

The In-Depth Review (IDR) process for a Medical Staff Member in your Department was started a few months ago. Thanks to the time and resources from you and your staff, you are ready to complete and close the IDR. Below is the step-by-step guide for having the review meeting with the Medical Staff Member, and completing the IDR.

## Are you ready?

- I have received and reviewed the Multisource Feedback Summary Profile for the Medical Staff Member who is being reviewed. *(please refer to page 2 for additional suggestions)*
- (optional)* I have selected and collected information on other In-Depth Review components. *(please refer to the IDR Summary and Recommendation Form for a suggested checklist)*
- I have booked face-to-face meeting time with the Medical Staff Member.

## The Face-to-Face IDR Review Meeting

- Create a supportive environment.
  - Find a quiet and private venue
  - Do not rush the meeting
  - Restate the objective of IDR
  - Listen actively, with genuine empathy
- Go over the content of the summary profile and any other reports (via electronic means or on paper) in a non-judgemental manner.
- Establish the practice development objectives and action plan together. Use the template at the end of the summary profile.
- Print a copy of the one page “Medical Staff IDR Summary & Recommendation” and get signature at the end of the meeting.

## After the Face-to-Face Meeting

- Prepare and send a summary letter to the Medical Staff Member. *(see page 3 for a sample)*
- Email or send (i) the completed “Medical Staff IDR Summary & Recommendation,” (ii) the last page of the Multisource Feedback Profile Report, (iii) a copy of the summary letter, to the Medical Staff Practice Development Office. *(see contact information below)*
- Collect and securely file the IDR documents/reports as part of the member’s confidential personnel file<sup>1</sup>.

### Medical Staff Practice Development Program

- (A) Email completed and signed form or send questions to: [Medstaff.PracticeDev@phsa.ca](mailto:Medstaff.PracticeDev@phsa.ca)
- (B) Send signed paper form in sealed envelope marked “Confidential” in inter-hospital mail to:  
PHSA Medical Staff Practice Development Program  
Suite 202 – 601 West Broadway, Vancouver, BC, V5C 4Z2

<sup>1</sup> (PHSA Medical Staff Rules; 2.3.2) Documentation of the in-depth review process will include the in-depth review report and any corrections of errors in fact, the Medical Staff member’s response, recommendations, implementation plan and reports on the implementation of recommendations. Discussions between the Department Head/Program Medical Director/Professional Practice Leader or Senior Medical Administrator and the Medical Staff member will be documented. Documentation of the in-depth review process becomes part of the Medical Staff member’s confidential personnel file.

## Medical Leader’s Guide to Debrief the MSF Summary Profile

### BEFORE YOU BEGIN - Review and reflect on the member’s Multisource Feedback Profile

Review the Multi-Source Feedback (MSF) Profile and identified key themes, including strengths, areas for development (may be indicated by scores less than 4), and other general concerns. Commit to curiosity, empathy, active listening and accepting others as they are.

Key Themes from the MSF Summary Report	Other Non-Judgmental Observations (support or contradict the MSF)
Strengths:	
Potential Areas for Development:	

### DURING THE DEBRIEFING

#### 1. Establish a Supportive Environment

- Your multisource feedback results will only be reviewed for your practice development. This conversation is confidential.
- Multisource Feedback represents one of several assessment modalities that are triangulated to assess the complexity of a physician’s practice.
- Your ratings cannot be used to make decisions about your academic promotion, credentialing, compensation or access to resources or used in legal proceedings.

#### 2. Explore the Results Together

- What do you make of the results of your Multi-Source Feedback?
- What surprised you?
- How does this fit with how you see yourself?
- What do you see as your strengths?

#### 3. Provide Feedback to the member

- Listen actively and with genuine empathy, putting yourself in their shoes.
- Provide any specific observations – facts, behaviours and impacts - you have prepared.

#### 4. Establish Action and Priorities

- What development area(s) is most important to you?
- What difference do you think it would make to you if you further develop that professional competency area?
- What learning or professional development will you focus on?
- What is your plan moving forward?

#### 5. Summarize Learning

- How did this process contribute to your awareness, thinking or understanding of your practice?