

Implementing Multi-source Feedback

Professionalism: How to develop surveys for peers and patients

PROGRAMME DESCRIPTION

There is a growing awareness of the importance of fostering quality improvements in performance at the workplace. One of the more popular methods for generating inputs for improvements is the Multi-source Feedback.

The goal of using multi-source feedback will be to elicit feedback that is useful to the participants in increasing self-awareness. The process will include soliciting self-assessments, as well as surveying the individuals' supervisors, peers and subordinates along dimensions of performance.



**DURATION: 0.5 DAY
(4 HOURS)**

PROGRAMME CONTENT

This programme comprises the following learning topics:

- What is Multi-Source or 360-Degree Feedback
- Developing patient-based surveys for projects
- Steps in constructing questionnaires



TARGET AUDIENCE

Clinical Educators/Teachers, including APDs, CCFMs, Clinical Instructors, Subject Leads, Preceptors from all healthcare professions and Administrators who are interested to use 360-degree feedback

LEARNING OUTCOMES

At the end of the programme, participants will be able to:

- Develop the purpose of using Multi-source feedback in your setting
- Identify and decide on the competencies to evaluate
- Develop question that address these competencies
- Develop the scoring for Multi-source Feedback

METHODOLOGY

This programme is designed to be an interactive learning experience for participants. Methodologies used will include:



Small group discussions



Group presentations

TRAINING CAPACITY

30 participants per run

ABOUT THE ORGANISER

Officially established on 19 July 2002, the NHG College plays an instrumental role in facilitating the continuous learning and development of our workforce, as well as, promoting systems improvement and driving leadership development in NHG Health. NHG College collaborates with renowned institutions and industry partners to build the pipeline and collective capacities of our leaders, educators, healthcare professionals and staff to support NHG Health in serving and managing the health of our patients and the population.

For enquiries on Education and Faculty Development courses, please visit our website by scanning the QR code below or email us at: nhggroup.college@nhghealth.com.sg

