

Information for candidates who are completing the Multi-Source Feedback process because the Medical Board has imposed the requirement

Client Focused Evaluations Program (CFEP)

The Multi-Source Feedback (MSF) is conducted by Client Focused Evaluations Program (CFEP), an international organisation with extensive experience and expertise in this field.

Introduction

The MSF is a well-recognised, valid and reliable method of assessing interpersonal and professional behaviour, development and clinical skills.

The MSF tool consists of three components:

1. a colleague feedback tool
2. a self-assessment tool; (collectively known as (Colleague Feedback Evaluation Tool CFET) and
3. a patient assessment tool (Doctor's Interpersonal Skills Questionnaire).

The Medical Board of Australia (the Board) requires certain medical practitioners to complete the MSF process.

Standard Required

Candidates are required to demonstrate satisfactory completion of the Multi Source Feedback (MSF) process.

To complete the MSF process, candidates have to submit to the Board:

1. a completed MSF report covering the three components;
2. a completed reflective exercise; and
3. evidence of discussion with a Medical Supervisor.

The MSF must be conducted through Client Focused Evaluations Program (CFEP) and all components of the tool must be completed. The Board has decided that if a candidate has completed one or more components within the last 18 months, they could elect to rely on those components and only complete outstanding components. That is, candidates do not have to complete all three components afresh.

All components of the MSF must be undertaken while the practitioner held medical registration in Australia.

The Colleague Tool (estimated completion 4 weeks)

The Colleague Feedback Tool involves nomination of 15 colleagues with a minimum of 12 nominated colleagues participating in a questionnaire.

Colleagues are required to rate the candidate in 20 different areas. There is also a provision for qualitative comments.

Nominated colleagues will be emailed on the candidate's behalf by CFEP and invited to participate either:

1. online, where a password is issued for the participant to access the CFEP website and complete the questionnaire; or
2. by post, where the participant will mail their completed questionnaire to CFEP.

Feedback from a minimum of 12 colleagues is required to complete this tool.

The Board strongly recommends that candidates provide CFEP with their completed Colleague List as early as possible to facilitate timely completion of this tool, particularly as some colleagues may take some time to respond.

CFEP will:-

- Monitor colleague responses and send weekly reminders.
- Provide weekly updates to candidate on progress of colleague responses.

The Self-Assessment

Candidates must complete the Self-Assessment component to meet the Board's requirements. The Board recommends that candidates complete the online self-assessment early in the process to avoid inadvertently overlooking this requirement.

CFEP will email the candidate and provide them with a website address and password to access the online self-assessment.

The Patient Tool (estimated completion 6 weeks)

The Patient Tool involves a minimum of 30 patients participating in an anonymous questionnaire.

Patients are required to rate the candidate in 12 different areas. There is also a provision for qualitative comments.

There are strict instructions that must be followed for the Patient Tool to ensure patient anonymity.

CFEP will post 40 Patient Questionnaire forms to the candidate with instructions on how these should be collected. The process for obtaining patient feedback must be strictly adhered to as this ensures honest and meaningful feedback for reflection.

A minimum of 30 Patient Questionnaires are required to complete this tool.

CFEP Report

A candidate mean score for each question is provided. National means are calculated from practising medical practitioners who have participated in the MSF process.

Summary of the MSF Process

- The candidate enrolls with CFEP
- CFEP will contact the candidate via email and will request them to submit their colleague list online, through the CFEP portal
- CFEP will post to the candidate 40 patient questionnaire forms and instructions for how to arrange patient participation. Candidates must follow these instructions
- The candidate completes the online self-assessment
- Once all three tools are completed, CFEP will collate and process the information and will generate a report
- CFEP sends the report to the candidate and AHPRA
- The candidate will complete the self-reflection exercise and will discuss the report with their medical supervisor
The candidate will submit the self-reflective exercise and evidence of Medical Supervisor discussion to AHPRA
- The Registration Committee or Board will review the conditions on the candidate's registration after considering the results of the MSF process.

The Colleague Tool

Candidates must complete and return the colleague list, providing names and email addresses of at least 15 colleagues.

- Either an email or postal address must be provided for each nominated colleague.
- Colleagues nominated to participate should include:
 - 5 registered medical practitioners:
 - 3 medical practitioners who work closely with the candidate
 - 2 medical practitioners from outside of the candidate's immediate practice
 - 5 registered health practitioners, other than medical practitioners. This should include a mix of people within a candidate's practice and also elsewhere, e.g. nurses, pharmacists, physiotherapists; and
 - 5 managerial or administrative staff. This should include a mix of people within the candidate's practice and also from elsewhere if possible.

The Patient Tool

The candidate is responsible for arranging for a member of staff, e.g. a receptionist or an administrative officer to collect the completed Patient Questionnaires. This must be a person who has an opportunity to see the candidate's patients after consultations.

The candidate is responsible for ensuring that the member of staff is provided with instructions to ensure this process is undertaken anonymously and in an ethical and professional manner, as follows:

- the candidate must hand the Patient Questionnaires with sufficient envelopes to the staff member for collection;
- the patient should not be advised of the questionnaire or invited to participate until after a consultation has been conducted;
- a confidential process must be adopted (a sealed box) for collecting completed questionnaires;
- patients should preferably complete the questionnaire whilst in the waiting room before they leave the premises;

- an envelope must be provided to each patient in which they must place their completed questionnaire;
- completed questionnaires must be handed back in a sealed envelope;
- if a patient insists on taking questionnaires away to complete, these must be returned the following day;
- under no circumstances should the candidate be given access to individual questionnaires
- sealed questionnaires are not to be opened by anyone; and
- when a minimum of 30 questionnaires have been completed, these should be posted to CFEP in the large reply paid envelope provided.

CFEP will provide the following when they send Patient Questionnaires to candidates:

- instructions for this process
- individual envelopes for each patient survey
- reply paid return envelope

Timeframe for Completing the MSF

Candidates must fulfil the requirements of all three components of the MSF process and ensure results are submitted to the Board within four months of being notified by AHPRA (on behalf of the Board) of the requirement for the MSF process.

CFEP cannot grant an extension of time for completing the MSF process.

Roles and Responsibilities

Logistical considerations

- Candidates must inform CFEP they are undertaking MSF because the Board has imposed the requirement as a condition on their medical registration. They can do this by submitting the Board application form which is available on the CFEP website.
- Candidates must also provide on the Board Application Form information about the practice environment they will be working in whilst undertaking the MSF. This will help the Board to better understand any inherent problems that the candidate may experience within that environment.
- Candidates undertaking the MSF process in an environment where a significant proportion of the patients may experience difficulty in completing a questionnaire are able to ask an appropriate person e.g. an Aboriginal Health Worker to assist the patients to complete the form.
- CFEP will provide weekly patient and CFET updates to candidates.
- CFEP will provide monthly update of candidates' progress to nominated contact at AHPRA
- The Board will consider the results of the MSF process when it reviews the conditions on the candidate's medical registration.