

# Guidelines for trainers and trainees on submitting the Multi-Source Feedback (MSF) forms – online/offline

## Overview

On the recommendation of the AAAEC, the Board of Management of the PGIM and the Senate of the University of Colombo have approved the implementation of an online supported MSF submission system for postgraduate trainees of the PGIM. The aim of the new submission system is to streamline the submission of MSF forms and thereby to avoid delays in analyzing the feedback and taking remedial actions to support trainees who are in need. The following guidelines are issued for the benefit of trainers and trainees who will be making use of the online supported MSF system.

## Definitions of terms

**Feedback giver** An individual recognized by both the trainee and the trainer as having enough insights into the trainee's day to day activities at the work setting.

**MERC** Medical Education Resource Centre of the PGIM

## Online supported MSF process

When making use of the online supported MSF process, trainees and the trainers are expected to adhere to the following steps:

1. The trainee in consultation with the supervisor/trainer identifies 15 potential feedback givers (e.g. Consultants, Registrars, SHO's, Nursing officers, Medical students, Pupil Nurses, Physiotherapists, Pharmacists, Theatre Staff, Labour Room Midwives, Technicians, etc).
2. The trainee will fill an online form provided by the MERC to submit the potential feedback givers' details including their names, designations, email addresses (where available) and telephone numbers. The trainee should also indicate the name, designation, email and the contact number of the supervisor/trainer in the same list. **(The list should include all feedback givers nominated including those who are not able to submit the feedback form online).**
3. The trainee submits the completed form online.
4. The MERC will email each feedback giver a web link associated with the online MSF form. **(In the case of feedback givers who are without an email address or are unable to submit feedback online, the trainee must download the feedback forms sent by MERC via email and hand over the printed copies to the feedback givers for manual filling.)**
5. The feedback givers will fill the MSF form online or handover the manually filled feedback forms directly to the trainers. Trainers should handover the manually filled feedback forms under confidential cover to the Director PGIM who will forward the same to the MERC for digitizing).
6. In the case of non-responders, the MERC will send reminders and will keep the trainee and the trainer updated.

7. The MERC will collate all online and offline submissions and analyze the feedback after the deadline for submission.
8. The MERC will send the analysis of the feedback to the designated trainer, trainee, and the Board of Study.
9. The trainer can choose to discuss the analyzed feedback with the trainee giving special attention to strengths and weaknesses, and plan remedial actions, where necessary.
10. The Board of Study will evaluate the feedback analysis and determine a course of action, where necessary.
11. The PGIM will update the trainee database with the actions suggested by the Board of Study.

Notes:

1. All trainees at MD level should submit MSF forms at least twice (Once during pre-MD period and once during the post-MD period) during their training unless otherwise deemed necessary by the relevant Board of Study.
2. It is estimated that nomination of 15 potential feedback givers will enable the trainee to gather feedback from at least 12 of the nominated individuals in line with best practices in MSF.
3. The feedback received by the MERC will be considered confidential and will not be conveyed to a third-party other than the trainer designated and to the Board of Study.
4. In the case of manual submission, the trainee is expected to download the MSF forms available online and handover the same to the feedback givers through the designated main trainer/supervisor.
5. The trainers are responsible for submitting the manually completed MSF forms to the PGIM under confidential cover.
6. When submitting the potential feedback givers list, trainees are urged to verify the email address before forwarding the same to the PGIM.

MSF submission support

Trainees and trainers are requested to contact the MERC for any clarifications regarding the submission of MSF forms via email ([merc@pgim.cmb.ac.lk](mailto:merc@pgim.cmb.ac.lk)) or via designated telephone numbers as indicated in the website.