

GUIDE TO COMPLETING THE EMERGENCY PHYSICIAN PROFESSIONAL DEVELOPMENT PROGRAM

Hello,

You have volunteered to take part in the Emergency Physician Professional Development Program (EPPDP). This program will give you an opportunity to gain feedback regarding your professional practice. This will provide opportunity for self- reflection and encourage and facilitate professional development.

The Emergency PPDP has been developed with several components

1. Professional practice self-assessment survey (using the online Physicians 360 tool)
2. Professional practice survey provided to medical and non-medical colleagues (using the online Physicians 360 tool)
3. Physician activity report
4. Professional development action plan
5. Meeting with a trusted advisor

The Emergency PPDP was developed using the CanMeds framework which is based on the seven roles that all physicians need to have to be better doctors: Medical Expert, Communicator, Collaborator, Manager/Leader, Health Advocate, Scholar, and Professional.

The timeline for the completion of the EPPDP is as follows

- Physician 360 surveys available - March 8th 2016
- Physician 360 surveys closes - April 30th 2016
- Physician activity reports released - April 30th 2016
- Completion of professional development action plan - May 1st to May 15th 2016
- Meetings with trusted advisors - May 15th to June 15th 2016

This document can be found on the Fraser Health Medical Staff website (<http://physicians.fraserhealth.ca/Departments/>) under “Emergency”.

To take part in the EPPDP, follow the steps below

Step 1 Choose your trusted advisor

The names of the trusted advisors for your site are available from your Head of Department of Gloria Bannister (Gloria.Bannister@fraserhealth.ca). Choose one of the trusted advisors and email them to ask if they will be able to work with you. They can answer any questions you have about the EPPDP and will be able to meet with you following the completion of your professional development action plan described later in this document. Make sure to book the meeting with your trusted advisor between May 15th and June 15th. We would suggest booking the meeting now.

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Step 2 Complete the online professional practice survey and your own self-assessment survey

This part of the process will involve completing a self-assessment survey as well as gathering feedback from colleagues who work with you using the online Physicians 360 survey tool.

To activate the surveys you will receive an invitation via your Fraser Health (FH) email. Click on the link in the email to take you to the “Physician 360” website where you can invite yourself to complete a self-assessment survey as well as invite others to complete the survey. This process must be completed on a FH computer on which you have logged on using your windows login and password.

If you are not in the practice of checking your FH email you can do this by first logging onto Windows using any Fraser Health computer. Next, open Microsoft Outlook from the desktop where you will be able to check your email. The email will have “Physician 360 your phase opens today” as the subject. If you have not received this email by March 9th, 2016 please contact Maria Elkington (Maria.Elkington@fraserhealth.ca).

Once you are on the Physicians 360 website

1. Invite yourself to complete a self-assessment by inputting your own email address. You will then receive an email inviting you to complete your own self-assessment.
2. Invite physicians to complete the online assessment by providing email addresses for at least 10 colleagues (emergency physicians and consultants) in the space identified. These email addresses will be pre-populated in the web application. If you are unable to find the correct email addresses contact Maria Elkington (Maria.Elkington@fraserhealth.ca).
3. Invite non-physician colleagues (nurses, nurse managers, unit clerks, and respiratory therapists) to complete the survey by providing email addresses for at least 10 colleagues in the space provided. FH emails can be used for these staff members and they have been pre-populated in the web application.
4. We recommend your Local Emergency Chief (Head Department Local) be invited as a medical colleague rather than as Head Department Local. This is to ensure that their feedback is anonymous as the other responses are.

If you are having troubles with this process more in-depth information can be found in the document “Participant guide for those invited to complete the 360 survey” on the FH Medical Staff Website (<http://physicians.fraserhealth.ca/Departments/>) under “Emergency”.

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Step 2 Complete the online professional practice survey and your own self-assessment survey (continued)

Asking 10 each of physician and non-physician colleagues to complete the online survey is the recommended minimum. Asking more than 20 individuals to complete the survey increases the chance of receiving balanced feedback as well as comments which have been noted to be one of the most valuable parts of the process. Sending a personalized email to each colleague or approaching them in person and asking them to complete the survey will also increase the completion rate.

Those you invite to participate will be asked to respond before the closing date of April 30th. A reminder will be sent to them 2 weeks before this date.

Please note that the online professional practice survey data and report *can only be accessed by you*. The results will be password protected by the individual physician and stored on a non-Fraser Health server. Your trusted advisor or anyone else in the organization cannot access your survey information. It is up to you to choose which aspects of this data or report you want discuss and share with your Trusted Advisor. If you have any questions about the data access, please contact Gloria Bannister.

Step 3 Obtaining your Physician Activity Report

The physician activity report (PAR) is compiled using data currently available in existing Fraser Health administrative databases. A report containing the last 3 months of data will be available.

The report will be emailed directly to you. If you have not received your PAR by April 30th please email Gloria Bannister Gloria.Bannister@fraserhealth.ca. The data will not be shared with any other individuals during the program.

The metrics that will be available in your PAR include

- Individual physician admission rate and site average
- Percentage of patients discharged with 24 hours of admission and site average
- CT scan and Ultrasound ordering rates per 100 patients and site averages
- Time from triage to time seen by physician available by CTAS level
- Number of patients seen per quarter
- Number of shifts worked per quarter
- Average hours worked per shift
- Average number of patients seen per shift
- Average number of patients seen per hour broken down by day, evening and night

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Step 4 Receiving the results of your professional practice and self-assessment online surveys

Within a few days following closing of the survey on April 30th, you should expect to receive by email a link to access the completed online feedback report. If you have not received the link within this time frame, please contact Maria Elkington (Maria.Elkington@fraserhealth.ca).

The results of the survey will be reported anonymously and results will only be available when a minimum of three responses are collected to ensure that the respondent cannot be identified. Responses from colleagues will be compared to the self-assessment responses.

For further information on interpreting your results and dealing with feedback see the document "Guideline for emergency physicians – acting on our feedback" on the FH Medical Staff Website (<http://physicians.fraserhealth.ca/Departments/>) under "Emergency".

Step 5 Complete Your Professional Development Action Plan

Once the results of the physician activity report, self-assessment survey and professional practice surveys are available, the next step will be to reflect and complete your Professional Development Action Plan which is attached to the end of this document.

You will develop the action plan by choosing 2 *CanMEDS Competencies* to focus your professional development over the following twelve months. Of the two competencies that are chosen, one should be an area in which you excel and one an area in which you need improvement.

When creating an Action Plan, it will be necessary to reflect on the following questions:

- What is the outcome I want to achieve?
- What actions do I need to take to achieve this?
- How will I measure the success of my intention?

The Emergency Physician Professional Development Program Action Plan document has a guide which will help you select which competencies would be most appropriate to focus your development on. The guide is attached at the end of this document.

Step 6 Prepare for the meeting with your trusted advisor

The last step of the EPPDP is to meet with your trusted advisor. Following receipt of the physician activity report (PAR), self-assessment survey and professional practice survey, and completion of your Professional Development Action Plan a one hour meeting with the trusted advisor should occur. The trusted advisor will not have a copy of the PAR or surveys, so it is important that these be printed and taken to the meeting. This will give you and your trusted advisor an opportunity to examine and discuss the available information to better understand

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Step 6 Prepare for the meeting with your trusted advisor (continued)

your strengths and areas for improvement to work on finalizing the Professional Development Action Plan. In preparation for this meeting with your trusted advisor you should bring:

- A copy of the results of your online self-assessment and professional practice survey
- A copy of your physician activity report
- Your completed Professional Development Action Plan

Although sharing the results of your online survey and physician activity report is optional, it is recommended you share both with your trusted advisor. The meeting is confidential and the trusted advisor is under no obligation to share any of the results with anyone else.

Your Trusted Advisor will appreciate the time you are taking in preparing for your meeting so this meeting will be smooth and effective.

Step 7 Meet with your trusted advisor

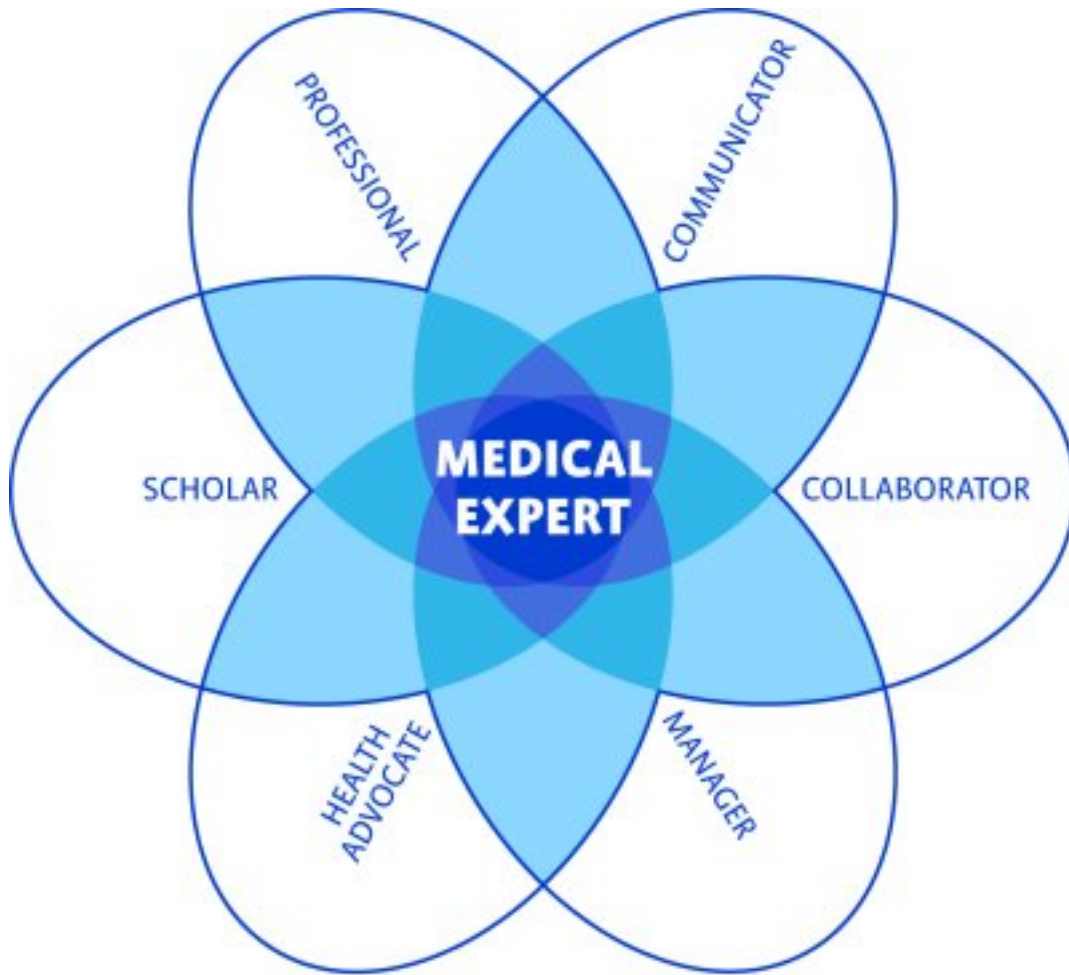
Plan to meet with your Trusted Advisor for one hour in a quiet place where you won't be disturbed by phones or requests. This is very important, as this conversation cannot occur in a busy space. Your Trusted Advisor will:

- Ask you about your understanding of the feedback you have been given from your online professional practice survey and the results of your physician activity report. Remember your self-evaluation is equally important as the feedback of others.
- You and your trusted advisor will review your completed Professional Development Action Plan with the 2 competencies you have chosen to improve. Your Trusted Advisor will be interested in discussing your strengths so don't forget to prepare to discuss examples of these as well.
- Do be open to the coaching that the Trusted Advisor will offer as this is all about being the best you can be.
- None of the data from the self-assessment survey, professional practice survey, individual physician activity report or professional development plan will be forwarded to the Local Emergency Chief or other FH administrative staff.

Step 8 Fill out the EPPDP completion form to receive your CME credits

Once you have completed the EPPDP go to <http://physicians.fraserhealth.ca/Departments/> and scroll down to the "Emergency" section. Then click the link "obtain my CME certificate". You will then be asked to certify that you have completed all sections of the EPPDP and submit. A CME certificate will be sent to your email inbox within a week.

EMERGENCY PHYSICIAN PROFESSIONAL DEVELOPMENT
PROGRAM ACTION PLAN



THE
CANMEDS
ROLES FRAMEWORK

EMERGENCY PHYSICIAN PROFESSIONAL DEVELOPMENT PROGRAM ACTION PLAN

As part of the Emergency Physician Professional Development Program (EPPDP) each physician will complete a Professional Development Action Plan. This document will assist you in completing your action plan. Once you have received your physician activity report and the results of your self-assessment survey and professional practice surveys the next step will be to reflect and complete your professional development action plan before your meeting with your trusted advisor.

The Emergency PPDP was developed using the CanMeds framework which is based on the seven roles that all physicians need to have, to be better doctors: Medical Expert, Communicator, Collaborator, Manager/Leader, Health Advocate, Scholar, and Professional. You will develop the action plan by choosing 2 *CanMEDS Competencies* to focus your professional development over the following twelve months. Of the two competencies that are chosen, one should be an area in which you excel and one area in which you need improvement.

When creating an Action Plan, it will be necessary to reflect on the following questions:

- What is the outcome I want to achieve?
- What actions do I need to take to achieve this?
- How will I measure the success of my intention?

An example of a completed action plan can be found below

Example Action Plan

List 2 CanMEDS Competencies that are your strengths and the feedback you gained in this area

1. Professionalism: Feedback indicates I speak respectfully of colleagues.
2. Medical Expert: Feedback indicates that I make evidence informed choices when treating patients for acute coronary syndrome.

List 2 CanMEDS Competencies that need improvement and the feedback you gained in this area

1. Management: Feedback indicates that I do not function effectively in the resuscitation area do not communicate effectively.
2. Health Advocate: My CT rate for pediatrics is much higher than the average

From the above CanMEDS competencies listed choose one that you excel at and one that needs improvement which you will focus on for the next year with this action plan.

The CanMEDS competency at which I need improvement and will focus my action plan on is

Management: Feedback indicates that I do not function effectively in the resuscitation area do not communicate effectively.

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For this competency my 3-6 month plan is to take the following actions

1. During each resuscitation case I will ask for suggestions from all members of the team and consider acting on suggestions.
2. Following every resuscitation case I will review the case with a colleague to gain feedback on my performance.

For this competency my 6-18 month plan to further improve will include the following actions

1. I will enroll in a Physician Management Institute (PMI) course on Self Awareness and Leadership.

I will measure success by

1. Every month I will touch base with my Emergency Chief and Charge Nurse to gain feedback on my ongoing performance.
2. I will enroll in the Emergency PPDP next year to gauge my improvement.

The CanMEDS competency <u>at which I excel</u> and will focus my action plan on is

Medical Expert: Feedback indicates that I make evidence informed choices when treating patients for acute coronary syndrome.

For this competency my 3-6 month plan is to take the following actions

1. Develop a presentation and present at academic half day on the newest evidence on caring for ACS in the ED.

For this competency my 6-18 month plan to further improve will include the following actions

1. I will prepare an online teaching resource for the use of residents and colleagues.
2. I would like to be viewed as the “ACS expert” in our ED by the end of the year.

I will measure success by

1. The feedback I receive after presenting at academic half day.
2. The amount of material I am able to put together and place online at the end of a year.
3. How many questions I receive from colleagues on the management of ACS.

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Reflect on your PAR, online and self-assessment and use the following question to help determine the most appropriate CanMEDS Competencies to choose to focus on with your action plan:

1. What should I be working on to accomplish in my professional role over the next one to three years?
2. What are some of the knowledge, skills and CanMEDS Competencies most important to achieve my work goals?
3. What knowledge, skills and/or CanMEDS Competencies do I need to focus on/enhance to achieve my work goals?
4. What knowledge, skills and/or CanMEDS Competencies am I naturally strong in and attracted to? (If these strengths are important for my role, I should continue to develop them.)
5. What are my less developed areas of knowledge, skill and/or CanMEDS Competencies that, if I develop, will have a significant impact on my role?
6. What would I like to know, do or have experienced in the next one to three years that will expand my knowledge, skills, and/or CanMEDS Competencies?
7. How do I learn best?
8. What activities do I need to undertake and/or resources do I need to accomplish my professional development objectives? (Development activities might include reading books, on-the-job training, workshops, conferences, involvement with professional associations, mentoring, coaching, etc.)
9. What support do I need from my Head of Department, hospital site, health region, or professional association to accomplish my professional development objectives?
10. What evidence (i.e. measures) might suggest that I have been successful in accomplishing my development objectives

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PROGRAM ACTION PLAN**

Use the following three pages to assist you in developing your own professional development action plan

Name:

Date:

List 2 CanMEDS Competencies that you excel at and the feedback you gained in this area

1. _____

2. _____

List 2 CanMEDS Competencies that need improvement and the feedback you gained in this area

1. _____

2. _____

From the above CanMEDS competencies listed choose one that you excel at and one that needs improvement which you will focus on for the next year with this action plan.

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The CanMEDS competency at which I excel and will focus my action plan on is

For this competency my 3-6 month plan is to take the following actions

For this competency my 6-18 month plan to further improve will include the following actions

I will measure success by

**EMERGENCY PHYSICIAN PROFESSIONAL DEVELOPMENT
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The CanMEDS competency at which I need improvement and will focus my action plan on is

For this competency my 3-6 month plan is to take the following actions

For this competency my 6-18 month plan to further improve will include the following actions

I will measure success by
