

Physician Assessment & Feedback Program

The Physician Assessment and Feedback (PAF) Program is a quality monitoring program at CPSA, part of the regulatory requirement under Part 3 of the *Health Professions Act* (HPA), designed to assess and support physicians in enhancing their practice. PAF is run by CPSA's Competence Committee, as part of the competence assessment under section 24 of the *Physicians, Surgeons and Osteopaths Profession Regulation* (Regulations).

The purpose of PAF is to identify physicians who may most benefit from support and education to develop their practice and patient care. The goal is to foster a physician's understanding of potential risk in their practice habits and encourage change in their practice to decrease potential harm to patients, complaints and legal issues. We want to proactively work with physicians to prevent problems before they occur.

How are physicians selected for PAF?

CPSA uses a risk-based approach to physician selection for this program. Our research team has participated in national efforts to understand the factors that may predict and influence physician performance (e.g. gender, age and prescribing patterns).* Our research team has established a scoring system based on a number of these factors that increases our ability to identify physicians whose practice may be at higher risk to having challenges or hindering performance. This allows us to focus our efforts on working with physicians who may most benefit from support to mitigate these risks. These factors are shared with Alberta's physicians in their annual MD Snapshot-Practice Checkup.

What does the PAF process entail?

The process begins with a standardized chart audit. This provides valuable information about various aspects of your practice: where you are meeting standards and potential areas for improvement. Physicians will then receive a debrief on the findings, where they will receive quality improvement coaching to independently implement improvement in their practice.

Some physicians will require additional assessment of their strengths and opportunities and will work with a CPSA Senior Medical Advisor to establish an action plan. Some aspects of the plan may include external assessments or activities—any associated costs will be the responsibility of the physician.

We anticipate our chart review will indicate which physicians will benefit from participation in an Independent Practice Review (IPR), our comprehensive assessment and intervention program. Physicians referred to IPR for assessment and remediation are responsible for all costs associated with the IPR process—this is required under section 28 of the Regulations.

The PAF program is based on the foundational principles of support, education and quality improvement. We want physicians to have valuable learnings that positively impact their individual practice.

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