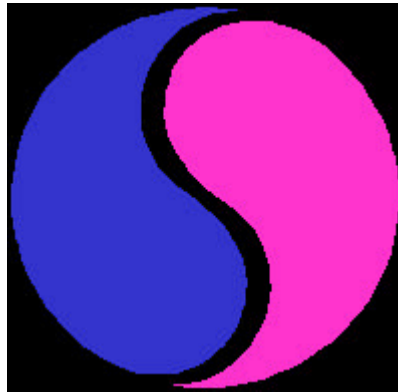


**Rydges Lakeside, Canberra
2 - 3 August 2000**

CONFERENCE EVALUATION



**AUSTRALIAN HEALTH OUTCOMES
COLLABORATION**

August 2000

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 = 4/5
- Mode = 4/5
- Mean = 3.92 Mean Percent = 78.4%
- % Rating 4 or above = 78.3% (good to excellent)
- % Rating 2 or below = 8.1% (no ratings of 1 were received)

Participants' Comments: Summary

Praise

The many positive comments received and the ratings above indicated that most participants found the conference interesting and useful. The plenary sessions were well regarded, particularly the Opening Plenary (this included the Opening and the Keynote Addresses) and the Measurement Plenary. The session on Best Bets and Best Buys for Mental Health received an excellent rating, as did the session on the Schizophrenia Care Assessment Program.

Nearly every session received some votes for the most interesting/useful session; however the sessions on Particular Population Groups, Translating Evidence Based Medicine, Coordinated Care, Data Mining and Data Linkage, Allied Health, Patient Safety and Quality, and Cardiovascular Disease all received multiple nominations.

Suggestions

Suggestions included concluding the conference with a plenary session examining the challenges ahead and to include more coverage of the health outcomes of indigenous peoples next year. Others would like more coverage of the structural determinants of health and the contribution of social and economic inequalities to health outcomes, and greater emphasis on population health approaches. Many enjoyed the focus on the National Health Priority Areas but felt we should also include dedicated sessions for asthma and injury next year. Others would like to see a greater focus on both aged care and child health.

One participant felt we should include a session on economic evaluation methods and a few would like more focus on measurement methodologies, including qualitative approaches. Others would like to see more papers addressing the integration between research, policy and practice; the practical applications of research conducted; the implementation of the health outcomes approach in practice; and the relationship between the health outcomes approach and quality management. Some participants felt the relationship between health outcomes and casemix could be more fully explored.

Papers and sessions addressing consumer issues were well regarded and some participants would like greater coverage of consumer issues and perspectives in next year's conference. Every alternate year we include a

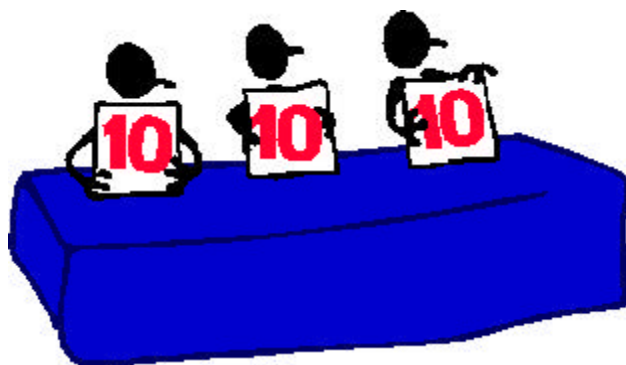
major plenary session on consumer issues so this is already planned for 2001.

Other suggestions were to include sessions on comparative studies around a particular geographic area; to provide more emphasis on general practice and primary care; and to include a session on the outcomes of community based care and services.

Some participants felt we should expand the poster program, increase the profile of posters, list the poster ab

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 the next conference. Hopefully this will result in an improved conference next year as is depicted below!



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 = 4/5
- Mode = 4/5
- Mean = 3.75 Mean % 75
- % Rating 4 or above = 70.2% (good to excellent)
- % Rating 2 or below = 5.5%

Participants' Comments: Summary

Praise

The conference committee was pleased to see that the overall ratings for quality of presentation had improved on those for last year. Many people commented there were very few poor papers and the general standard of presentation was high.

Nominees for the three best presentations

Dr Malcolm Battersby, Dr Carolyn Clancy, Prof. Kathy Eagar, Prof. Martin Knapp, Prof. John McCallum, Dr Bruce Shadbolt, Mr Colin Sindall, and all the presenters in the SCAP session (Mr Bill Montgomery, Assoc Prof Jayashri Kulkarni, Dr Paul Morgan) were particularly well regarded. Individual ratings for the overseas speakers have also been provided in a later section of this report.

The following speakers were also consistently nominated by participants: Prof Gavin Andrews, Mr Richard Clark, Mr Adrian Esterman, Dr Graeme Hawthorne, Ms Kim Hender, Prof Helen Herrman, Dr Ann Johnson, Dr Pat Phillips, Ms Lorna Rosenwax, Ms Margaret Scott, Ms Kate Senior and Ms Daphne Daniels, Dr Martin Tobias, Prof Andrew Tonkin and Dr Elmer Villaneuva. The sessions on Coordinated Care, Data Mining and Data Linkage and the Opening Plenary were also commended for providing a good standard of presentations.

Congratulations to these speakers!

Characteristics of the three worst presentations.

It is always ironic that a few speakers nominated by delegates for the best presentation, also receive nominations for the worst presentation by others! This appears to reflect the diverse backgrounds and interests of our audience.

One nomination in this category appeared to reflect the inexperience of a new speaker with public presentation. Despite the risks involved, the conference secretariat believes that it is necessary to give new speakers a chance to speak as otherwise they will never develop presentation skills. It must be appreciated that it is hard to evaluate the quality of presentation skills of the less known speakers in advance. We would need to request a video or a tape! However, given the increasingly high standard of presentation expected by participants, new speakers should pay great attention to practicing their presentation skills prior to the conference.

The committee selects speakers on the quality and relevance of their abstract. It is inevitable that sometimes selection mistakes will be made but we can only work on the evidence before us.

One speaker received a nomination for presenting a rather contentious paper, to the point that one evaluator thought this paper defamatory! While debate and discussion of critical issues should be encouraged speakers must be careful not to make defamatory remarks. However contentious papers can be useful in stimulating debate - most important in this emerging field!

Criticisms and Suggestions

As was the case last year, a number of Chairs were perceived as not being firm enough in keeping speakers to time.

Another comment was that there needed to be a smoother transition between speakers.

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 also to allow greater time for discussion and questions. We hope to incorporate this suggestion in next year's conference although, inevitably, this will lead to a greater rejection rate for submitted

papers.

Speakers need to ensure their paper is ready on the computer prior to the start of each session and should be familiar with start up procedures. We will incorporate further instructions concerning this element in speaker instructions for next year.



3. Conference Organisation

'Please indicate your opinion of conference organisation'

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

- Median = 4/5
- Mode = 4/5
- Mean = 3.93 Mean Percent = 78.6%
- % Rating 4 or above = 73.6 %
- % Rating 2 or less = 5.5 %

Participants' Comments: Summary

Praise

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

Criticism and Suggestions

Suggestions included having fewer speakers per session to allow for more time for discussion and to have fewer parallel sessions at any one time. This was because some participants found it hard to choose between competing sessions at times. It was also suggested that we should have questions immediately following papers rather than at the end of the session.

One participant commented on the absence of a couple of the advertised speakers – namely Claire Townsend and Len Bickman. Unfortunately, circumstances beyond their control prevented these speakers' attendance, and whilst we tried to obtain a replacement speaker in their field of interest it was not possible to achieve this given the short notice. However, we are planning to have a session on children's health outcomes next year.

When sufficient advance notice of a paper cancellation is given we will, in future, place these program

changes on the conference web site.

Response

We hope to incorporate many of these 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 = 3.57
- % Rating 4 or above = 56.7 %
- % Rating 2 or less = 8.1%

Participants' Comments: Summary

Praise

Whilst the majority of the participants rating the venue as good (4/5 or better), some participants that felt a number of features concerning the venue could be improved. A couple of participants suggested we might change the venue.

Criticisms and Suggestions

There were some comments on the morning tea and lunch areas being too crowded. This was despite the hotel providing an additional food station downstairs to enhance the available space. Perhaps we need to draw more attention to the food station downstairs.

Some participants criticised the food provided, suggesting the catering would have been improved by the inclusion of fruit and by clearer identification of the vegetarian platters. Although a much greater variety of food was provided for the lunches this year than in previous years, catering is an aspect of the conference that we will continue to work on.

The conference dinner did not work as well as last year. The Burley Griffin restaurant was felt to be too small for the numbers involved, and there were a couple of complaints about the food being served cold and insufficient provision of table service.

There were a few complaints about noise from adjacent areas in the hotel, particularly affecting presentations in the main conference room (Lake Superior). A few people commented on the need to improve the audiovisual technical support.

Response

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

With regard to catering and conference dinner issues we will continue to address these with the Rydges' staff, who have always been very responsive to our concerns. However, it would seem advisable to relocate the conference dinner to a larger room.

Last year we had no complaints concerning technical support and organised the same level of support this year. Unfortunately, there was a computer breakdown in one session that could have been dealt with more

speedily. We shall address these issues with the technical support personnel.

5. INTERNATIONAL SPEAKERS

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

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

Dr Carolyn Clancy

Mode = 5, Median = 5, Mean = 4.50

Prof. Martin Knapp

Mode = 5, Median = 5, Mean = 4.45

Dr Myra Hunter

Mode = 3, Median = 3, Mean = 3.28

Dr Martin Tobias

Mode = 4, Median = 4, Mean = 4.19

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

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

Dr Carolyn Clancy

Mode = 5, Median = 5, Mean = 4.58

Prof. Martin Knapp

Mode = 5, Median = 5, Mean = 4.62

Dr Myra Hunter

Mode = 4, Median = 3, Mean = 3.36

Dr Martin Tobias

Mode = 4, Median = 4, Mean = 4.00

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@act.gov.au> or at <jansan@atrax.net.au>

Subject to sponsorship we are tentatively planning to hold the next conference on 29-30 June 2001, with pre-conference workshops on 28 June 2001. 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*, and we hope to mail these to you by November. For those unable to attend this year's conference the Proceedings will be available from David Fildes,

Centre for Health Service Development, University of Wollongong,
Tel: 02 42214411, Fax: 02 4221 4679. The cost will be \$66 (includes GST) and cheques should be made payable to the University of Wollongong but marked Attention: David Fildes.

COLLABORATING ORGANISATIONS AND SPONSORS

The collaborating organisations for this conference were the Australian Health Outcomes Collaboration (Centre for Health Service Development, University of Wollongong); ACT Health and Community Care; and The Canberra Clinical School, University of Sydney.

We would like to thank our sponsors for their generous support: National Health Priorities and Quality Branch and Mental Health and Special Programs Branch, Department of Health and Aged Care; Health Insurance Commission; Eli Lilly Australia Pty Ltd; NSW Health; Health Services Branch, Department of Veterans' Affairs; and The Pharmaceutical Alliance.

We would also like to thank ACT Health and Community Care and the Canberra Institute of Technology for the loan of audiovisual equipment during the conference.

CONTACT DETAILS FOR THE AUSTRALIAN HEALTH OUTCOMES COLLABORATION

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Pre-Conference Workshops

Tuesday, 20 July 1999
Rydges Lakeside, Canberra

WORKSHOP EVALUATION

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

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

Workshop 1. Introduction to Health Outcomes

Ms Jan Sansoni and Dr Bruce Shadbolt

- Quality of Content = 4/5 (mode, median), 4.36 (mean), 87.2% (mean percent)
- Quality of Presentation = 5/5 (mode, median), 4.64 (mean), 92.8% (mean percent)
- Quality of Organisation = 5/5(mode, median), 4.57 (mean)
- Quality of Venue = 4/5 (mode, median), 4.29 (mean)

Presenter Characteristics: Content

Jan Sansoni

Mode = 5, Median = 5, Mean = 4.55, Mean Percent 91%

Bruce Shadbolt

Mode = 4, Median = 4, Mean = 4.00, Mean Percent 80%

Presenter Characteristics: Quality of Delivery

Jan Sansoni

Mode = 5, Median = 5, Mean = 4.55, Mean Percent 91%

Dr Bruce Shadbolt

Mode = 4, Median = 4, Mean = 3.88, Mean Percent 78%

Comment:

Most participants felt this was a good introductory session that provided a clear and focused overview of the

Suggestions included a little more time for the exercises and more practical discussion of the application of tools and of work place applications. Another participant would have liked more discussion of scaling issues.

Jan's slides were thought to be excellent and Bruce's slides were also thought to be good although two slides were noted as difficult to read.

Workshop 2. Health Outcomes and Chronic Disease Management

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

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

Ms Libby Kalucy, Mr Adrian Esterman, Mr Richard Clarke and Mr Adrian Heard

- Quality of Content = 4/5 (mode, median), 3.78 (mean), 75.6% (mean percent),
- Quality of Presentation = 4/5(mode, median), 3.8 (mean) 76% (mean percent)
- Quality of Organisation = 4/5 (mode, median), 3.97 (mean)
- Quality of Venue = 4/5 (mode, median), 3.8 (mean)

Presenter Characteristics: Content

Libby Kalucy

Mode = 4, Median = 4, Mean = 4.20, Mean Percent 84%

Richard Clarke

Mode = 4, Median = 4, Mean = 3.60, Mean Percent 72%

Adrian Esterman

Mode = 4, Median = 4, Mean = 3.91, Mean Percent 79%

Adrian Heard

Mode = 4, Median = 4, Mean = 4.15, Mean Percent 83%

Presenter Characteristics: Quality of Delivery

Libby Kalucy

Mode = 4, Median = 4, Mean = 4.08, Mean Percent, 82%

Richard Clarke

Mode = 4, Median = 4, Mean = 3.43, Mean Percent 69%

Adrian Esterman

Mode = 4, Median = 4, Mean = 3.93, Mean Percent 79%

Adrian Heard

Mode = 4, Median = 4, Mean = 4.09, Mean Percent 82%

Comment:

This was a new workshop designed by a great team. Most participants felt the workshop was informative, useful and excellent. The asthma component in particular was well regarded.

A number of participants also suggested the inclusion of a variety of topics to suit their particular needs or situation, but one gains the impression that to include all of these suggestions there would need to be a full day workshop! However, all of these suggestions are valuable and will be passed onto the team. It would be an excellent idea to offer this workshop again next year given the current interest in the chronic disease self-management trials and the second phase of the coordinated care trials. These speakers have made a great start in providing training for this complex area.

Workshop 3. Health Outcomes and Indigenous Health

John Waldon, Kate Senior and Daphne Daniels

- Quality of Content = 3 (mode) 3.5 (median), 3.62 (mean) 72.4% (mean percent)
- Quality of Presentation = 4 (mode, median) 3.77 mean 75.4% (mean percent)
- Quality of Organisation = 4 (mode, median) 4.12 (mean)
- Quality of Venue = 4 (mode, median, mean)

Presenter Characteristics: Content

John Waldon

Mode = 4, Median = 4, Mean = 4.04, Mean Percent, 80.8 %

Kate Senior and Daphne Daniels

Mode = 4, Median = 4, Mean = 4.13, Mean Percent, 82.6%

Presenter Characteristics: Quality of Delivery

John Waldon

Mode = 4, Median = 4, Mean = 4.08, Mean Percent, 81.6 %

Kate Senior and Daphne Daniels

Mode = 4, Median = 4, Mean = 4.17, Mean Percent, 83.4 %

Comment:

There appeared to be two groups in this workshop – those that were very interested in the particular research

A discussion panel or discussion group on indigenous health outcomes in next year's conference seems like a

Workshop 4: Health Outcomes: Measures for Allied Health

Ms Susan Nancarrow and Dr Paul Bennet

- Quality of Content = 4/5 (mode, median) 3.68 (mean) 73.6 % (mean percent)
- Quality of Presentation = 4/5 (mode, median) 3.76 (mean) 75.2% (mean percent)
- Quality of Organisation = 4/5 (mode, median), 4.28 (mean)
- Quality of Venue = 4/5 (mode, median) 4.16 (mean)

Presenter Characteristics: Quality of Delivery

Ms Susan Nancarrow

Mode = 4, Median = 4, Mean = 4.28, Mean Percent, 85.6%

Dr Paul Bennett

Mode = 4, Median = 4, Mean = 3.60, Mean Percent, 72%

Presenter Characteristics: Quality of Delivery

Ms Susan Nancarrow

Mode = 4, Median = 4, Mean = 4.24, Mean Percent, 84.8%

Dr Paul Bennett

Mode = 4, Median = 4, Mean = 3.79, Mean Percent, 75.8%

Comment.

Overall this workshop was well received. However, participants noted that there were two levels of prior knowledge in the audience (basic and advanced). Some participants found components (such as the introduction to quality of life) too basic for them, whereas others would have liked more time to grasp some of the more technical aspects. Sue and Paul also commented on this aspect and the challenge it presented, and are investigating ways to address this issue in the future.

A large number of participants were physiotherapists, and they would have liked more attention paid to the relative merits of physical functioning scales as well as other outcome measures. Others would have liked more attention paid to qualitative methodologies.

Workshop 5. Health Outcomes, Data Mining and Data Linkage

Workshop Co-ordinator: Mr Warwick Graco

This workshop was extremely well attended and very well received, but unfortunately there were too few

evaluation forms submitted to undertake a meaningful analysis of the ratings. Warwick did draw attention to the evaluation forms at the beginning of the workshop but very few participants submitted forms – they probably needed a reminder at the end. Of those forms submitted half gave the workshop full marks, although a couple of participants indicated some difficulty with the technical nature of the material. This reflected differences in educational background and expertise – the mathematicians and statisticians loved this workshop!

All speakers received good ratings for paper content and the enthusiasm Dr Graham Williams displayed for his work was particularly commented upon. Two participants suggested that some speakers could use more colour and variation in their slides. Another participant suggested that the session might be better scheduled as a conference seminar rather than a workshop.

Most participants indicated that they would like to see information on data mining and data linkage included in all future conferences, and that a seminar in this area should become a regular event at the conference. In particular, they were keen to explore applications of data linkage (potential and actual) to health outcomes assessment.

Workshop 6. Health Outcomes and the Evidence Based Health Care Movement.

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

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

Ms Ornella Clavisi, Ms Gabby Fennessy, Ms Meera Rajendran, Dr Elmer Villanueva, Mr Jason Wasiak

- Quality of Content = 4/5 (mode, median), 4.00 (mean) 80% (mean percent)
- Quality of Presentation = 4/5 (mode, median), 4.00 (mean) 80% (mean percent)
- Quality of Organisation = 4/5 (mode, median), 3.92 (mean)
- Quality of Venue = 4.5 (mode, median), 3.75 (mean)

Presenter Characteristics: Content

Gabby Fennessy

Mode = 5, Median = 4.5, Mean = 4.20, Mean Percent 84%

Elma Villanueva

Mode = 5, Median = 4.5, Mean = 4.27, Mean Percent 85.4%

Meera Rajendran

Mode = 4.5, Median = 4, Mean = 4.09, Mean Percent 81.8%

Ornella Clavisi

Mode = 4.5, Median = 4, Mean = 4.20, Mean Percent 84%

Jason Wasiak

Mode = 5, Median = 4.5, Mean = 4.25, Mean Percent 85%

Presenter Characteristics: Quality of Delivery

Gabby Fennessy

Mode = 5, Median = 4.5, Mean = 4.20, Mean Percent 84%

Elma Villanueva

Mode = 5, Median = 4, Mean = 4.27, Mean Percent 85.4%

Meera Rajendran

Mode = 4.5, Median = 4, Mean = 4.09, Mean Percent 81.8%

Ornella Clavisi

Mode = 4, Median = 4, Mean = 3.81, Mean Percent 76.2%

Jason Wasiak

Mode = 5, Median = 4, Mean = 3.88, Mean Percent 77.6%

Comment:

This workshop received excellent ratings. The conference secretariat are particularly pleased, as this group assisted AHOC at short notice when another group had to withdraw their workshop – what an excellent team effort! Participants commented that it was a well run and well presented workshop, useful, comprehensive and informative, and that the teamwork was good.

The workshop was felt to be too basic by a couple of participants, who would have liked more advanced material and more on application to particular projects, although obviously the level was appropriate for the majority of participants. The range in the level of background knowledge of workshop participants presents significant challenges for all workshop presenters.