

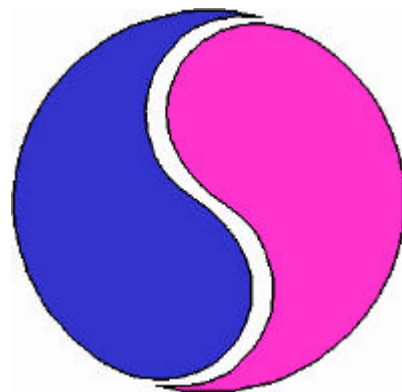
HEALTH OUTCOMES 2001
THE ODYSSEY ADVANCES

Rydges Lakeside, Canberra

27-28 June 2001

CONFERENCE

EVALUATION



**AUSTRALIAN HEALTH OUTCOMES
COLLABORATION**

September 2001

Health Outcomes 2001 was sponsored by the Mental Health and Special Programs Branch and the National Health Priorities and Quality Branch, Department of Health and Aged Care; Department of Veterans' Affairs; NSW Health; Eli Lilly Australia Pty Ltd. and

The Pharmaceutical Alliance.

Health Outcomes 2001: The Odyssey Advances

CONFERENCE EVALUATION

Conference Content

'Overall, how would you rate the content of the presentations at this conference?'

Rating 0 (not at all informative) to Rating 5 (extremely informative)

Median = 4

Mode = 4

Mean = 3.95 Mean Percent = 79 %

% Rating 4 or above = 75% (good to excellent)

% Rating 2 or below = 0 % (no ratings of 2 or below were received)

Participants' Comments: Summary

Praise

The many positive comments and the ratings above indicated that most participants found the conference useful and interesting. It was particularly pleasing to see that there were no ratings of 2 or below. All plenary sessions and keynote addresses were very well regarded. The workshop program also received a lot of praise, with many participants suggesting that we should develop a 'national short course' on health outcomes comprising a number of these workshops. We are investigating this possibility at the moment.

Most interesting and useful sessions

Almost all sessions received some votes for the most interesting/useful session. However, apart from the plenaries the sessions on Diabetes, Cardiovascular Disease, Electronic Support Systems, Mental Health, Integrated/Coordinated Care, Chronic Disease Management, Indigenous Health Issues, Patient Safety and Quality, and National Health Priorities all received multiple nominations. The discussion group on consumer issues was also particularly well regarded.

Suggestions

Suggestions for topics to be included or expanded in the next conference included the following remarks

Provide more focus on women's health and children's health

Provide a greater focus on social factors and socioeconomic status

The Community Health sector needs a greater profile

Provide more on cost utility analysis, health indexes and how to do economic modeling

Provide greater coverage of WHO – ICIDH and HACC dependency data work

Have more papers on measurement and statistical and research design issues

Provide more feedback from the recipients of health services and include the issue of consumer participation in outcomes research and planning

Explore further the relationship between disability and health

Provide more information on how research outcomes impact policy

Provide a greater focus on multi-disciplinary care

Provide a greater focus on preventive care

Have more condition specific sessions

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Content (Continued)

These are excellent suggestions, and we will incorporate many of these topics in the call for papers for next year's conference.

Overall Response

The useful suggestions made above will be carefully considered in planning next year's conference. Given the breadth of this field and its multidisciplinary nature it is not always easy to address everybody's needs at each

conference, but we do try to rotate particular interest issues across the years. We will try to address most of the issues identified above in the next conference.



2. Quality of Delivery of Presentations

‘Overall, how would you rate the quality of delivery of papers at this conference?’

Rating 0 (very poor) to Rating 5 (excellent)

Median = 4

Mode = 4

Mean = 3.91 Mean % 78.2

% Rating 4 or above = 85.7% (good to excellent)

% Rating 2 or below = 3.5%

Participants' Comments: Summary

Praise

The conference committee was pleased to see that the overall ratings for quality of presentation had improved slightly on those of last year – particularly the percentage of people rating the presentation quality at 4 or above. Many people commented that there were very few poorly presented papers and that the general standard of presentation was good.

Nominees for the three best presentations

Dr Scott Ramsey won the award for the best speaker this year, with Dr Paul Kind, Prof Chris Silagy and Prof. Kathy Eagar following him very closely in the nominations. A number of nominations were also made for Dr Arlene Bierman, Dr Steven Boyages, Dr Donald Campbell, Mr Dermott Casey, Dr Christopher Evans, Ms Anne-Louise Gray, Dr Surinder Kaul, Dr Graeme Killer, Mr Gawaine Powell-Davies, Ms Sandra

Robinson, Dr Michael Sawyer, Dr Bruce Shadbolt, Mr Colin Sindall, Ms Vicki Stanley, Ms Christine Stone, Dr Leigh Tooth and Dr Tom Trauer.

‘Group nominations’ of all speakers in specific sessions were also made (refer to the section on most useful and interesting sessions). The pre-conference workshop on ‘Health Outcomes and General Practice’ and the Discussion Group ‘Consumer Issues – Shared Decision-Making in the Clinical Context’ were also nominated in this category.

Congratulations to these speakers!

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Characteristics of the three worst presentations.

It is ironic that once again a few speakers nominated by some delegates for the best presentation also received a nomination for the worst presentation by others! This appears to reflect the diverse backgrounds and interests of our audience. However, this year the occasional dissatisfaction with any particular speaker appeared to be due to differences of opinion concerning a content issue in their paper, rather than an issue concerning their presentation style.

Suggestions

As was the case last year, a number of Chairs were perceived as not being firm enough in keeping speakers to time. However one Chair was criticised for cutting a particularly popular and interesting speaker short.

Another comment was that there needed to be a smoother transition between speakers, particularly with regard to technological aspects. However, there appeared to be very few equipment glitches this year and the occasional problem is unavoidable in a conference of this size.

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Response

Both speakers and chairpersons are provided with instructions concerning their presentations/sessions. However we will add further instructions concerning the initiation of general discussion and questions in the briefing for the chairpersons.

Speakers also need to ensure that their paper is ready on the computer prior to the start of each session and should be familiar with start up procedures. We will incorporate further advice concerning this element in next year’s ‘speakers’ instructions’.



3. Conference Organisation

'Please indicate your opinion of conference organisation'

Rating 0 (very poor) to Rating 5 (excellent)

Median = 5

Mode = 5

Mean = 4.29 Mean Percent = 85.8 %

% Rating 4 or above = 82 %

% Rating 2 or less = 3.5 %

Participants' Comments: Summary

Praise

Overall, most participants felt the conference was extremely well organised, passed on their congratulations and asked us to keep up the good work. Needless to say we appreciated these remarks!

Suggestions

Workshops

Some participants would like to see the workshop program expanded so that they could attend more than two workshops. We may try an experiment next year by having a Tuesday evening workshop and possibly one on the Friday morning following the conference. As mentioned previously we are examining the issue of certification for a national short course (workshop) program that should meet the requirements for continuing education for professional groups.

Conference

Some participants would like the Chairs to keep speakers more strictly to time and to play a more active role in initiating discussion and questions following the presentations. There was also a desire expressed for more round table discussion.

One participant would like to have a dinner speaker or music at the dinner, and others suggested it would be nice to have the dinner 'off site' next year. Another participant requested that an early morning jogging group be organised!

Some participants would like the conference to move from Canberra. However, as the conference secretariat is located in Canberra, it would be difficult for us to do this at this stage. Certainly additional conference sponsorship would be required. However, if an interstate group were interested in supporting the conference secretariat to enable a change of location, then of course we would consider this with interest.

Other participants mentioned that they would like to receive the conference proceedings earlier and to have some key papers placed on the web site prior to the conference.

Response

We hope to incorporate many of these suggestions regarding conference structure in next year's conference. With regard to the conference proceedings, our publication date is largely influenced by the fact that approximately fifteen percent of speakers are very tardy in forwarding their final paper for inclusion in the proceedings. Although we stipulate that the papers should be submitted in advance there are always some papers, despite our constant reminders, that arrive late. As a matter of policy we try include as many as possible of the papers presented at the conference in the **Proceedings**, as the **Proceedings** are widely used and distributed. Of course we also need time to edit the papers, which is a quite laborious and time-consuming task. However, we will certainly explore the notion of placing more key papers on the web site in the future.

4. Venue

'Please indicate your opinion of conference venue'

(Rating 0 (very poor) to Rating 5 (excellent))

Median = 4

Mode = 3,4

Mean = 3.71

% Rating 4 or above = 57 %

% Rating 4 or less = 3.5 %

Participants' Comments: Summary

Praise

Whilst the majority of the participants (57%) rating the venue as good (4/5 or better) there were some participants that felt a number of features concerning the venue (food, air conditioning, room temperature) could be improved.

Suggestions

Some participants suggested the catering would have been improved by the inclusion of fruit platters, more vegan food and by clearer identification of the vegetarian platters. Some participants found the chicken drumsticks reminiscent of the Flintstones – certainly they were a little large to classify as finger food! We have spoken to the hotel already concerning this matter and next year there will also be fruit platters!

The conference dinner worked better in the Lake Michigan location rather than the Burley Griffin Restaurant upstairs although some participants mentioned that they missed the view!

Response

There are few venues in Canberra that can cope adequately with 350 - 400 participants, and these venues are more costly than Rydges Lakeside. Alternative venue and associated accommodation costs would result in the conference being far more expensive for participants. However, we will re-examine venue possibilities and catering arrangements for next year. We will also explore the suggestion of locating next year's dinner 'off site' and consider the suggestion of some musical accompaniment.



5. INTERNATIONAL SPEAKERS

How would you rate the quality of the content of the international speaker's presentations?

Rating 0 (very poor) to Rating 5 (excellent)

Dr Arlene Bierman

Mode = 4, Median = 4, Mean = 3.84

Dr Chris Evans

Mode = 4, Median = 4, Mean = 3.88

Dr Paul Kind

Mode = 5, Median = 5, Mean = 4.29

Dr Scott Ramsey

Mode = 5, Median = 5, Mean = 4.55

How would you rate, overall, the quality of the delivery of the international speaker's presentations?

Dr Arlene Bierman

Mode = 4, Median = 4, Mean = 3.66

Dr Chris Evans

Mode = 4, Median = 4, Mean = 3.80

Dr Paul Kind

Mode = 5, Median = 5, Mean = 4.46

Dr Scott Ramsey

Mode = 5, Median = 5, Mean = 4.77

Comment.

Once again, the international speakers should be applauded for their excellent contribution to the conference. Given the diverse nature of our audience and their different needs and interests, one can appreciate that ratings as high as these are extremely difficult to achieve! Dr Scott Ramsey has the distinction of obtaining the highest presentation rating of all the international speakers who have spoken at our conferences.



FURTHER COMMENTS

If you have not yet submitted your evaluation form please feel free to still do so. We are always interested in your comments and use them to improve the conference. You may contact us at <lorna.tilley@act.gov.au> or

at <jansan@atrax.net.au>

Subject to sponsorship we are tentatively planning the next conference to be held on 17-18 July 2002, with pre-conference workshops on the 16 July and possibly a post-conference workshop on the morning of 19 July. If you would like your name to be added to our mailing list please contact us at the address below. If you attended the conference this year you will automatically be included in any mail out of information about next year's conference.

If you would like to present a paper at the conference next year please send us an outline of your proposed presentation, and the committee will consider it for inclusion in the program. You are also invited to make suggestions for keynote international and Australasian speakers for next year's conference.

CONFERENCE PROCEEDINGS

All conference delegates will automatically receive a CD-ROM of the *Conference Proceedings*, and we hope to mail these to you by December. For those unable to attend this year's conference the Proceedings will be available from David Fildes,

Centre for Health Service Development, University of Wollongong,

Tel: 02 42214411, Fax: 02 4221 4679. The cost will be \$55 (includes GST) and cheques should be made payable to the University of Wollongong but marked Attention: David Fildes.

CONTACT DETAILS FOR THE AUSTRALIAN HEALTH OUTCOMES COLLABORATION

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Pre-Conference Workshops

Tuesday, 26 June 2001

Rydges Lakeside, Canberra

WORKSHOP EVALUATION

For all aspects of the workshops the following scoring was adopted:

Rating 0 (very poor) to Rating 5 (excellent)

Workshop 1. Introduction to Health Outcomes

Ms Jan Sansoni and Dr Bruce Shadbolt

Quality of Content = 4 (mode, median), 4.16 (mean), 83 % (mean, %),

% Rating 4 or above = 88%

% Rating 2 or less = 0 %

Quality of Presentation = 4 (mode, median), 4.04 (mean), 81% (mean, %),

% Rating 4 or above = 84%

% Rating 2 or less = 4%

Quality of Organisation = 4 (mode, median), 4.36 (mean)

Quality of Venue = 4 (mode, median), 4.12 (mean)

Presenter Characteristics: Content

Jan Sansoni

Mode = 4, Median = 4, Mean = 4.28

Bruce Shadbolt

Mode = 4, Median = 3, Mean = 3.84

Presenter Characteristics: Quality of Delivery

Jan Sansoni

Mode = 4/5, Median = 4, Mean = 4.40

Dr Bruce Shadbolt

Mode = 4, Median = 4, Mean = 4

Comment:

Most participants felt this was a good introductory session that provided a clear overview of the health outcomes approach and helped some participants overcome their fear of this topic. Participants felt the workshop provided a good grasp of health outcomes and their measurement in health care settings. Some participants would have liked it to be a full day workshop, and felt this and other workshops should be built into a national short course as a precursor to the conference. This is an excellent idea and we are investigating this possibility currently.

Suggestions included a little more time for the group work exercises and the placement of interactive exercises earlier in the session. A couple of participants would have liked more focus on outcomes and economic evaluation in the pharmaceutical industry, combined with more discussion of health indexes. However, given that Dr Paul Kind's workshop in the afternoon was to address these issues the presenters deliberately did not duplicate this material.

Workshop 2. Improving the Management of Chronic Illness in the Elderly

For all aspects of the workshops the following scoring was adopted:

Rating 0 (very poor) to Rating 5 (excellent)

Dr Arlene Bierman, Ms Sally Rubenach and Ms Claire McGuinness

Quality of Content = 4 (mode, median), 4.10 (mean), 82% (mean percent),

% Rating 4 or above = 86 %

% Rating 2 or less = 0 %

Quality of Presentation = 4 (mode, median), 4.4 (mean) 88% (mean percent)

% Rating 4 or above = 79 %

% Rating 2 or less = 0 %

Quality of Organisation = 4 (mode, median), 4.4 (mean)

Quality of Venue = 4 (mode, median), 4.2 (mean)

Presenter Characteristics: Content

Dr Arlene Bierman

Mode = 5, Median = 5, Mean = 4.6

Ms Sally Rubenach

Mode = 5, Median = 4, Mean = 4.15

Ms Claire McGuinness

Mode = 5, Median = 5, Mean = 4.5

Presenter Characteristics: Quality of Delivery

Dr Arlene Bierman

Mode = 5, Median = 5, Mean = 4.6

Ms Sally Rubenach

Mode = 5, Median = 4, Mean = 4.12

Ms Claire McGuinness

Mode = 5, Median = 5, Mean = 4.6

Comment:

This was a new workshop designed via international liaison over the web! Many participants felt the workshop was informative and useful, and this is reflected in the excellent workshop ratings. The comparison of international developments, particularly between Australia and the US, was thought to be particularly valuable. Others liked the review of instruments used to assess HRQoL in the elderly, and thought it would

also be valuable to examine further the measures that could be used with the 'very' elderly.

One participant suggested they would have liked more information on data linkage and issues concerning the statistical analysis of the US data. Others suggested they would have liked more time for round table discussion, as they really enjoyed this aspect.

Workshop 3. Evidence Based Health Care: Moving from the Paper to the Patient

For all aspects of the workshops the following scoring was adopted:

Rating 0 (very poor) to Rating 5 (excellent)

Dr Vivienne Bernath, Dr Renea Johnston and Ms Elizabeth Burrows

Quality of Content = 4 mode, 4 median, 4.07 mean, 81% (mean percent)

% Rating Content 4 or above = 80%

% Rating Content 2 or less = 0 %

Quality of Presentation = 4 mode, 4 median, 3.8 mean , 76% (mean percent)

% Rating Presentation 4 or above = 66 %

% Rating Presentation 2 or less = 0 %

Quality of Organisation = 4 mode, 4 median, 4.14 mean

Quality of Venue = 4 mode, 4 median, 3.8 mean

Presenter Characteristics: Content

Ms Elizabeth Burrows

Mode = 4, Median = 4, Mean = 4.07

Dr Vivienne Bernath

Mode = 4, Median = 4, Mean = 4.08

Dr Renea Johnston

Mode = 4, Median = 4, Mean = 4.00

Presenter Characteristics: Quality of Delivery

Ms Elizabeth Burrows

Mode = 4, Median = 4, Mean = 3.93

Dr Vivienne Bernath

Mode = 4, Median = 4, Mean = 4.00

Dr Renea Johnston

Mode = 4, Median = 4, Mean = 4.00

Comment:

Most participants rated this workshop it as very useful. Some participants would have liked evidence based health care defined more widely to enable examination of issues around population health surveys, and some would have also liked more information on a schema for evaluating the quality of public health interventions.

One participant would have liked more information to be provided as to the level of the workshop and the knowledge assumed. However, it should be noted that the conference program indicated that the level was 'basic to intermediate'. It appears there were some participants who would have liked more time spent on some of the areas covered, while one participant would have liked a more advanced workshop. Given the diverse range of backgrounds and prior knowledge of participants it can be quite challenging for presenters to dovetail the workshop to meet everyone's individual needs!

Workshop 4: Assessing and Applying Outcome Measures for Clinical and Economic Evaluation

For all aspects of the workshops the following scoring was adopted:

Rating 0 (very poor) to Rating 5 (excellent)

Dr Paul Kind

Quality of Content = 4 mode, 4 median, 4.04 mean, 81% (mean percent)

% Rating Content 4 or above = 71%

% Rating Content 2 or less = 0 %

Quality of Presentation = 5 mode, 4 median, 3.95 mean , 79% (mean percent)

% Rating Presentation 4 or above = 70 %

% Rating Presentation 2 or less = 9.5 %

Quality of Organisation = 4 mode, 4 median, 4.14 mean

Quality of Venue = 4 mode, 4 median, 4.28 mean

Presenter Characteristics: Quality of Content

Dr Paul Kind

Mode = 4,5, Median = 4, Mean = 4.14

Presenter Characteristics: Quality of Delivery

Dr Paul Kind

Mode = 5, Median = 4, Mean = 4.05

Comment.

Most participants enjoyed Paul's informative, relaxed, and often humorous presentation style. However, one gained the impression that a couple of economists in the audience would have liked more emphasis placed on economic evaluation, with less emphasis on the history of health indexes. Many participants felt this topic should be incorporated in a proposed short course on health outcomes evaluation, and a number of participants indicated they would like Paul to return to Australia for another health outcomes conference.

Workshop 5. Health Outcomes, Data Mining and Data Linkage

Workshop Coordinator: MrWarwick Graco

Unfortunately there were too few evaluation forms submitted to undertake a meaningful analysis of the ratings. Informal feedback indicated that most participants found the workshop valuable and stimulating, although a few participants found the workshop a bit technically challenging.

Workshop 6. Health Outcomes and General Practice

For all aspects of the workshops the following scoring was adopted:

Rating 0 (very poor) to Rating 5 (excellent)

Ms Libby Kalucy, Ms Barbara Beacham and Dr Ellen McIntyre.

Quality of Content = 4 mode, 4 median, 4.02 mean, 80% (mean percent)

% Rating Content 4 or above = 74%

% Rating Content 2 or less = 0 %

Quality of Presentation = 4 mode, 4 median, 4.20 mean , 84% (mean percent)

% Rating Presentation 4 or above = 93 %

% Rating Presentation 2 or less = 0 %

Quality of Organisation = 4 mode, 4 median, 4.33 mean

Quality of Venue = 4 mode, 4 median, 3.69 mean

Presenter Characteristics: Quality of Content

Ms Libby Kalucy

Mode = 4,5, Median = 4, Mean = 4.36

Ms Barbara Beacham

Mode = 3, Median = 3, Mean = 3.5

Dr Ellen McIntyre

Mode = 4, Median = 4, Mean = 3.88

Presenter Characteristics: Quality of Delivery

Ms Libby Kalucy

Mode = 4, Median = 4, Mean = 4.36

Ms Barbara Beacham

Mode = 4, Median = 4, Mean = 3.62

Dr Ellen McIntyre

Mode = 4, Median = 4, Mean = 3.85

Comment:

This workshop had a large number of GPs and Division representatives in the audience, and the presenters

did an excellent job in meeting their exacting standards (as is reflected in their workshop ratings). Most participants felt they had obtained a great deal of useful information to take back to their practice or to their Division.

Some participants indicated they would like more information on indicators for assessing the effectiveness of general practice per se as well as those on those indicators applicable to specific health problems. Some would have liked more discussion concerning the tools used by various Divisions, and a handout containing various tools may be useful. Many enjoyed the group work but some felt there should be more 'what would you do in this situation' exercises.

Workshop 7. Health Equity, Health Outcomes and Performance

Measurement

For all aspects of the workshops the following scoring was adopted:

Rating 0 (very poor) to Rating 5 (excellent)

Workshop Coordinator: Mr Colin Sindall

Presenters: Colin Sindall, DHAC; Peter Woodley, DHAC; Jean Douglass, DHAC; Mark Cooper-Stanbury, AIHW; John Goss, AIHW; Jonette McDonnell, DHAC

Quality of Content = 4 mode, 4 median, 4 mean, 80% (mean percent)

% Rating Content 4 or above = 93%

% Rating Content 2 or less = 0 %

Quality of Presentation = 3 mode, 3 median, 3.5 mean , 70% (mean percent)

% Rating Presentation 4 or above = 43 %

% Rating Presentation 2 or less = 0 %

Quality of Organisation = 4 mode, 4 median, 4.14 mean

Quality of Venue = 4 mode, 4 median, 3.54 mean

Presenter Characteristics: Quality of Content

Colin Sindall

Mode = 4, Median = 4, Mean = 4.33

Mark Cooper-Stanbury

Mode = 4, Median = 4, Mean = 3.64

John Goss

Mode = 4, Median = 4, Mean = 4.10

Peter Woodley

Mode = 4, Median = 4, Mean = 4.25

Presenter Characteristics: Quality of Delivery

Colin Sindall

Mode = 4, Median = 4, Mean = 3.89

Mark Cooper -Stanbury

Mode = 3, Median = 2, Mean = 3.10

John Goss

Mode = 4, Median = 4, Mean = 3.80

Peter Woodley

Mode = 4, Median = 4, Mean = 4.00

Comment:

Participants felt this was an excellent topic for a workshop and really enjoyed the open discussion facilitated by Colin. Many found it interesting to overview the national context. Other participants would have liked a little more on indicators of inequity or inequality. One participant was amazed at the number of groups working on indicators, but drew attention to the absence of a clearinghouse function which was felt could be useful.

The participants found the discussion really interesting, and some suggested it would be better to have fewer formal presentations and to allow more time for open discussion and some 'hands on' activities.

This is a new workshop in a very important area. We look forward to another workshop in this important area next year from the DHAC/AIHW team!