

Abstract Form

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Title of abstract:

Developing a Performance Matrix for Multidisciplinary Teams

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Background:

Multidisciplinary teams (MDTs) are considered the “gold-standard” of care for patients with cancer. The performance of MDTs varies widely. While validated tools for assessing MDT performance have been developed, no tool has been developed to support MDTs in gradually improving their performance over time.

Aims:

The aim of this study is to develop a reliable and valid performance matrix as a tool for MDTs to assess their level of performance and monitor their improvement over time.

Method:

The methodology is shown diagrammatically below. Green = completed, Orange = current, Blue = future.



Phase 1: Qualitative data from an MDT member survey and key themes in the literature were incorporated into a 2-dimensional matrix. The matrix contained five levels of performance (columns) and five core components (rows). Each component contained several sub-components.

Phase 2: The Delphi methodology was adopted to refine the first draft matrix. Using a card sorting software, 20 MDT members allocated each criterion to a sub-component and performance level. A formula was developed to evaluate the reliability of members' responses and the variance from the original draft.

Phase 3: Using an online survey, additional members were asked to rate perceived performance levels for each criterion from "most basic" to "most advanced" on a 1 to 5 Likert scale. These responses were combined with those from the usability test and a small group Delphi process was undertaken to further refine performance levels.

Results:

For the subcomponents, results showed 86% agreement between the opinions of MDT members and the original categorisation of criteria. 67% of these results were of high normal distribution. The online survey results for performance levels showed general correlation but were not as consistent as the results for sub-components. The allocation of criteria into performance levels was finalised through the small group Delphi process.

Implications:

Through these processes, the research team has established consistent and reliable criteria for use in the matrix. Future research will focus on developing software to make assessment more user friendly and on validation of the matrix against other validated MDT performance tools.