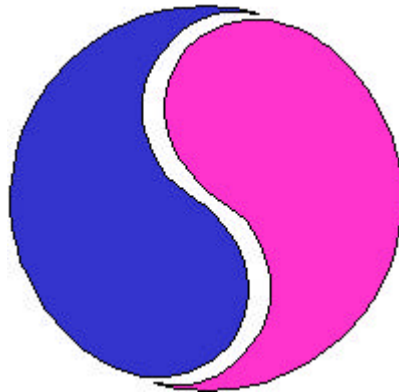


**Rydgcs Lakeside, Canberra
21 - 22 July 1999**

CONFERENCE EVALUATION



**AUSTRALIAN HEALTH OUTCOMES
COLLABORATION**

September 1999

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 10 (extremely informative)

- Median = 8
- Mean = 7.5
- Mode = 7
- % Rating 7 or above = 85%
- % Rating 4 or below = 0%

Participants' Comments: Summary

Praise

There was plenty of praise for the conference content and the relevance of topics covered, and the plenary sessions on Measuring Health Outcomes, and the Future of Health Outcomes and Evidence Based Health Care were well regarded. Nearly every session received some votes for the most interesting/useful session; however, the sessions on Strategic Planning, Indigenous Health, Allied Health, Acute Care, Coordinated Care, and Population Health and Priority Setting all received multiple nominations. The pre-conference workshops on Cross Cultural Adaptation of Instruments, Coordinated Care, Introduction to Health Outcomes and Health Outcomes and Community Care were highly regarded. Workshop evaluations are to be found at the end of this report.

Suggestions, Criticisms and Responses

Suggestions included having a plenary (versus parallel) session on the health outcomes of indigenous peoples and we will incorporate this suggestion next year – an excellent idea.

Another suggestion was to include a session on health outcomes units/centres and their work, particularly per

Others would have liked a greater emphasis on a) the practice of evidence based health care and b) consumer issues. Every alternate year we include a major plenary session on consumer issues so this is already planned for the year 2000, and we also hope to enhance our coverage of evidence based health practice. Ideas for next year include a theme of *Health Outcomes for the Nation: Best Bets and Best Buys*, in which we would examine evidence for best practice and cost effectiveness in the six Australian priority health areas.

It was suggested that that a session could also be dedicated to discussion of the epistemology of health outcomes, including an examination of the social construction of health and an increased focus on the social determinants of health.

There was also a desire for more information on how to establish an outcomes project and who to contact for assistance. It should be noted that much of this material was available in the pre-conference workshop *Introduction to Health Outcomes*.

A related suggestion was to include a health outcomes measurement clinic in the conference program. This would enable new starters to obtain some assistance from those with greater expertise and more experienced practitioners to gain advice and fresh ideas on issues and problems encountered in their health outcomes assessment work.

Overall Response

The useful suggestions made above will be carefully considered in planning next year's conference. Given the breadth of this field and its multidisciplinary nature it is not always easy to address everybody's needs at each conference, but we do try to rotate particular interest issues across the years. We will certainly try to address most of the issues identified above in coming conferences.

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 10 (excellent)

- Median = 7
- Mean = 6.9
- Mode = 7
- % Rating 7 or above = 61%
- % Rating 4 or below = 6%

Participants' Comments: Summary

Praise

A number of speakers were consistently praised. The international speakers were very well regarded, and ratings for these speakers are provided in a separate section.

Nominees for the three best presentations

The Australasian speakers listed below were consistently nominated by participants.

Dr Deborah Black, Prof Steven Boyages, Peter Brann, Robert Brooks, Prof Robert Cummins, Megan Dalto

Characteristics of the three worst presentations.

It is ironic that, once again, a couple of the speakers nominated for the best presentation by some delegates were also nominated for the worst presentation by others! This probably reflects the diverse backgrounds and interests of our audience.

Most nominations in this category appear to reflect the inexperience of new speakers with public presentations. Despite the risks involved, the conference secretariat believes that it is necessary to give new speakers a chance to deliver their papers as otherwise they will never develop presentation skills. Many such speakers rise to the occasion; some perform brilliantly, but inevitably others will take more time to develop these skills. It must be appreciated that it is hard to evaluate the quality of presentation skills of the less well known speakers in advance. We might need to request a video!

I suspect one speaker received a nomination in this category for presenting a rather contentious paper. This will invariably affect ratings, as people do have emotional reactions to contentious material. However, papers of this type are important in stimulating debate - most important in this emerging field. Debate should not be

stifled but encouraged - so this person earns the conference bravery award!

Two speakers were criticised for using their paper to promote or sell either their own publications or their own role within a health department. Speakers should be aware that self aggrandisement is not generally appreciated by participants and should be avoided.

Criticisms and Suggestions

Some speakers were criticised for the use of poor visual aides and for reading their presentation. As was the case last year, a couple Chairs were perceived as not being firm enough in keeping speakers to time.

Response

Both speakers and chairpersons are provided with instructions concerning their presentations/sessions, however there is little the secretariat can do to enforce compliance with these guidelines. It has also been suggested that we reduce the number of speakers per session to allow for better time management and to also allow greater time for discussion and questions. This suggestion will be incorporated in next year's conference.

3. Conference Organisation

'Please indicate your opinion of conference organisation'

Rating 0 (very poor) to Rating 10 (excellent)

- Median = 8
- Mean = 8.2
- Mode = 9
- % Rating 7 or above = 84%
- % Rating 4 or less = 0%

Participants' Comments: Summary

Praise

Overall, most participants felt the conference was extremely well organised.

Criticism and Suggestions

Suggestions included changing the seating in the discussion groups to be more informal and so that discussion would be more inclusive of the audience rather than focussed on the panel. It was also suggested there should be fewer speakers per session. A couple of participants thought the conference day was too long.

Some participants commented on late cancellations by a number of advertised speakers. Most of these speakers cancelled due to illness; one speaker cancelled due to lack of support from the relevant health department; and one speaker cancelled due to a sudden overseas commitment. In most cases the speaker organised a substitute to speak on their behalf, and where this did not occur a substitute speaker was arranged by the conference secretariat. Particular thanks are due to Libby Kalucy (Centre for Health Care Evaluation, Flinders University), Dr Colin Mathers (Australian Institute of Health and Welfare) and Janne Graham (Health Consumers' Forum of Australia) for assisting in this regard.

The conference secretariat takes a very dim view of speakers failing to attend at short notice, and such speakers are unlikely to be included in the conference in future. However, nothing can be done when

speakers fall victim to the sort of debilitating winter 'flu' that circulated this year!

Response

We hope to incorporate some of 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 10 (excellent))

- Mode = Bimodal
- Median = 7
- Mean = 7
- % Rating 7 or above = 60%
- % Rating 4 or less = 9%

Participants' Comments: Summary

Praise

As can be seen above there was a bimodal distribution for 'opinion of venue', although 60% of respondents appeared to be satisfied with the venue, rating it at 7 or above. One cluster of participants rated the venue as excellent whilst another group rated it as average.

Criticisms and Suggestions

There were some comments on the morning tea and lunch areas being too crowded, and on the absence of available seating at such times. This was despite the hotel providing an additional food station downstairs to enhance the available space. Some participants would have liked more variety in food over the three days (this includes the day of the pre-conference workshops). Some people suggested the catering would have been improved by the inclusion of fruit.

A few people felt the venue was too small, and that the air conditioning was too cold on the first day. There were also a few complaints about noise from adjacent areas in the hotel.

There was a complaint about the microphone in one of the seminar rooms. One participant felt the hotel should address maintenance issues but one suspects this may relate to a particular accommodation problem

Response

There are few venues in Canberra that can cope adequately with 350 - 400 participants, and these venues are

However, we recognise that there are problems with noise from adjacent presentations. Rydges Lakeside is currently undergoing a thorough refurbishment of the conference area which should improve this situation.

We will continue to address issues of concern with the Rydges' staff, who have always been very responsive to our concerns.

5. INTERNATIONAL SPEAKERS

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

Rating 0 (very poor) to Rating 10 (excellent)

Assoc Prof Judith Barr

Mode = 9, Median = 9, Mean = 8.4

Dr Christina Bethell

Mode = 9, Median = 8, Mean = 8.0

Prof. Len Bickman

Mode = 9, Median = 8, Mean = 8.0

Katrin Conway

Mode = 8, Median = 7.5, Mean = 7.5

Dorothy Keininger

Mode = 9, Median = 8, Mean = 7.9

Prof. Donald Patrick

Mode = 8, Median = 9, Mean = 8.8

Dr Martin Tobias

Mode = 8, Median = 8, Mean = 8.2

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

Rating 0 (very poor) to Rating 10 (excellent)

Assoc Prof Judith Barr

Mode = 9, Median = 8.5, Mean = 8.2

Dr Christina Bethell

Mode = 9, Median = 9, Mean = 8.1

Prof. Len Bickman

Mode = 9, Median = 8.5, Mean = 7.7

Katrin Conway

Mode = 9, Median = 8, Mean = 7.7

Dorothy Keininger

Mode = 7, Median = 8, Mean = 7.5

Prof. Donald Patrick

Mode = 9, Median = 9, Mean = 9.0

Dr Martin Tobias

Mode = 8, Median = 8, Mean = 7.6

Comment.

Once again, the international 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!

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 <jan_sansoni@dpa.act.gov.au>

or at <jansan@atrax.net.au>

Subject to sponsorship we are planning to hold the next conference, **Health Outcomes for the Nation: Best Bets and Best Buys**, on 2-3 August 2000, with pre-conference workshops on 1 August. 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*. Copies of this year's (and previous years') conference *Proceedings* are available from:

David Fildes

Centre for Health Service Development

University of Wollongong

WOLLONGONG NSW 2522

Tel: 02 42214411, Fax: 02 4221 4679.

The cost of this year's *Proceedings* CD-Rom is \$60 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.health.act.gov.au/epidem/ahoc.html



Pre-Conference Workshops

Tuesday, 20 July 1999
Rydges Lakeside, Canberra

WORKSHOP EVALUATION

Workshop 1. Introduction to Health Outcomes

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

Rating 0 (very poor) to Rating 10 (excellent)

Jan Sansoni and Julie McDonald

- Quality of Content = 8 (mode, median), 8.1 (mean)
- Quality of Presentation = 8 (mode, median), 8.0 (mean)
- Quality of Organisation = 8 (mode, median), 7.9 (mean)
- Quality of Venue = 8 (mode, median), 7.0 (mean)

Presenter Characteristics: Content

Jan Sansoni

Mode = 9, Median = 9, Mean = 8.8

Julie McDonald

Mode = 6, Median = 6, Mean = 6.0

Presenter Characteristics: Quality of Delivery

Jan Sansoni

Mode = 9, Median = 9, Mean = 8.8

Julie McDonald

Mode = 6, Median = 6, Mean = 5.9.

Comment: Some participants felt that the issue of accreditation and health outcomes may have been better ad

Workshop 2. Cross Cultural Development of HRQOL Measures

Prof. Donald Patrick

- Quality of Content = 9 (mode), 8 (median), 8.0 (mean)

- Quality of Presentation = 8 (mode, median), 7.2 (mean)
- Quality of Organisation = 8 (mode, median), 7.5 (mean)
- Quality of Venue = 8 (mode, median), 8.3 (mean)

Presenter Characteristics: Content

Donald Patrick

Mode = 8/9, Median = 8, Mean = 7.9

Presenter Characteristics: Quality of Delivery

Donald Patrick

Mode = 8, Median = 8, Mean = 7.5

Comment: The mean ratings appear to have been influenced by a couple of outliers. While most participants thought this an excellent workshop and wrote many comments to this effect, a couple of participants would have liked the workshop to be more structured and more inclusive of participant ideas and discussion.

NOTE: Workshop 3 was cancelled due to the illness of the presenter

Workshop 4. Health Outcomes and Community Care

Susan Nancarrow, Sally Rubenach, Kate Senior and Deborah Guy

- Quality of Content = 8 mode, 8 median, 7.8 mean
- Quality of Presentation = 8 mode, 8 median, 7.8 mean
- Quality of Organisation = 8 mode, 8 median, 7.7 mean
- Quality of Venue = 7 mode, 7 median, 7.4 mean

Presenter Characteristics: Content

Susan Nancarrow

Mode = 8, Median = 8, Mean = 7.9

Kate Senior and Deborah Guy

Mode = 8, Median = 8, Mean = 7.9

Sally Rubenach

Mode = 6, Median = 7, Mean = 6.8

Presenter Characteristics: Quality of Delivery

Susan Nancarrow

Mode = 8, Median = 8, Mean = 8.1

Kate Senior and Deborah Guy

Mode = 8, Median = 8, Mean = 7.9.

Sally Rubenach

Mode = 8, Median = 8, Mean = 6.9

Comment: Some participants would like a follow up workshop on the methods used to develop QoL measur

Workshop 5: Health Outcomes Evaluation in the Hospital Setting

Dr Bruce Shadbolt

- Quality of Content = Mode (bimodal), Median 6.5, Mean 6.7
- Quality of Presentation = Mode 7, Median 7, Mean 5.8
- Quality of Organisation = Mode 6, Median 6, Mean 5.0
- Quality of Venue = Mode 8, Median 8, Mean 8.2

Presenter Characteristics: Quality of Delivery

Dr Bruce Shadbolt

Mode = 7, Median = 7, Mean = 7.2

Presenter Characteristics: Quality of Delivery

Dr Bruce Shadbolt

Mode = 7, Median = 6, Mean = 5.4

Comment. Unfortunately the other CEHOC staff member that was to present this workshop with Bruce left to take up another position shortly before the conference. This may explain some of the problems experienced with the workshop organisation on this occasion. A number of participants felt the workshop would be improved with a facilitator or an additional presenter, and would like the workshop to be more structured.

Workshop 6. Implementing a Health Outcomes Approach in Coordinated Care

Libby Kalucy, Dr Malcolm Battersby, Dr Peter Frith, and Andrew McAlindon

- Quality of Content = 8 (mode, median), 8.1 (mean)
- Quality of Presentation = 8 (mode, median), 7.8 (mean)
- Quality of Organisation = 9 (mode) 8.5 (median), 8.1 (mean)
- Quality of Venue = 7.00 (mode), 8.00 (median), 7.7 (mean)

Presenter Characteristics: Quality of Content

Malcolm Battersby

Mode = 8, Median = 8, Mean = 8.4

Peter Frith

Mode = 8, Median = 8, Mean = 8.1

Andrew McLindon

Mode = 8, Median = 8, Mean = 8.1

Presenter Characteristics: Quality of Delivery

Malcolm Battersby

Mode = 8, Median = 8, Mean = 7.9

Peter Frith

Mode = 8, Median = 8, Mean = 8.2

Andrew McLindon

Mode = 8, Median = 8, Mean = 8.1

Comment: A number of participants indicated that the facilitator, Libby Kalucy, was excellent and that she c