

Medical Staff
Practice Enhancement

Evaluator Invitation

*Translating
Feedback
into Action*



Vancouver
CoastalHealth

Providence
Health Care

What is Multi-Source Feedback?

Medical staff multi-source feedback (MSF) is a questionnaire-based tool and process designed to broaden awareness of one's medical practice and demonstration of relevant medical competencies. Medical staff will reflect on an aggregated report including self-evaluation and anonymous opinions and perspective of colleagues and co-workers. The MSF questionnaire is developed in consultation with VCH/PHC medical departments in alignment with the CanMEDs Physician Competency Framework from the Royal College of Physicians and Surgeons Canada, and is iterated based on feedback and best practices. Departments customize questionnaires to support medical staff strengthen their awareness of necessary medical competencies.

Together with other initiatives under the Medical Quality Leadership & Practice umbrella (Medical Staff Practice Profiles, Medical Leadership Development, and Physician Quality Improvement training), MSF is an important component in creating a culture of quality and continuous improvement across the medical staff communities.

Why Participate as an Evaluator to Provide Feedback to Peers?

Medical staff that are undergoing a MSF assessment have selected you personally to provide confidential feedback related to their demonstration of competencies in medical practice.

Feedback to your peer aims to support their professional development and continuous improvement. Aggregated data is provided through two components in the MSF survey. The first component is a set of multiple choice questions customized by the participating department based on CanMEDS Framework (2015) from the Royal College of Physicians and Surgeons. The second component includes 3 open-ended questions to provide constructive, useful and respectful feedback.

How Will My Information Be Used?

Your feedback will remain completely confidential and will be grouped with feedback from other Evaluators to ensure anonymity.

A minimum of 6 Evaluator responses are required for results to be reported for the medical staff participant. The participant will review the MSF results with a Reviewer trained in a coaching framework focused on sharing performance feedback, planning for change, reviewing and reflecting on results and supporting the creation of an individual development plan.

PLEASE NOTE: MSF data is NOT shared with VCH leaders, administration or medical affairs.

Interested in participating in your own MSF process
or developing your coaching skills to support others in their MSF journey?
Contact the VCH/PHC Medical Quality Help Desk MedicalQuality@vch.ca

Footnote:

Adapted from the CanMEDS Physician Competency Framework with permission of the Royal College of Physicians and Surgeons of Canada. Copyright © 2015 <https://www.royalcollege.ca/rcsite/canmeds/canmeds-framework-e>.