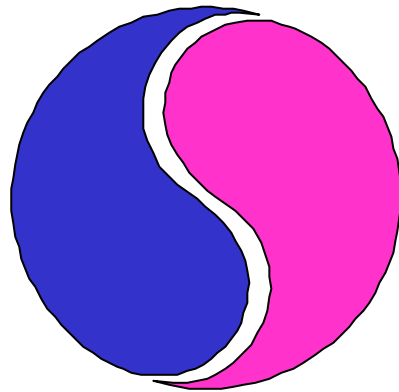


HEALTH OUTCOMES 2003
The Quest for Practice Improvement

Rydges Lakeside, Canberra
20-21 August 2003

CONFERENCE
EVALUATION



AUSTRALIAN HEALTH OUTCOMES
COLLABORATION

November 2003

Health Outcomes 2003: The Quest for Practice Improvement

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 = 3.95 Mean Percent = 79 %
- % Rating 4 or above = 82.4% (good to excellent)
- % Rating 2 or below = 4 %

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 each year. The ratings for the conference overall were slightly above those in recent years.

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 contributions of the keynote speakers (Professor Eagar, Dr Ware, Dr Whiteford) were highly regarded, as were those of the Plenary Session panellists (Dr Groves, Ms Sansoni, Mr Burdett, Professor Eagar). The various sessions on mental health, measurement, research and data analysis, health priorities, primary and community care, chronic disease management, hospital quality and indigenous health all received many nominations. The discussion groups on mental health and the national medicines policy were very favourably received. A number of pre-conference workshops were also nominated - those conducted by Dr Peter Brann, Ms Jan Sansoni, Mr Tim Coombs et al, and of course Dr John Ware. A number of participants were impressed with the new Zealand presentations and commented in particular on their cultural inclusiveness.

Suggestions

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

- a greater focus on comparing constructs of health - indigenous/Aboriginal and Torres Strait Islander (ATSI), Maori and Western views;
- more indigenous speakers on indigenous health issues;
- increased focus on issues concerning equity, access, social determinants of health and social policy;
- a greater profile for the community health, allied health and nursing sectors;
- more papers on the evaluation of programs and the use of various measurement tools, including patient satisfaction and HRQOL measures;

- more papers on the change management process, the practicalities (practice engineering, resource management) and the challenges of implementation and solutions to these challenges;
- benchmarking and an examination of comparative data;
- more sessions on chronic disease management, palliative care and comorbidity;
- papers on some outcomes of transplant surgery, cochlear implants and other highly costly and technical interventions;
- more sessions on using health information systems to drive improvement;
- a greater focus on population health and particular population groups including children and adolescents; and
- a session for 'first time' presenters.

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 2004 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 2003 health outcomes conference there were many papers on mental health, while in other years the focus has been in other areas. Next year we are planning to have a greater focus on population health, including indigenous health issues, and will also try to address many of the issues raised above.



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 = 3.82 Mean % 76.4
- % Rating 4 or above = 69.6% (good to excellent)
- % Rating 2 or below = 2.7%

Participants' Comments: Summary

Praise

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

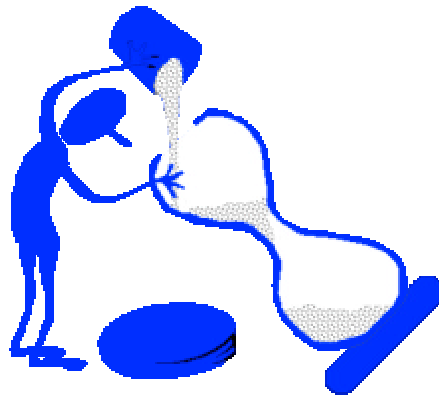
Nominees for the three best presentations

Many delegates appreciated the various keynote presentations by Dr John Ware and Professor Kathy Eagar. A large number of speakers received at least one vote for the best speaker, but the following speakers received multiple nominations in this category: Mr Jim Burdett, Mr Dermot Casey, Ms Jenny Cook, Ms Sarah Gordon and Ms Lynne Pere, Dr Aaron Groves, Prof Ian Hickie, Mr Douglas Holmes, all Isoqol session presenters, Professor Jayashri Kulkarni, Mr David Moreton and Ms Jacinta Cubis, Dr Sally Merry, Ms Elissa O'Keefe, Dr Te Kani Kingi, Dr Tom Trauer, and Dr Janice Wilson. Dr Peter Brann, Mr Tim Coombs and Ms Jan Sansoni also received multiple nominations for their workshop presentations

Congratulations to these speakers!

Characteristics of the three worst presentations.

This year a small number of speakers were consistently criticised for poor presentation skills, including a couple of speakers that read from notes or read out their slides. Other problems 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 their chairperson's warnings; for articulation and voice problems; and a lack of cohesion or structure. These are basic mistakes that can easily be overcome.



Response

Unfortunately speakers are selected on the basis of their abstracts, and in some 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 presentation prior to its delivery at the conference. It is advisable not to read from notes or to read out your slides! Next year we will be raising these issues in the speakers' and chairpersons' instructions. Speakers should also 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.

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 and to bring their presentations on CD-ROM rather than floppy disc.

3. CONFERENCE ORGANISATION

'Please indicate your opinion of conference organisation'

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

- Median = 4
- Mode = 4
- Mean = 4.38 Mean Percent = 87.6 %
- % Rating 4 or above = 93.2 %
- % Rating 2 or less = 2.7 %

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 the posters to be in a more accessible location particularly as the number of posters appears to increase every year. Another suggestion was to lessen the number of papers in each conference session to allow more time for discussion. It was suggested that there could also be further discussion groups included in the program although a large number had been included this year.

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 = 3.72
- % Rating 4 or above = 63.5 %
- % Rating 2 or less = 16.2 %

Participants' Comments: Summary

Praise

Whilst the majority of the participants (63.5%) 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, quality of coffee) that could be improved. These issues will be raised with the hotel.

Criticisms and Suggestions

A few participants were critical of the quality of the coffee provided and of the lack of availability of water, milk and orange juice at the commencement of the refreshment breaks. We will seek to get the standard of refreshments improved.

In response to the question about the preferred location of the Conference dinner, fairly even numbers of delegates preferred an 'in house' location as contrasted with an 'off site' restaurant location. As the conference dinner was off site this year we propose to have it on-site next year.

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 venues 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.

A number of delegates suggested moving the conference to a different location such as New Zealand, Surfer's Paradise or Alice Springs. While it would be nice to have a change of locale administrative logistics preclude this currently (AHOC is a small Canberra-based organization) and such a move could not be supported without considerable collaboration with a co-hosting organization. Organizations interesting in such collaboration should contact the AHOC.

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)

Dr John Ware

Mode = 5, Median = 5, Mean = 4.55

Prof Kathy Eagar

Mode = 5, Median = 5, Mean = 4.41

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

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

Dr John Ware

Mode = 5, Median = 5, Mean = 4.62

Prof Kathy Eagar

Mode = 5, Median = 5, Mean = 4.46

Comment

Once again, the keynote speakers have made an excellent contribution to the conference. Given the diverse nature of our audience and their different needs and interests, one can appreciate ratings as high as these are extremely difficult to achieve. The Tuesday evening seminar held by John Ware was also very highly regarded.



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@atrx.net.au>

Subject to sponsorship we are tentatively planning the next conference to be held 15-16 September 2004, with pre-conference workshops on 14 September 2004. 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. It is anticipated the call for papers will close toward the end of March 2004. 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 these will be mailed out in early January 2004. For those unable to attend this year's conference the Proceedings will be available from:

Ms Fiona Jongsma
Centre for Health Service Development
University of Wollongong
WOLLONGONG NSW 2252
Tel: 02 42214411, Fax: 02 4221 4679, Email: fionaj@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: Fiona Jongsma.

CONTACT DETAILS FOR THE AUSTRALIAN HEALTH OUTCOMES COLLABORATION

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Web site: www.uow.edu.au/commerce/ahoc

Pre-Conference Workshops and Seminars

Tuesday, 19 August 2003

Rydgges Lakeside, Canberra

WORKSHOP/SEMINAR EVALUATION

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

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

Special Seminar with Dr John Ware

- **Quality of Content** = 5 mode, 5 median, 4.85 mean, 97% (mean percent)
- % Rating 4 or above = 100%
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 5 mode, 5 median, 4.77 mean, 95.4% (mean percent)
- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 5 mode, 4.5 median, 4.38 mean
- **Quality of Venue** = 4 mode, 4 median, 3.96 mean

Presenter Characteristics: Content

Dr John Ware

Mode = 5, Median = 5, Mean = 4.85, Mean Percent, 97 %

Presenter Characteristics: Quality of Delivery

Dr John Ware

Mode = 5, Median = 5, Mean = 4.77, Mean Percent, 95.4 %

Comment

The very positive feedback received from participants support these excellent ratings. Comments included 'this was profoundly excellent' and 'fluent and compelling: balanced, brilliant and comprehensive overview'.

Some suggestions were to include longitudinal trend analysis and an update on dynamic testing in future workshops. A few thought that some knowledge of the instruments was assumed and it may be helpful to have more time for questions and discussion.

Workshop 1. Health Outcomes: An Introduction and Overview

Ms Jan Sansoni

- **Quality of Content** = 4 (mode, median), 4.03 (mean) 80.6 (mean percent)
- % Rating 4 or above = 86.66%
- % Rating 2 or less = 3 %
- **Quality of Presentation** = 4 (mode, median), 4.05 (mean) 81%
- % Rating 4 or above = 83.33%
- % Rating 2 or less = 1.6%
- **Quality of Organisation** = 4 (mode, median), 4.15 (mean)
- **Quality of Venue** = 4 (mode, median), 3.73 (mean)

Presenter Characteristics: Content

Jan Sansoni

Mode = 5, Median = 5, Mean = 4.57, Mean Percent 91.4%

Presenter Characteristics: Quality of Delivery

Jan Sansoni

Mode = 4, Median = 4, Mean = 4.37, Mean Percent 87.4%

Comment

Participants thought the workshop provided an informative and well-balanced introduction and overview, and that there was a good mix between interactive and knowledge based activities. Some participants would have liked more detail concerning particular aspects but recognised the time factor and the different needs of group members.

Workshop 2. Evidence Based Decision-Making: What happens in the Commonwealth Health Financing Arena?

The Medical Services Advisory Committee; Health Technology Assessment Centre, DHA and the NHMRC Clinical Trials Centre, University of Sydney.

Comment

Participants thought this workshop provided excellent information on the process of preparing an application for assessment by MSAC.

Unfortunately few participants handed in their evaluation sheets and thus no meaningful data analysis can be conducted. Of the evaluation forms submitted from this workshop, most ratings were around the 4/5 mark.

Workshop 3. Clinical Applications of Mental Health Measures (Adults)

Mr Tim Coombs, Mr Paul Hirini and Mr Douglas Holmes

- **Quality of Content** = 4 mode, 4 median, 3.86 mean, 77.2% (mean percent)
- % Rating 4 or above = 64%
- % Rating 2 or less = 7 %
- **Quality of Presentation** = 4 mode, 4 median, 4.0 mean, 80% (mean percent)
- % Rating 4 or above = 85.7 %
- % Rating 2 or less = 7 %
- **Quality of Organisation** = 4 mode, 4 median, 4.33 mean
- **Quality of Venue** = 4 mode, 3.5 median, 3.33 mean

Presenter Characteristics: Content

Tim Coombs

Mode = 4, Median = 4, Mean = 4.07, Mean Percent, 81.4 %

Paul Hirini

Mode = 4, Median = 4, Mean = 4.25, Mean Percent, 85 %

Douglas Holmes

Mode = 4, Median = 4, Mean = 3.31, Mean Percent, 66.2 %

Presenter Characteristics: Quality of Delivery

Mr Tim Coombs

Mode = 4, Median = 4, Mean = 4.18, Mean Percent, 83.6 %

Paul Hirini

Mode = 4, Median = 4, Mean = 4.36, Mean Percent, 87.2 %

Douglas Holmes

Mode = 4, Median = 4, Mean = 3.82, Mean Percent, 77.4 %

Comment

Most participants found the workshop informative, interesting and appropriate. There were some issues raised concerning cultural appropriateness and the consideration of the perspectives of indigenous peoples and consumer representation.

Workshop 4. Interpreting Health Related Quality of Life (HRQoL) Outcomes

Dr Madeleine King

- **Quality of Content** = 4 (Mode, Median), 4.18 (Mean), 83.6 % (Mean Percent)
- % Rating 4 or above = 81.8%
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 4 (Mode, Median), 4.11 (Mean), 82.2% (Mean Percent)
- % Rating 4 or above = 86.4 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 4 (Mode, Median), 4 (Mean)
- **Quality of Venue** = 4 (Mode, Median), 3.95 (Mean)

Presenter Characteristics: Quality of Delivery

Dr Madeleine King

Mode = 4, Median = 4, Mean = 4.32 Mean Percent 86.4%

Presenter Characteristics: Quality of Delivery

Dr Madeleine King

Mode = 5, Median = 4, Mean = 4.26 Mean Percent 85.2%

Comment

The ratings for Madeleine's workshop were very positive and many enjoy Madeleine's informal style. Some participants thought there was too much to get through in too short a time, whilst others wanted even more issues discussed and included! Perhaps this needs to be a full day workshop?

Workshop 5. Moving Ahead with Health Outcomes in General Practice

Mr Gawaine Powell Davies, Mr Andrew Georgiou and Professor Justin Beilby

Comment

There were too few evaluation forms received for this workshop to make analysis meaningful. Those that responded enjoyed the workshop and thought Andrew Georgiou's input to be 'fabulous'. Most of the ratings received were around 4/5.

Workshop 6. Clinical Application of Mental Health Measures (Children and Youth)

Dr Peter Brann

Comment

Again, there were too few evaluation forms received for this workshop to make analysis meaningful. However, most of those that did respond thought the workshop to be excellent, with ratings of 4 and 5/5. Participants commented that this was a really good session with an interesting presenter. Some participants would have liked more information of what to do with the data and how to present them.