

Empowering Evidence-Based Council Governance

 PIVOTAL RESEARCH Inc.™



Governed by an elected Council of 30 practicing physicians, representing geographical areas and clinical practices, the

Canadian Medical Protective Agency (CMPA) Council is responsible for overseeing the business of the Association and to direct management concerning operational matters.

The CMPA approached Pivotal Research to propose an innovative and alternative approach to the Collective Council Evaluation that has been occurring biennially since 2006. The CMPA was particularly interested in enhancing analysis and reporting of outcomes by blending quantitative and qualitative data to improve interpretation of evaluation results and optimize assessment and prioritization of Council improvement initiatives.

CMPA.

Empowering
better healthcare

Protects the professional integrity of physicians through medico-legal assistance and resources, promotes safe medical care, and appropriately compensates patients.



Pivotal Research is currently leading two board governance evaluation programs for the CMPA to enable Council continuous improvement and governance best practice. The multi-year CMPA Councillor feedback program helps develop and improve individual Councillor performance. The biennial CMPA Collective Council evaluation helps inform strategic action to continually enhance Council's collective performance and competencies.

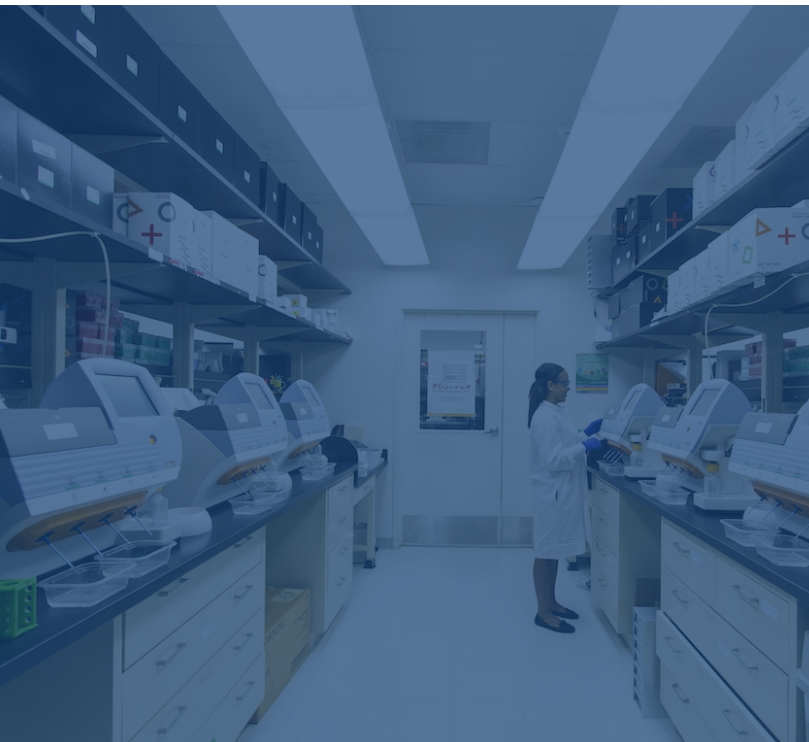


For the Collective Council Evaluation, Pivotal Research designed a survey instrument that uncovers the efficacy and effectiveness of the Council's composition, operations, and performance by employing quantitative and qualitative descriptors focused on gathering experiential data. The survey instrument also includes an improved rating and reporting strategy that facilitates interpretation of survey results and informed action planning. For the CMPA Councillor Feedback Program—carefully timed to coincide with election cycles—the project supplies a rigorous and secure method of collecting self-reflection and peer-review feedback data that is used to understand current strengths and areas of improvements and empower individual growth in newly elected, returning, and incumbent Councillors.



Research outcomes from the Collective Council Evaluation are supporting the CMPA in optimizing the effectiveness of the Council in meeting its mandate and enabling evidence-based policymaking.

As for individual Councillors, each receives a personal report—with aggregate reports provided to committee and Council leadership—that describe existing strengths and acknowledge vulnerabilities that may require action. Now in its 3rd year, the program has supplied tracking of competencies and performance over time and the reports supply insights that enhance and empower growth.



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