

MCC 360 MULTI-SOURCE FEEDBACK (MSF) AND COACHING PROGRAM

Streamline your Quality Improvement program with a fully supported program to improve physician performance in the essential roles of communicator, collaborator, and professional while enhancing quality of patient care.

Program overview

Designed for physicians practicing medicine in Canada, the MCC 360 multi-source feedback and coaching program helps physicians further improve communication, collaboration, and professional CanMEDS skills. MCC 360 facilitates feedback collection from physician colleagues, non-physician co-workers and patients to create an individualized, actionable report to help participants better understand and reflect on their practice.

Recognized as a Health Standards Organization Leading Practice, the program offers physicians a holistic view of their practice, including strengths and opportunities for growth. The MCC 360 program is effectively being used in organisations across Canada as a key component of their Quality Improvement program.

Fully supported program

To support program administrators and the goals of health organisations, the MCC 360 program offers custom administrator views in the MCC 360 portal, easy reporting as well as dedicated training and customer support. Program administrators work with the MCC 360 team to initiate physicians into the program and can easily view progress from within the portal. MCC 360 agents work directly with physicians in the program to help them stay on track and answer questions, minimizing the administrative requirements on organisations for the program.

How the program works

The program can be completed at the physician's own pace within a 3-month period. The MCC 360 program takes about three (3) hours of their time, in addition to one to two hours of individualized coaching. The program is easy to navigate from within the MCC 360 portal. Detailed instructions, resources and dedicated support are available to set physicians and program administrators up for success.

For more information

mcc360.ca | mcc360@mcc.ca | 1-833-521-6024 (toll-free)

PROGRAM BENEFITS

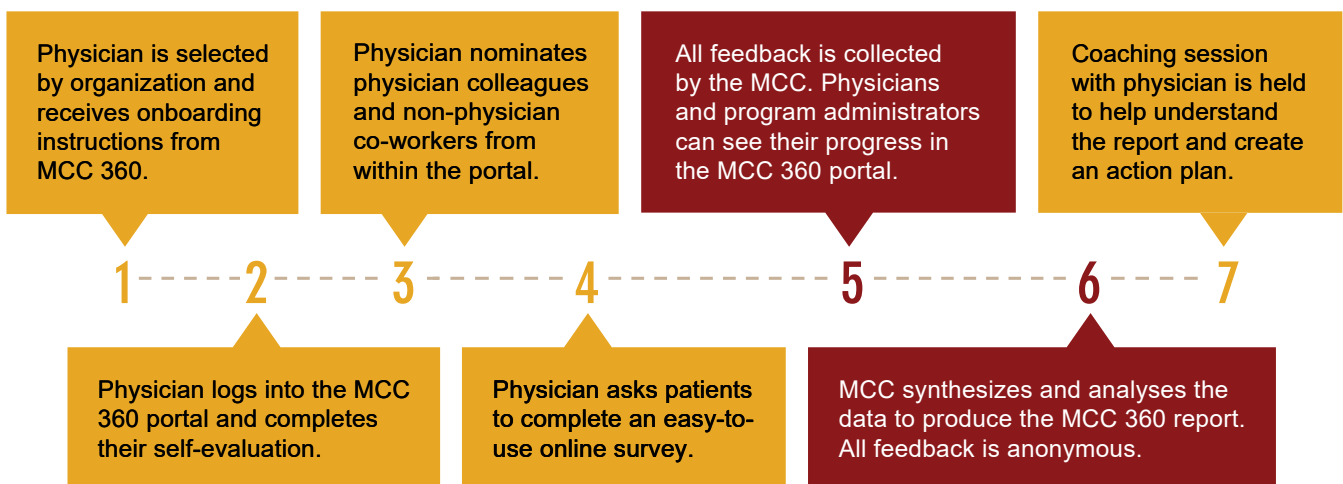
- ✓ Facilitated individualized feedback from colleagues, co-workers, and patients that is statistically significant
- ✓ Insightful free-text comments in addition to quantitative responses
- ✓ Demonstrated results with 80% of physicians reporting meaningful practice changes
- ✓ Full-service delivery of surveys and report by the Medical Council of Canada, experts in physician assessment
- ✓ Program developed for the Canadian context and based on the CanMEDS physician competency framework
- ✓ Dedicated customer service agents to support them throughout the program available via toll-free phone line and email
- ✓ Bilingual program, including MCC 360 portal, customer support and surveys
- ✓ Physicians can earn up to 15 CPD credits with the College of Family Physicians of Canada as a Mainpro+ activity and the Royal College of Physicians and Surgeons under Section 3 of the Maintenance of Certification (MOC) program

Coaching

Individual coaching is a key component of the MCC 360 program and helping physicians make meaningful change. During these coaching sessions, facilitators help participants reflect on the results in an objective and constructive manner to help them build an action plan. There are flexible coaching options available for organisations to help meet unique goals and requirements:

- **Coaches:** Bring on trained peer-physicians to facilitate one or two one-hour coaching sessions with each participating physician
- **Training for your in-house coaches:** Half-day training for your organization's in-house coaches on how to lead impactful feedback and coaching sessions for the MCC 360 program
- **In-house coaching:** Appropriate for smaller team, in-house coaches hold sessions with participating physicians using the MCC information and resources as needed

MSF / Coaching timeline



ABOUT THE MEDICAL COUNCIL OF CANADA

The Medical Council of Canada (MCC) strives to achieve the highest level of medical care in Canada through excellence in the assessment of physicians. The MCC assesses approximately 10,000 medical students and graduates every year through our examinations. Our ongoing support for research and development ensures the MCC remains at the forefront of innovation in medical assessment.

MCC 360 launched in 2017 after a focused research project responding to the need identified by the medical community. Thousands of physicians across Canada have participated in the program.



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