

Multi-Source Feedback Process



What do Reviewers and Participants need to know?

1. Is MSF Required or Mandatory?

The MSF is a mandatory component of being a Medical Staff at VCH/PHC (Medical Staff Rule, Section 5.7.1) with an expectation to complete every 5-6 years. If this has been completed with another health authority or College, please provide the date of completion to your department and the Medical Quality Leadership & Practice (MQLP) office.

If a Medical Staff is cross appointed at multiple BC health authorities they are encouraged to have a conversation with the department leaders as to which process to enroll into. If a Medical Staff is providing community-based care in BC they might be invited to participate in the MSF program through the College of Physician and Surgeons (<https://www.cpsbc.ca/registrants/programs/ppep/physician-assessments/physician#inline-blockbasic5990>). Ideally Medical Staff should consider to enroll into the VCH/PHC MSF program if their clinical practice is mainly at VCH/PHC.

2. What are the resources for Reviewers?

The R2C2 guide was created by Medical Staff for Medical Staff (Sargeant et al., 2015). If the R2C2 guide doesn't answer your concerns please contact us and we will connect you with other medical coaches, or Executive Education or Organizational Development (EOD) coaching resources. The peer coaching (Reviewer) education supports our medical leaders to provide feedback for success.

3. Does a Reviewer need to meet with a participant even if everything is OK/outstanding?

Yes, this is an opportunity for Medical Staff to reflect on peer feedback and their demonstration of department relevant CanMEDS competencies. Through a facilitated discussion they can reflect and acknowledge things that are working well, explore blind spots, hidden strengths and goals for future growth. The participant's report includes self-reflective questions to guide their review of the results and prepare for their meeting with their Reviewer.

4. Does a participant need to share their report with a Reviewer before they meet?

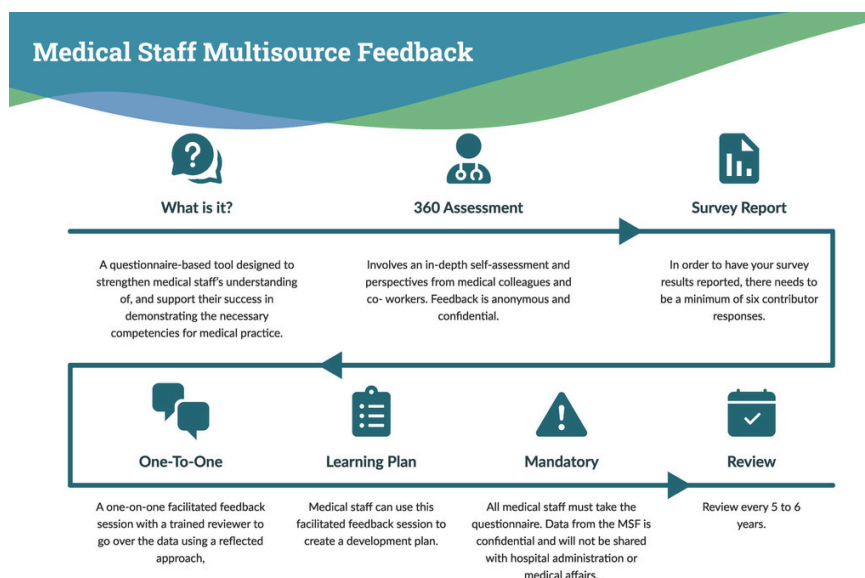
No, the participant is not obligated to share their report before or during their facilitated feedback session. The participant may choose to bring a paper copy on the day of the meeting and might wish to share their report with their Reviewer to deepen their understanding of the feedback and support translating into action.

5. How to start an MSF process in my area or what to do if there is resistance to participate?

An email template along with 1-page overviews of the process & roles will be provided to individuals identified by their department, to help spread the message within their department. We suggest identifying 1-2 opinion leaders who are likely to be open to participating, who can then help to spread the message after they have completed the process.

6. Who is the Reviewer? How is this truly about development when a department head might lead the facilitated feedback session if they are also responsible for assurance?

Our medical leaders are meant to be both; we are looking at medical leaders to be able to have feedback conversations. If a participant is not comfortable with the assigned Reviewer, they can request to have a different Reviewer and the department will assign one. The local leader may also identify that an alternate leader is a more appropriate Reviewer based on individual circumstances.



Questions? Contact MedicalQuality@vch.ca

Footnotes:
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