| Australia            | 29 students,            | groups and interviews   | staff's perspectives of   | Comprehensive, positive, welcoming orientation program modelled on processes for new                |
|                      | 41 practice             |                         | CEs effects on placement  | employees.  |
|                      | educators, 8            |                         | quality                   | Graded program of learning experiences  |
|                      | university              |                         |                           | Acknowledging the impossibility for students to learn every skill and the value of reflection for   |
|                      | staff                   |                         |                           | compensating for this.  |
|                      |                         |                         |                           | Quality feedback – timely, routine, balanced, generous and without prompting. Insufficient          |
|                      | $\overline{\mathbf{O}}$ |                         |                           | feedback had a deleterious effect on their capacity to improve, making them feel devalued,          |
|                      | <b>U</b>                |                         |                           | directionless and fearful of change.  |
|                      | S                       |                         |                           | Casual or immediate supervision, given directly after some form of student intervention, especially |
|                      |                         |                         |                           | at placement commencement.  |
|                      | nus                     |                         |                           | Consistent approach and expectations, especially with multiple supervisors;                         |
|                      |                         |                         |                           | Friendly, approachable and valued a student's contribution and learning.                            |
|                      |                         |                         |                           | Personalise relationships with students.  |
|                      | $\mathcal{O}$           |                         |                           | Self confident and open.  |
|                      |                         |                         |                           | Acknowledged the external pressures felt by students (work, academic requirements)                  |
| Rodger <sup>40</sup> | Fieldwork               | Qualitative content and | Student perceptions of    | Providing 'the just right challenge'  |
| 2013                 | placements              | thematic analysis of    | what makes an             | Valuing the reciprocity of the supervisory relationship   |
| Australia            | 124 student             | student nominations     | exceptional practice      | Educators embracing life-long learning  |
|                      | nominations             |                         | educator                  | Relate to the student as an individual  |
|                      | $\mathbf{O}$            |                         |                           | Open to questions, approachable, non-judgemental, dedicated, patient and trusting of students.      |
|                      |                         |                         |                           | Create safe learning environment and encourage questions "no matter how stupid"                     |
|                      | <u> </u>                |                         |                           | Help develop student professional identity  |
|                      | —                       |                         |                           | Recognise students as individuals, not 'just another student'.                                      |
|                      | Aut                     |                         |                           | Work collaboratively with students to ensure that expectations were met. Collaborative              |
|                      |                         |                         |                           | relationships enabled students to discuss their ideas and concerns without fear of judgement.       |
|                      |                         |                         |                           | Get to know the students from placement commencement.   |
|                      | 7                       |                         |                           | Sharing stories where students felt they were being treated as equals rather than being told what   |
|                      |                         |                         |                           | to think.   |
|                      |                         |                         |                           | Getting the balance right, in terms of being pushed out of comfort zone and challenged in order     |
|                      |                         |                         |                           | that they developed further confidence in their abilities.  |

| gnoffo <sup>27</sup>      | Setting not                         | Delphi process                                 | Views of experienced                | attributes, enthusiasm for teaching, welcomes student feedback<br><i>Collaborative</i> : joint negotiation of student activities, views students as part of team, collective<br>outcomes<br>Orientation should provide complete information on expectations, grading, and conduct   |
|---------------------------|-------------------------------------|--|-------------------------------------|---|
|                           | Auth                                |  |                                     | classroom application, provides opportunity for patient contact, provides opportunity for inter-<br>professional <i>Supportive</i> role: maintains accessibility, accommodating, willingness to help, motivates students, concern for student progress, provides positive reinforcement, respect for students, personal   |
|                           | D                                   |  |                                     | independence, encourages student problem solving, encourages student communication,<br>encourages student lead, provides positive learning environment, provides optimal physical<br>environment, provides resources, promotes staff engagement, provides adequate supervision,<br>provides opportunity to practice, provides opportunity to observe, provides opportunity for  |
|                           | schools of<br>pharmacy<br>across US | preceptors                                     |                                     | connections, identification with patients, preceptor guided problem solving, prompts students, op discussion, encourages questions, relevancy, teachable moments, encourages student self-assessment, encourages student defined goals and objectives, encourages student   |
|                           | from 119                            | regarding qualities of                         |                                     | preceptor guided goal attainment, dedicates time, preps students, challenges students, making   |
|                           | and<br>preceptors                   | and student responses<br>to open-ended survey  | student evaluation<br>instruments.  | evaluation, summative evaluation, fair evaluation, formative feedback, conveys concepts, provid<br>explanations, answers questions, demonstrates, explains reasoning, shares experiences,   |
|                           | Students                            | evaluate preceptors                            | student learning found in           | objectives, planned activities, learning gap assessment, monitors progress, periodic formal   |
| ISA                       | institutions                        | used by students to                            | preceptors that assist              | Instructor behaviours: orientation, organised, defines expectations, preceptor defined goals and  |
| stle <sup>22</sup><br>012 | Public and private                  | Qualitative content<br>analysis of instruments | Qualities and<br>characteristics of | <i>Professionalism</i> : role model, caring, knowledgeable, competence, professional communication, enthusiasm for practice   |
| harmacy                   | $\mathbf{O}$                        |  |                                     |   |
|                           | ript                                |  |                                     | <ul> <li>feedback, that was positive, constructive, balanced, encouraging, timely (often immediate),</li> <li>provided in different ways (written, verbal, scheduled) and helpfully framed as an opportunity for learning.</li> <li>Using examples to show student progression. This enabled them to appreciate changes in their own performance over time.</li> <li>Whilst developing autonomy, excellent practice educators also encouraged students to develop their own therapeutic style, allowing them to integrate the art and the science of practice.</li> </ul> |

| US                       | 36<br>experienced<br>preceptors |                         | consensus on best<br>practices<br>to increase preceptor<br>efficiency and<br>effectiveness | Give student opportunity to think "offline"; resume discussion later<br>Ask students to speak up when they do not understand or cannot answer so that they are not left<br>behind |
|--------------------------|---------------------------------|-------------------------|--|---|
| Physiotherap             | $\mathbf{O}$                    |                         |  |   |
| y<br>Cole <sup>42</sup>  | Clinical                        | Qualitative analysis of | Student perceptions of   | Allowing the student to practice, provide feedback, explaining technique or   |
| 2008                     | placements                      | critical incident       | what made them feel  | rationale, or discussing with student;  |
| Canada                   | 51 students                     | questionnaires          | most engaged or  | Allowing the student to interact directly with patient  |
|                          | $\mathbf{O}$                    | 4.000.01                | distanced (and why);   | Assist student's understanding: clarify and answer questions, helped to problem-solve; resolve  |
|                          |                                 |                         | what was most affirming;   | discrepancies between student expectations  |
|                          |                                 |                         | what was most puzzling.  | and reality; provided "tips" and special learning opportunities;  |
|                          |                                 |                         |  | Prepare student: discuss patient and/or condition with the student before seeing the patient; refer   |
|                          |                                 |                         |  | student to appropriate references; allow student time to read chart and look up information;  |
|                          | $\sigma$                        |                         |  | orientate student to colleagues and work environment  |
|                          |                                 |                         |  | Valued student input: listened to student suggestions re: diagnosis or treatment, "trusted" student   |
|                          | Hospitals                       | Qualitative             | Student perceptions of   | 2 main themes: Dynamic knowledge development and self-confidence.   |
| Delany <sup>35</sup>     | 45 students                     | phenomenological        | CEs' helpful teaching  | Role modelling and provide time for reflection about learning;  |
| 2009                     | and 19                          | approach involving      | strategies   | Established students' knowledge base prior to the patient encounter;  |
| Australia                | clinical                        | focus groups            |  | Provided opportunities for learning 'with dignity';   |
|                          | educators                       |                         |  | Direct and immediate feedback; confidence related to quality of feedback  |
|                          |                                 |                         |  | Provide graduated supervision;  |
|                          | <u> </u>                        |                         |  | Provide explanations as to how to think through a problem;  |
|                          |                                 |                         |  | Were approachable to ask questions  |
| Greenfield <sup>24</sup> | PT                              | Phenomenological        | CE perceptions of their  | Three key themes emerged: Incremental learning, Reflection in practice (support reflection on   |
| 2012                     | Inpatient and                   | interviews              | role as educators  | practice), Creating a caring environment with students  |
| US                       | outpatient                      |                         |  |   |
|                          | settings                        |                         |  |   |
|                          | 6 clinical                      |                         |  |   |
| Lleeley <sup>26</sup>    | instructors                     |                         | Otividant and calents d  | Effective interneuronal communication obtile and togething provide the instantial instantian  |
| Healey <sup>26</sup>     | Hospitals                       | Qualitative analysis of | Student and selected   | Effective interpersonal communication skills and teaching approaches in their clinical instructors  |
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| 2010,<br>US            | 10 students<br>and 9<br>student-<br>centred<br>clinical<br>instructors | individual interviews        | "student-centred" CE<br>perceptions of CE factors<br>that promote student<br>learning during<br>placement            | who (a) made them feel comfortable, less anxious, and provided a safe place to learn and take risks, (b) stimulated thinking and understanding by asking questions of them, and (c) provided feedback on their performance that confirmed their strengths and identified areas for improvement. Provide opportunities to interact with patients. |
|------------------------|--|------------------------------|--|--|
| Kelly <sup>28</sup>    | Hospital   | Observational study;         | Multi-dimensional input  | Creating and maintaining an open collegial relationship  |
| 2007                   | Clinical   | case study interviews        | from former student and  | Adapting the experience to the student   |
| US                     | instructor,  | with clinical instructor,    | their "excellent" CE and   | Facilitating clinical reasoning  |
|                        | co-worker  | former student and           | a co-worker summarised   | Making time for the student  |
|                        | and student  | coworker, and audit<br>trail | to describe the<br>instructional reasoning<br>and teaching strategies<br>used by an exemplary<br>clinical instructor | Receiving environmental support  |
| Neville <sup>49</sup>  | Clinical   | Content analysis of          | Student perceptions of   | Highly frequent, constructive feedback   |
| 1991                   | placement  | students' responses to       | how CEs contributed to   | Time with clinical tutors for observation, questioning and the sharing of ideas.   |
| UK                     | 40 students  | an open question             | good clinical placement  | Encouraging and use a variety of learning materials  |
|                        |  |                              | experience?  | Opportunities to see surgery, visit clinics and interact with other professionals  |
|                        |  |                              |  | Given responsibility, space, freedom and independence along with guidance and availability of help if required.  |
| Psychology             | 0  |                              |  |  |
| McGinley <sup>29</sup> | 14 students  | Semi-structured              | Student perceptions of   | Supportive supervisors who helped their supervisees learn how to utilize their having  |
| 2001                   | <u> </u>   | interviews of 14             | effective supervisor   | countertransference in understanding their patients and themselves a supervisor who could  |
| US                     | —  | students analysed and        | behaviours   | explain theory and interventions clearly, supervisors who could give detailed feedback and specific  |
|                        |  | themes developed             |  | suggestions of how to improve, and supervisors who were flexible in their theoretical orientation  |
|                        |  |                              |  | and were not rigid about only using process notes as the sole method of supervision. Opportunity   |
|                        |  |                              |  | to explore their countertransference in a deep and personal manner. Supportive and non-  |
|                        |  |                              |  | pathologizing supervisor, a flexible supervisor in terms of theoretical orientation and preferred  |
|                        |  |                              |  | method of supervision (e.g., process notes, audiotape, etc.), and a supervisor well-versed in  |
|                        |  |                              |  | theory who is able to give detailed feedback. Several subjects mentioned that their best experience involved having a supervisor who respected what they had to say and who treated  |
|                        |  |                              |  | experience involved naving a supervisor who respected what they had to say and who fielded   |

| Rindflesch <sup>30</sup><br>2011<br>USA | Clinical<br>placement at<br>Mayo clinic<br>9 students | Phenomenologic study<br>using semi structured<br>interviews | Student perceptions of<br>CE behaviours make for<br>a positive learning<br>experience | them in a collegial manner. In addition, several supervisees stated that they had a better<br>experience in supervision with someone of the same gender. Helpful aspects of supervision<br>included having a supervisor who made the student feel competent and supported, specifically<br>when a supervisor would point out the good rather than just the bad. Subjects also wanted a<br>collaborative flavour to their supervision. They wanted a supervisor who was curious about the<br>supervisee's subjectivity (countertransference), who did not disclose too much and had good<br>boundaries, and would follow the student rather than pushing their own agenda. Finally, subjects<br>also stated that a good match in terms of personality made supervision more pleasurable. The<br>subjects went on to list specific personality traits like a sense of humor and a good interpersonal<br>connection.<br>Feedback - constructive, given at an appropriate time, and reciprocal.<br>Taking time for students included scheduling time with the student throughout the week for<br>questions, to review techniques, or to introduce new material.<br>Creating a safe environment for a student to ask questions. By encouraging a student to ask about<br>why something is done, the student is becoming more independent in his or her abilities as a<br>future practitioner.<br>Understanding progression of students for appropriate grading of independence. As students<br>progress through a clinical experience, they typically need more supervision and guidance at the<br>beginning and less at the end. |
|---|---|---|---|--|
| Social Work                             |   |   |   |  |
| Adams <sup>21</sup>                     | Social work   | Exploratory qualitative                                     | CE perceptions of the   | Role modelling: Demonstrate professional demeanour, attire and work habits, distinguish  |
| 2011                                    | Public and  | study using focus   | characteristics and   | relationship boundaries between field instructor and student, assist student to distinguish between  |
| USA                                     | private (non-   | groups CEs  | attributes for competent  | personal and professional issues in the workplace  |
|   | profit  |   | fieldwork instruction   | Communication: Honest conversations with students about their skill level, set clear and realistic   |
|   | agencies  |   |   | goals with student, provide negative criticism and addressing conflict   |
|   | 19 fieldwork  |   |   | Nurturing: Demonstrate patience, understanding, and care with student, develop trusting  |
|   | instructors   |   |   | relationship between student and field instructor, provide encouragement and mentoring to student  |
| Multi-                                  |   |   |   |  |
| professional                            |   |   |   |  |
| Perram <sup>11</sup>                    | Diagnostic  | Thematic analysis of  | Student perceptions of  | Respectful including being treated like an equal; inspirational including being a role model,  |
| 2016                                    | Radiography   | students answers to   | preferred CE  | enthusiastic about work and student training; supportive; and good teacher including feedback,   |
| Australia                               | , Nuclear   | two open questions  | characteristics   | interactive teaching and provided resources  |

|               | Medicine,       | asking 3 most and 3                 |
|---------------|-----------------|-------------------------------------|
|               | Nutrition And   | least preferred CE                  |
|               | Dietetics,      | characteristics                     |
|               | OT, RT &        |                                     |
|               | PT              |                                     |
|               | Clinical        |                                     |
|               | placement       |                                     |
|               | 1495            |                                     |
|               | students        |                                     |
| OT=Occupation | al Therapy PT=F | Physiotherapy; RT=Radiation Therapy |
|               | 0)              |                                     |
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| Theme   | Descriptor  |
|---|---|
| Intrinsic and personal attributes of clinical educators | Friendliness  |
|   | Kindness  |
|   | Patience  |
| 0   | Relaxed   |
|   | Welcoming   |
|   | Honest  |
|   | Nurturing   |
| ()  | Trusting  |
|   | Willing to help                                       |
| $\mathbf{O}$  | Interpersonal skills                                  |
|   | Approachable  |
|   | Flexible  |
|   | Empathic  |
|   | Self confident  |
|   | Outgoing  |
|   | Makes student feel comfortable                        |
|   | Sincere   |
|   | Enjoys their role                                     |
|   | Selfaware   |
|   | Passionate  |
|   | Sense of humour                                       |
|   | RESPECT   |
| 0   | Treat as equal: respect as an individual and          |
|   | future colleague                                      |
|   | <ul> <li>Enhanced confidence and belief in</li> </ul> |
|   | student's own ability                                 |
|   | <ul> <li>Sense of professional identity</li> </ul>    |
|   | developed   |
|   | <ul> <li>Improved motivation</li> </ul>               |
| Provision of skilful feedback                           | Constructive  |
|   | Prompt  |
| 7   | Regular   |
|   | Not degrading   |
|   | Balanced  |
|   |   |

# Table 3. Results of thematic analysis of skills and qualities of clinical educators

Teaching skills SNU  $\geq$ 

Takes time for feedback Plans time for feedback Allows time for feedback Prepares students for feedback Allows student to explain Scaffolding learning Providing appropriate challenges for student ability Adequate orientation - to placement, to tasks Planned activities Assesses and responds to learning gaps Fair evaluator Demonstrates Makes connections between theory and practice Guided goal setting and attainment **Provides resources** Supports independent learning Provides opportunities to practice and observe Encourages student participation **Explains techniques** Gives students opportunities to think "offline" **Relevant teaching** Be explicit about learning taking place Monitors progress Accessible Adapt to different learning needs Allows mistakes Identifies learner's performance problems Recognises internal and external factors affecting learner performance Perceives self as teacher Provides opportunities for student to present knowledge and learning Provides patient-centred opportunities Views student as future colleague

Use student feedback to implement patient

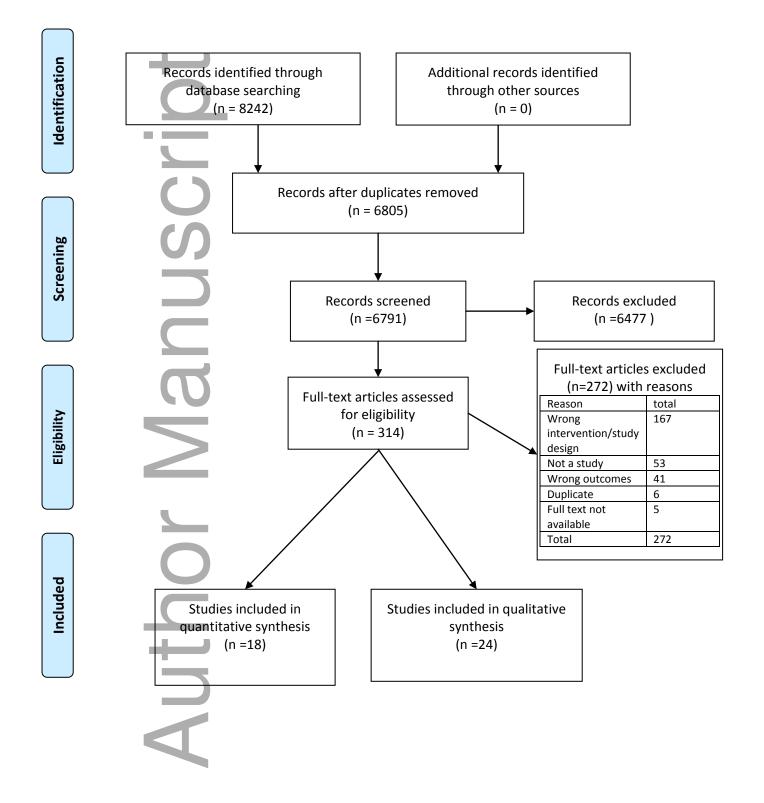
care

Fostering collaborative learning





# **PRISMA 2009 Flow Diagram**



From: Moher D, Liberati A, Tetzlaff J, Altman DG, The PRISMA Group (2009). Preferred Reporting Items for Systematic Reviews and Meta-Analyses: The PRISMA Statement. PLoS Med 6(6): e1000097. doi:10.1371/journal.pmed1000097

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