



# Multi-Source Feedback (MSF) for clinicians

Supporting professional development through quality improvement



**CFEP Surveys' Multi-Source Feedback (MSF) solution is a validated and evidence-based tool, supporting clinicians to work at the top of their scope through professional development. MSF is a simple but powerful quality improvement tool for clinicians allowing for the identification of strengths and opportunities for development.**

## The value of MSF & varied perspectives

Research indicates healthcare improvements and overall patient satisfaction are supported by more advanced interpersonal skills by healthcare professionals.

CFEP Surveys' Multi-Source Feedback (MSF) Tool is a robust and highly confidential way of providing clinicians with structured feedback on their professionalism, behaviours and peer relationships.

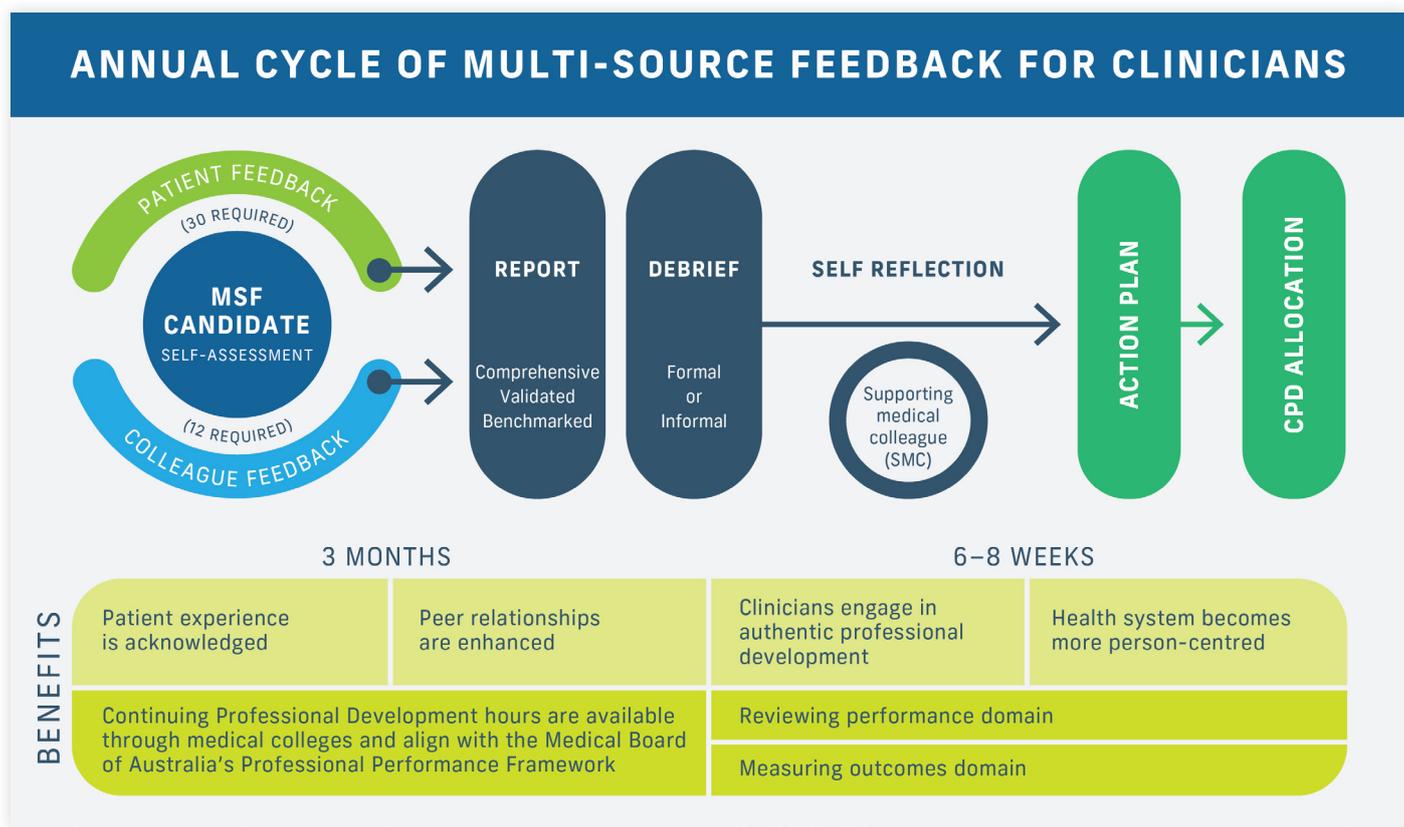
Clinicians who choose to undertake MSF are able to obtain anonymous (de-identified) and honest feedback from patients and colleagues. This feedback, in addition to the candidate's self-assessment, equips them with unique insights to reflect on their professional performance across a number of domains.

## Benefits of undertaking MSF with CFEP Surveys

- CFEP Surveys' MSF Tool is a recognised, trusted and personalised professional development exercise, which truly focuses on each individual candidate
- Contemporary digital solutions to allow for collection of confidential feedback online
- Acts as a self-check to support clinicians as they navigate the ever changing health landscape
- Eligible for the award of continuous professional development (CPD) points or hours
- CFEP Surveys' comprehensive report identifies a candidate's areas of strength and opportunities for improvement
- Candidate report is inclusive of industry benchmarking against peers
- Feedback informs the development of a candidate's action plan, with opportunities for formal and informal debriefing sessions
- Access to user-friendly interpretive guides and action plan template
- Candidates receive personalised support from the CFEP Surveys Team throughout the entire MSF process.

Keep reading to learn more about our MSF offerings or visit [www.cfepsurveys.com.au](http://www.cfepsurveys.com.au)

## The MSF process for clinicians



CFEP Surveys' MSF process is easily navigated, allowing clinicians more time to focus on their patients. Further details relating to the MSF process are provided below:

### Interpersonal Skills Questionnaire (ISQ)

#### **Provided to patients**

- Provides insights into a candidate's interpersonal skills from the patients' point of view including communication, respect, listening, explanations, trust, and the patient as a partner in care.
- Provided to patients post-consultation to gain feedback on their care experience with the individual clinician.
- Accessed and completed via a unique URL or QR code (sent by the candidate's administration team via SMS and/or email), with paper-based surveys available on request.

### Colleague Feedback Evaluation Tool (CFET)

#### **Provided to peers and colleagues within and/or outside of the team**

- Provided to a mix of professional associates (clinical and non-clinical) of the candidate's choosing.
- Focused on the professionalism of the candidate as perceived by peers and colleagues, inclusive of working relationships, boundary setting, self-care, and professional competence.
- Accessed and completed via the CFEP Surveys secure portal, following the provision of an email contact list by the individual candidate.

### Self-assessment questionnaire (SA)

#### **Undertaken by the individual MSF candidate**

- Highlights areas of strength and areas for improvement to support professional development.
- Questions are identical to the CFET to aid comparison of self-perceptions to those of their colleagues.
- Accessed and completed by the candidate via the CFEP Surveys secure portal.

### Reporting

Candidates will be provided with a personalised, confidential report, highlighting key findings and benchmarked results.

Each tailored report is approximately 30 pages, and provides easy-to-read and meaningful data, inclusive of tabulated and graphically presented data.

## Debriefing

Debriefing (in an informal and/or formal capacity) is an essential element of the MSF process. It occurs on receipt of the candidate's report and supports the candidate to 'unpack', understand and interpret the feedback received.

Informal debriefing is delivered by the candidate's selected supporting medical colleague (SMC). Their role is to accompany the candidate throughout the reflection period and sign-off their reflective activity.

Formal debriefing is a valuable fee-for-service CFEP Surveys offering. An optional formal debrief includes a personalised one-hour phone call or video conference with a qualified member of the CFEP Surveys Team. The candidate will be stepped through their report findings, to discuss the feedback and plans to support quality improvements. It's recommended that this session occurs upon receipt of the candidate's report to provide a starting point for the candidate's reflective process. This debriefing session is confidential and ensures independent, transparent and non-judgemental views are shared.

## Professional development recognition with industry bodies

MSF is an evidence-based assessment that demonstrates strong alignment with the Medical Board of Australia's Professional Performance Framework (commencing 01 January 2023). MSF links across the two key domains; measuring outcomes (patient feedback) and reviewing performance (colleague feedback).

To qualify for CPD under the MBA's Professional Performance Framework, candidates are required to undertake action plans based on patient and colleague feedback, following a reflective period. During the reflective period, candidates will be supported by a relevant medical colleague.

This reflection period is an important part of the MSF process as it allows clinicians to identify opportunities for growth and learning. It can inform actions that further improve professional outcomes and enhance performance.

Action plans are an output of each candidate's personalised CFEP Surveys report, based on patient and colleague feedback.

In addition to alignment with the MBAs requirements, CFEP Surveys' MSF offerings are currently awarded and approved as a recognised activity with a number of medical colleges - visit [www.cfepsurveys.com.au](http://www.cfepsurveys.com.au) and search 'MSF' for more details.

## About CFEP Surveys

As experts in healthcare surveys, we encourage you to experience our CFEP Surveys' point of difference. We're committed to delivering friendly and supportive customer service while guiding you through our robust, evidence-based MSF offering. From initial candidate contact, questionnaire distribution, comprehensive reporting, and everything before, after and in between, our team and systems make your MSF journey efficient, insightful and one of value.

Our team is passionate, driven and deeply connected to the patient and clinician journey – closing the loop on healthcare outcomes and experience through a range of feedback tools to provide insights to support better care and incremental change towards healthcare transformation.

Download an application form or  
contact our team for more information:  
[www.cfepsurveys.com.au](http://www.cfepsurveys.com.au)

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