

# Physician Assessment & Feedback (PAF)

## What to Expect/FAQ's

### A step-by-step guide to PAF:

#### 1. Complete your Practice Overview Questionnaire and Conflict of Interest Declaration (20 minutes)

The electronic form can be completed here: [CPSA Practice Overview Questionnaire and Conflict of Interest Declaration](#)

The questionnaire helps us to better understand your practice details and to assign an appropriate peer practice visitor.

If you're unable to submit the form **within 10 business days, are a physician practicing solely as a locum, are not involved in direct patient care or plan on retiring in the next 12 months**, please contact us at [PAF@cpsa.ab.ca](mailto:PAF@cpsa.ab.ca).

#### 2. Participate in a Practice Visit

A variety of assessment tools will be used to conduct this visit remotely where able. The practice visit assessment involves:

##### 1) Patient Record Review: (prep time varies)

An experienced CPSA practice visitor will review a selection of your patient records to identify practice strengths and opportunities for improvement. This record review is usually completed remotely through authorized access to your EMR. The practice visitor uses a standard assessment tool and looks for alignment with [CPSA's Standards of Practice](#) as well as thoroughness of histories and physical examinations. Assessment measures can be reviewed on the CPSA website here: [PAF - Family Physician & General Practice Assessment Tool](#)

If you use paper records, or a combination of paper records and EMR, you will be requested required to select and provide the CPSA with a selection of patient records which are representative of your clinical practice. We will send you detailed instructions on how to select and ready records for review, as well as information about how to send the records securely. In some instances, an on-site practice visit may need to occur.

##### 2) Chart Stimulated Discussion: (1-2 hours)

The practice visitor will arrange a time to connect with you by phone or secure videoconference. A selection of the reviewed patient records will be discussed between you and the practice visitor to gain a greater understanding of your clinical reasoning, judgement and management strategy.

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#### 3) **Review of Office processes: (30-60 minutes)**

If necessary, the practice visitor will arrange a time to connect with the office manager to review standard office processes such as tracking of referrals, scheduling processes, and triage.

#### **3. Review and reflect on your PAF Summary Report (60 minutes)**

A CPSA senior medical advisor will write a summary report based on the information from your practice visit as well as your MD Snapshot reports available in your CPSA Physician portal and other resources as needed. You will receive this summary report for review and self-reflection. The report will identify strengths and opportunities for practice improvement.

#### **4. Optional: Participate in a follow-up telephone facilitation (60 minutes)**

At your request, we will arrange a follow-up phone call with a trained physician facilitator. Together, you'll go over the PAF Summary Report and discuss strengths, opportunities for improvement and possible action plan items. The facilitator will help you decide what recommendations to implement first and suggest resources and strategies to support you.

#### **5. Implement practice improvements, as required (time varies)**

- If no further assessment or ongoing support from the competence program at CPSA is necessary, your PAF file will be closed. Facilitated support by an SMA may also be requested by the physician after file closure.
- If further intervention and support is deemed to be required, you will be referred to the Individual Practice Review (IPR) Program and assigned a Senior Medical Advisor (SMA) to co-ordinate your progress. Note: There is a fee of \$5000 for IPR, and if enrolled, you will be responsible for the costs associated with any follow up assessments and activities.

#### **6. Give us your feedback (10 minutes)**

We want to make sure the PAF process provides the best possible support and resources for physicians. Included in your PAF closure letter, you'll receive a link to an online feedback questionnaire and program evaluation. Please share your experience by completing the form and submitting it to us within two weeks. We'll use your feedback to improve the experience for future participants.

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### Frequently Asked Questions

#### How are physicians selected to participate in PAF?

Protective and risk factors identified in the MD Snapshot Practice Checkup (compiled from physician responses to the annual Renewal Information Form and other CPSA databases) were used for PAF's physician selection. The factors in Practice Checkup were identified through years of national and international research. Indicators will continue to evolve based on various research projects, investigating potential protective and risk factors for physician performance.

In addition to factors-based selection, a number of physicians are selected randomly. In 2023, an estimated 180 physicians will be selected to participate in PAF.

#### How was I, personally chosen to participate?

Practice visitors and Continuing Competence staff are blinded to the PAF selection process in an effort to mitigate unintended bias during the assessment process. You may review your MD Snapshot Practice Checkup in the CPSA Physician Portal to review your own risk and protective factors.

#### Can I choose *not* to participate?

Participation in Continuing Competence activities is mandatory and can benefit both you and your patients. PAF is our proactive approach to quality monitoring that provides selected physicians with a more in-depth assessment of their practice.

#### I don't work in a typical practice setting. Do I still need to participate?

In some cases there may be a basis for an exemption. If you are not involved in direct patient care, please contact CPSA at [PAF@cpsa.ab.ca](mailto:PAF@cpsa.ab.ca)

#### Are there fees/costs associated with PAF?

There is no cost for the practice visit and the facilitation. Pending the PAF summary findings, there may be some recommended external assessments or activities required, which will be at the physician's cost. If the PAF assessment results in a referral to the Individual Practice Review (IPR) program, the physician is responsible for IPR related costs.

#### I have concerns about providing my patient records.

Authorized under the *Health Professions Act* (HPA) as part of a continuing competence program, review of patient records is also subject to privacy legislation which prohibits CPSA and its agents and employees from disclosing patient identifying information to any other persons except as authorized by the HPA. Confidentiality and Non-Disclosure Agreements are signed by all CPSA agents and staff.

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#### **How many CPD credits can I claim?**

There is no specific number of CPD credits available for this process. Upon closure of your PAF file, you are encouraged to apply for CPD credits through the College of Family Physicians of Canada (Mainpro+) or the Royal College of Physicians and Surgeons of Canada (MOC) according to the time spent and rules of your CPD governing body.

#### **Further questions?**

Attached is an information sheet about the Physician Assessment & Feedback (PAF) Program.

Once you have studied the PAF information package, if you have further questions regarding the PAF process, please email [PAF@cpsa.ab.ca](mailto:PAF@cpsa.ab.ca) or call 1-800-561-3899 ext. 3107 and we will arrange a teleconference for you with a program representation.