



MCC 360 – General FAQ

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.

Governance for this project includes quality assurance and quality improvement programs, certification colleges, regulatory authorities, representatives from undergraduate and postgraduate medical education, continuing professional development and other stakeholders from across Canada. 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.

What are the benefits of a national multi-source feedback program?

Despite interest across the country to implement a national MSF program as part of their physician continuous improvement programs, research and development of such an assessment instrument is beyond the typical mandate of a provincial medical regulatory body. Based on this need, the MCC has invested the resources necessary to create the governance structure and framework for consistent MSF use in jurisdictions across Canada. The MCC is committed to providing ongoing administrative support to ensure the MSF questionnaires, reporting templates and processes continue to be viable over the long-term, and are relevant to all jurisdictions and users. A collaborative national effort will allow for a more robust and comprehensive multi-source feedback program that is also an economically self-sustaining operation that strives for continuous improvement.

What is the general timeline of the project?

The project first began to take form in 2014 when the CPSA and other stakeholders approached the MCC to take on research and development of MSF tools and reporting, and an environmental scan of existing and potential users took 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.

Why can I no longer access the original PAR questionnaires and reporting templates?

The MCC 360 – Multi-source feedback project team is currently working to improve the questionnaires and reporting templates. That is the reason the original PAR documents have been taken off the CPSA website.

If I want to use the questionnaires now, how much will they cost?

Current users are charged an Intellectual Property (IP) fee for the use of the original questionnaires and reporting templates, covering the self-assessment, patient, co-worker and colleague questionnaires. It is envisioned that an Intellectual Property fee will be charged on the newer versions to offset some of the costs related to questionnaire and reporting research and improvement. This administrative/IP fee is set at \$25 per physician participant. Contact us if you are interested.

Can we use the current (PAR) questionnaires for research projects?

We are willing to share the original PAR questionnaires and reporting tools for research purposes, but would ask for proper acknowledgement as owners of the intellectual property.

Where can I learn more about the MCC 360 – Multi-source feedback program?

For more information please visit the program website, www.mcc360.ca, or contact an MCC 360 program administrator at the Medical Council of Canada by phone (1-833-521-6024), or email (mcc360@mcc.ca).

Who is the Medical Council of Canada?

The Medical Council of Canada is an examination body that has a legislated national mandate to assure that doctors practising in Canada, regardless of location and medical specialty, meet the same demanding and consistent standards for quality. As a registered charity, the MCC is governed by a 52-member Council, which includes representatives from each Canadian faculty of medicine and medical regulatory authority as well as public, student and resident members. The MCC's practices are supported by experts in medical assessment who initiate and promote innovation, research and development in assessment and evaluation. With the key stakeholders, the MCC develops, validates and implements tools and strategies to evaluate physicians' competence; and maintains a national registry of physicians and their qualifications throughout their professional careers.