



QUALITY IMPROVEMENT PROGRAM FREQUENTLY ASKED QUESTIONS (FAQ)

Background

There has been a move away from multisource feedback programs such as the Manitoba Physician Achievement Review (MPAR) program being used as a stand-alone tool. The MPAR program has been discontinued. The Quality Improvement (QI) program will implement a more robust review of physician's practices when *The Regulated Health Professions Act* (RHPA) comes into effect in early 2019.

What is the Quality Improvement program (QI)?

- The QI program is a made-in-Manitoba program which has been developed in collaboration with Doctors Manitoba, Shared Health, College of Family Physicians of Canada (Manitoba and national levels) and the Royal College of Physicians and Surgeons of Canada.
- The program promotes the individualized analysis of a member's practice and introduces an element of peer review to Manitoba; other jurisdictions have used peer review for many years.
- The review process encourages each member to reflect on their practice so that they may plan for their continuing professional development and practice improvements around needs they identify in their practice.
- Some participants will undergo offsite chart review, multisource feedback, and/or onsite office visits.
- All participants will receive feedback and practice resources.
- The program will also be able to provide physician support resources, e.g. Doctors Manitoba Physician and Family Support Program.
- All participants will be asked to complete an action plan based on their individual practice needs.
- The program is educational in nature, collegial and non-invasive and it is designed to promote quality improvement throughout the span of a member's career.

Why do members have to undergo the review process?

- The CPSM is mandated by legislation to supervise the practice of its members to ensure provision of safe care to Manitobans.
- Encourages continuing quality improvement activities, and continuing practice improvement for CPSM members.

When will this review process begin?

- The program will begin for Family Physicians when the RHPA comes into effect in early 2019.
- Specialists will begin to roll into the QI program in 2020.

Who must undergo the review process?

- All physicians who have been practising independently for at least three full years and are not currently on maternity/paternity leave or medical leave.
- Members already participating in a similar process for another reason may be exempt if they are willing to share data (i.e. regional/provincial credentialing process; academic performance review; activities for CFPF or RCPSC Maintenance of Certification assessment category with quality improvement/learning component).

Where will the review process take place?

- For those participants undergoing a chart review, most will be off-site reviews which will be held at the College offices.
- On-site chart reviews will be done at the office of the physician being reviewed.
- All reviews will be completed by a CPSM approved auditor.

How are members selected to undergo the review process and how often is a member required to go through the review process?

- Participants are randomly selected into three different categories and then risk/protective stratification factors are applied. It has been recognized in the literature that there are factors associated with a physician and their practice which may put them at risk for poor performance, or which may be predictive of higher levels of performance. Analysis of these factors will help determine the category of review for some participants. Some participants will also be randomly selected for each category of review.
- The program will operate on a seven-year cycle.

What's in it for me?

- The opportunity to analyze your practice to identify opportunities to provide better care to patient populations.
- Choose CPD opportunities that match your practice and learning needs.
- You will be provided with links to new resources.
- You will be eligible for CPD credits once you complete the review process.
- The QI program has received CPD accreditation by the CFPC.
- The College is working with the RCPSC to ensure that the work of our members will align wherever possible.