



CAME Voice/Voix

Many voices and one direction – developing a Canadian multi-source feedback program

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The Medical Council of Canada (MCC) has been developing a national multi-source feedback program called MCC 360. At its core, the new program is about providing physicians with meaningful and actionable feedback to improve patient care. This program builds on a “360-degree” evaluation tool, known as the Physician Achievement Review, that was first developed by the College of Physicians & Surgeons of Alberta (CPSA) in partnership with colleagues at the University of Calgary. With the Intellectual Property now transferred to the MCC, the revamped tool and process have been renamed “MCC 360”.

The tool uses surveys to collect feedback from the individual physician, as well their coworkers (such as office staff), colleagues (including other physicians and allied health professionals) and patients. The focus is on the individual physician’s role as a communicator, collaborator, and professional. The scope of the project is broader, however, than just the surveys and questionnaires. It includes the tool, standards and supporting research activities as well as a survey delivery platform.

Physician participants will also benefit from several new innovations such as receiving narrative feedback from their patients, coworkers, and colleagues. Within the next year, the program will publish “feedback supports”. These will include online tools to assist physicians with integrating the feedback coming out of their MCC 360 reports, so that they can make changes to their practice and improve patient care. The program features a robust research agenda, to help with continual investment and renewal in the evaluation tool. A physician focus group has already been held, and future quantitative and qualitative research activities are being planned for 2018.

An initial “pilot” began in August 2017, with a cohort of 500 physicians being invited to participate in the survey process. MCC has marked many exciting milestones these past few months, including sending out the first introductory package to a physician participant, and receiving the first set of patient questionnaires back from “the field”. The program provides an opportunity for organizations across the country to join a larger movement and adopt in-practice assessment best practices. It is also aligned with how physicians practice medicine in Canada and is anchored in the CanMEDS framework.

For more information on MCC 360, please see: <http://mcc360.ca/>

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