



FOCUS ON RESEARCH

FURTHER DEVELOPMENT AND EVALUATION OF WORKPLACE-BASED ASSESSMENT TO MONITOR AND MAINTAIN STANDARDS OF CLINICAL GOVERNANCE WITHIN THE NHS

Researcher

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Aims

The overall aim of this research fellowship was to develop feasible and robust systems to monitor and promote standards of clinical governance within the NHS. The research had three strands:

1. Workplace-Based Assessments (WPBA)
2. Curriculum Evaluation
3. 'Think-Outside-the-Box'

The purpose was to identify feedback in order to support appropriate professional response for continuous improvement in the delivery of clinically effective, safe and person-centred healthcare.

Project Outline/Methodology

WPBA: Existing and new methods of Workplace-Based Assessment (WPBA) were assessed and developed for: 1) fitness for purpose (validity), 2) their freedom from error (reliability) and, 3) their needed number of observations to be robust (feasibility). Participants included: 4th year medical students, doctors in training for general practice and established general medical practitioners.

Curriculum Evaluation: Participants' perception on the coverage of desired professional attributes by available assessments was established and a valid suite of feedback for quality improvement agreed.

'Think Outside the Box': International collaboration included work with researchers from Canada as well as a study based in Hong Kong on patient empathy.

Key Results

WPBA tools: Two tools – a two question Multi-Source Feedback (2QMSF) - performance feedback from clinical (six) or non-clinical colleagues (five) and – a Consultation And Relational Empathy (CARE) measure of patients' experience (15-41 dependent on context) provided robust and feasible stand-alone assessments of performance.

Curricular outcomes: Participants agreed that an available broad suite of assessment tools (including peer and patient opinion) tested the range of attributes needed by medical students and undergraduates valued their assessment programme more highly than did staff. A new concept, *Insightful*

Practice, based on general practitioners (GPs) and 4th year medical students demonstrating their appropriate professional response to these agreed suites of available feedback was also demonstrated as robust and feasible and promoted standards of clinical governance with only two assessors on one occasion.

Conclusions

While, peer and patient opinion offer robust and feasible forms of assessment, no single assessment can test all the qualities needed by that of a doctor. *Insightful Practice* offers a basis to test participants' professionalism in their response to an agreed range of appropriate and contextualised feedback.

What does this study add to the field?

The measurement of *Insightful Practice* offers an innovative, robust and feasible system to monitor medical professionalism, clinical governance and career progression in medical students and GPs.

Implications for Practice or Policy

Practice: The CARE measure has been shown as a reliable across a range of types of doctors nationally and internationally.

Policy: 2Q MSF has been adopted and approved for UK GP Specialist training and UK GP Revalidation. 2Q has attracted international interest from regulatory authorities and/or universities from Canada, New Zealand and Pakistan. CARE has been recommended for use by healthcare staff by Scottish Government Health Department's document – The Quality Strategy.

Where to next?

There is a need to seek further developments in medical assessment tools and to explore the concept of *Insightful Practice* within the secondary care context. *Insightful practice* offers a marker to highlight difficulties early in career as a medical student could monitor and support progression of professionalism career long.

Further details from:

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