

# Reviewer

## Frequently Asked Questions

*Translating  
Feedback  
into Action*



Vancouver  
Coastal Health

Providence  
Health Care

## Performance Appraisals vs Professional Development

### 1. Will the feedback collected during the MSF process impact a participant's credentialing?

No, rather this is a reflective process for continuous learning and professional development. Medical Staff are guided to create goals based on the feedback received, and it is not about performance appraisals or to inform credentialing. Participants reflect on strengths and identify areas for growth based on survey questions developed by departments using the CanMEDs framework (2015). Leadership is not able to access results unless the participant chooses to share them. Participants are welcome to communicate any part of the process or their personal development plan, should they seek mentorship, support, organizational alignment or resources.



### 2. What if performance issues arise during the MSF?

The facilitated feedback conversation and goal-setting should be directed by the participant, to areas that they feel are important to discuss. This is not the time to raise performance issues that require management by an authority figure in the department. Such issues should be dealt with using other means and moments.

### 3. Is the information from the MSF confidential?

Yes, the Medical Staff MSF report and process is confidential. Survey responses by colleague and co-workers are aggregated and anonymized. Results will be seen only by the participant and the Reviewer if the participant shares the report with them. Data from the MSF will not be shared with VCH leaders, or administration or medical affairs. The discussion during the facilitated feedback session is restricted unless there is a potential safety issue concerning the participant or patients (refer to Topic #2).

## Patient Safety

### 1. What if issues concerning patient safety arise during the process?

This is very unlikely to occur, but if you are concerned about the safety of a colleague, you have a professional obligation to report it.

- To report safety events, visit PSLS (<http://bcpslscentral.ca/>)
- If you are concerned about a known or suspected case of wrongdoing, contact the Whistleblower Hotline (<http://www.vch.ca/about-us/contact-us/compliments-complaints/whistleblower-hotline>).
- For patient care concerns, visit the Patient Care Quality Office. (<http://www.vch.ca/about-us/contact-us/compliments-complaints/patient-care-quality-office>).

Questions? Contact the VCH/PHC Medical Quality Help Desk:  
[MedicalQuality@vch.ca](mailto:MedicalQuality@vch.ca)