

HEALTH OUTCOMES 2008: **Facilitating Knowledge Exchange and Transfer for a Dynamic Future**



Rydges Lakeside, Canberra

30 April-1 May 2008

CONFERENCE EVALUATION



AUSTRALIAN HEALTH OUTCOMES COLLABORATION
July 2008

Health Outcomes 2008: Facilitating Knowledge Exchange and Transfer for a Dynamic Future

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 = 3.98 Mean Percent = 79.6 %
- % Rating 4 or above = 76 % (good to excellent)
- % Rating 2 or below = 0 %

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 analysing chronic disease management issues; arthritis and musculo-skeletal conditions; cancer; dementia, evidence based practice indigenous health; injury management; measurement instruments and issues; mental health and bipolar disorder; palliative care; primary, community and intersectoral care and particular population groups all proved very popular. As is usual there were many nominations for the opening plenary and measurement plenary sessions. The workshop program was also very highly regarded this year and many workshops received truly excellent ratings.

The plenary sessions were all well received and the contributions of the keynote speakers (Professor Aaronson, Professor Eagar, Prof Skevington and Ms Helen Leonard) were highly regarded. Assoc Prof Graeme Hawthorne received numerous nominations for his presentation on the EQ-5D and it was pleasing to see that two new presenters, Melanie Benson and Stephen McPhail, also received some nominations as best speakers.

Suggestions

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

- More focus on community care with the possible inclusion of a community care stream;
- More inclusion of discussion sessions as has occurred in previous years;
- More focus on chronic disease management;

- A greater focus on the impact of outcomes assessment for changing policy and on future trends in health care and in translating research into practice;
- Reports on health outcomes activities from the States and Territories;
- More papers addressing population health outcomes and system level outcomes;
- A greater focus on mental health with the suggested reintroduction of the mental health strand;
- An increased focus on psychosocial research and health psychology;
- More sessions on research methodologies;
- Inclusion of more musculo/skeletal outcomes research;
- More outcomes research on accidents and injury;
- A greater focus on women's health.

Response

These are very useful suggestions and they will be carefully considered in planning next year's health outcomes conference. Indeed, we will incorporate many of these topics in the 2009 conference *Call for Papers*.

There was some focus on women's and men's research in this year's 2008 conference and we hope to make this a regular inclusion. We would like to have some dedicated theme streams in each conference – this depends once on abstract submissions and on the general support from relevant health divisions for such initiatives. We welcome proposals of stream topics and support from health organisations.

Given the breadth of the health outcomes field and its multidisciplinary nature it is not always easy to address every group's particular needs at each conference, but we *do* try to rotate emphasis in a number of key areas of interest and as mentioned previously the content does depend on the abstract submissions we receive from speakers. We would like to suggest that those people who want specific presentation content rally researchers from the relevant areas next year so that we can follow through on the excellent topics that have been proposed.

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 = 3.99 Mean Percent 79.8 %
- % Rating 4 or above = 83 % (good to excellent)
- % Rating 2 or below = 2 % (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 always very encouraging. Many delegates 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 Aaronson's presentations were particularly highly regarded. Prof Eagar, Dr Terry Haines Assoc Prof Hawthorne, Ms Leonard and Prof Skevington all received multiple nominations for their plenary presentations. Dr Melanie Benson, Prof Julie Byles, Dr J Govind, Prof Kulkarni, Mr Stephen Mc Phail, Mr Nick Marosszeky and Dr Gordon Walker also received several nominations for their papers.

A large number of speakers received votes for the best speaker and these included: Dr Britto, Dr Bosnic-Anticevich, Dr Berecki, Prof Burgess, Mr Coombs, Assoc Prof King, Assoc Prof Kalucy, Mr Mitchell, Ms Mulcahy, Dr Nguyen, Assoc Prof Osborne, Dr Pain, Mr Pennial, Ms Phelps, Ms Sansoni, Ms Frances Simmonds, Ms Swetenham, and Dr Viney.

It is also to be noted that two of the 'new speakers' in the mentorship program (Dr Benson and Mr McPhail) received at least one nomination for best speaker and that is a great achievement!

Congratulations to these speakers!



Criticisms and Suggestions

This year there were very few speakers that were 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.

As is usual a couple of Chairs were perceived as not being firm enough in keeping speakers to time. A couple of speakers were also criticised for ignoring time warnings from chairs and going over 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 feedback from the microphone on some occasions. These factors 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 issues 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 = 4.34 Mean Percent = 86.8 %
- % Rating 4 or above = 92 %
- % Rating 2 or less = 2.0 %

Participants' Comments: Summary

Praise

Once again most participants felt the conference was extremely well organised, running smoothly and passed on their congratulations. This is clearly reflected in the ratings above. Needless to say we really appreciated these remarks particularly as this was Astoria's first year in the role of conference administrator and as we had a number of new challenges thrown in our direction this year. We were particularly pleased with the number of participants rating organisation at 4 or above!

Criticism and Suggestions

One suggestion was to include the speaker's 'bios' with their abstracts in the conference manual. This is a good suggestion which we will incorporate next year.

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 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 = 3, 4
- Mean = 3.6
- % Rating 4 or above = 54 %
- % Rating 2 or less = 10 %



Participants' Comments: Summary

Praise, Criticisms and Suggestions

Whilst the majority of the participants (54 %) 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 the cold 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. Some participants felt that it may be better to hold the conference dinner at a nearby local restaurant next year.

Response

There are few venues in Canberra that can cope adequately with 300 - 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 54% 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 adequate. We shall investigate a range of venues for the next conference.

We will also consider holding the conference dinner off-site next year, however, one of the benefits of having the dinner on site is the flexibility in being able to have entertainment. This year's jazz/salsa trio added great ambience to the evening.

5. KEYNOTE SPEAKERS

Once again, the ratings received by the keynote speakers indicate they have made an excellent contribution to the conference. Prof Aaronson's addresses were very highly regarded and Prof Eagar, Prof Skevington, and Ms Leonard's presentations in the plenary sessions were also well received.



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 September 1-3 2009 and we are pleased to announce that Dr John Ware is keen to attend the next conference as a keynote speaker. We are also investigating the possibility of having the conference in another location rather than Canberra next time. 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 March 2009. You are also invited to make suggestions for keynote international and Australasian speakers for the next conference.

CONFERENCE PROCEEDINGS

The conference proceedings will be placed on the web site of the Australian Health Outcomes Collaboration once editing has been completed.

CONTACT DETAILS FOR THE AUSTRALIAN HEALTH OUTCOMES COLLABORATION

Australian Health Outcomes Collaboration

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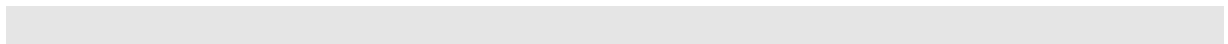
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Pre-Conference Workshops and Seminars

Tuesday, 30th April 2008
Rydges Lakeside, Canberra

WORKSHOP EVALUATION



Workshop 1. Health Outcomes: An Overview and Introduction

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

- **Quality of Content** = 5 (mode, median), 4.40 (mean) 88 % (mean percent)
- % Rating 4 or above = 80 %
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 5 (median), 4.5 (mode), 4.20 (mean) 84 % (mean percent)
- % Rating 4 or above = 70 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 4 (mode, median), 4.25 (mean)

Comment

Participants thought the workshop provided a good overview of the subject and thought all topics covered were relevant and worthwhile. Participant's positively commented on Jan's presentation style and they also appreciated the contribution of her personal knowledge within the general discussion. A couple of participants would have liked more time to be spent on analysing the instruments.

Workshop 2. Economic Evaluation: Connecting Costs with Outcomes

Assoc Prof Rosalie Viney and Assoc Prof Marion Haas, Centre for Health Economics, Research and Evaluation (CHERE), University of Technology, Sydney

- **Quality of Content** = 5 (mode), 4.5 (median), 4.33 (mean) 86.6 % (mean percent)
- % Rating 4 or above = 83 %

- % Rating 2 or less = 0 %
- **Quality of Presentation** = 4 (mode, median, mean), 80 % (mean percent)
- % Rating 4 or above = 67 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 4 (mode, median) 3.67 (mean)

Comment

Participants commented that the quality of content was excellent but felt the presenter's tried to cover too many concepts in the time allocated. Some participants felt this could be a whole day workshop. Some participants felt there could be more time allocated for the discussion of the concepts.

Workshop 3. The Application of HRQOL Assessments in Clinical Research and Practice

Prof Neil Aaronson, The Netherlands Cancer Institute and the University of Amsterdam

- **Quality of Content** = 5 (mode, median), 4.8 (mean), 96 % (mean percent)
- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 5 (mode, median), 4.90 (mean), 98% (mean percent)
- % Rating 4 or above = 100%
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 4 (mode, median), 4.10 (mean)

Comment

This was an excellent workshop which was made relevant to all. The participants commended Neil Aaronson for being so responsive to the issues of the participants. The coverage was comprehensive and Neil brought together a range of important HRQOL issues in a way that was easy to understand. There was some good discussion.

Workshop 4. Measuring Patient Satisfaction with Health Care

Assoc Prof Graeme Hawthorne; Department of Psychiatry, University of Melbourne.

- **Quality of Content** = 5 (mode, median); 4.73 (mean) 94.6 % (mean percent)
- % Rating 4 or above = 100%
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 5 (mode, median); 4.53 (mean) 90.6 % (mean percent)
- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 5 (mode, median) 4.47 mean

Comment

Participants enjoyed the workshop, commented on the excellent presentation and found the workshop informative and useful. There were opportunities provided for interactive discussion.

One participant would have liked to see more focus on outpatient satisfaction instruments.

Workshop 5. Designing and Assessing Measures for use with Indigenous People

Dr Kate Senior and Dr Richard Chenhall; Menzies School of Health Research.

- **Quality of Content** = 4 (mode, median), 4.30 (mean) 86 % (mean percent)
- % Rating 4 or above = 90 %
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 4 (mode, median), 4.30 (mean) 86 %
- % Rating 4 or above = 90 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 4 (mode, median, mean)

Comment

Most participants were happy and impressed with the content of the workshop.

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

Professor Kathy Eagar, Ms Janette Green and Mr Nick Marosszky, Centre for Health Service Development, University of Wollongong.

- **Quality of Content** = 5 (mode, median), 4.62 (mean) 92.4% (mean percent)
- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 5 (mode, median), 4.64 (mean), 92.8.% (mean percent)
- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 4 (mode), 4.5 (median), 4.45 (mean)

Comment

Participants thought the content was excellent, relevant, containing a range of examples and including excellent resource materials. Participants thought all speakers were very dynamic and interesting and able to impart knowledge extremely well. There were opportunities provided for interactive discussion and the workshop was rated as extremely useful.

A few participants would have liked some more focus on follow-up on the data collection activities to see how the information continues to be used.

Workshop 7. Assisting Health Professionals use Quality of Life Assessment in Primary Care

Prof Suzie Skevington, Director, WHO Centre for the Study of Quality of Life, and Professor of Health Psychology, The University of Bath, UK.

- **Quality of Content** = 4.5 (median), 4.5 (mode) 4.20 (mean) 84% (mean percent)
- % Rating 4 or above = 90 %
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 4.5 (median), 4.5 (mode) 4.20 (mean) 84% (mean percent)
- % Rating 4 or above = 90 %

- % Rating 2 or less = 0 %
- **Quality of Organisation** = 4.5 (median), 4.5 (mode) 4.20 (mean)

Comment

Participants thought the content was very interesting and informative and they really enjoyed the workshop.

A few participants would have liked some more focus on the Australian situation and more discussion of a range of other tools.

Workshop 8. Introducing Innovation into Health Care: How to Generate a Sustainable Service

Assoc Prof Richard Osborne and Ms Nicola Reavley, Centre for Rheumatic Diseases, University of Melbourne and Ms Jenni Livingston, Centre for Health Policy, Programs and Economics, The University of Melbourne.

- **Quality of Content** = 4 (median), 4.5 (mode) 4.44 (mean) 88.8 % (mean percent)
- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %
- **Quality of Presentation** = 4 (mode, median), 4.33 (mean), 86.6 % (mean percent)
- % Rating 4 or above = 100 %
- % Rating 2 or less = 0 %
- **Quality of Organisation** = 5 (mode, median), 4.66 (mean)

Comment

The speakers were noted as being very passionate about their work and the content was considered excellent, comprehensive and useful.

A couple of participants noted that some slides were a bit busy and they would have liked a bit more time for brainstorming.

