

# Multisource Feedback

A new addition

# Conflict of Interest

- I have no conflict of interest to disclose.

# Objectives

- By the end of this session, participants should be able to:
  - List the categories of feedback gathered
  - Interpret a feedback report

What?

Who?

- Multisource feedback involves gathering input from those around us
- Colleagues, coworkers, patients
- Uses validated surveys – like those used for the Manitoba Physician Achievement Review (MPAR)
- Had been done by the mentorship program in the past

When?

Where?

- Conditional registrants will be asked to do this activity around their seventh month in practice
- Surveys may be distributed wherever a physician works – hospital, outpatient clinic, nursing home
- Easiest done in out patient setting

# Why?

- Educational
- This process gives feedback about how we are seen by others
- Allows feedback on communication, collaboration, professionalism – which are hard to measure in other ways
- Provides information about roles other than medical expert
- Very important in patient adherence to treatment plans, and in health team function

## How?

- Process is organized by CPSM
- Registrant will organize with local staff member on site
- Surveys will be returned to CPSM for collation
- Report will be prepared by CPSM
- Shared with registrant, mentor, supervisor, CMO

# Reports

- Sample report included in your package
- Background information re process
- Results sorted by respondent type – medical colleagues, co-workers, patients
- 5 point scale – almost all scores above 4
- Flag given for scores 4.7 or higher – Commendation – or lower than 4.0 – Information
- Comparison of self assessment to colleague rating – can show where self-perceptions don't match those around them. Discussion of reasons why this might be.



- Questions?