Multi-Source Feedback (MSF) – what it is and guidance on how to document in Kaizen

This tool is a method of assessing generic skills such as communication, leadership, team working and reliability, across the domains of GMP. It provides objective systematic collection and feedback of performance data on a trainee, derived from a number of colleagues. ‘Assessors’ are individuals with whom the trainee works, and include doctors, administration staff, and other allied professionals. The trainee will not see the individual responses by assessors; feedback is given to the trainee by the Educational Supervisor.

Please follow the steps below for guidance on completing MSF in Kaizen;

1. **Login** to Kaizen using your username and password – see below

![Login Form](image)

2. Click on the green **create** button on the summary page to access the menu page – see below

![Create a New Event](image)

3. Select MSF from the list in the assessments section of the menu page – see below

<table>
<thead>
<tr>
<th>Assessment</th>
<th>Quality Improvement Project</th>
</tr>
</thead>
<tbody>
<tr>
<td>MDT</td>
<td>Rad-DOPS</td>
</tr>
<tr>
<td>Mini-IPX</td>
<td>Teaching Observation</td>
</tr>
<tr>
<td>MSF</td>
<td></td>
</tr>
</tbody>
</table>
4. Select date range (from & to) for period covered by the MSF – see below

   Date occurred on: Apr 13, 2020
   Please indicate the date on which this event occurred.

   End date: Apr 13, 2020
   If this event spans multiple days, please indicate the date on which this finishes.

5. Fill in all the fields as required

6. Enter names/email addresses of your assessors in the box to invite them to compete assessment for your – to choose your list of assessors, use the ‘who would you like to fill in the next section’ and either start typing in a name and the system will list anyone with a Kaizen account matching your search. Or, if the person is not listed, enter a valid email address for them – see below

   Please note the followings;

   1. Once you have added all the assessors you require, you can submit the MSF for sending to all of your assessors. Further assessors can be added later, after you have sent the initial form. You will require a minimum of 12 assessors

   2. The nominated assessor will receive an email from no-reply@kaizen.com
3. The assessor will be taken to the assessment. They will see your self-assessment results.

You are filling in this form for JN Jake Neale (training account only)

Fill in

All done

MSF

Section filled in by Jake Neale (training account only) Filled in on Dec 11, 2019

Self Assessment

Date of Assessment ★
Dec 11 2019

Year of specialty training ★
1

How do you rate yourself in the following areas

Communicates effectively with patients and families ★ Meet
Communicates effectively with healthcare professionals ★

Meets

Attitude to staff - respects and values contributions of other members of the team ★
Meet

Team player skills - supportive and accepts appropriate responsibility and approachable ★
Meet

Reliability and Punctuality ★
Meet

Leadership skills - takes responsibility for own actions and actions of the team ★
Meet

OVERALL PROFESSIONAL COMPETENCE ★
Meet

DO NOT send a separate MSF assessment to each assessor. Simply list all assessors in one MSF assessment and send this. Sending individual forms to each assessor will not allow you to gain a final report. The software cannot merge MSF forms.
4. They will then complete the assessment questions and submit the form – see below

<table>
<thead>
<tr>
<th>Assessment Questions</th>
<th>Rating</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessor's Name</td>
<td></td>
<td>Okey Arinze</td>
</tr>
<tr>
<td>Date of Assessment</td>
<td></td>
<td>Apr 25, 2020</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How do you rate this trainee in the following areas?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communicates effectively with patients and families</td>
<td></td>
<td>Above</td>
</tr>
<tr>
<td>Comment</td>
<td></td>
<td>Jake is a great communicator</td>
</tr>
<tr>
<td>Communicates effectively with healthcare professionals</td>
<td></td>
<td>Above</td>
</tr>
<tr>
<td>Comment</td>
<td></td>
<td>His communication skills are outstanding</td>
</tr>
<tr>
<td>Attitude to patients - respects the rights, choices, beliefs and confidentiality of patients</td>
<td></td>
<td>Well above</td>
</tr>
<tr>
<td>Comment</td>
<td></td>
<td>Always very respectful, friendly and professional</td>
</tr>
<tr>
<td>Attitude to staff - respects and values contributions of other members of the team</td>
<td></td>
<td>Well above</td>
</tr>
<tr>
<td>Comment</td>
<td></td>
<td>Value and appreciates everyone's contributions at all times</td>
</tr>
<tr>
<td>Team player skills - supportive and accepts appropriate responsibility and approachable</td>
<td></td>
<td>Well above</td>
</tr>
<tr>
<td>Comment</td>
<td></td>
<td>A fantastic team player which often makes things very easy for colleagues</td>
</tr>
<tr>
<td>Reliability and Punctuality</td>
<td></td>
<td>Well above</td>
</tr>
<tr>
<td>Comment</td>
<td></td>
<td>Always very reliable and punctual to meetings and appointments</td>
</tr>
<tr>
<td>Overall Professional Competence</td>
<td></td>
<td>Well above</td>
</tr>
<tr>
<td>Honesty and Integrity, do you have any concerns?</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Anything especially good?</td>
<td></td>
<td>a dream to work with.</td>
</tr>
<tr>
<td>Please describe any behaviour that has raised concerns or should be a particular focus for development</td>
<td></td>
<td>N/A</td>
</tr>
</tbody>
</table>
5. The system will confirm their submission

6. Receiving completed assessments - as your responses begin to return, you will see the count at the top of your MSF event. You will be able to see who has responded but not their response. You can continue to invite more assessors at this stage.

7. Once the minimum required responses are received, you will be able to close the assessment. Closing the assessment will stop any further submissions being recorded to this MSF. You can wait for further assessments to arrive beyond your minimum required if you would like more to be counted in the assessment. Once closed, you will be able to send the completed assessment to your Educational Supervisor in order for them to review the feedback and discuss with you before releasing it into your timeline.
8. Your Educational Supervisor will have full view of all responses and be able to remove any inappropriate feedback. Once complete they will release the summary back to your timeline.
9. You will then be able to see all of your responses. Your self-assessment scores will be shown in a graph alongside the average scores from your combined assessors.

MSF Report
Important

Not only would we welcome comments on areas in which the trainee is performing to a high standard but also we would welcome constructive feedback on how a trainee could improve their performance and we would also welcome your comments concerning any areas of work in which you feel the trainee is not performing as well as might be expected at this stage of training.

Comments should be directed to behaviours and performance rather than personal or directed at the personality of the trainee.

Created date: May 21, 2018
Doctor’s name: Jake Neale (training account only)
Overall Questionnaire Means

Skill: 4.4
Assessors: 2.1
Raters: 5

This graph above all fields with ratings average across all the assessors

1. Communicates effectively with patients and families
2. Communicates effectively with healthcare professionals
3. Attitude to patients - respects the rights, choices, beliefs and confidentiality of patients
4. Attitude to staff - respects and values contributions of other members of the team
5. Team player skills - supportive and accepts appropriate responsibility and approachable
6. Reliability and Punctuality
7. Leadership skills - takes responsibility for own actions and actions of the team
8. OVERALL PROFESSIONAL COMPETENCE
9. Honesty and Integrity, do you have any concerns?
10. Your comments will be listed alongside your self-assessment comments. These will be randomised so will not be attributable to any single assessor.