



## FOR ORGANIZATIONS

### MSF360: fully supported professional development

Streamline your organization's quality improvement efforts with a fully supported program, designed to enhance quality of patient care by improving a healthcare provider's performance.

#### Program overview

Designed for healthcare providers, the MSF360 program helps providers further improve the essential communication, collaboration and professional CanMEDS skills.

The MSF360 program is used effectively in organizations across Canada as a key component of their quality improvement programs. The program facilitates feedback collection from colleagues and patients that offers participants a holistic view of their practice, including strengths and opportunities for growth, through an individualized, actionable report. It is strongly recommended that providers review their report with a facilitator or coach, to objectively interpret the data, identify improvement opportunities and support the development an action plan.

#### Fully supported program

To support program administrators and the goals of health organizations, MSF360 offers custom administrator views in the MSF360 Portal, easy reporting and dedicated customer support.

Program administrators work with the MSF360 team to onboard healthcare providers to the program and can easily view their progress within the Portal. MSF360 works directly with program participants to help them stay on track and answer questions, minimizing the administrative requirements for the program on organizations.

#### Program benefits

- Statistically significant, individualized feedback from colleagues, co-workers and patients.
- Insightful, free-text comments, in addition to quantitative responses.
- Demonstrated results with 80% of healthcare providers reporting meaningful practice changes.
- Full-service delivery of surveys and a report by experts in physician assessment.
- Program developed for the Canadian context and based on the CanMEDS physician competency framework.
- Dedicated support throughout participation in the program is available via email and a toll-free phone line.



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### How the program works

MSF360 is easy to navigate from within the MSF360 Portal and can be completed at the healthcare provider's own pace within a five-month period, taking about five hours of time. Detailed instructions, resources and dedicated support are available to help providers and program administrators succeed.

### MSF360 timeline

