

Why am I doing Physician Multi-Source Feedback?

Physician Multi-Source Feedback (MSF) is a questionnaire-based tool designed to strengthen your understanding of, and support your success in demonstrating the necessary competencies for medical practice. Together with other initiatives under the Physician Quality Assessment and Improvement umbrella (Physician Practice Profiles; Choosing Wisely appropriateness reviews; Physician Quality Improvement training), MSF is an important component in creating a culture of quality and continuous improvement across the physician communities.

As part of your professional development, you can claim the following MOC credits:

- **MOC Section 3 Assessment** (per hour, tripled upon submission) after completing your self-assessment and reviewing your report with a reviewer.
- **MOC Section 2 Self-Learning** (per hour, double upon submission) once you create a development plan following the facilitated feedback session.

What is the Physician Multi-Source Feedback process?

The tool is grounded on the Physician Achievement Review (PAR) questionnaire (Medical Council of Canada) and aligns with the CANMEDs competency framework. The Physician 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 physician reviewer.

Is it mandatory I participate in the VCH/PHC Multi-Source Feedback program?

Yes, the Physician MSF is a mandatory component of being a Medical Staff at PHC and VCH (Medical Staff Rule, Section 5.7.1). However, the Physician MSF is a confidential process; results will be seen only by you, your trained reviewer and those whom you choose to share them with.

Please note: data from the MSF will not be shared with hospital administration or medical affairs.

How frequent will I have to do Multi-Source Feedback?

Each medical staff will undergo a MSF every 3 to 5 years. There might be instances where MSF will be useful (e.g. medical staff returning after an extended leave).

How do I choose contributors?

Feedback from physician colleagues and other coworkers is helpful for you to learn and improve. You will need to identify and select at least five physician colleagues and five coworkers as contributors to provide confidential feedback. A minimum of six contributor responses is required to receive a report.

How do I interpret my Multi-Source Feedback results?

Survey results are presented as: 1) Summary Report - shows results on each survey question by the 7 CANMEDS competencies; 2) Continue, Start, Stop - lists all the free text comments received from contributors; 3) Johari Window – plots scores from the self-assessment along with the median of how others rated you into quartiles: strengths, blind spots, unrealized strength & areas for improvement.

What happens during the 1:1 session with my reviewer?

Literature supports evidence-informed facilitated feedback as a vital component to physician professional development (Eva & Regehr, 2013). You will need to 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). This facilitated feedback session can then be used to create your development plan.

Questions about the MSF process?

Visit medicalstaff.vch.ca or contact the VCH PHC Medical Quality Help Desk: MedicalQuality@vch.ca