

Reviewer Invitation

*Translating
Feedback
into Action*



What is Multi-Source Feedback?

Medical staff Multi-Source Feedback (MSF) is a questionnaire-based tool designed to strengthen medical staff's understanding of, and support their success in demonstrating the necessary competencies for medical practice. MSF questionnaires are developed in consultation with VCH/PHC medical departments, aligns with the CanMEDs Physician Competency Framework from the Royal College of Physicians and Surgeons Canada, and is iterated based on feedback and best practices. The MSF involves an in-depth self-assessment, collects feedback from medical colleagues and co-workers & includes a facilitated feedback session of the aggregated results with a trained medical staff Reviewer.

Why am I Being Asked to be a Reviewer?

Evidence-informed facilitated feedback is a vital component to physician professional development (Eva & Regehr, 2013). As a medical leader* you are responsible to support and coach the medical staff in their professional growth and assist in the creation of a development plan. Coaching skills are a beneficial and expected competency in your practice that can also be applied to other aspects in your leadership role.

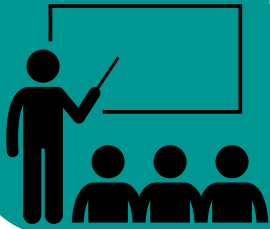
All medical leaders are required to participate in quality improvement specified by their medical departments (VCH and PHC Medical Staff Rules Article 7.3). Selected medical staff might have interest and capacity to be involved as a Reviewer and would be appointed by the departmental executives.

What to Expect?

Reviewers are trained on the R2C2 Coaching Model designed to focus on performance feedback and planning for change within the medical context (Sargeant et al., 2015).

Some key components of the MSF process. Please see the MSF Coaching Workshop Process one-pager for a more detailed roadmap.

Peer Coaching Workshop Training



Participate in your own Multi-Source Feedback (MSF) Assessment



Support your department as a Reviewer through Facilitated Feedback conversations



What is Facilitated Feedback and the role of the Reviewer?

A Reviewer supports medical staff who have completed their own MSF process to support their learning, reflections and perceptions of the results from their MSF report. Through a one-to-one facilitated feedback conversation, the Reviewer encourages the creation of an achievable development plan.

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. The Regional Department executives in your department or Senior Medical Director in your CoC will determine if additional medical leaders need to be trained to accommodate the numbers of medical staff undergoing the MSF process.

MSF is one of the tools within the Medical Staff Practice Enhancements program. Together with other initiatives under the Medical Quality Leadership & Practice umbrella, such as Physician Quality Improvement and Medical Leadership Development, Medical Staff MSF is an important component in creating a culture of quality and continuous improvement across the medical staff community.

**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>.

Medical leader* is defined as: site department, division head, medical director, medical manager and medical coordinator

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