

Medical Council of Canada PATIENT FOCUS GROUP

This focus group study is sponsored by the Medical Education team at the Medical Council of Canada (MCC) to gather thoughts and opinions from family caregivers about the physicians that you interact with—you may help a patient provide feedback, or you may provide your own feedback about a doctor:

- on behalf of an elderly parent or grandparent
- on behalf of a family member who has difficulty communicating for themselves in a medical setting (e.g., a language barrier, developmental disabilities)
- on behalf of, or in support of, a spouse navigating a difficult diagnosis or treatment path
- on behalf of a loved one in a rural setting, who may not have local access to the all care they require, and/or who may travel for their care
- advocating for a loved one's care from a distance

What is the MCC and what do they do?

The MCC is a national organization that strives to achieve the highest level of medical care in Canada through excellence in assessment of physicians. One of the assessments we offer to practicing physicians is a multi-source feedback tool called MCC 360. This tool evaluates physicians' collaboration, communication, and professional behaviours in the workplace using feedback collected in survey responses from their patients, as well as, other physicians and co-workers such as nurses that they work with.

Study details

This is a consumer study, NOT a clinical trial. The MCC is seeking family caregiver participants to share their thoughts and opinions about survey questions in a virtual focus group setting.

A virtual focus group is a small group discussion used for research purposes by almost all industries and manufacturers in order to gain insight to their products or services. Many focus groups are conducted in person in a round-table format, but this group will be held online so we can include participants from all around the country. We will make this part easy for you. Each 90-minute group will be led by a qualified researcher and will include 6-8 participants. Those that qualify and participate in a session will receive an honorarium of \$50 for their time.

Why get involved?

The MCC Patient Focus Group gives patients and caregivers a voice. You can:

- Advise the MCC on what's important to you as a family caregiver regarding physician communication, collaboration, and professionalism
- Make a difference in the care and services physicians provide

What does it mean to be a member of the virtual Patient Focus Group?

As a member of the group, you can:

- Be guaranteed that your personal comments and identity will remain anonymous. Only the combined results of the focus group are shared with the MCC.
- Be confident that your care will not be affected by your participation in, or withdrawal from, the focus group
- Withdraw from the group at any time

Who can become a member of the virtual Patient Focus Group?

To qualify as a focus group member, you must have acted as a family caregiver, in one of the contexts described above or similar, at least once within the last 12 months. At this time, we have reached capacity for participants from those interacting with a physician on behalf of their young child.

Currently, this focus group is open to participants from across Canada in English only.

What types of questions will be asked?

Questions will focus on a drafted family caregiver survey.

Examples of questions:

- *Was the purpose of the MCC 360 survey clear?*
- *As a caregiver, how would you like to be approached when asked to complete a survey for a physician?*

For a list of proposed dates and topics:
visit mcc.ca/360focusgroup

Deadline: Tuesday, June 16, 2020

For more information and how to join the focus group:
email patientexperience@mcc.ca