



Tips for Assessors – Multi-Source Feedback (MSF)

Multi-source feedback (MSF) is also known as 360-degree feedback, multi-rater feedback, or multi-source assessment. MSF provides a comprehensive evaluation of individual candidate performance through collation of data from multiple sources. MSF is particularly useful in environments where a team-based approach to medical care is employed.

For the PRA-BC program, MSF is used to solicit feedback on individual candidate performance from **peers/colleagues, non-physician health professionals, administrative staff and patients.**

To be considered effective and valid, PRA-BC has established the following *minimum* reporting requirements for multi-source feedback.

MSF Reporting Source	Minimum MSF Form Submissions
Patients	Minimum of 11 per CFA (min. 1/week*)
Medical colleagues	Minimum of 4 per CFA
Non-physician health professionals	Minimum of 4 per CFA
Administrative staff	Minimum of 1 per CFA

How to Use this Tool

- To ensure feedback is honest and valid, participants must remain anonymous; there shall be no identifiable information included on the MSF forms.
- Patients and co-workers must *only* complete the sections that refer to their *personal experience(s)* with the PRA candidate.
- Ideally, a candidate’s primary, secondary, and external (e.g. ER physicians) MD assessors should each complete 1 MSF - MD Colleague Questionnaire during the 12-week CFA. MD Peers, Consultants, and Referring Physicians should be asked to complete the remainder of the MSF - MD Colleague Questionnaires where possible.
- It is recommended that patients be asked to complete the forms in the office.
- Patient MSF forms should be submitted weekly beginning week 2 of the clinical field assessment (CFA).
- All others MSF forms may be submitted to the PRA-BC office by the end of Week 6 and Week 12, respectively.

It is strongly encouraged, especially in instances where there are concerns about candidate performance, to submit more than the minimum number of assessments required.

Note: MSFs DO NOT need to be co-signed by candidate prior to returning forms to PRA-BC offices.

References:

1. Adapted from Saskatchewan International Physicians Practice Assessment (SIPPA) Information Binder for Assessors of IMGs. Accessed: Fall 2012 <http://saskdocs.ca/work/family-physician---img/sippa/>
2. Lockyer J, Multi source feedback in the assessment of physician competencies. Journal of Continuing Education in the Health Professions, 2003; 23(1): 23: 4-12. <http://www.ncbi.nlm.nih.gov/pubmed/12739254?dopt=Abstract>