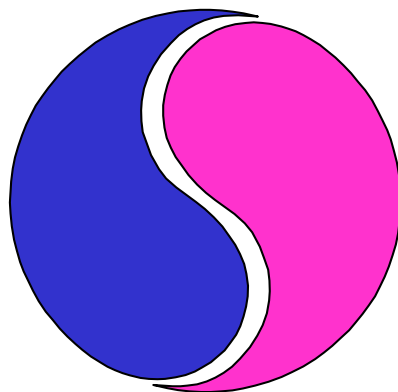


HEALTH OUTCOMES 2006
Managing Health and Disease in
Today's Society

Rydgges Lakeside, Canberra
9-10 August 2006

CONFERENCE
EVALUATION



AUSTRALIAN HEALTH OUTCOMES
COLLABORATION

September 2006

Health Outcomes 2006: Managing Health and Disease in Today's Society

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 = 3.9 Mean Percent = 78 %
- % Rating 4 or above = 79.4 % (good to excellent)
- % Rating 2 or below = 2.8 %

Participants' Comments: Summary

Praise

Many participants commented on the multi-disciplinary mix of both speakers and participants and found this stimulating and interesting. There was a broad range of content to cater for all attendees. Participants noted the theoretical and applied aspects blended well and they enjoyed the focus on health related quality of life.

Most interesting and useful sessions

Nearly every session received some votes for the most interesting/useful session. This year sessions on arthritis, asthma, child health, chronic disease management, diabetes, indigenous health, measurement instruments, mental health, palliative care and primary and community care all proved very popular. There were also many votes for the new speakers' session and it is good to see participants giving their support to the new presenters. As is usual there were many nominations for the opening plenary and measurement plenary sessions. The ANZ Health Assessment Methods Network Seminar and the Schizophrenia Care and Assessment Program also received nominations.

The plenary sessions were all very well received and the contributions of the keynote speakers (Professor Eagar, Professor Brodaty, Dr David Osoba and Dr Robyn Harvey) were highly regarded. Prof Robert Cummins, Assoc Prof Graeme Hawthorne and Dr Peter Martin and also received numerous nominations for their presentations.

Suggestions

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

- more focus on equity/inequity issues and health differentials;
- a greater focus on indigenous health;
- an increased focus on disease specific measures;
- more focus on asthma, aged care, Alzheimer's and diabetes;
- a focus on the impact of outcomes assessment for changing policy and on future trends in health care;
- more papers addressing population health outcomes and system level outcomes;
- more focus on e health systems and IT aspects;

- a greater focus on papers combining an examination of both process and outcome
- papers on multi-disciplinary care and case conferencing;
- a greater focus on translating research into policy and practice
- more focus on pharmacy aspects in multi-disciplinary case management
- more focus on pharmaco-economics and health economics and outcomes;
- reintroduce the mental health strand
- 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 2008 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.



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 = 3.9 Mean Percent 78 %
- % Rating 4 or above = 79.4 % (good to excellent)
- % Rating 2 or below = 0 % (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 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. Prof Eagar, Prof Brodaty, Prof Cummins, Assoc Prof Hawthorne, Dr Martin and Dr Harvey all received multiple nominations for their presentations. A large number of speakers received at least one vote for the best speaker, but the following speakers received multiple nominations in the evaluation for their conference presentations: Ms Ackerman, Ms Baker (NZ), Prof Bird, Dr Caltabiano, Dr Davidson (Logan), Ms Dimer, Ms Doole, Mr Conway, Ms Gaines (NZ), Ms Jordan, Prof Kalkharni, Dr King, Dr Lawn, Ms Louie, Mr Marosszeky, Mr Montgomery, Dr Musich, Ms Newnham, Dr Osborne, Dr Pain, Ms Pettman (many nominations), Mr Powell-Davies, Dr Senior, Ms Williams and Ms Wyatt. 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 Matete, Ms Comans & Ms Currin, Ms Nolte, Ms Sturrock).

Congratulations to these speakers!

It should be noted that there were two late withdrawals from our indigenous health outcomes session due to these delegates being unable to obtain funding support. Dr Kate Senior from Menzies, as chair of this session, stepped in to assist and gave a presentation that was very highly regarded! This session, despite the initial adversity, went very well and the session and all its speakers were very favourably received.

Dr John Wren, for similar reasons, was unable to present his paper in the Health Outcomes: Measurement Instruments Session. Dr Travis Gee from CONROD (Centre of National Research on Disability and Rehabilitation Medicine) stepped in with a substitute presentation and again this session was also highly regarded.

The conference organisers would like to express their appreciation to both Dr Kate Senior and Dr Travis Gee.

Characteristics of the three least interesting presentations / sessions.

This year there were very few speakers that were consistently criticised for poor presentation skills. Most issues raised concerned articulation or voice problems such as speaking too softly; for having too much information on their slides; for the use of unexplained acronyms or for placing too much focus on the description of the process rather than the results. These are basic mistakes that can easily be overcome.

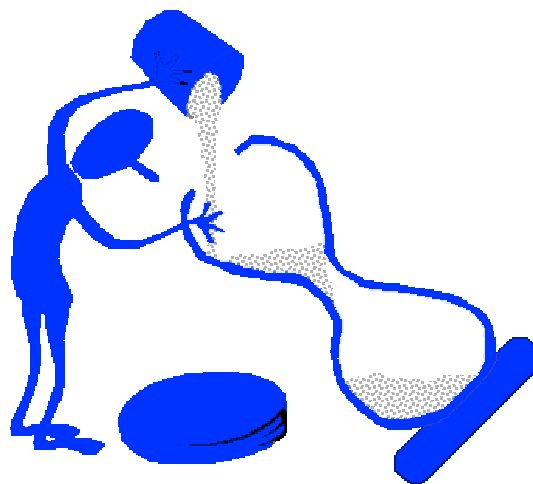
Criticisms and Suggestions

As is usual a couple of Chairs were perceived as not being firm enough in keeping speakers to time.

There were some equipment glitches this year, but occasional problems will occur and seem to be unavoidable. The main problem appeared to be with the microphone sound level being set too low in the plenary sessions and this will be mentioned to the Audio Visual support provider.

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. For the next conference we will address the sound issue with the Audio Visual support company.



3. CONFERENCE ORGANISATION

'Please indicate your opinion of conference organisation'

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

- Median = 4
- Mode = 4
- Mean = 4 Mean Percent = 80 %
- % Rating 4 or above = 82.4 %
- % Rating 2 or less = 2.9 %

Participants' Comments: Summary

Praise

Once again most participants felt the conference was extremely well organised, running smoothly and passed on their congratulations. Needless to say we really appreciated these remarks particularly as this was Marina's first year in the role of conference administrator. We were particularly pleased with the number of participants rating organisation at 4 or above!

Criticism and Suggestions

Most criticisms this year concerned technical support or venue aspects rather than conference organisation per se. Technical support is outsourced to a private provider and we will raise these issues with this company.

Response

We hope to incorporate some of these suggestions in next year's conference.

4. VENUE

'Please indicate your opinion of conference venue'

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

- Median = 4
- Mode = 4
- Mean = 3.8
- % Rating 4 or above = 53 %
- % Rating 2 or less = 17.7 %

Participants' Comments: Summary

Praise, Criticisms and Suggestions

Whilst the majority of the participants (53 %) 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, refurbishment issues, customer service) that could be improved. These issues will be raised with the hotel. A few participants indicated the conference dinner was somewhat ordinary and that it would be good to have some music or entertainment at the dinner. This option will be investigated for the next conference.

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 53% of the participant sample rated the hotel as good or excellent it would seem that despite some problems identified the venue was thought to be acceptable. It should be noted that the hotel is currently in the process of refurbishment.

5. KEYNOTE SPEAKERS

Once again, the ratings received by the keynote speakers indicate they have made an excellent contribution to the conference. Prof Kathy Eagar's addresses are always highly regarded and Prof Brodaty's and Prof Harvey's presentations in the plenary sessions were also very well received. Prof Bob Cummins is always an entertaining and controversial speaker who provides food for thought. Dr Peter Martin's keynote address on 'knowledge networks' (in the Palliative Care Session) was found to be extremely useful by many delegates.

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 Astoria.Barr@act.gov.au or at jan.sansoni@bigpond.com

Subject to sponsorship we are tentatively planning the next conference to be held 30 April -1 May 2008, with pre-conference workshops on 29 April 2008. In the future we are planning to hold the conference every 1.5 – 2 years rather than annually as is the case now. 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 the next conference.

If you would like to present a paper at the next conference 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 8th October 2007. You are also invited to make suggestions for keynote international and Australasian speakers for the next conference.



CONFERENCE PROCEEDINGS

All conference delegates will automatically receive a complimentary CD-Rom of the *Conference Proceedings*, and these will be mailed out in December 2006. 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 42214411, Fax: 02 4221 4679.

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

Australian Health Outcomes Collaboration
Bldg 8, The Canberra Hospital
PO Box 11
WODEN ACT 2606
Tel: 02 6205 0869 Fax: 02 6244 4201
Email: asotia.barr@act.gov.au or jan.sansoni@bigpond.com
Web site: <http://chsd.uow.edu.au/ahoc>

Pre-Conference Workshops and Seminars

Tuesday, 9th August 2006
Rydges Lakeside, Canberra

WORKSHOP EVALUATION

Workshop 1. Health Outcomes: An Overview and Introduction to Measurement Tools

Ms Jan Sansoni, Australian Health Outcomes Collaboration and Mr Nick Marosszeky, Centre for Health Service Development

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

Comment

Participants thought the workshop provided a terrific overview of the subject and thought all topics covered were relevant and worthwhile. Participant's commented on Jan's excellent presentation style and the contribution her personal knowledge made to the general discussion. Participants liked the workshop booklet and materials provided. A couple of participants would have liked more time to be spent on health utilities and Qalys but appreciated Jan spending additional time after the workshop going through this material.

Workshop 2. Internet Based e-Health Systems for Chronic Illness Management

Dr Dennis Tannenbaum and Dr Robin Harvey, Sentiens Pty Ltd.

- **Quality of Content** = 4 (mode, median, mean), 80 % (mean percent)
- % Rating 4 or above = 75 %
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 3 (mode), 3.5 (median), 3.75 (mean), 75 % (mean percent)
- % Rating 4 or above = 50 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 4 (mode, median, mean)

Comment

Participants found the workshop useful and interesting but would have liked more coverage of implementation points and integration issues. Some participants would like to rehearse the system using supplied hardware.

Workshop 3. Introduction to the National Outcomes and Casemix Collection in Mental Health

Mr Tim Coombs, Australian Mental Health Outcomes and Classification Network

- **Quality of Content** = 4 (mode, median), 3.75 (mean), 75 % (mean percent)
- % Rating 4 or above = 75 %
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 5 (mode), 5 (median), 4.25 (mean), 85 % (mean percent)
- % Rating 4 or above = 75 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 3 (mode), 3.5 (median), 3.75 (mean)

Comment

Due to the smaller number of participants than expected it was agreed by the participants that the two mental health workshops could be combined. Overall the participants found the workshop to be very good, useful and informative

Workshop 4. Evaluation of Chronic Disease Self-Management Programs

Dr Richard Osborne, The University of Melbourne

- **Quality of Content** = 4 (mode, median); 3.8 (mean) 76 % (mean percent)
- % Rating 4 or above = 80%
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 4 (mode, median); 3.6 mean) 72 % (mean percent)
- % Rating 4 or above = 60 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 4 (mode, median, mean)

Comment

Participants enjoyed the workshop and found it informative and useful. Some participants would have liked more workshop style activities and the use of example projects that covered all (rather than some) aspects of self-management projects including analysis, interpretation and reporting. One participant would have liked more coverage of mixed modelling and another would have liked more focus on self-management projects for those with chronic mental health problems.

Workshop 5. Interpreting and Using Health-Related Quality of Life (HRQOL) Measures in Clinical Research and Practice

Dr David Osoba, Canada and Dr Madeleine King, University of Technology, Sydney

- **Quality of Content** = 5 (mode, median), 4.60 (mean) 92 % (mean percent)
- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 4 (mode, median), 4.4 (mean) 88 %
- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %

- **Quality of Organisation** = 5 (mode, median), 4.75 (mean)

Comment

This is another workshop with excellent ratings so congratulations are due to these speakers. All participants found the workshop to be excellent with a good blend of very practical as well as theoretical and interactive components. The two speakers worked well as a team and answered lots of questions for the participants. Some participants would have liked the workshop to be a full day, as they would have liked to have been able to spend more time on some issues. One participant would have liked more workshop style activities including an exercise around choosing or selecting hrqol instruments. Another would have liked more focus on Qalys.

Workshop 6. Designing and Implementing Measurement Suites: Screening, Assessment, Outcomes Evaluation and Service Benchmarking

Professor Kathy Eagar, Ms Janette Green, Mr Nick Marosszeky, Ms Frances Simmonds, and Ms Prue Watters, Centre for Health Service Development and Ms Maree Banfield, Palliative Care Outcomes Collaboration.

- **Quality of Content** = 4 (mode, median), 4.11 (mean) 82.2% (mean percent)
- % Rating 4 or above = 89 %
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 4 (mode), 4 (median), 4.22 (mean), 84.4% (mean percent)
- % Rating 4 or above = 89 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 4 (mode, median), 4.22 (mean)

Comment

Participants thought the content was informative, relevant and useful and that all speakers were very good. Some participants would have liked more time and more detail for the discussion of complex issues such as implementation and would also have liked the inclusion of some cost studies. Some would have also liked more from Janette on the analysis of outcomes data. The coverage of benchmarking and the use of data were considered extremely useful and participants would like more addresses on such topics in future conferences. Some would have liked a demonstration of an electronic outcomes tool to be included in the session. Using outcomes data to build models of care and best practice is an issue that could be further addressed in future workshops.

Workshop 7. This workshop was combined with Workshop 3.

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

Assoc Prof Graeme Hawthorne, The University of Melbourne

- **Quality of Content** = 5 (mode, median), 5.00 (mean) 100 % (mean percent)
- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 4 (mode, median), 4.4 (mean), 88 % (mean percent)
- % Rating 4 or above = 100 %

- % Rating 2 or less = 0 %
- **Quality of Organisation** = 5 (mode, median), 4.6 (mean)

Comment

Despite an equipment glitch, which meant that Graeme's presentation was not able to be viewed on screen, all the ratings were very positive and most commented on its excellence. Some would have liked a little more on pharm-economics. The handouts provided were excellent although some commented they were a bit difficult to read in black and white – colour would have been better for the graphs. Participants found the workshop to be well organised and noted that excellent references were provided.