

Further Information on the Physician Assessment & Feedback Program

Physician Assessment & Feedback (PAF) is a quality assurance program at CPSA, part of the regulatory requirement under section 3 of the *Health Professions Act* (HPA). It is designed to assess and support physicians in enhancing their practice. 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(s) in their practice, and encourage change to decrease potential complaints, harm to patients and legal issues. We want to proactively work with physicians to prevent problems before they occur.

How are physicians selected for PAF?

CPSA uses an evidence-based approach to physician selection for this program. Our Research & Evaluation Unit ([REVU](#)) has participated in national efforts to understand the factors that may predict and influence physician performance (e.g. gender, age and prescribing patterns).*

REVU has established a scoring system based on a number of these factors, which 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 physicians in their annual [MD Snapshot-Practice Checkup](#).

To ensure our evolving work in this area uses sound research methodology, there will also be physicians selected into the PAF program who have been randomly selected. Physicians may also be chosen based on other factors that warrant a competence assessment. Practice visitors and CPSA senior medical advisors conducting the assessments are blinded to the selection process.

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. Then the assessor will engage the physician in a chart-stimulated discussion about the charts and also review standard office processes with the clinic office manager. Physicians will then receive a summary report on the findings for review and self-reflection. The report will identify strengths, opportunities for improvement and may recommend practice changes for the physician to independently implement improvement in their practice.

Some physicians may require additional support by a CPSA senior medical advisor and would benefit from participation in an **Individual 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.

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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