

Certification in Urogynaecology (CU)

Multi-Source Feedback (MSF)

General Information



The Royal Australian
and New Zealand
College of Obstetricians
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Purpose

Urogynaecology (CU) trainees work as part of a multi-disciplinary team and Multi-Source Feedback (MSF) is an effective method of assessing their professional competence within the scope of their daily professional practice. Multiple MSF assessors (or raters) are drawn from the trainee's multi-disciplinary teams and asked to rate the trainees performance against defined criteria. As multiple assessors are used, the scores are collated and provided to the trainee's Training Supervisor as a diagnostic tool to confirm strengths and identify areas requiring improvement by the trainee. All assessors remain anonymous to the trainee.

How are assessors selected?

The Training Supervisor should select between 10 and 15 staff members, who work regularly or semi-regularly with their trainee, to complete an MSF. The list of potential MSF assessors should be drawn from a variety of work environments where regular interaction with the trainee occurs but must include at least three Consultants, three Senior Registrars, three Senior Nurses (ward and theatre), and three Allied Health members while the remaining three are at the discretion of the Training Supervisor.

What happens to the completed MSF?

Once an assessor has completed the online MSF and hits the SEND button, the criterion ratings from all assessors, is collated at Subspecialties Services and a single report is generated and forwarded to the Training Supervisor. The report will show the scores obtained by the trainee against each criterion and an amalgamation of any free text comments that may identify areas for further development.

Criterion to be assessed

The selected CU criterion to be assessed via the MSF includes:

- Prioritising tasks
- Critical assessment of information
- Ability to manage patients
- Commitment to on-going learning
- Practice within own limits
- Establish therapeutic relationships
- Accessible to patients
- Communication and rapport with patients
- Awareness of patient sensitivities and differences
- Respect others
- Communicate difficult information
- Provide information
- Delegate work and responsibilities
- Accept constructive criticism
- Work as part of a collaborative healthcare team
- Relationship and communication with other health professionals
- Initiative and ability to handle the responsibilities of the position

Timing of MSF Assessment

An MSF will be undertaken on all first-year trainees at the end of their first semester and be used as part of the comprehensive feedback given to trainees at their six-monthly assessment. A further MSF can be undertaken in the trainee's second year should the Training Supervisor have concerns about their trainee.

Provision of feedback to the trainee

A key component of the MSF process is the provision of timely feedback to trainees following receipt of the report by the Training Supervisor. Time should be made for a confidential meeting between the Training Supervisor and trainee (this could form part of the six-monthly assessment process) and sufficient time must be allocated for discussion; trainees should be given time to read and digest the contents of the report prior to the discussion. Both the strengths and weaknesses of the report will be discussed and, if required, a learning development plan (LDP) will be jointly devised to support the trainee's development.