

Consult Questions:

What are the current mechanisms/best practices for obtaining 360 feedback, particularly from patients, nurses and other professionals?

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The Education Consult Service team spoke with Holly Caretta-Weyer, Director of Evaluation and Assessment at Stanford University's Emergency Medicine Residency Program, to seek answers to the questions posed around multisource feedback. In addition, Holly provided a list of relevant literature on multi-source feedback which informed some of our responses and is included here for reference.

We focused our inquiry on tools/studies w/ good validity evidence to inform the response to the following questions.

Question 1: Who are people getting 360 evals from?

Systematic Review of MSF tools (*Donnon et al 2014 Academic Medicine*):

- review of 43 studies on MSF using 1 or more assessment instruments
- majority of tools use data from other physicians (supervisors and colleagues)
- 74% of instruments use data from non-physician co-workers (RNs, pharmacists, social workers, etc)
- 53% of instruments use data from patients and/or families
- 51% use self assessment data

INCEPT Tool (*van der Meulen et al 2017 JHECP*) :

- physician colleagues (peers and residents), non-physician colleagues (nurses and techs)

Gen Medical Council Tool (*Wright et al 2012 Academic Medicine*)

(Swedish tool adapted from this as well)

- physician colleagues
- non-physician colleagues (nurses and techs)
- patients

MSF-Peds Tool (*Schwartz et al 2016 Medical Teacher*)

- clinical health care workers (faculty, residents, nurses, pharmacists, social workers)

Question 2: What questions should we be asking? Are there examples out there? Is there a specific, user-friendly tool for patients?

INCEPT Tool (*van der Meulen et al 2017 JHECP*)

<https://stanfordmedicine.app.box.com/s/86lt8cgpvah9lpwo0xrw3msyvsobtkrw/file/700868442687> (note: the tool itself is not easily accessible, but the questions used in the tool can be found in table 2 and figure 1)

MSF-Peds Tool (*Schwartz et al 2016 Medical Teacher*)

<https://www.tandfonline.com/doi/suppl/10.3109/0142159X.2016.1147646> (link to supplemental table 1 w/ content for MSF questions)

Gen Medical Council Tool

-*this has a patient specific questionnaire (in the original study it was distributed on paper)

<https://www.gmc-uk.org/-/media/documents/guidance-for-appraisers---pms-45189197.pdf> (see pg 53-56 of document for questionnaire examples)

Question 3: What systems are people using (email, paper, homegrown app)?

-most of published studies utilize paper forms

-homegrown app developed at University of Wisconsin for assessment of surgical EPAs (though only physicians utilizing the app); this has worked reasonably well for targeted, specific purpose of assessing 5 EPAs

-suspect development of an app is in the works through Holly Caretta-Weyer's AAMC grant project

Reference List

Link to Box Folder w/ relevant articles (courtesy of Holly Caretta-Weyer)

<https://stanfordmedicine.app.box.com/s/86lt8cgpvah9lpwo0xrw3msyvsobtkrw>

Donnon T, Al Ansari A, Al Alawi S, Violato C. The reliability, validity, and feasibility of multisource feedback physician assessment: a systematic review. *Acad Med.* 2014; 89(3): 511-516.

Schwartz A, Margolis M, Haftel H et al. A multisource feedback tool for measuring a subset of pediatric milestones. *Medical Teacher.* 2016; 28(10): 995-1002.

Van der Meulen M, Boerebach B, Smirnova A et al. Validation of the INCEPT: A multisource feedback tool for capturing different perspectives on physicians' professional performance. *JCEHP.* 2017; 37(1): 9-18.

Wright C, Richards SH, Hill JJ, Roberts MJ, Norman GR, Greco M, et al Multisource feedback in evaluating the performance of doctors: the example of the UK General Medical Council patient and colleague questionnaires. *Acad Med.* 2012;87(12):1668-78.