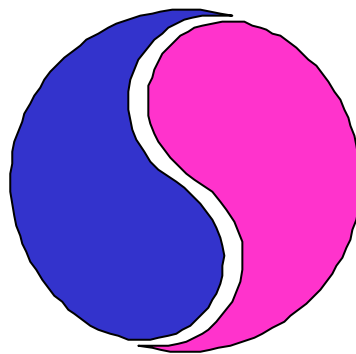


HEALTH OUTCOMES 2005
MAKING A DIFFERENCE

Rydges Lakeside, Canberra
17-18 August 2005

CONFERENCE
EVALUATION



AUSTRALIAN HEALTH OUTCOMES
COLLABORATION

October 2005

Health Outcomes 2005: Making a Difference

CONFERENCE EVALUATION

1. CONFERENCE CONTENT

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

Rating 1 (not at all informative) to Rating 5 (extremely informative)

- Median = 4
- Mode = 4
- Mean = 3.95 Mean Percent = 79 %
- % Rating 4 or above = 84 % (good to excellent)
- % Rating 2 or below = 3.5 %

Participants' Comments: Summary

Praise

Many participants indicated they found the conference stimulating and informative with a good blend of speakers and topics. A number of participants found the particular foci on palliative care, musculoskeletal conditions and mental health this year interesting and very relevant to their work.

Most interesting and useful sessions

Nearly every session received some votes for the most interesting/useful session. This year sessions on palliative care, musculoskeletal conditions, mental health and bipolar disorder, women's health and health outcomes measurement proved particularly popular. The ANZ Health Assessment Methods Network Seminar also received a number of nominations.

The plenary sessions were all very well received, and the contributions of the keynote speakers (Professor McMichael, Professor Dwyer, Professor Ciarin O'Boyle, Professor Peter Fayers and Mr Jim Burdett) were very highly regarded. The sessions on indigenous health outcomes, particular population groups, primary and community care, general practice, and the 'new speakers' session also received nominations. The discussion groups on musculoskeletal conditions, mental health and the Integrated Care Program were very favourably received. The workshops conducted by Ms Jan Sansoni; Professor Ciarin O'Boyle and Dr Lena Ring; Professor Peter Fayers, and Associate Professor Graeme Hawthorne also received nominations in the *overall* conference evaluation. There were many other excellent workshops and the evaluation of the workshops is to be found at the end of this report.

Suggestions

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

- an increased focus on the frail elderly and the impact on the health system of our ageing population;
- more on cardiovascular disease particularly with regard to the elderly;
- a greater focus on indigenous health;
- focus on assessing outcomes of those from NES backgrounds;
- introduce a rehabilitation strand as occurs for mental health;
- include more focus on co-morbidity;
- more focus on measurement issues such as response shift and the role of placebos;

- continue the foci on both musculoskeletal conditions and palliative care;
- a greater focus on continuity of care and the integration of services;
- a focus on the impact of outcomes assessment for changing policy and on future trends in health care;
- more papers addressing system level outcomes;
- establishing and managing benchmarking initiatives with a focus on practical applications;
- include discussion of the medico-legal implications of not using outcomes data to inform decision making;
- papers on infectious diseases including preventative aspects;
- a greater focus on health promotion and prevention aspects;
- more focus on allied health, primary and community care; and
- the session for ‘first time’ presenters should be continued.

Response

These are very 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 2006 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, this year there were more papers on musculoskeletal conditions, mental health and palliative care while in other years the focus has been in other areas.



2. QUALITY OF DELIVERY OF PRESENTATIONS

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

Rating 1 (very poor) to Rating 5 (excellent)

- Median = 4
- Mode = 4
- Mean = 3.88 Mean Percent 78 %
- % Rating 4 or above = 76 % (good to excellent)
- % Rating 2 or below = 3.5 % (poor)

Participants' Comments: Summary

Praise

The conference committee was pleased to see that the overall ratings for quality of presentation remained at a good level - the percentage of people rating the presentation quality at 4 or above actually increased this year, which is very encouraging. Many people commented that, although there were relatively few poorly presented papers, the standard of presentation could be variable. However, the overall standard of presentation was considered to be good.

Nominees for the three best presentations

Many delegates appreciated the keynote presentations and the plenary addresses. All keynote speakers were rated highly, but the ratings for Professor Ciarin O'Boyle, from Ireland, for his conference presentations and his workshop were simply outstanding and rank amongst the best ever received by any speaker at the health outcomes conferences. A large number of speakers received at least one vote for the best speaker, but the following speakers (in alphabetical order) received multiple nominations in the overall conference evaluation for either their conference or workshop presentations: Professor Nicholas Bellamy, Professor Peter Brooks, Mr Jim Burdett, Professor David Currow, Professor John Dwyer, Professor Kathy Eagar, Professor Peter Fayers, Associate Professor Graeme Hawthorne, Ms Michelle Levy, Dr Lena Ring, Ms Materoa Mar, Professor Tony McMichael, Mr Bill Montgomery, Ms Jan Sansoni, Mr Brett and Ms Allison Shorten, Associate Professor Meg Smith and Dr Sylvia Van Altvorst. It is also to be noted that many of the 'new speakers' in the mentorship program received at least one nomination for best speaker and that is a great achievement! (Ms Ilana Ackerman, Ms Natalie Chahine, Ms Meredith Chaplin, Ms Rebecca Haigh, Ms Nicole Kennair, Ms Alison Markwick, and Ms Kathryn Williams)

Congratulations to these speakers!

Characteristics of the three least interesting presentations / sessions.

This year there were very few speakers that were consistently criticised for poor presentation skills. A few speakers were criticised for going over time and ignoring their chairperson's warnings, or for having too many slides for the time allocated to their talk. Other issues raised concerned articulation or voice problems such as speaking too softly, or placing too much focus on the description of the process rather than the results. These are basic mistakes that can easily be overcome.

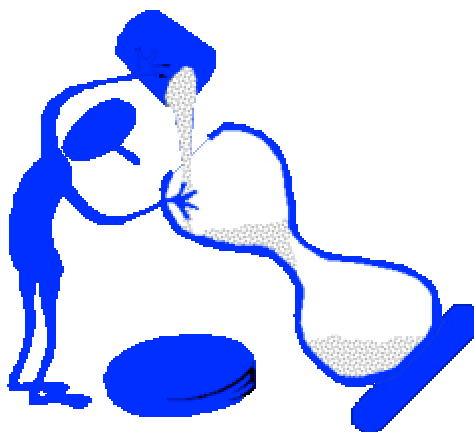
Criticisms and Suggestions

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.

There were a few equipment glitches this year, but occasional problems will occur and seem to be unavoidable. The main problem appeared to be with the height of the projection screen in the large rooms, so we will try to avoid this problem next year.

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 address the issue of the height of the projection screens with the technical support company.



3. CONFERENCE ORGANISATION

'Please indicate your opinion of conference organisation'

Rating 1 (very poor) to Rating 5 (excellent)

- Median = 4
- Mode = 5
- Mean = 4.41 Mean Percent = 88 %
- % 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 and passed on their congratulations. Needless to say we appreciated these remarks and particularly the number of participants rating organisation at 4 or above!

Criticism and Suggestions

One suggestion was to lessen the number of papers in each conference session to allow more time for discussion and to have fewer parallel sessions. Some participants would like more discussion groups and a greater variety in modes of delivery.

Response

We hope to incorporate some of these suggestions in next year's conference, and will consider increasing the number of discussion groups in 2006.

4. VENUE

'Please indicate your opinion of conference venue'

(Rating 1 (very poor) to Rating 5 (excellent))

- Median = 4
- Mode = 4
- Mean = 3.71
- % Rating 4 or above = 65 %
- % Rating 2 or less = 11 %

Participants' Comments: Summary

Praise, Criticisms and Suggestions

Whilst the majority of the participants (65 %) rating the venue as good (4/5 or better), there were some participants that felt a number of features concerning the venue (air conditioning and room temperature, availability of small discussion areas and places to sit at lunchtime, noise problems with the doors to the presentation rooms, quality of coffee, quality of vegetarian food) that could be improved. A few participants indicated the conference dinner was somewhat bland and this was particularly so for the vegetarian participants. These issues will be raised with the hotel.

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. Given that 65% of the participant sample rated the hotel as good or excellent it would seem that despite the few problems encountered the venue was thought to be acceptable.

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))

Professor Tony McMichael

Mode = 4, Median = 4, Mean = 4.07

Professor John Dwyer

Mode = 5, Median = 4, Mean = 4.05

Mr Jim Burdett

Mode = 4, Median = 4, Mean = 3.67

Professor Peter Fayers

Mode = 4, Median = 4, Mean = 3.93

Professor Ciarin O'Boyle

Mode = 5, Median = 5, Mean = 4.63

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

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

Professor Tony McMichael

Mode = 4, Median = 4, Mean = 3.79

Professor John Dwyer

Mode = 4, Median = 4, Mean = 4.11

Mr Jim Burdett

Mode = 4, Median = 4, Mean = 3.4

Professor Peter Fayers

Mode = 4, Median = 4, Mean = 3.73

Professor Ciarin O'Boyle

Mode = 5, Median = 5, Mean = 4.69

Comment

Once again, the keynote speakers have made an excellent contribution to the conference. Many participants felt the breadth of focus of the speakers was particularly interesting and useful. Given the diverse nature of our audience and their different needs and interests, one can also appreciate ratings as high as these are extremely difficult to achieve.

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@netspeed.com.au>

Subject to sponsorship we are tentatively planning the next conference to be held 9-10 August 2006, with pre-conference workshops on 8 August 2006. 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 by mid March 2006. 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 December 2005. For those unable to attend this year's conference the Proceedings will be available from:

Centre for Health Service Development
University of Wollongong
WOLLONGONG NSW 2252
Tel: 02 4221 4411, Fax: 02 4221 4679, Email: ahoc@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: Elizabeth Cuthbert.

CONTACT DETAILS FOR THE AUSTRALIAN HEALTH OUTCOMES COLLABORATION

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Pre-Conference Workshops and Seminars

Tuesday, 16th August 2005
Rydges Lakeside, Canberra

WORKSHOP EVALUATION

Workshop 1. Health Outcomes: An Introduction and Overview

Ms Jan Sansoni, Australian Health Outcomes Collaboration.

Quality of Content = 5 (mode) 4 (median), 4.17 (mean) 83 % (mean percent)

- % Rating 4 or above = 75 %
- % Rating 2 or less = 0 %

Quality of Presentation = 5 (mode), 4.5 (median), 4.33 (mean) 87 % (mean percent)

- % Rating 4 or above = 83 %
- % Rating 2 or less = 0 %

Quality of Organisation = 5 (mode, median), 4.42 (mean)

Comment

Participants thought the workshop provided a good, informative and useful overview, and particularly liked the workshop booklet provided. A couple of participants would have liked more detail/depth concerning a particular aspect, but they appreciated that this is difficult to achieve in an 'introductory' and 'overview workshop'.

A number of participants found the room to be very cold and this will be drawn to the attention of hotel staff.

Workshop 2. Interpreting Health Related Quality of Life (HRQoL) Outcomes

Dr Madeleine King, CHERE, University of Technology Sydney.

Quality of Content = 4 (mode, median), 4.11 (mean), 82 % (mean percent)

- % Rating 4 or above = 89 %
- % Rating 2 or less = 0 %

Quality of Presentation = 5 (mode), 4.0 (median), 4.27 (mean), 85 % (mean percent)

- % Rating 4 or above = 83 %
- % Rating 2 or less = 0 %

Quality of Organisation = 5 (mode, median), 4.50 (mean)

Comment

The ratings for Madeleine's workshop were extremely positive and participants thought the workshop was useful, helpful, informative and incisive. Some participants would like instruments other than the SF-36 to be used as examples.

Workshop 3. Making it Work: Approaches to Using Routine Outcome Measurement in Mental Health Services.

Mr Tim Coombs, Australian Mental Health Outcomes and Classification Network and Mr Peter Brann, Eastern Health CAMHS.

Quality of Content = 3 (mode, median), 3.30 (mean), 66 % (mean percent)

- % Rating 4 or above = 40 %
- % Rating 2 or less = 20 %

Quality of Presentation = 3,4 (mode), 3.5 (median), 3.67 (mean), 73 % (mean percent)

- % Rating 4 or above = 50 %
- % Rating 2 or less = 10 %

Quality of Organisation = 4 (mode, median), 3.80 (mean)

Comment

This workshop was particularly popular, attracting almost forty participants who were generally very enthusiastic about workshop content. Some participants were not initially familiar with the scales or data collection, but quickly learnt the benefits of the process through this workshop.

Some participants would have liked more on consumer feedback and suggested it would be good to have a consumer presenter join the team. Some felt there was not sufficient focus on aggregated data and others would have preferred less focus on child measures and more on adult measures.

Workshop 4. Palliative Care Outcomes

Professor Kathy Eagar, Centre for Health Service Development and Professor David Currow, Palliative Care, RGH, Flinders University.

Quality of Content = 5 mode, median; 4.92 mean, 98 % (mean percent)

- % Rating 4 or above = 100%
- % Rating 2 or less = 0 %

Quality of Presentation = 5 mode, median; 4.92 mean, 98 % (mean percent)

- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %

Quality of Organisation = 5 mode, median; 4.42 mean

Comment

This was a small, interactive and cohesive group, which obviously thoroughly enjoyed itself. Participants were almost unanimous in giving 5/5 ratings and thought the workshop provided a comprehensive overview and was practical and thought provoking.

A number of participants requested that presenter's notes/slides be made available as workshop materials so they could be annotated during the session.

Workshop 5. Individual Quality of Life (IQOL): Theory and Measurement

Professor Ciarin O'Boyle, Royal College of Surgeons, Ireland and Dr Lena Ring, Uppsala University, Sweden.

Quality of Content = 5 (mode, median), 4.67 (mean) 95 % (mean percent)

- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %

Quality of Presentation = 5 (mode, median), 4.83 (mean) 97 %

- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %

Quality of Organisation = 5 (mode, median), 4.67 (mean)

Comment

This is another workshop with an almost perfect rating so congratulations are due to these speakers. All participants found the workshop to be excellent with a good blend of 'hands on', theoretical and interactive components. It was suggested that the speakers provide a handout of their slides.

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Workshop 6. Comparison of Different Approaches for Developing New HRQL Instruments: Qualitative; Traditional Psychometric; and Modern Item-response Theory (IRT)-Based Methods

Professor Peter Fayers, University of Aberdeen, United Kingdom.

Quality of Content = 4 (mode, median), 4.17 (mean) 83.00 (mean percent)

- % Rating 4 or above = 83 %
- % Rating 2 or less = 0 %

Quality of Presentation = 3,4 (mode), 4 (median), 4.1 (mean), 82% (mean percent)

- % Rating 4 or above = 58 %
- % Rating 2 or less = 0 %

Quality of Organisation = 4 (mode, median), 3.67 (mean)

Comment

Participants thought the content was relevant and very useful. Some participants thought there may have been too much material to cover in the time and one participant suggested having a separate workshop just on IRT. Another would have liked slightly less focus on the traditional psychometric approach and more on the other approaches.

Workshop 7. Addressing Issues in Mental Health Outcomes Management with Indigenous Consumers: Approaches from North Queensland and New Zealand

Dr Melissa Haswell- Elkins, University of Queensland; Mr Luke Hatzipetrou, Queensland Health; and Ms Materoa Mar, MH-SMART, New Zealand.

Quality of Content = 5 (mode), 4 (median), 4.22 (mean) 84.00 % (mean percent)

- % Rating 4 or above = 78 %
- % Rating 2 or less = 0 %

Quality of Presentation = 4 (mode, median), 4.0 (mean), 80 % (mean percent)

- % Rating 4 or above = 78 %
- % Rating 2 or less = 0 %

Quality of Organisation = 4 (mode, median), 3.89 (mean)

Comment

The participants found this workshop stimulating and thought provoking. Participants thought there might have been more focus on consumer perspectives and feedback, and there could have been more alignment to the MH Smart project in NZ. A little more interaction could have been facilitated, and it would have been helpful to have a glossary of Maori terms for non-NZ participants.

Workshop 8. Introduction to Measuring Health-Related Quality of Life Using Multi-Attribute Utility Instruments

Associate Professor Graeme Hawthorne, Australian Centre for Post Traumatic Mental Health.

Quality of Content = 5 (mode, median), 4.58 (mean) 92 % (mean percent)

- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %

Quality of Presentation = 5 (mode, median), 4.58 (mean), 92 % (mean percent)

- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %

Quality of Organisation = 4 (mode, median), 4.17 (mean)

Comment

There were only a few evaluation forms submitted but all the ratings were very positive. Participants found the workshop well organised and noted that excellent references were provided.

Workshop 9. Internet-Based Chronic Disease Management Systems: Application to the Measurement of Health System and Population-Based Outcomes

Dr Dennis Tannenbaum and Dr Lucy Robertson, Sentiens Global.

Quality of Content = 4 (mode, median), 4.18 (mean) 83.6 % (mean percent)

- % Rating 4 or above = 90 %
- % Rating 2 or less = 0 %

Quality of Presentation = 4 (mode, median), 4.0 (mean) 80% (mean percent)

- % Rating 4 or above = 82 %
- % Rating 2 or less = 18 %

Quality of Organisation = 4,5 (mode), 4.5 (median), 4.27 (mean)

Comment

The workshop was found to be interesting and informative, providing a good understanding of this system. Delegates would have liked more focus on using the data for service improvement and monitoring and more discussion of system limitations.

Delegates indicated that room arrangement needed further consideration and speaker microphones would have been useful. We will address these issues in future workshops.