

# MSF Participant

*Translating  
Feedback  
into Action*



Vancouver  
CoastalHealth

Providence  
Health Care

## What is Multi-Source Feedback (MSF)?



Medical staff MSF is a questionnaire-based tool designed to strengthen your understanding of, and support your success in demonstrating, the necessary competencies for medical practice. Based on best practices, questions are developed in consultation with VCH/PHC medical departments in alignment with the CanMEDs Competency Framework from the Royal College of Physicians and Surgeons Canada. The process involves a self-assessment, collects feedback from medical colleagues and co-workers and includes a confidential facilitated feedback session of the aggregated results with a trained medical staff Reviewer.

## The MSF Process

Complete in-depth self-assessment (approx. 20 mins)	Invite at least 5 medical colleagues and 5 co-workers to provide feedback for your MSF (min. combined 6 responses required to generate report)	Receive aggregated survey results in a confidential report. Results are only available to you and whomever you choose to share them with. Review report and self-reflective questions.	Discuss results in 1:1 facilitated feedback conversation with a trained Reviewer and create a personal development plan.
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## Key Steps Along the MSF Journey

### Invite Evaluators

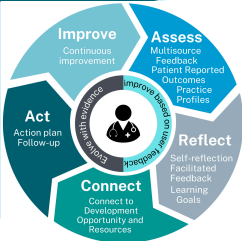


Select individuals who can comment on your clinical work. Include a mix of physicians, NP's and midwives from a variety of disciplines. Include co-workers such as nursing, social workers, allied health, management and leadership, and administration. Choose evaluators within your department and from other departments within VCH/PHC.

### Understand your Results

Survey results are presented in 4 sections

1) Summary of aggregated data and a comparison to your self-assessment 2) Areas of Strength (including Hidden Strengths) 3) Areas of Improvement (including Blind Spots) and 4) Results from evaluators of what you could start, stop and continue doing to be a more effective medical practitioner.



### Meet with a Reviewer



Schedule a 1:1 meeting with your Reviewer who has been trained in the R2C2 model for sharing of performance feedback and planning for change (Sargeant et al., 2015). Evidence-informed facilitated feedback is a vital component to physician professional development (Eva & Regehr, 2013). This facilitated feedback session can then be used to create your development plan.

### Claim CME Credits

Participants are eligible to claim:

MOC Section 3 Assessment / MainPro+ equivalent (3 credits per hour) after completing your self-assessment and reviewing your report with a Reviewer.  
MOC Section 2 Self-Learning / MainPro+ equivalent (2 credits per hour) once a development plan is created following the facilitated feedback session.



## How Does this Impact my Department?

Departments are encouraged to select 15-20% of medical staff to participate annually, with the expectation that all medical staff complete their MSF every 5-6 years. Medical Staff MSF is a mandatory component of being a Medical Staff at PHC and VCH (Medical Staff Rule, Section 5.7.1). MSF is a confidential process and results are shared with you only and whomever you choose to share them with.

**Questions? Contact the VCH/PHC Medical Quality Help Desk:  
MedicalQuality@vch.ca**

#### Footnotes:

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>.

Eva, K. W., & Regehr, G. (2013, April 11). Effective feedback for maintenance of competence: From data delivery to trusting dialogues. Canadian Medical Association Journal, 185(6), 463-464. doi:10.1503/cmaj.121772

Sargeant, J., Lockyer, J., Mann, K., Holmboe, E., Silver, I., Armson, H., . . . Power, M. (2015). Facilitated Reflective Performance Feedback. Academic Medicine, 90(12), 1698-1706. doi:10.1097/acm.0000000000000809