



MEDICAL EDUCATION
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Medical Education Scholarship Forum Proceedings

Evaluation and implementation of multisource feedback For Memorial University's pediatric residency program

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Purpose: The CanMEDS physician competency framework identifies and describes seven roles of a competent physician. It has been documented that certain roles, such as professionalism, communicator, and collaborator are difficult to assess. Multisource feedback (MSF) is an evaluation method that is completed by multiple raters who have interacted with a resident. Evaluators could include nurses, staff physicians, clerical staff, other health care workers, resident peers, patients, and patient families. MSF has been proposed as an effective tool for the assessment of interpersonal, communication, professionalism, or team work behaviors. This project aimed to evaluate the need, acceptability, usefulness, and the best method to implement MSF in Memorial University's pediatric residency program. **Methods:** A pilot project was developed through a focus group with pediatric residents, guidance from the pediatric residency training committee, and meetings with nursing staff (who would be asked to complete the MSF) to provide information and obtain feedback. The pilot project has been implemented during the pediatric inpatient ward rotation. Once residents receive the results of their MSF, they will complete a survey evaluating the acceptability and usefulness of the MSF. Nursing staff will also complete a survey to capture their perspective. **Results:** The project has been implemented for five rotations. Eighteen (18) of 24 pediatric residents were on CTU rotations during this time. The results of the evaluations are being sent to residents along with a survey about the acceptability and usefulness of the MSF. A survey is also being given to nurses about their experience with the MSF. Results from the surveys are expected mid-March. **Conclusions:** Feedback is an important part of resident education. MSF is suggested as a better tool for the assessment of interpersonal, communication, professionalism, or team work behaviors. In order for MSF to be successful, its use needs to be accepted by the raters and ratees. The survey from the residents and nurses will capture the acceptance of the MSF and then a decision can be made whether this is an appropriate form of feedback to continue for the pediatric residency program.