



# Multisource feedback (MSF) Intern guide

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## About multisource feedback

Learning and professional development is proven to be most effective when it is linked to data drawn from a doctor's practice that facilitates reflection on performance and planning for on-going development. Data from multisource feedback (MSF) help doctors to identify areas to focus on for development.

International research indicates that the use of MSF is an effective tool to drive behaviour change and helps doctors improve performance.

The value of MSF in prevocational medical training is that it can collate responses from a range of sources including, peers, nursing staff and members of the interdisciplinary team. MSF can inform professional development plans (PDPs), aid in self-reflection of practice, and provide helpful data to inform meetings between post graduate years 1 and 2 (PGY1s/PGY2s) and the prevocational educational supervisors.

MSF is a formative education tool to inform your development needs, it will NOT be used as a summative assessment (examination) of your performance.

You need to have completed MSF to have your endorsement removed at the end of PGY2.

## How it works

The recommended timeframe for completing the six-week process is between the beginning of Q4 in your PGY1 year and the end of Q2 in PGY2, but this is only a guide. You are encouraged to discuss the most appropriate timing for you to complete MSF with your prevocational educational supervisor.

You will need to nominate a minimum of 12 colleagues who are willing and able to provide feedback on your practice. There is no upper limit to the number of colleagues you may nominate and the more questionnaires that are completed the more reliable the feedback, reducing any impact outlier scores will have.

The colleagues nominated will be sent an automated email asking them to complete an online questionnaire containing 17 questions. These seek your colleagues' views on your behaviour, communication and organisational skills as well as aspects of your professionalism. There are also questions about the colleague themselves and their familiarity with your practice.

All individual responses are anonymous.

At the same time you will need to complete a self-assessment questionnaire which corresponds to the questions sent to the nominated colleagues.

Therefore, in total there will need to be a minimum of **13 responses** (12 colleagues and one self-assessment) in order for the MSF process to be completed. Once you have completed these requirements a button will appear 'Close off and generate report'. You must press this button to generate your report and a link will be sent to your prevocational educational supervisor.

If any one or more of your nominated colleagues fails to respond, you are able to send reminders through ePort. If colleagues you nominated are unable or choose not to respond, you can nominate additional colleagues during the MSF process. You are not required to have responses from all of your nominated colleagues, as long as there are at least 12 completed questionnaires, plus your own self-assessment.

Once the process begins, you and your nominated colleagues will have **six weeks** to complete the questionnaire.

If you are unable to complete the process within the six weeks, you will need to discuss what to do with you prevocational educational supervisor.

## Selecting colleagues

You will need to follow the criteria below when nominating colleagues to participate:

- A **maximum** of half of the participants should be doctors.
- The range of participants must include at **least one SMO** who is not the intern's clinical supervisor.
- Participants should include (where possible):
  - a. Doctors (across a range of PGY1s, PGY2s, PGY3+, registrars and consultants).
  - b. Nurses.
  - c. Allied healthcare professionals.
  - d. Pharmacists.
  - e. Midwives.
  - f. Ward clerks.
  - g. Health care assistants.
  - h. Non-clinical managers.
  - i. Duty Manager.
  - j. Administrator/receptionist/secretary.
  - k. Other.

You can select **colleagues from any clinical attachment** you have worked in.

When you have 13 responses, (your own and at least 12 colleagues), a button will appear 'Close off and generate report'. You must press this button to close off the questionnaire and generate your report. Only then will your prevocational educational supervisor be sent a link to your report.

If you have nominated more than 12 colleagues you can choose to wait until more questionnaires have been completed before you 'Close off and generate report'.

## What happens next

Once the questionnaire is closed, a collated electronic report will be generated in ePort. Your prevocational educational supervisor is sent an email indicating the report is available. The report contains the aggregated, non-identifiable results of the completed questionnaires.

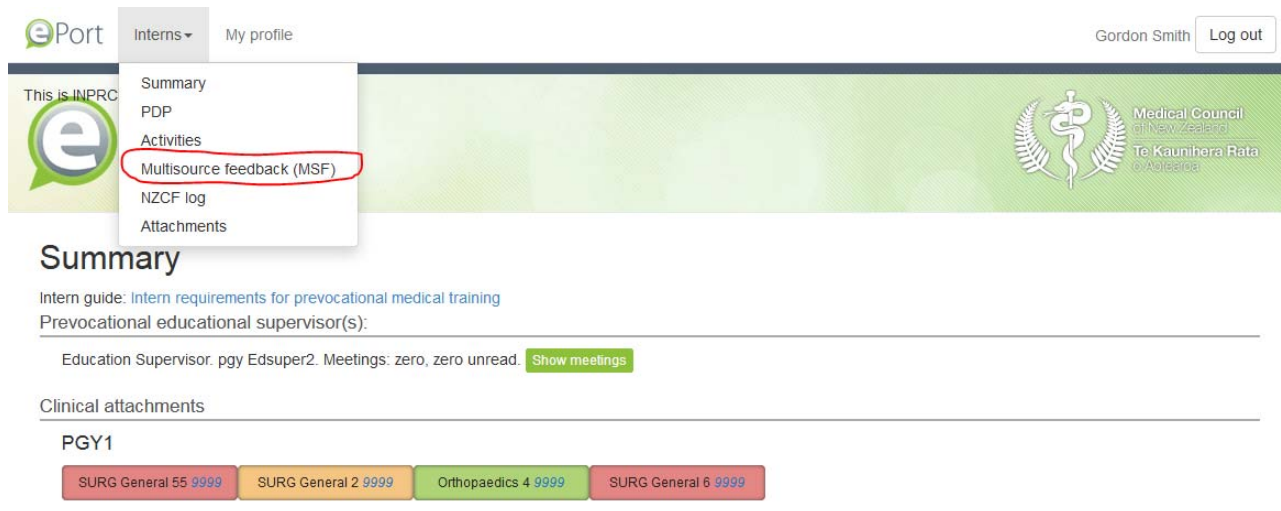
Your prevocational educational supervisor will then organise a meeting to discuss the report with you. It is important that the report is considered in context with any other feedback the prevocational educational supervisor may have on how you are doing – MSF is just one of a number of sources of information and will not be considered in isolation. It will be used to inform your development and is not an assessment of your performance as an intern.

Once you have met with your prevocational educational supervisor, they will release the report to you. This will become available for you to view in your ePort.

**The report can only be viewed by your prevocational educational supervisor and yourself, and should not be shared with any other parties.**

# Step by step guide for the MSF process in ePort

1. The process comprises three phases, all managed from the multisource feedback tool in the 'Activities' tab in ePort.



## Initiating the process:

2. To begin the process you need to click on the 'multisource feedback tool' and then 'Add new'.

## Multisource feedback

Multisource feedback guidance for prevocational educational supervisors/interns is available [here](#)

**Add new**

NB. After completion "Report" buttons are disabled until your supervisor has completed signed off.

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3. A pop up screen will appear as below.
4. Enter the names and email addresses of 12 or more colleagues (see selecting colleagues above). Please be careful to enter the correct email address – you may not receive a notification if the email does not go through.

### Multisource feedback for Gordon Smith (pgygordon)



You will need to nominate 12 or more colleagues. A minimum of 12 colleague responses are required. You must also complete a self assessment [here](#)

You will need to follow the criteria in the guide when nominating colleagues to participate. You can select colleagues from any clinical attachment that you have worked in. You will need to add your colleagues' names and email addresses into the form below.

Please select the educational supervisor who will oversee this feedback: Education Supervisor

### Feedback status

Your MSF process was created on 18/06/2019 zero form(s) of one requested have so far been completed. You need a total of 13 responses (12 colleagues and your self-assessment)

Once you have added a colleague to this form, a monitoring table will be shown. If any one or more of your nominated colleagues fails to respond within a reasonable time you are able to send reminders. If colleagues you nominated are unable Or choose Not to respond, you can nominate additional colleagues during the process.

This MSF is due to be completed by 30/07/2019

A minimum of 12 responses are required

### Add colleague 1

Name:

Email address:

Add

5. If you have more than one prevocational educational supervisor, you will need to select which supervisor will oversee this feedback.

Please select the educational supervisor who will oversee this feedback: Eleanor Black ▾

6. There is a link for you to complete your self-assessment. This is the same as the form your colleagues will complete.

Multisource feedback for Gordon Smith (pgygordon)



You will need to nominate 12 or more colleagues. A minimum of 12 colleague responses are required. **You must also complete a self assessment here**

You will need to follow the criteria in the guide when nominating colleagues to participate. You can select colleagues from any clinical attachment that you have worked in. You will need to add your colleagues' names and email addresses into the form below.

7. The questionnaire will look like this:

Section 1

Questions 1 to 17

Please rate Dr Raymond Lane in each of the following areas on a scale of:

1. Substantively below expectation
2. Below expectation
3. Meets expectation
4. Above expectation
5. Exceptional
6. N/O

For more information on each area click the ?

Understanding the patient's clinical conditions ?	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Clinical decision making ?	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Safe prescribing ?	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Medical record keeping ?	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Knowing when to seek help ?	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Responds appropriately to feedback ?	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Supports staff and student teaching ?	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Commitment to care and wellbeing of patients ?	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

Communication with patients and relatives/family/whānau <sup>?</sup>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Communicates and works effectively with colleagues <sup>?</sup>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Helps others when possible and appropriate <sup>?</sup>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Effective time management <sup>?</sup>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Copes with stress and pressure appropriately <sup>?</sup>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Maintains patient confidentiality <sup>?</sup>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Professionalism <sup>?</sup>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Quality and safety <sup>?</sup>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
Cultural competence and cultural safety <sup>?</sup>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

Additional comments: Please give examples of the doctor's strengths and achievable constructive suggestions for areas where they can improve.

## Section 2

Demographic data about you

Gender: <input type="text"/>	Ethnicity: <input type="text"/>
How recently were you familiar with this doctor's clinical practise? <input type="text"/>	During this period, how often did you have contact with the doctor? <input type="text"/>
Your professional role <input type="text"/>	

Submit

8. Where the question marks show, you can hover your cursor over the top and a drop down box will appear that provides more detailed information about what the question is asking.

## Monitoring:

9. After initiation, this pop-up page will show monitoring information. It lists those who are still to complete their questionnaire together with a reminder button and a facility to add more colleagues.

### Multisource feedback for Gordon Smith (pgyggordon)



You will need to nominate 12 or more colleagues. A minimum of 12 colleague responses are required. **You must also complete a self assessment [here](#)**

You will need to follow the criteria in the guide when nominating colleagues to participate. You can select colleagues from any clinical attachment that you have worked in. You will need to add your colleagues' names and email addresses into the form below.

Please select the educational supervisor who will oversee this feedback:

### Feedback status

Your MSF process was created on 6/08/2019 zero form(s) of six requested have so far been completed.

You need a total of 13 responses (12 colleagues and your self-assessment)

Once you have added a colleague to this form, a monitoring table will be shown. If any one or more of your nominated colleagues fails to respond within a reasonable time you are able to send reminders. If colleagues you nominated are unable Or choose Not to respond, you can nominate additional colleagues during the process.

This MSF is due to be completed by 17/09/2019

A minimum of 12 responses are required

### Add colleague 6

Name:  Email address:

The table below shows whether your colleagues' forms are "completed" or not (where not, a button is provided for sending a reminder email), clicking this will send a reminder email to your colleague (the system will allow up to one contact per colleague per day).

	Name	EmailAddress	Form status	Last contacted
<input type="button" value="Edit"/>	colleague 1	<a href="mailto:demo@demo.org.nz">demo@demo.org.nz</a>	<input type="button" value="Remind"/>	1/08/2019
<input type="button" value="Edit"/>	colleague 2	<a href="mailto:demo@demo.org.nz">demo@demo.org.nz</a>	<input type="button" value="Remind"/>	1/08/2019
<input type="button" value="Edit"/>	colleague 4	<a href="mailto:demo@demo.org.nz">demo@demo.org.nz</a>	<input type="button" value="Remind"/>	1/08/2019
<input type="button" value="Edit"/>	colleague 5	<a href="mailto:demo@demo.org.nz">demo@demo.org.nz</a>	<input type="button" value="Remind"/>	1/08/2019
<input type="button" value="Edit"/>	colleague 3	<a href="mailto:demo@demo.org.nz">demo@demo.org.nz</a>	<input type="button" value="Remind"/>	1/08/2019

10. You are able to send reminders to prompt your nominated colleagues who have not yet responded.
11. If you still do not receive responses from any of your colleagues who are unable, or choose not to participate, you can nominate additional colleagues during the process to ensure you reach the minimum of 12.

## Completion:

12. When you and at least 12 colleagues, have completed the questionnaire a button will appear bottom left 'Close off and generate report'. Once you press this an email is automatically generated and sent to your prevocational educational supervisor with a link to your report. If you have nominated more than 12 colleagues you can opt to wait until more questionnaires have been completed before you press the button.

**NB: Once complete, it will not be possible for your colleagues to answer any outstanding questionnaires. The report does not contain any individual responses, except for the results from your self-assessment questionnaire.**



## Frequently Asked Questions – MSF

### **What can MSF tell us?**

MSF provides an opportunity to gain a perspective of aspects of your approach to your work, professionalism and communication skills. Using a questionnaire enables these views to be gathered in a systematic way. The results can help identify areas of good practice as well as areas where further development may be required.

### **How long does it take?**

The questionnaires should take only a few minutes to complete and the whole MSF process should take no more than six weeks.

### **What if you cannot get the required number of colleagues to respond?**

If you are having difficulty getting the required number of questionnaires completed, you should discuss this with your prevocational educational supervisor in the first instance to work out the options available.

### **How are invitations sent to nominated colleagues?**

Invitation emails to colleagues are automatically generated by ePort once you have initiated the process. Please be careful to enter the correct email address. If a colleague reports that they have not received an invitation email they may need to check their junk mail folder. The link can be resent to them using the “send a reminder email” button on the multisource feedback pop-up in the ‘Activities’ page in ePort.

### **What if a participant wants to go back and change their scores after completing the questionnaire?**

Changes to any online questionnaire scores entered are possible for three days after it has been first accessed. Changes after this are no longer possible.

### **How do I get the feedback?**

When you have 13 responses (your own and at least 12 colleagues), you can close off the questionnaire. If you have nominated more than 12 colleagues you can opt to wait until more questionnaires have been completed before you close it off. Once the questionnaire is closed, a report will be generated in ePort. Your prevocational educational supervisor is sent an email indicating the report is available. The report contains the aggregated results of the completed questionnaires.

Your prevocational educational supervisor will organise a meeting to discuss the report with you. Once you have met with your prevocational educational supervisor, they will release the report to you. This will become available for you to view in your ePort.

### **Who can see the report?**

Once the report has been released by your prevocational educational supervisor, only yourself and the prevocational educational supervisor are able to view the report.

### **Can criticism from one colleague skew the results?**

Negative responses from one colleague should not greatly affect the results as the scores are aggregated and averaged across all colleagues.

### **What if I am concerned about the results?**

Your prevocational educational supervisor should discuss the results with you. Remember that MSF is a formative exercise and is not an examination; there is no pass or fail, and the process is designed to enable you to reflect on your practice and identify areas where you can develop.

## System Generated Emails

### Invite to complete self-assessment

Dear Dr {{MemberSurname}}

Thank you for initiating the Multisource Feedback Tool to seek feedback on your professional practice.

To complete the self-assessment questionnaire please follow this link: {this will prepopulate}

The questionnaire should take approximately 10 minutes to complete. You can save and revisit your answers, if necessary, up until the report is complete.

To ensure the feedback reflects your current practice you and your nominated colleagues will need to complete the questionnaire within six weeks. You will need to check on the status of your feedback during this time to allow you to send reminders to your colleagues.

An email will be sent to the colleagues you nominate. This email includes:

- Information on the purpose of the feedback.
- A link to the questionnaire.
- Assurances on the confidentiality and anonymity of their responses.
- All responses are aggregated into a non-identifiable report.

When you have completed your own questionnaire, and a minimum of 12 colleagues have completed their questionnaire, you will be notified and can then close off the process. You may choose to wait until you have received more responses if you have invited more than 12 participants. Once you have closed off the questionnaire, your prevocational educational supervisor will be notified that the aggregated report is ready for review and will arrange a time to discuss this with you. The report may then be released for you to view. No other people will be able to access the report.

It is important to note that the results in the report are formative and provide information that can highlight your strengths and inform your development needs. It is NOT a summative assessment or examination of your performance.

Please don't hesitate to contact your prevocational educational supervisor if you have any questions or concerns.

Kind regards

Strategic Team, Medical Council of New Zealand

## **Invite to Colleague to complete feedback questionnaire**

**Dear {{Colleague}}**

Dr {{MemberName}} is seeking feedback from colleagues and has nominated you to complete the feedback questionnaire. Your participation would be most appreciated, as this process can provide the doctor with valuable insight into their practice that can highlight areas of strength and inform their development needs.

You can complete the questionnaire by going to the following link: {this will prepopulate}

The questionnaire should take under 10 minutes to complete. All responses are confidential and anonymous, and you will not be identified in any way. The results are presented in an aggregated report that is discussed between the intern and their prevocational educational supervisor.

International research indicates that the use of MSF is an effective tool to drive behaviour change and helps doctors improve performance because it provides those undertaking MSF with useful feedback.

The value of MSF in prevocational medical training is that it can collate responses from a range of sources including peers, nursing staff and other members of the interdisciplinary team. MSF can inform professional development plans (PDPs), aid in self-reflection of practice, and provide helpful data to inform meetings between post graduate years 1 and 2 (PGY1s/PGY2s) and their prevocational educational supervisors.

Dr {{MemberName}} is seeking feedback from a range of clinical and non-clinical colleagues. As such, you may not be able to answer all of the questions about the doctor (you may choose the 'N/O' (don't know or not observed) option in this case), but please answer all questions relevant to you and your interactions with the doctor.

If you have serious concerns about the intern and patient safety, please contact the intern's prevocational educational supervisor directly.

Thank you for contributing your feedback.

Kind regards  
Strategic Team, Medical Council of New Zealand

**Reminder to Colleague to complete feedback questionnaire  
(This letter is sent when you press the reminder button)**

Dear {{Colleague}}

**Reminder: Completion of multisource feedback questionnaire**

Dr {{MemberName}} is seeking feedback from colleagues and has nominated you to complete the feedback questionnaire. Your participation would be most appreciated, as this process can provide the doctor with valuable insight into their practice that can highlight areas of strength and inform their development needs.

You can complete the questionnaire by going to the following link: {this will prepopulate}

The questionnaire should take under 10 minutes to complete. All responses are confidential and anonymous, and you will not be identified in any way. The results are presented in an aggregated report that is discussed between the intern and their prevocational educational supervisor.

Dr {{MemberName}} is seeking feedback from a range of clinical and non-clinical colleagues. As such, you may not be able to answer all of the questions about the doctor (you may choose the 'N/O' (don't know or not observed) option in this case), but please answer all questions relevant to you and your interactions with the doctor.

If you have serious concerns about the intern and patient safety, please contact the intern's prevocational educational supervisor directly.

Thank you for contributing your feedback.

Kind regards  
Strategic Team, Medical Council of New Zealand

## **Notification to intern that feedback is complete**

**Dear Dr {{MemberSurname}}**

We are pleased to advise that at least 12 of your nominated colleagues have now provided you with multisource feedback and this phase of the process is now complete. Please ensure you have also completed your self-assessment.

Following completion of this process, your prevocational educational supervisor will receive an aggregated report of all responses and arrange a time to discuss the results with you.

Following your meeting, you will be able to access your report in ePort {here}. The report is confidential to your prevocational educational supervisor and yourself.

Kind regards  
Strategic Team, Medical Council of New Zealand

## **Notification to prevocational educational supervisor that feedback is complete**

**Dear {{Name}}**

This email is to notify you that a **Multisource Feedback Formative Assessment** has been completed for Dr {{MemberSurname}}. You can access an aggregated report of the results by logging into [Dr {{MemberSurname}}'s ePortfolio](#).

After reviewing and interpreting this report, you will need to arrange a suitable time to discuss the results with Dr {{MemberSurname}}. Please refer to the MSF guidance for prevocational educational supervisors for approaching this discussion in order to highlight the intern's areas of strength and areas for further development.

Following the meeting with Dr {{MemberSurname}}, you will be able to release the report for them to review. The report will not be available to anyone else.

Kind regards  
Strategic Team, Medical Council of New Zealand

## **Notification to intern when MSF report has been released**

**Dear Dr {{MemberSurname}}**

We are pleased to advise that your MSF report is now available to view in your ePort.

Kind regards  
Strategic Team, Medical Council of New Zealand