



## MCC 360 – FAQ – For physicians

### General questions

#### What is multi-source feedback?

Multi-source feedback supports your professional development through a questionnaire-based assessment and subsequent reporting on key performance behaviours in the workplace. You will be evaluated by a sample of your colleagues, co-workers and patients as well as yourself for a complete “360-degree” perspective. The focus of the assessment is on communication, professionalism and collaboration. Feedback is used to guide improvement in your performance. Multi-source feedback typically forms one part of a jurisdictional or organizational quality assurance/improvement process that may also involve support products, reviews and on-site assessments.

#### What is MCC 360?

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 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 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.

#### Why was I selected to take part in the MCC 360 multi-source feedback program?

You, along with all other selected physicians, were randomly selected to take part in the program.

#### What areas of my practice will patients, co-workers, and colleagues be evaluating through these questionnaires?

The focus of the assessment is on the CanMEDS and CanMEDS-FM roles of communication, professionalism and collaboration. This relates to your ability to communicate with patients, co-workers, and colleagues as well as behave in a professional manner. Behaving professionally includes behaviours such as honesty, integrity, commitment, compassion, respect, and altruism.

#### How long will the entire assessment process take?

Once the peer assessment is complete and your multi-source feedback report has been received at your sponsoring quality assurance/improvement program, you can expect to receive a feedback report and a letter that informs you of the outcome of your assessment in about 16 weeks. In some circumstances, it may take longer.

### **Why do I need so many people to comment on my practice?**

The number of required respondents has been calculated to ensure the statistical reliability of the data. The multi-dimensional perspective provided by patients, co-workers, and colleagues provides a more reliable view of your practice.

### **How long do participants have to return the completed multi-source feedback questionnaires?**

All colleagues and co-workers are asked to complete the questionnaire within two weeks. It normally takes a couple of weeks to obtain enough patient questionnaires, depending on the volume of patients you see. Occasionally, it can take longer to obtain completed questionnaires, which may cause a delay in generating the results of the multi-source feedback assessment.

### **Is the information in the multi-source feedback report confidential?**

The MCC only reports aggregate results when we have received the required minimum number of responses. Otherwise, the data are omitted from your report. This practice also helps to protect respondent confidentiality since identifying individuals becomes increasingly difficult as the group gets larger.

### **What happens to my MCC 360 results?**

You will receive a summary of multi-source feedback results, outlining the feedback of each responding group. You will also receive a summary of your self-assessment, along with how it compares with the feedback received from your colleagues, co-workers and patients.

### **What will happen if I receive a “bad” MCC 360 review?**

Results should not be seen as “good” or “bad,” but will provide you with information as to how you might improve your professional development over time. The idea is for you to use this information to develop personalized continuing professional development plans, focused on opportunities, which you perceive as important to improving the quality of care offered to patients.

### **Do my patients, colleagues, and co-workers have to be current or can they be past patients/colleagues/co-workers?**

If you have recently moved, you can use respondents from your past practice. We request that your respondent selections represent patients, colleagues, and co-workers that you have interacted with in the last calendar year.

### **My co-workers/colleagues never received their questionnaires. Can you resend them?**

Please contact an MCC 360 Program Administrator (email [mcc360@mcc.ca](mailto:mcc360@mcc.ca), or call 1-833-521-6024). They will resend the questionnaire to the colleagues and co-workers that you indicated have yet to receive it.

### **I would like to add more colleagues and co-workers as the ones I have selected are unable to provide the feedback.**

Please contact an MCC 360 Program Administrator (email [mcc360@mcc.ca](mailto:mcc360@mcc.ca), or call 1-833-521-6024) and provide us with the new names and email addresses of your desired colleagues and co-workers.

### **I incorrectly entered a colleague/co-worker's email, how can I make the update?**

Please contact an MCC 360 program administrator (email [mcc360@mcc.ca](mailto:mcc360@mcc.ca), or call 1-833-521-6024) and provide them with the proper email address. We will take care of updating the information in our program software.

## Account questions

### **I forgot my password, can you reset it?**

MCC does not have access to your FluidReview password. You can reset your password by entering your registered email address. Click the "[Trouble signing-in?](#)" link and follow the outlined steps.

### **I am unable to log into FluidReview?**

Please ensure that you are entering the correct email address and password that you used to create your account. Click the "[Trouble signing-in?](#)" link for further instructions.

### **Can I save and continue the self-assessment at a later time?**

Yes, you can save and return. You will not be able to submit your self-assessment until all the questions are answered and all colleague/co-worker contact info is included.

### **Can I go back and change the answers to my self-assessment?**

You can only edit the answers to your self-assessment prior to completing the form. Once your self-assessment has been completed and submitted, you cannot make any further changes.

**Still have questions?** Please contact a MCC 360 program administrator at the Medical Council of Canada at 1-833-521-6024, or email [mcc360@mcc.ca](mailto:mcc360@mcc.ca).