

## RACP multisource feedback trial - supporting professionalism and development

‘The medical profession will move from a position of autonomy (“trust me, I’m a doctor”), to one where doctors must be able to demonstrate clearly and consistently to their colleagues, their patients and to themselves, that they are practising in an appropriate and professional manner.’<sup>1</sup>

### What is multisource feedback?

Multisource feedback (MSF) is a questionnaire-based, professional development tool in which peers, co-workers and patients provide feedback to a clinician on key professional and clinical behaviours.

**“When interpersonal, communication, professionalism, or team work behaviours need to be assessed and guidance given, it is one of the better tools that may be adopted and implemented to provide feedback and guide performance.”<sup>2</sup>**

### What is the target group for the trial?

The trial is for RACP Fellows who have regular contact with colleagues and are involved in patient care. Your involvement in the trial will attract CPD points at three credits per hour.

### Why should I get involved?

The benefits of participating include:

- receiving confidential, focused and specific feedback from your colleagues and patients
- contributing to the development of evidence based and effective practice improvement tools
- meeting part of your CPD and peer review requirements
- having the costs of your MSF covered by the RACP.

### Why is the RACP conducting an MSF trial?

This RACP trial will evaluate the feasibility and effectiveness of MSF for physicians in Australia and New Zealand.

### What does the trial entail?

The trial has six key steps.

1. Complete an online self-assessment against professional and clinical behaviours.
2. Ask 15 of your colleagues to complete online feedback against the same behaviours.
3. Organise for feedback to be gathered from your patients against a relevant set of behaviours.
4. The information will be collated by a third party provider into a report that highlights your strengths and areas for development. You will own this report.
5. A debrief session with an RACP Fellow skilled in providing feedback. The aim of this debrief is to ensure you extract the most benefit from your report. The advisor will not retain a copy of the report following the debrief. The RACP has no access to your report or to the outcome of the debrief.
6. You will contribute to our evaluation of MSF through a semi-structured interview about your experience.

### Which organisation is delivering the trial?

The RACP has engaged Client Focused Evaluation Programs (CFEP) to deliver the trial. CFEP is an international organisation based in Australia with extensive experience and expertise:

- CFEP surveys are reliable and valid
- CFEP has a successful track record working with other Australasian colleges.

### How to register interest?

Please email [Multisource.Feedback@racp.edu.au](mailto:Multisource.Feedback@racp.edu.au) or call on +61 2 8247 6203.

On registering your interest you will receive more detailed information to consider before committing to the trial.

Please note that positions on the trial will be allocated to cover a variety of work settings and will be offered in locations where advisor debriefs can be arranged.

<sup>1</sup> Supporting Physicians’ Professionalism and Performance Guide. RACP, 2012.

<sup>2</sup> Lockyer J. Multisource Feedback in the Assessment of Physician Competencies. Journal of Cont. Ed in the Health Professions, Volume 23, pp. 4-12. 2003