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**Your MCC 360 feedback report – Dr. W**

This MCC 360 feedback report is a compilation of data returned to the MCC through questionnaires completed by your physician colleagues, non-physician co-workers, and patients. The report content is confidential.

While acknowledging your feedback data may be influenced by external or systematic factors outside your control (e.g., patient flow, office features, etc.), multi-source feedback offers insight into others’ perceptions of your practice and provides an opportunity for reflection and improvement.

**Reviewing and interpreting your report**

The MCC 360 feedback program was developed in conjunction with physicians and is solely focused on physician practice enhancement. The purpose is to provide you with a snapshot of your strengths and data to identify potential areas of improvement in your practice.

Your MCC 360 feedback is grouped into three roles from the CanMEDS framework (Collaborator, Communicator, and Professional). Within each of these roles, your feedback data is organized by respondent group (physician colleague, non-physician co-worker, patient and self).

* CanMEDS: <http://canmeds.royalcollege.ca/en/framework>
* CanMEDS-FM: <http://www.cfpc.ca/uploadedFiles/Education/CanMeds%20FM%20Eng.pdf>
* As **collaborators**, physicians work effectively with other health-care professionals to provide safe, high-quality, patient-centered care.
* As **communicators**, physicians form relationships with co-workers, patients and their families that facilitate the gathering and sharing of essential information for effective health care.
* As **professionals**, physicians are committed to the health and well-being of individual patients and society through ethical practice, high personal standards of behaviour, accountability to the profession and society, physician-led regulation, and maintenance of personal health.

Respondents indicated their level of agreement with statements using the following 5-point scale:

**Strongly disagree (1) Disagree (2) Neutral (3) Agree (4) Strongly agree (5)**

An additional “**Unable to assess**” option was available for respondents to indicate if they were unable to respond to a statement either because they did not have an opportunity to observe a behaviour, could not remember, or for some reason did not feel it was a relevant item for them to provide a response. Ratings of “Unable to assess” are not included in the calculations.

Scores for each role and each statement are calculated by taking the mathematical average of ratings from everyone within each respondent group who rated the statement(s) about you. Your self-assessment scores are shown separately. Tables showing the breakdown of ratings for each statement by each respondent group appear at the end of this report.

To report the average rating for a given **statement**, a minimum of four (4) physician colleague, four (4) non-physician co-worker, or twelve (12) patient responses is required. To report the average rating for an entire **respondent group**, a minimum of six (6) completed physician colleague questionnaires, six (6) non-physician co-worker questionnaires, or eighteen (18) patient questions is required.

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| Collaborator, communicator and professional |

The graph below shows the ratings provided by you in aqua, your physician colleagues in blue, your non-physician co-workers in red, and patients in yellow averaged over statements about your collaboration, communication, and professional behaviour.

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| Collaborator |

The graph below shows the average ratings from your physician colleagues (PC) in blue and your non-physician co-workers (NC) in red for each statement about your role as a collaborator.

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| **PC** | **NC** | **Table 1. Collaborator statements** |
| PC1 |  | This physician shares responsibilities with other physicians fairly. |
| PC2 | NC1 | This physician is accessible for appropriate communication about mutual patients. |
| PC3 | NC2 | This physician shares information and documentation about mutual patients with me in a timely manner. |
| PC4 | NC3 | This physician provides me with valuable advice when approached about difficult clinical decisions. |
| PC5 | NC4 | This physician establishes and maintains a positive relationship with me to support collaborative care. |
|  | NC5 | This physician arranges for patient access to care after hours and in his/her absence. |
| PC6 |  | This physician informs me when unable to accept a transfer of care or provide a consultation. |
| PC7 | NC6 | This physician provides safe handover of care during a patient transition to a different health-care professional, setting, or stage of care. |
| PC8 | NC7 | This physician shows respect for my professional knowledge and skills. |
| PC9 | NC8 | This physician shares knowledge and expertise with me. |

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| Communicator |

The graph below shows the average ratings from your physician colleagues (PC) in blue, your non-physician co-workers (NC) in red, and your patients (PT) in yellow for each statement about your role as a communicator.

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| --- | --- | --- | --- |
| **PC** | **NC** | **PT** | **Table 2.Communicator statements** |
| PC10 | NC9 |  | This physician is available for my questions. |
| PC11 | NC10 |  | This physician's verbal communication with me is clear and concise. |
| PC12 | NC11 |  | This physician provides clear, concise and accurate documentation. |
| PC13 |  |  | This physician documents clinical encounters in a timely manner.  |
|  |  | PT1 | This doctor asked me clear questions about the reason for my visit. |
|  |  | PT2 | This doctor asked me clear questions about any prescription drugs I may be taking. |
|  |  | PT3 | This doctor asked me clear questions about any non-prescription drugs I may be taking, such as vitamins, herbs, Tylenol® (acetaminophen), Aspirin® (ASA). |
|  |  | PT4 | This doctor answered my questions in a way that I could understand. |
|  |  | PT5 | This doctor explained what he or she was doing and why I was examined. |
|  |  | PT6 | This doctor explained things in a way that I could understand. |
|  |  | PT7 | This doctor gave me a chance to be involved in decisions about my care. |
|  |  | PT8 | This doctor helped me understand when and if I need to come back. |
|  |  | PT9 | This doctor helped me understand what to do if my problems do not get better. |
|  |  | PT10 | This doctor let me know if I have abnormal test results or X-rays,and told me what I need to do about them. |
|  |  | PT11 | This doctor helped me understand why and how I should take my drugs. |
|  |  | PT12 | This doctor explained the possible side effects of my treatment. |
|  |  | PT13 | This doctor listened to me. |
|  |  | PT14 | This doctor helps me get information, such as brochures and websites, to support and manage my health. |
|  |  | PT15 | This doctor talks to me about things I can do to stay healthy, such as not smoking, controlling my weight, sleeping enough and getting exercise.  |

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| Professional |

The graph below shows the average ratings from your physician colleagues (PC) in blue, your non-physician co-workers (NC) in red, and your patients (PT) in yellow for each statement about your role as a professional.

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| **PC** | **NC** | **PT** | **Table 3. Professional statements** |
| PC14 | NC12 |  | This physician contributes to the education and expertise of others. |
| PC15 | NC13 |  | This physician demonstrates professional responsibility and commitment. |
| PC16 | NC14 |  | This physician is accountable for their professional behaviour. |
| PC17 | NC15 |  | This physician respects my time. |
| PC18 | NC16 |  | This physician demonstrates calm, organized, and competent behaviour when handling challenging situations. |
| PC19 | NC17 |  | This physician manages urgent situations in a timely manner. |
| PC20 | NC18 |  | This physician respects confidentiality of patients and their families. |
| PC21 | NC19 |  | This physician is respectful of patients' personal choices. |
| PC22 | NC20 |  | This physician demonstrates respect for patients regardless of gender, sexual orientation, ethnicity, or medical condition/disability. |
| PC23 | NC21 |  | This physician demonstrates respect for colleagues/co-workers regardless of gender, sexual orientation, or ethnicity. |
| PC24 | NC22 |  | This physician consistently demonstrates professional ethics (e.g., honesty and integrity). |
|  | NC23 | PT19 | This physician demonstrates respect for patient privacy (e.g., draping). |
|  | NC24 |  | This physician demonstrates appropriate concern for workplace safety. |
| PC25 | NC25 |  | This physician speaks respectfully of other physicians/co-workers. |
| PC26 | NC26 |  | This physician speaks respectfully of patients and their families. |
|  |  | PT16 | This doctor treated me with respect. |
|  |  | PT17 | This doctor spent enough time with me. |
|  |  | PT18 | This doctor washed his/her hands before examining me. |
|  |  | PT20 | This doctor keeps my personal and health information private. |
|  |  | PT21 | I can reach a doctor outside of office hours. |

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| Self |

The table below shows your self rating compared to the average ratings from your physician colleagues (PC), non-physician co-workers (NC), and patients (PT) for each overlapping statementacross questionnaires. Cells in aqua indicate items where there is no overlap between respondent groups.

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| **Collaborator** |
| **Table 4. Ratings from self and others****Collaborator statement** | Self-rating | PC average rating | NCaverage rating | PTaverage rating |
| I share responsibilities with others fairly. | 4 | 4.4 |   |   |
| I am accessible to discuss mutual patients with others. | 4 | 4.6 | 4.1 |   |
| I share information and documentation about mutual patients with others in a timely manner.  | 5 | 4.6 | 4.5 |   |
| I provide advice when I am approached about difficult clinical decisions. | 4 | 4.0 | 4.4 |   |
| I establish and maintain positive relationships with others to support collaborative care. | 4 | 4.3 | 4.1 |   |
| I arrange for patient access to care after hours and in my absence. | 4 |   | 4.1 |   |
| I inform others when I am unable to accept a transfer of care or provide a consultation. | 4 | 4.3 |   |   |
| I provide safe handover of care during a patient transition to a different health-care professional, setting, or stage of care. | 3 | 4.4 | 4.3 |   |
| I respect the professional knowledge and skills of my colleagues and co-workers. | 3 | 4.3 | 3.5 |   |
| I share knowledge and expertise with my colleagues and co-workers. | 3 | 4.4 | 4.2 |   |
| **Average collaborator for overlapping statements** | 3.8 | 4.4 | 4.2 |   |
| **Communicator** |
| **Communicator statement** | Self-rating | PC average rating | NC average rating | PTaverage rating |
| I answer questions from patients in a way that they can understand. | 4 |   |   | 4.9 |
| I explain things to my patients in a way that they can understand. | 4 |   |   | 4.9 |
| I give my patients opportunity to be involved in decisions about their care. | 5 |   |   | 4.8 |
| I am available for questions from my colleagues and co-workers. | 4 | 4.4 | 4.2 |   |
| I am available for questions from my patients and their families. | 4 |   |   |   |
| My verbal communication with my colleagues and co-workers is clear and concise. | 3 | 4.4 | 4.1 |   |
| I provide clear, concise and accurate documentation. | 5 | 4.4 | 4.2 |   |
| I document clinical encounters in a timely manner. | 5 | 4.6 |   |   |
| **Average communicator for overlapping statements** | 4.3 | 4.5 | 4.2 | 4.9 |

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| **Professional** |
| **Professional statement** | Self-rating | PC average rating | NC average rating | PTaverage rating |
| I spend enough time with my patients. | UA |   |   | 4.9 |
| I wash my hands before examining patients. | 4 |   |   | 4.4 |
| I contribute to the education and expertise of my colleagues and co-workers. | 3 | 4.7 | 4.2 |   |
| I demonstrate professional responsibility and commitment. | 5 | 4.3 | 4.4 |   |
| I am accountable for my professional behaviour. | 5 | 4.3 | 4.1 |   |
| I respect the time of my co-workers, colleagues and patients. | 5 | 4.2 | 4.1 |   |
| I demonstrate calm, organized, and competent behaviour when handling challenging situations. | 4 | 4.2 | 3.9 |   |
| I manage urgent situations in a timely manner. | 4 | 4.4 | 4.5 |   |
| I respect the confidentiality of my patients and their families. | 5 | 4.4 | 4.4 |   |
| I am respectful of patients’ personal choices. | 5 | 4.3 | 4.4 |   |
| I demonstrate respect for my patients regardless of gender, sexual orientation, ethnicity, or medical condition/disability. | 5 | 4.3 | 4.0 |   |
| I demonstrate respect for my colleagues and co-workers regardless of gender, sexual orientation, or ethnicity. | 5 | 4.2 | 3.8 |  |
| I consistently demonstrate professional ethics (e.g., honesty and integrity). | 5 | 4.1 | 4.3 |  |
| I respect the privacy, dignity, and comfort of patients during physical examination (e.g., draping). | 5 |   | 4.6 | 4.8 |
| I demonstrate concern for workplace safety. | 4 |   | 4.3 |   |
| I speak respectfully of my co-workers and medical colleagues. | 3 | 4.0 | 3.3 |   |
| I speak respectfully of patients and their families. | 5 | 4.3 | 3.9 |   |
| **Average professional for overlapping statements** | 4.5 | 4.3 | 4.2 | 4.7 |

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| **Other** |
| **Other statement** | Self-rating | PC average rating | NC average rating | PTaverage rating |
| I would recommend this physician to a friend or family member. |  | 4.2 | 4.0 | 4.9 |
| This physician is someone I would collaborate with on patient care. |  | 4.2 |  |  |
| I feel comfortable approaching this physician. |  |  | 3.9 |  |
| I manage stress effectively. | 3 |  |  |  |
| I maintain a healthy balance between professional and personal responsibilities. | 4 |  |  |  |

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| Open-ended comments |

Please note that any expletives or personal identifiers have been removed and replaced with the symbol “--".

What is one thing that this physician does particularly well?

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| Respondent group | Table 5. Comments on what is done well |
| PC | Create Access for Patients, Consults |
| PC | encouraging health |
| PC | excellent clinical notes and keeps on time for consult appointments |
| PC | Innovative approach to caring for patients |
| PC | leader and innovator  |
| PC | Health management  |
| NC | Clear and concise communication  |
| NC | Dr. W is very organized and thorough. She has alot of knowledge and is very humble |
| NC | Dr. W has tremendous success helping patients with their health goals. Many of her patients have expressed their appreciation and excitement about their success. |
| NC | Patient education  |
| NC | punctual |
| NC | She gets along with her patient and very efficient  |
| NC | This physician is always looking at the best way of making things easier for the patients and cares deeply in their health and well being. |
| NC | Very punctual |
| NC | Well organized |
| PT | answer my questions |
| PT | answered my questions |
| PT | Called me with blood results/ Explained everything |
| PT | communicate, compassionate & inspired |
| PT | did not judge me |
| PT | Discussed overall health and health plan |
| PT | Dr. W addressed my concern using multiple tools (prescriptions + online tools) |
| PT | Dr. W asked me many questions + is doing prevantative follow up for my health maintenance |
| PT | Dr. W is very thorough in discussing my results and what I can do better |
| PT | Dr. W made sure that I got the help that I need |
| PT | Everything |
| PT | explain clearly |
| PT | explain everything and my options |
| PT | explain things to me |
| PT | explained every step of the procedure |
| PT | explained me what I should do so I can fall asleep without sleeping pill |
| PT | Explained things to me |
| PT | Explained things to my son |
| PT | Explanation of results + positively reinforced my successes |
| PT | Give me step by step information & support |
| PT | helped my problem & understood |
| PT | inform me of issue |
| PT | is easygoing and personable, gives clear instructions and guidelines to follow |
| PT | Listened to me and took her time |
| PT | Listened to my concerns and acted upon my concerns |
| PT | made me feel comfortable and not judged |
| PT | made me laugh |
| PT | Offered further suggestion and support regarding my health |
| PT | Offered suggestions on how to improve |
| PT | Provided positive help |
| PT | Spent time discussing my weight loss goals + desire to stop smoking |
| PT | very good at making me feel comfortable talking about my issues |

What is one thing that this physician could do better?

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| --- | --- |
| Respondent group | Table 6. Comments on what could be done better |
| PC | Communication  |
| PC | Improve transparency/honesty  |
| PC | Improved tolerance of team members to aid cohesion of a team |
| PC | No major deficiencies identified |
| PC | nothing specific |
| PC | Plan more time in her daily schedule for the unexpected patients |
| NC | being compassionate |
| NC | Can't think of any |
| NC | Can't think of anything at present |
| NC | Choice of words and communication with others |
| NC | Greater participation and engagement in the collaborative nature of the work environment we have. |
| NC | I can’t think of anything |
| NC | Nothing I can think of! She is a great doctor and Is caring about the staff that work here. |
| NC | Respect for colleagues  |
| PT | Could have told me what she was looking/listening when doing the exam |
| PT | I have no complaints as a patient. I am very pleased |
| PT | I have nothing that I would think needs an improvement |
| PT | my health |
| PT | n/a |
| PT | n/a - this was a check up on test results visit. All was good |
| PT | No |
| PT | Nothing |
| PT | Nothing - very pleased with visit |
| PT | Nothing all was great!! |
| PT | Nothing everything was great |
| PT | Nothing I can think of |
| PT | nothing, I would and have recommended her to friends and family, best care I have gotten from a family doctor |
| PT | nothing, the visit went very well |
| PT | Nothing. I felt very comfortable and supported by my doctor |
| PT | There is nothing that needs to be improved upon |
| PT | Usually on time this visit 15 min late |

**Reflecting on your report**

Your feedback report can open new ways of thinking about your practice and identifying goals to continuously improve. The following activity can help you integrate and reflect on your feedback.

***How you see yourself and how others see you***

Look back at the table above that shows how your self-ratings compare to your colleagues, co-workers, and patients. Identify items where you received ratings from others that were substantially (more than 1 point) higher or lower than your self-ratings and items where there is agreement. Based on the items you circled in your profile, please note the following.

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| **Your Self-ratings****Low High**  | **Potential Blind spots**(You received rating from others that are lower than your self-ratings) | **Acknowledged Strengths**(You received rating from others that are high, and your self-ratings are also high) |
| **Acknowledged Area for Improvement**(You received rating from others that are low, and your self-ratings are also low) | **Unrealized Strengths**(You received rating from others that are higher than your self-ratings) |

 **Low High**

**Average Ratings from Colleagues and Co-workers**

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| 1. Did you find many differences between how you see yourself and how others see you?
 |
| 1. What were your initial reactions to these differences?
 |
| 1. Based on this, what area might you like to target for improvement?
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***What others see as your strengths and areas for improvement***

Look back at graphs showing how your medical colleague, co-workers, and patients rated your communication, collaboration, and professional behaviours.

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| 1. For each respondent group, can you understand why the lowest score was rated lowest?
 |
| 1. For each respondent group, can you understand why the highest score was rated highest?
 |
| 1. Can you detect any consistencies or patterns when you look at your scores across the groups?
 |
| 1. Based on these, are any areas identified that you would like to target for improvement?
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**Using your report to develop a learning change or action plan**

Considering your report, your refelction on it, any identified areas in which you would like to improve, take a few minutes and think about how you will make identited change/s using the questions below. Feel free to discusss the areas you’ve identified and your plan with a colleague.

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| 1. Describe a specific, observable change that you intend to make as a result of the feedback. What is your goal? |
| 2. How will you and your patients benefit from this change? |
| 3. What specific actions do you need to take? What resources will you need? What learning will you need to undertake?  Who will you involve in this work? |
| 4. When will you begin? When you you hope to see results? |
| 5. What will get in the way of accomplishing this change? How will you overcome these? What factors will help you? |
| 6.How will you measure success? What will tell you that you have achieved your goal?  |

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| Physician colleague assessment |

The table below provides detailed information about the frequency of ratings and average rating from your physician colleagues for each item.

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| **Collaborator** |
| **Table 7. Ratings by statement** **Collaborator statement** | **Frequency of physician colleague ratings** | Averagerating |
| Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Unableto asess |
| Q1. This physician shares responsibilities with other physicians fairly. | 0 | 0 | 1 | 3 | 5 | 0 | 4.4 |
| Q2. This physician is accessible for appropriate communication about mutual patients. | 0 | 0 | 0 | 4 | 5 | 0 | 4.6 |
| Q3. This physician shares information and documentation about mutual patients with me in a timely manner. | 0 | 0 | 0 | 4 | 5 | 0 | 4.6 |
| Q4. This physician provides me with valuable advice when approached about difficult clinical decisions. | 0 | 0 | 1 | 6 | 1 | 1 | 4.0 |
| Q5. This physician establishes and maintains a positive relationship with me to support collaborative care. | 0 | 0 | 1 | 4 | 4 | 0 | 4.3 |
| Q6. This physician informs me when unable to accept a transfer of care or provide a consultation. | 0 | 0 | 1 | 4 | 4 | 0 | 4.3 |
| Q7. This physician provides safe handover of care during a patient transition to a different health-care professional, setting, or stage of care. | 0 | 0 | 0 | 5 | 4 | 0 | 4.4 |
| Q8. This physician shows respect for my professional knowledge and skills. | 0 | 0 | 0 | 6 | 3 | 0 | 4.3 |
| Q9. This physician shares knowledge and expertise with me. | 0 | 0 | 0 | 5 | 4 | 0 | 4.4 |
| **Average collaborator**  |  |  |  |  |  |  | 4.4 |
| **Communicator** |
| **Communciator statement** | **Frequency of physician colleague ratings** | Averagerating |
| Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Unableto asess |
| Q10. This physician is available for my questions. | 0 | 0 | 0 | 5 | 4 | 0 | 4.4 |
| Q11. This physician's verbal communication with me is clear and concise. | 0 | 0 | 0 | 5 | 4 | 0 | 4.4 |
| Q12. This physician provides clear concise and accurate documentation. | 0 | 0 | 0 | 5 | 4 | 0 | 4.4 |
| Q13. This physician documents clinical encounters in a timely manner. | 0 | 0 | 0 | 4 | 5 | 0 | 4.6 |
| **Average communicator** |  |  |  |  |  |  | 4.5 |

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| **Professional** |
| **Professional statement** | **Frequency of physician colleague ratings** | Averagerating |
| Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Unableto asess |
| Q14. This physician contributes to the education and expertise of others. | 0 | 0 | 0 | 3 | 6 | 0 | 4.7 |
| Q15. This physician demonstrates professional responsibility and commitment. | 0 | 0 | 0 | 6 | 3 | 0 | 4.3 |
| Q16. This physician is accountable for their professional behaviour. | 0 | 0 | 0 | 6 | 3 | 0 | 4.3 |
| Q17. This physician respects my time. | 0 | 0 | 1 | 5 | 3 | 0 | 4.2 |
| Q18. This physician demonstrates calm, organized, and competent behaviour when handling challenging situations. | 0 | 0 | 1 | 5 | 3 | 0 | 4.2 |
| Q19. This physician manages urgent situations in a timely manner. | 0 | 0 | 0 | 5 | 3 | 1 | 4.4 |
| Q20. This physician respects confidentiality of patients and their families. | 0 | 0 | 0 | 5 | 4 | 0 | 4.4 |
| Q21. This physician is respectful of patients' personal choices. | 0 | 0 | 1 | 4 | 4 | 0 | 4.3 |
| Q22. This physician demonstrates respect for patients regardless of gender, sexual orientation, ethnicity, or medical condition/disability. | 0 | 0 | 1 | 4 | 4 | 0 | 4.3 |
| 23. This physician demonstrates respect for colleagues regardless of gender, sexual orientation, or ethnicity. | 0 | 0 | 2 | 3 | 4 | 0 | 4.2 |
| Q24. This physician consistently demonstrates professional ethics (e.g., honesty and integrity). | 0 | 0 | 2 | 4 | 3 | 0 | 4.1 |
| Q25. This physician speaks respectfully of other physicians. | 0 | 0 | 3 | 3 | 3 | 0 | 4.0 |
| Q26. This physician speaks respectfully of patients and their families. | 0 | 0 | 0 | 6 | 3 | 0 | 4.3 |
| **Average professional** |  |  |  |  |  |  | 4.3 |

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| **Other** |
| **Other statement** | **Frequency of physician colleague ratings** | AverageRating |
| Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Unableto asess |
| Q27. I would recommend this physician to a friend or family member. | 0 | 0 | 1 | 5 | 3 | 0 | 4.2 |
| Q28. This physician is someone I would collaborate with on patient care. | 0 | 0 | 1 | 5 | 3 | 0 | 4.2 |

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| Non-physician co-worker assessment |

The table below provides detailed information about the frequency of ratings and average rating from your non-physician co-workers for each item.

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| **Collaborator** |
| **Table 8. Ratings by statement** **Collaborator statement** | **Frequency of non-physician colleague ratings** | AverageRating |
| Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Unableto asess |
| Q1. This physician is accessible for appropriate communication about mutual patients. | 0 | 0 | 1 | 4 | 2 | 2 | 4.1 |
| Q2. This physician shares information and documentation about mutual patients with me in a timely manner. | 0 | 0 | 1 | 1 | 4 | 3 | 4.5 |
| Q3. This physician provides me with valuable advice when approached about difficult clinical decisions. | 0 | 0 | 1 | 3 | 4 | 1 | 4.4 |
| Q4. This physician establishes and maintains positive relationships with me to support collaborative care. | 0 | 0 | 3 | 2 | 4 | 0 | 4.1 |
| Q5. This physician arranges for patient access to care after hours and in his/her absence. | 0 | 0 | 1 | 5 | 2 | 1 | 4.1 |
| Q6. This physician provides safe handover of care during a patient transition to a different health-care professional, setting, or stage of care. | 0 | 0 | 1 | 3 | 3 | 2 | 4.3 |
| Q7. This physician shows respect for my professional knowledge and skills. | 0 | 1 | 3 | 3 | 1 | 1 | 3.5 |
| Q8. This physician shares knowledge and expertise with me. | 0 | 0 | 2 | 3 | 4 | 0 | 4.2 |
| **Average collaborator**  |  |  |  |  |  |  | 4.2 |
| **Communicator** |
|  | **Frequency of non-physician colleague ratings** | AverageRating |
| **Communicator statement** | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Unableto asess |
| Q9. This physician is available for my questions. | 0 | 0 | 1 | 5 | 3 | 0 | 4.2 |
| Q10. This physician's verbal communication with me is clear and concise. | 0 | 0 | 2 | 4 | 3 | 0 | 4.1 |
| Q11. This physician provides clear, concise, and accurate documentation. | 0 | 0 | 1 | 5 | 3 | 0 | 4.2 |
| **Average communicator** |  |  |  |  |  |  | 4.2 |

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| **Professional** |
| **Professional statement** | **Frequency of non-physician colleague ratings** | AverageRating |
| Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Unableto asess |
| Q12. This physician contributes to the education and expertise of others. | 0 | 0 | 0 | 7 | 2 | 0 | 4.2 |
| Q13. This physician demonstrates professional responsibility and commitment. | 0 | 0 | 0 | 5 | 4 | 0 | 4.4 |
| Q14. This physician is accountable for their professional behaviour. | 0 | 1 | 2 | 1 | 5 | 0 | 4.1 |
| Q15. This physician respects my time. | 0 | 1 | 1 | 3 | 4 | 0 | 4.1 |
| Q16. This physician demonstrates calm, organized, and competent behaviour when handling challenging situations. | 0 | 1 | 2 | 3 | 3 | 0 | 3.9 |
| Q17. This physician manages urgent situations in a timely manner. | 0 | 0 | 0 | 4 | 4 | 1 | 4.5 |
| Q18. This physician respects confidentiality of patients and their families. | 0 | 0 | 1 | 3 | 5 | 0 | 4.4 |
| Q19. This physician is respectful of patients' personal choices. | 0 | 0 | 2 | 1 | 5 | 1 | 4.4 |
| Q20.This physician demonstrates respect for patients regardless of gender, sexual orientation, ethnicity, or medical condition/disability. | 0 | 1 | 1 | 3 | 3 | 1 | 4.0 |
| Q21. This physician demonstrates respect for co-workers regardless of gender, sexual orientation, or ethnicity. | 0 | 1 | 2 | 4 | 2 | 0 | 3.8 |
| Q22. This physician consistently demonstrates professional ethics (e.g., honesty and integrity). | 0 | 0 | 2 | 2 | 5 | 0 | 4.3 |
| Q23. This physician demonstrates respect for patient privacy, dignity, and comfort during physical examination (e.g., draping). | 0 | 0 | 0 | 3 | 4 | 2 | 4.6 |
| Q24. This physician demonstrates appropriate concern workplace safety. | 0 | 0 | 1 | 4 | 4 | 0 | 4.3 |
| Q25. This physician speaks respectfully of co-workers. | 0 | 3 | 1 | 4 | 1 | 0 | 3.3 |
| Q26. This physician speaks respectfully of patients and their families. | 0 | 2 | 0 | 4 | 3 | 0 | 3.9 |
| **Average professional** |  |  |  |  |  |  | 4.2 |
| **Other** |
| **Other statement** | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Unableto asess |  |
| Q27. I feel comfortable approaching this physician. | 0 | 0 | 5 | 0 | 4 | 0 | 3.9 |
| Q28. I would recommend this physician to a friend or family member. | 0 | 1 | 2 | 1 | 4 | 1 | 4.0 |

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| Patient assessment |

The table below provides detailed information about the frequency of ratings and average rating from your patients for each item.

|  |
| --- |
| **Communicator** |
| **Table 9. Ratings by statement** **Communicator statement**  | **Frequency of patient ratings** | AverageRating |
| Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Unableto asess |
| Q1. This doctor asked me clear questions about the reason for my visit. | 0 | 0 | 1 | 7 | 26 | 0 | 4.7 |
| Q2. This doctor asked me clear questions about any prescription drugs I may be taking | 0 | 0 | 4 | 6 | 20 | 5 | 4.5 |
| Q3. This doctor asked me clear questions about any non-prescription drugs I may be taking, such as vitamins, herbs, Tylenol® (acetaminophen), Aspirin® (ASA). | 0 | 3 | 9 | 6 | 9 | 8 | 3.8 |
| Q4. This doctor answered my questions in a way that I could understand. | 0 | 0 | 0 | 2 | 33 | 0 | 4.9 |
| Q5. This doctor explained what he or she was doing and why I was examined. | 0 | 0 | 3 | 2 | 27 | 3 | 4.8 |
| Q6. This doctor explained things in a way that I could understand. | 0 | 0 | 0 | 3 | 32 | 0 | 4.9 |
| Q7. This doctor gave me a chance to be involved in decisions about my care. | 0 | 0 | 2 | 4 | 29 | 0 | 4.8 |
| Q8. This doctor helped me understand when and if I need to come back. | 0 | 0 | 0 | 3 | 32 | 0 | 4.9 |
| Q9. This doctor helped me understand what to do if my problems do not get better. | 0 | 0 | 3 | 3 | 25 | 4 | 4.7 |
| Q10. This doctor let me know if I have abnormal test results or X-rays, and told me what I need to do about them. | 0 | 0 | 6 | 3 | 19 | 7 | 4.5 |
| Q11. This doctor helped me understand why and how I should take my drugs. | 0 | 0 | 1 | 7 | 14 | 13 | 4.6 |
| Q12. This doctor explained the possible side effects of my treatment. | 0 | 0 | 1 | 9 | 15 | 9 | 4.6 |
| Q13. This doctor listened to me. | 0 | 0 | 0 | 4 | 31 | 0 | 4.9 |
| Q14. This doctor helps me get information, such as brochures and websites, to support and manage my health. | 0 | 0 | 1 | 6 | 26 | 2 | 4.8 |
| Q15. This doctor talks to me about things I can do to stay healthy, such as not smoking, controlling my weight, sleeping enough and getting exercise. | 0 | 0 | 1 | 7 | 26 | 1 | 4.7 |
| **Average communicator** |  |  |  |  |  |  | 4.7 |

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| --- |
| **Professional** |
|  | **Frequency of Patient Ratings** | AverageRating |
| **Professional statement** | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Unableto asess |
| Q16. This doctor treated me with respect. | 0 | 0 | 0 | 3 | 32 | 0 | 4.9 |
| Q17. This doctor spent enough time with me. | 0 | 0 | 0 | 4 | 31 | 0 | 4.9 |
| Q18. This doctor washed his or her hands before examining me. | 0 | 0 | 5 | 5 | 17 | 8 | 4.4 |
| Q19. This doctor respects my comfort, privacy and dignity when examining me by, for example, covering up parts of my body. | 0 | 0 | 2 | 3 | 27 | 3 | 4.8 |
| Q20. This doctor keeps my personal and health information private. | 0 | 0 | 0 | 3 | 29 | 3 | 4.9 |
| Q21. I can reach a doctor outside of office hours. | 1 | 1 | 9 | 3 | 13 | 7 | 4.0 |
| **Average professional** |  |  |  |  |  |  | 4.6 |
| **Other** |
|  | **Frequency of Patient Ratings** | AverageRating |
| **Other statement** | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Unableto asess |
| Q22. The staff in this doctor’s office are careful about keeping my personal information private. | 0 | 0 | 3 | 8 | 18 | 4 | 4.5 |
| Q23. I can reach a person in the office by phone during the day. | 0 | 0 | 2 | 7 | 25 | 1 | 4.7 |
| Q24. The doctor’s workplace is clean. | 0 | 0 | 0 | 5 | 30 | 0 | 4.9 |
| Q25. I would recommend this doctor to a friend or family member. | 0 | 0 | 0 | 2 | 33 | 0 | 4.9 |