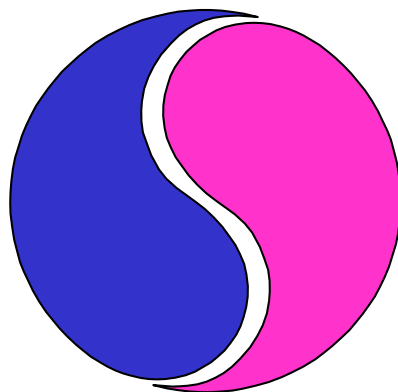


HEALTH OUTCOMES 2002
**Current Challenges and Future
Frontiers**

Rydges Lakeside, Canberra
17-18 July 2002

**CONFERENCE
EVALUATION**



**AUSTRALIAN HEALTH OUTCOMES
COLLABORATION**

September 2002

Health Outcomes 2002: Current Challenges and Future Frontiers

CONFERENCE EVALUATION

1. 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 = 3.82 Mean Percent = 76.4 %
- % Rating 4 or above = 73.3% (good to excellent)
- % Rating 2 or below = 2.8 %

Participants' Comments: Summary

Praise

Most participants commented very favourably on the diversity and quality of papers presented and the professionalism of the conference organization. A number of participants expressed their congratulations and indicated we should continue holding the conference as an annual event and that they would be returning next year.

Most interesting and useful sessions

Nearly every session received some votes for the most interesting/useful session. The plenary sessions were all very well received and the sessions on assessing cost effectiveness, general practice, women's health, child health, and mental health were particularly popular. The sessions on osteoporosis, continence conditions, asthma and cardiovascular disease, chronic disease management, primary and community care, hospital quality and data analysis also received multiple votes. The session and discussion group on clinical support systems received a number of nominations for the most interesting session and a number of participants were also particularly pleased to see an emphasis on 'prevention' with respect to the session on osteoporosis.

Suggestions

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

- a greater focus on indigenous health issues, presenting the findings of field projects;
- a greater profile for the allied health and nursing sectors;
- more papers on measurement, statistical and research design issues, including qualitative research;
- more papers on consumer issues and ways to develop consumer participation in research and service development;
- a greater focus on evidence based medicine, and examples where a change in practice has benefited patients;
- more sessions on chronic disease management – particularly mental health; and
- more sessions on economic modeling, resource allocation, and reimbursement issues.

Response

These are useful suggestions and will be carefully considered in planning next year's health outcomes conference. Indeed, we will incorporate many of these topics in the 2003 conference *Call for Papers*.

Given the breadth of the health outcomes field and its multidisciplinary nature it is not always easy to address everybody's needs at each conference, but we *do* try to rotate emphasis in a number of key areas of interest. For example, in the 2001 health outcomes conference there were many papers on mental health but there were not so many this year – next year we anticipate a stronger emphasis on this area. Similarly, we are planning to have a greater focus on indigenous health and consumer issues in the 2003 health outcomes 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 = 3.67 Mean % 73.4
- % Rating 4 or above = 68.2% (good to excellent)
- % Rating 2 or below = 5.79%

Participants' Comments: Summary

Praise

The conference committee was pleased to see that the overall ratings for quality of presentation, although slightly below those of last year, remained at a good level—particularly the percentage of people rating the presentation quality at 4 or above. Many people commented there were relatively few poorly presented papers and that the overall standard of presentation was good.

Nominees for the three best presentations

Prof. Paul Glasziou, Ms Madeleine King, and Dr Ulrike Ravens-Sieberer were unanimously acclaimed by delegates. These speakers received a spectacular number of nominations in this category – even more than for many of our excellent international keynote speakers of previous years.

A large number of speakers received at least one vote for the best speaker but the following speakers received multiple nominations in this category: Ms Natalie Baig, Mr David Banham, Ms Anne Barnett, Ms Josia Berry, Associate Professor Helena Britt, Ms Marilyn Chew, Dr Peteris Darzins, Professor Kathy Eagar, Dr Davina French, Associate Professor David Fonda, Dr Michelle Haby, Dr Pim Kuipers and Dr Michele Foster, Professor Christina Lee, Dr Andrew Magennis, Ms Lorna Rosenwax, Ms Jan Sansoni and Ms Judy Stenmark.

Congratulations to these speakers!

There were a couple of speakers that were excluded from the above list as they received an equal number of votes for being both the best and the worst speaker! However, one would suspect this reflects on the interest area of the participant rather than the speaker's presentation and on occasion this will also reflect a more contentious paper. However, given the diversity of backgrounds, interests and skills in our audience one can understand that it is difficult to please everyone.

Characteristics of the three worst presentations.

This year a small number of speakers were consistently criticised for their poor presentation skills. These included such basic errors as having too small a font or too much information on their slides, poor slide design/colour, and too many slides for the presentation time. A few speakers were also criticised for going over time and ignoring the chairperson's warnings; for articulation and voice problems; lack of cohesion or structure; and a lack of enthusiasm or ability to inspire the audience. These are basic mistakes that can easily be overcome.

Response

Unfortunately speakers are selected on the basis of their abstracts, and in many cases the committee will not have prior information concerning their presentation style. However, all

speakers should pay heed to the comments above and should rehearse their presentations prior to its delivery at the conference. Next year we will be raising these issues in the speakers’

and chairpersons’ instructions. Speakers should appreciate that if they ignore the chair and go grossly over time they are not only doing a disservice to themselves but to all the following speakers, whose presentations are then rushed.

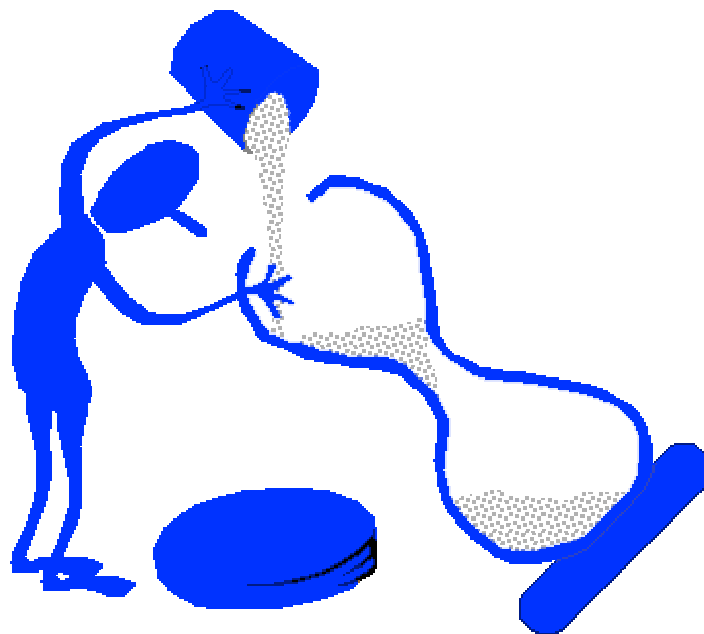
Criticisms and Suggestions

A number of Chairs were perceived as not being firm enough in keeping speakers to time. As indicated above, however, some speakers chose to ignore ‘time’ warnings when these *were* given. Next year we intend to have loud bells to indicate both to the speaker and to the audience that the presentation time is over. Hopefully this will help us to overcome the problem!

Generally, there appeared to be very fewer equipment glitches this year, but the occasional problem occurred and seems to be unavoidable. Problems appear more prone to occur when presenters use their own equipment rather than the equipment provided, as this disrupts the equipment set up and causes delays for later speakers.

General Response

Both speakers and chairpersons are provided with instructions concerning their presentations/sessions and we will revise and strengthen these in the light of comments made. Next year we will advise speakers to use the equipment provided rather than bring their own laptops.



3. CONFERENCE ORGANISATION

'Please indicate your opinion of conference organisation'

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

- Median = 4
- Mode = 4
- Mean = 4.31 Mean Percent = 86.2 %
- % Rating 4 or above = 93 %
- % Rating 2 or less = 0 %

Participants' Comments: Summary

Praise

Once again 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 and particularly the number of participants rating organisation at 4 or above!

Criticism and Suggestions

Some participants would like to see more posters included, particularly as the poster sessions appeared to work far better this year. Another suggestion was to lessen the number of papers in each conference session and to have more poster displays.

A few participants suggested more housekeeping announcements to notify of any adjustment to session times, and also requested that housekeeping announcements should be made to encourage users of mobile phones to ensure that these are turned off.

Response

We hope to incorporate the suggestions regarding conference structure in next year's conference.

4. VENUE

'Please indicate your opinion of conference venue'

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

- Median = 4
- Mode = 4
- Mean = 3.67
- % Rating 4 or above = 63.4 %
- % Rating 2 or less = 10 %

Participants' Comments: Summary

Praise

Whilst the majority of the participants (63%) rating the venue as good (4/5 or better) there were some participants that felt a number of features concerning the venue (air conditioning, room temperature, noise from kitchens and the staff, availability of small discussion areas) that could be improved. These issues will be raised with the hotel.

Criticisms and Suggestions

One participant suggested the catering would have been improved by more variety across the three days. However, with the inclusion of fruit platters this year there was far less criticism of the catering overall. A few participants were critical of the quality of the coffee provided and of the lack of availability of water and orange juice. We will seek to get the standard of refreshments improved.

In response to the question about the preferred location of the Conference dinner, 60% of participants chose the option of the dinner being held at an adjacent restaurant. Next year we will try this option.

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, and despite rising expenses we attempt to keep registration and accommodation costs as low as possible. However, once again we will re-examine venue possibilities and catering arrangements for next year.

5. KEYNOTE SPEAKERS

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

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

Prof. Paul Glasziou

Mode = 5, Median = 5, Mean = 4.78

Dr Ulrike Ravens-Sieberer

Mode = 5, Median = 5, Mean = 4.52

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

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

Prof. Paul Glasziou

Mode = 5, Median = 5, Mean = 4.78

Dr Ulrike Ravens-Sieberer

Mode = 5, Median = 5, Mean = 4.54

Comment.

Once again, the keynote 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 Paul Glasziou has the honour of obtaining the highest presentation rating of all the keynote speakers that have spoken at our conferences.



FURTHER COMMENTS

If you have not yet submitted your evaluation form please feel free to do so. We are 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 20 – 21 August 2003, with pre-conference workshops on 19 August 2003. 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 October. For those unable to attend this year's conference the Proceedings will be available from:

Mr David Fildes,
Centre for Health Service Development
University of Wollongong
WOLLONGONG NSW 2252
Tel: 02 42214411, Fax: 02 4221 4679, Email: dfildes@uow.edu.au

The cost of the *Proceedings* 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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Web site: www.uow.edu.au/commerce/ahoc

Pre-Conference Workshops

Tuesday, 16 July 2002
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. Health Outcomes: An Introduction and Overview

Ms Jan Sansoni and Dr Bruce Shadbolt

- **Quality of Content** = 4 (mode, median), 3.6 (mean), 72 % (mean, %),
- % Rating 4 or above = 55%
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 4 (mode, median), 3.9 (mean), 78% (mean, %),
- % Rating 4 or above = 78%
- % Rating 2 or less = 0%
- **Quality of Organisation** = 3 (mode, median), 3.0 (mean)
- **Quality of Venue** = 2 (mode, median), 1.8 (mean)

Presenter Characteristics: Content

Jan Sansoni

Mode = 4, Median = 4, Mean = 4.0, Mean Percent 80%

Bruce Shadbolt

Mode = 3, Median = 3, Mean = 3.2, Mean Percent 64%

Presenter Characteristics: Quality of Delivery

Jan Sansoni

Mode = 4, Median = 4, Mean = 3.9, Mean Percent 78%

Dr Bruce Shadbolt

Mode = 3, Median = 3, Mean = 3.5, Mean Percent 70%

Comment

Unfortunately due to the morning fog at Canberra Airport and the earlier start time for this workshop more than half participants arrived at various times throughout the morning and after the workshop was well underway. As Canberra's fog can be a problem it is suggested that it is best for participants to arrive in Canberra the night before. However, next year we will also organise a later start time for this workshop.

As a result there were relatively few evaluation forms submitted for this workshop, so the figures above should be treated with some caution. This workshop usually receives much higher ratings. There were venue problems with the lighting (constant flickering) and the room temperature (extremely cold) that were problematical for both the presenters and the participants, and this is clearly reflected in the venue ratings.

Some participants thought the workshop provided a great overview and that it kept the audience's attention. One participant would have liked more focus on health outcomes and registration and reimbursement aspects, and another would have preferred more opportunities for discussion. Most criticisms were concerned with the room temperature. Next year we will

ask the hotel to ensure the room is warmed to an appropriate temperature before the workshop commences!

Workshop 2. Improving Outcomes Through Self Management Initiatives

Ms Marion Reece and Ms Mignon Markwick

- **Quality of Content** = 4,5 (mode, median), 4.5 (mean), 90% (mean percent),
- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 4,5 (mode, median), 4.5 (mean) 90% (mean percent)
- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 4 (mode, median), 4.13 (mean)
- **Quality of Venue** = 4 (mode, median), 3.63 (mean)

Presenter Characteristics: Content

Marion Reece

Mode = 4, Median = 4, Mean = 4.43, Mean Percent 88.6%

Mignon Markwick

Mode = 4,5 Median = 4,5 Mean = 4.29, Mean Percent 85.8%

Presenter Characteristics: Quality of Delivery

Marion Reece

Mode = 4, Median = 4, Mean = 4.43, Mean Percent, 88.6%

Mignon Markwick

Mode = 4,5 Median = 4,5 Mean = 4.5, Mean Percent 90%

Comment

Participants thought this a very good workshop that included lots of open discussion and interaction.

Some felt that more time for the role-plays was required, and that the speakers were a little rushed. Others would have liked issues for lay counsellors to be addressed and for more focus on the importance of values and language in interview techniques.

Workshop 3. Health-related Quality of Life in Children and Youth

Dr Ulrike Ravens-Sieberer

- **Quality of Content** = 5 mode, 5 median, 4.67 mean, 93.4% (mean percent)
- % Rating 4 or above = 100%
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 5 mode, 5 median, 4.67 mean, 93.4% (mean percent)
- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 5 mode, 5 median, 4.67 mean
- **Quality of Venue** = 4 mode, 4 median, 4.4 mean

Presenter Characteristics: Content

Dr Ulrike Ravens-Sieberer

Mode = 5, Median = 5, Mean = 4.83, Mean Percent, 96.6 %

Presenter Characteristics: Quality of Delivery

Dr Ulrike Ravens-Sieberer

Mode = 5, Median = 5, Mean = 4.83, Mean Percent, 96.6 %

Comment

This was a small workshop, but obviously everybody thoroughly enjoyed it. Participants were impressed with Ulrike's depth of knowledge and felt that she handled questions very well, and that the workshop was an excellent introduction to this field. Participants found the workshop comprehensive, informative, interactive and easy to understand and follow.

Some participants would have liked a longer workshop and many indicated that would like a follow up presentation, at a later conference, on the European surveys and the research that is currently in progress. Some participants would have liked a little more both on quality of life in relation to children with disabilities and on cross cultural aspects.



Workshop 4. National Health Performance Framework: Consumer Perspectives

Ms Susan Garner and Mr George van der Heide

- **Quality of Content** = 4 (Mode, Median), 3.58 Mean, 71.6 % (Mean, %)
- % Rating 4 or above = 57%
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 4 (Mode, Median), 3.71 Mean, 74.2% (Mean, %)
- % Rating 4 or above = 57 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 4 (Mode, Median), 3.71 Mean
- **Quality of Venue** = 4 (Mode, Median), 4.29 Mean

Presenter Characteristics: Quality of Delivery

Ms Kate Moore

Mode = 4, Median = 4, Mean = 3.83

Mr Russel McGowan

Mode = 4, Median = 4, Mean = 3.67

Mr George van der Heide

Mode = 4, Median = 4, Mean = 3.83

Presenter Characteristics: Quality of Delivery

Ms Kate Moore

Mode = 4, Median = 4, Mean = 3.83

Mr Russell McGowan

Mode = 4, Median = 4, Mean = 3.67

Mr George van der Heide

Mode = 4, Median = 4, Mean = 3.83

Comment

Participants thought this a difficult topic that was covered very well. There was a very stimulating discussion of the issues and it was thought more workshops are required to come up with the answers. Many insights were gained. Participants also commented favourably of Susan's chairing of the panel discussion.

One participant felt there needed to be a little more clarity of purpose and others felt that some of the topics, such as measuring patient satisfaction, needed further discussion.

Workshop 5. Measuring Health Outcomes in General Practice

Mr Gawaine Powell Davies and Prof. Justin Beilby

- **Quality of Content** = 4 (mode, median), 4.08 (mean), 81.6% (mean percent),
- % Rating 4 or above = 91.6 %
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 4 (mode, median), 4.08 (mean) 81.6% (mean percent)
- % Rating 4 or above = 84.6 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 4 (mode, median), 3.77 (mean)
- **Quality of Venue** = 4 (mode, median), 3.34 (mean)

Presenter Characteristics: Content

Mr Gawaine Powell-Davies

Mode = 4, Median = 4, Mean = 4.15, Mean Percent 83%

Prof. Justin Beilby

Mode = 4, Median = 4, Mean = 4.08, Mean Percent 81.6%

Presenter Characteristics: Quality of Delivery

Mr Gawaine Powell-Davies

Mode = 4, Median = 4, Mean = 4.23, Mean Percent, 84.6%

Prof Justin Beilby

Mode = 4, Median = 4, Mean = 4.15, Mean Percent 83%

Comment

Participants commented that the workshop provided a good introduction that highlighted many relevant aspects. The presentations, the group activity and the process of working through practical examples were all commended. Some participants, however, would have liked more facilitation of the small group process.

Some participants would have liked copies of the presenters' slides so they could make notes, and some of the slides/overheads were difficult to read. There was a technical glitch at the beginning of the workshop. Some participants reported the venue as being too noisy (due to hotel staff activity in an adjacent room) and stuffy.

Workshop 6. Interpreting Health Related Quality of Life Outcomes

Ms Madeleine King

- **Quality of Content** = 4 (mode, median), 4.34 (mean) 86.8% (mean - percent)
- **Quality of Presentation** = 4 (mode, median), 4.34 (mean) 86.8% (mean - percent)
- **Quality of Organisation** = 4 (mode, median), 4.0 (mean)
- **Quality of Venue** = 3 (mode, median), 3.14 (mean)

Presenter Characteristics: Quality of Content

Madeleine King

Mode = 5, Median = 5, Mean = 4.47

Presenter Characteristics: Quality of Delivery

Madeleine King

Mode = 4, Median = 4, Mean = 4.34

Comment

There were many very positive comments concerning both the relevance of the material to current work issues and the extensive and informative coverage of the topic. Madeleine was reported to be a good presenter – knowledgeable, approachable and inclusive in her style. Many participants commented on the valuable and informative resource materials provided and thanked Madeleine for her efforts.

Some participants thought it might be better to have more than one presenter, as this would bring different perspectives to bear on these issues. Some would have liked some pre-reading to be set as they felt there was too much information to cover in the time and they would have liked a little more opportunity for questions and discussion. Others felt there should have been more instructions for the exercises and more feedback on the exercises.

The venue was the same as for Workshop 1 in the morning and again the size of the room, its acoustics and the cold room temperature were criticised.