



MCC 360 – Our story

The MCC 360 is a national project undertaken by the Medical Council of Canada (MCC) and partner organizations to incorporate a common, robust multi-source feedback (MSF) tool and process into physician quality assurance and improvement programs across the country.

The project builds on an evaluation tool known as the Physician Achievement Review (PAR), developed in 1999 by the College of Physicians & Surgeons of Alberta (CPSA) with the University of Calgary. When the idea of a national multi-source feedback program began to take hold, the CPSA transferred administration of the MSF program to the MCC as registered charity and a nationally-recognized, trusted authority for physician assessment. The project includes the development of national guidelines, enhancements to the MSF questionnaires and reporting as well as development of feedback tools, survey service delivery, and research, to support immediate and ongoing change. The project will be completed when a self-sustaining national program is in place.

The transfer of the intellectual property of the PAR program to the MCC took place in 2016. Under the guidance of the MCC 360 Governance Committee, much of 2017 was spent refining questionnaires, creating new reporting tools, holding focus groups with physicians, along with the development of a new Survey Service Delivery (SSD) process ahead of an August 2017 proof of concept launch in partnership with the CPSA. As more quality assurance and improvement (QA/QI) programs are onboarded, 2018 will see further enhancements to program materials such as comprehensive feedback support tools aimed at helping physicians make the most of their assessment results through action plans. The MCC will also be developing a research agenda, and will use the aggregate data to support further improvements to program tools and processes. Full operationalization of the MCC 360 – Multi-source Feedback program will take place in 2019.

Governance for this project includes quality assurance and quality improvement programs, certification colleges, regulatory authorities, representatives from undergraduate and postgraduate medical education and continuing professional development and other stakeholders. The aim is to see the program used by interested parties across the continuum, from undergraduate medical school into professional practice, as part of evaluation, quality assurance and improvement programs.