

Why am I being asked to be a physician reviewer?

Literature supports evidence-informed facilitated feedback is a vital component to physician professional development (Eva & Regehr, 2013). As a physician leader (site department/division head), you are responsible to support and coach the physicians in their professional growth and assist in the creation of a development plan. Moreover, coaching is a beneficial and expected competence as a leader.

All medical leaders are required to be involved in physician quality improvement specified by their medical departments (Medical Staff at VCH and PHC (Medical Staff Rule, Section 7). Selected medical staff might have interest and capacity to be involved as a physician reviewer and they will be appointed by the departmental executives.

What support will I have to build coaching skills?

As a selected reviewer, you will be trained in a coaching model R2C2 designed to focus on performance feedback and planning for change from the physician context (Sargeant et al., 2015). The Physician Multi-Source Feedback coach training is offered as a half day workshop. In this workshop, you will get to know your role as a reviewer and have a chance to practice the facilitated feedback offered as part of the MSF process.

As part of your professional development, you can claim 2.5 MOC Section 1 study credits after completing this workshop.

What is my role in the Facilitated Feedback session?

Once a physician has completed their Multi-Source feedback process, you will meet with the physician individually to discuss their MSF results report. You'll support the physician's reflection on the perceptions and data in the report, and encourage the creation of an achievable development plan.

From the coaching session with the physician, you can claim MOC Section 2, Peer Review credits (*per hour, double upon submission*).

How will this program roll out?

Roll out of the process will be incremental; a proportion of the medical staff in each department will undergo MSF each year (20 to 30 percent). Each medical staff will undergo a MSF every 3 to 5 years. The number of facilitated feedback sessions you are expected to hold will be dependent on the number of members at your site or division. The Regional Department executives in your department will determine if additional physician leaders need to be trained to accommodate the numbers of physicians undergoing the MSF process.

Together with other initiatives under the Physician Quality Assessment and Improvement umbrella – such as Physician Practice Profiles, Choosing Wisely appropriateness reviews, and physician quality improvement training – Physician MSF is an important component in creating a culture of quality and continuous improvement across the physician communities.

Questions about the MSF process?

Please visit medicalstaff.vch.ca or contact the VCH PHC Medical Quality Help Desk at MedicalQuality@vch.ca