

Evaluation report

Healthcare innovation in Victoria 2010 showcase



A Victorian
Government
initiative



Evaluation results and feedback

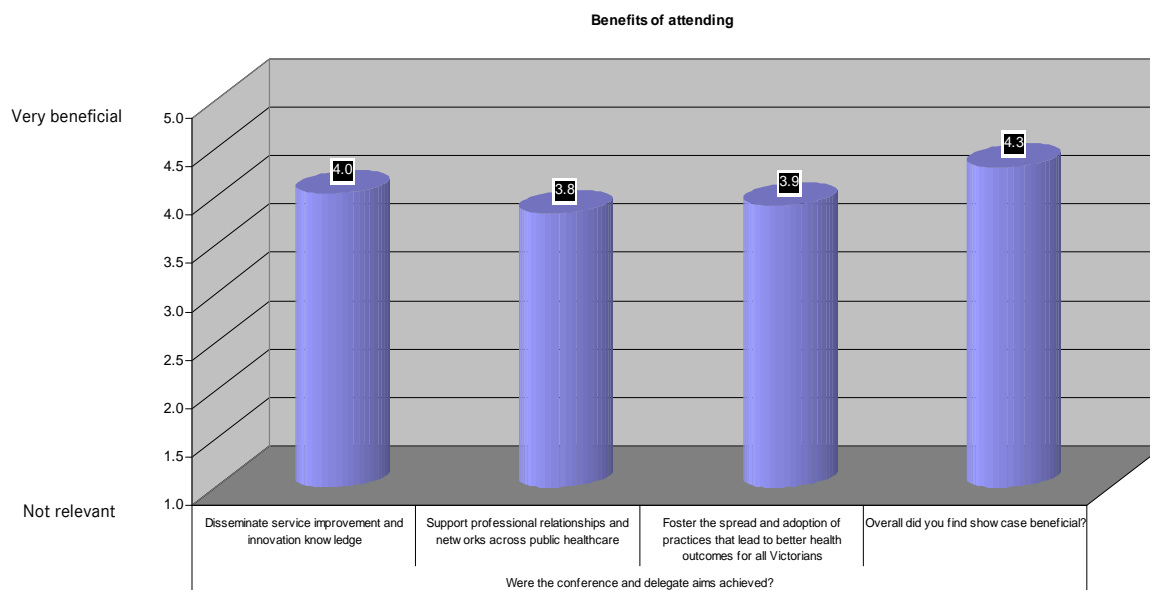
A total of 62 evaluation forms (from 240 delegates, 26 per cent response rate) were received at the **Healthcare innovation in Victoria showcase** held at the Melbourne Convention Exhibition Centre on February 23 and 24, 2010. Overall the showcase received positive feedback with the plenary presentation from Dr Martyn Newman on emotional intelligence receiving the highest rating. The average rating for all workshops and presentations was 4 out of 5.

Were the showcase aims achieved?

The showcase aims were to:

- disseminate service improvement and innovation knowledge
- support professional relationships and networks across public healthcare, and
- foster the spread and adoption of practices that lead to better health outcomes for all Victorians.

The following chart represents the average score out of five for each of the conference aims. In addition it shows a high response (4.3 out of 5) on the benefits of attending the showcase.



Should this be an annual event?

98.4 per cent of evaluation respondents indicated that the conference should be held annually.

Comments

The following selection is representative of the written comments.

- Wonderful celebration of the good things happening in Victorian health.
- Thought John Øvretveit was fantastic and I took lots of notes and got ideas to take back.
- Great representation from many healthcare services and a wide range of backgrounds.
- Great location and catering. It was an excellent showcase.
- Very valuable to hear challenges and successes of other groups.
- Guest speakers at plenary session all excellent. Thank you for opportunity to expand awareness of changes in quality, personnel management and goals to strive for.
- Lunch could have been slightly less in time and maybe spread to morning and afternoon tea. Very interesting, food for thought. Great networking opportunities.
- Great that it was free – makes a big difference to health service attendance. Well organised and a good venue.
- The strategy and theories of health innovations and directions provided useful insight and inspiration for change.

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Which message made the biggest impact and why?

The following selection is representative of the written comments provided through the evaluation.

- Emotional intelligence (EI) – excellent speaker, new area and not previously covered in redesign work.
- John Øvretveit workshop – picked up some tips to better manage quality projects, importance of pre-evaluation.
- Thoroughly enjoyed keynote speaker Martyn Newman – very inspiring and positive.
- I personally find it interesting to hear speakers from outside of health (i.e. from other industries) – discuss how they see health from the outside or discuss learnings from outside the healthcare sector.
- Economics of quality workshop and emotional intelligence presentation.
- Leadership panel at conclusion of programme.

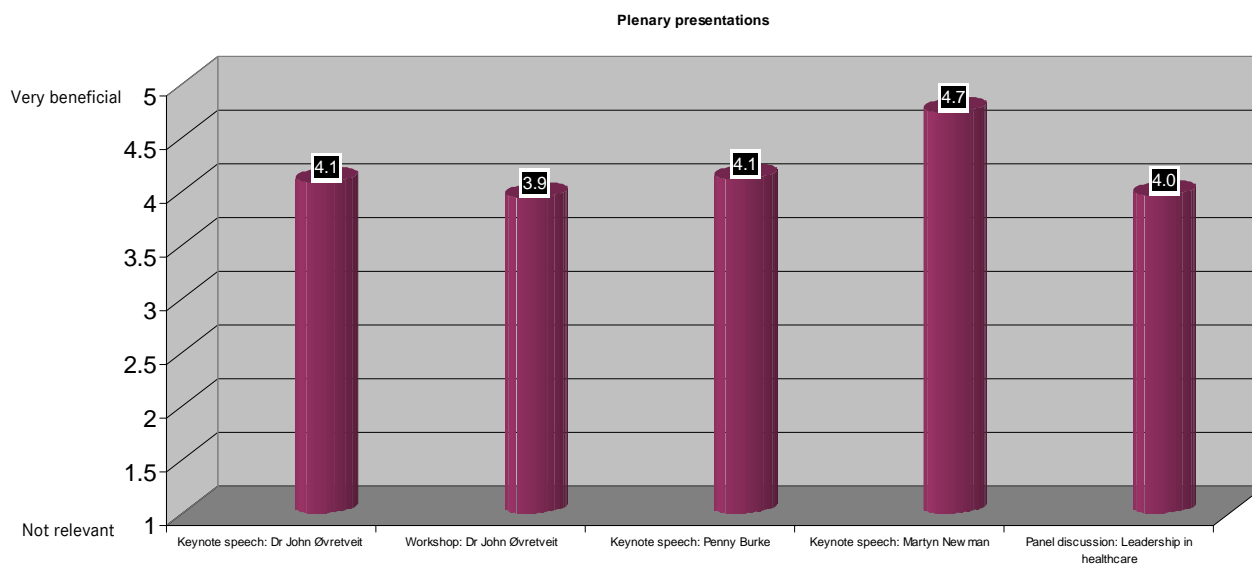
Summary results from plenary sessions on both days

The plenary sessions included presentations from Dr John Øvretveit, Director of Research and Professor of Health Innovation Implementation and Evaluation, Karolinska Institute Medical Management Centre, Penny Burke Director, Essence Communications and Dr Martyn L. Newman, Chief Executive, RocheMartin.

The second day ended with a panel discussion facilitated by Roger Perry, Executive Director, Bevington Group and included Joan Fitzpatrick, Chief Executive Officer, Australia New Zealand Institute of Insurance & Finance, Susan O'Neill, Executive Director of Nursing, Cabrini Health, Shelly Park, Chief Executive Officer, Southern Health, Dr Grant Phelps, Clinical Lead, Clinical Engagement Program, Department of Health and Cheryl Woollard, General Manager, Human Resources, Eastern Health

Summary results from plenary presentations

The following graph represents the average rating out of five for plenary presentations by respondents.

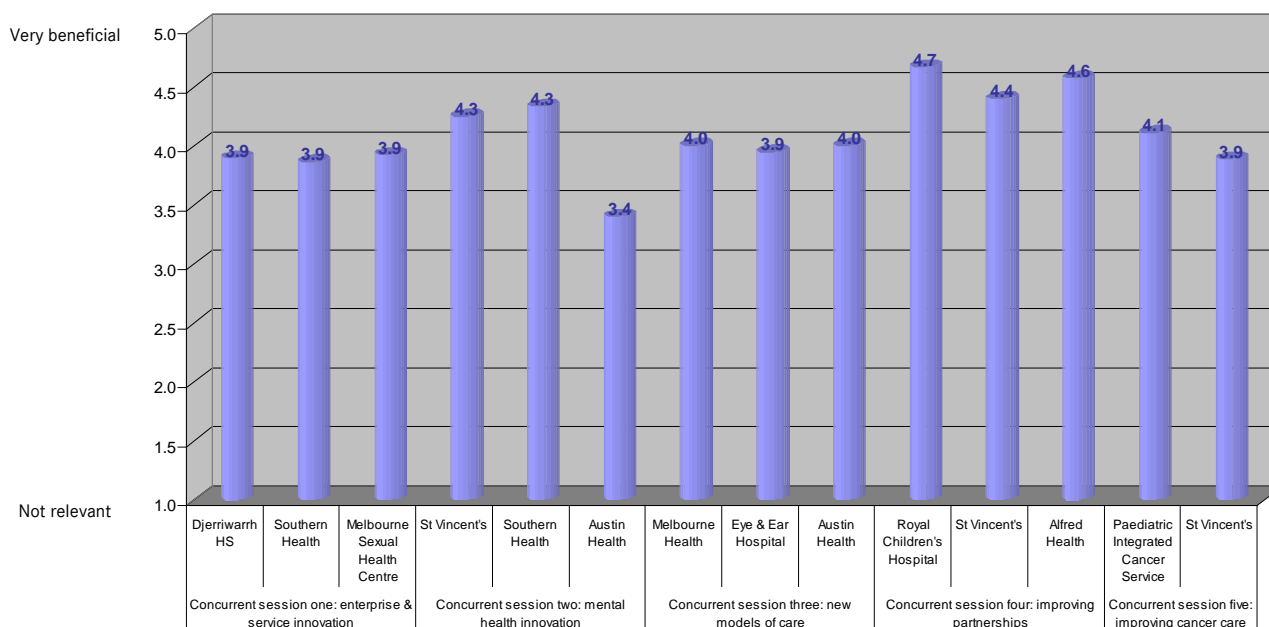


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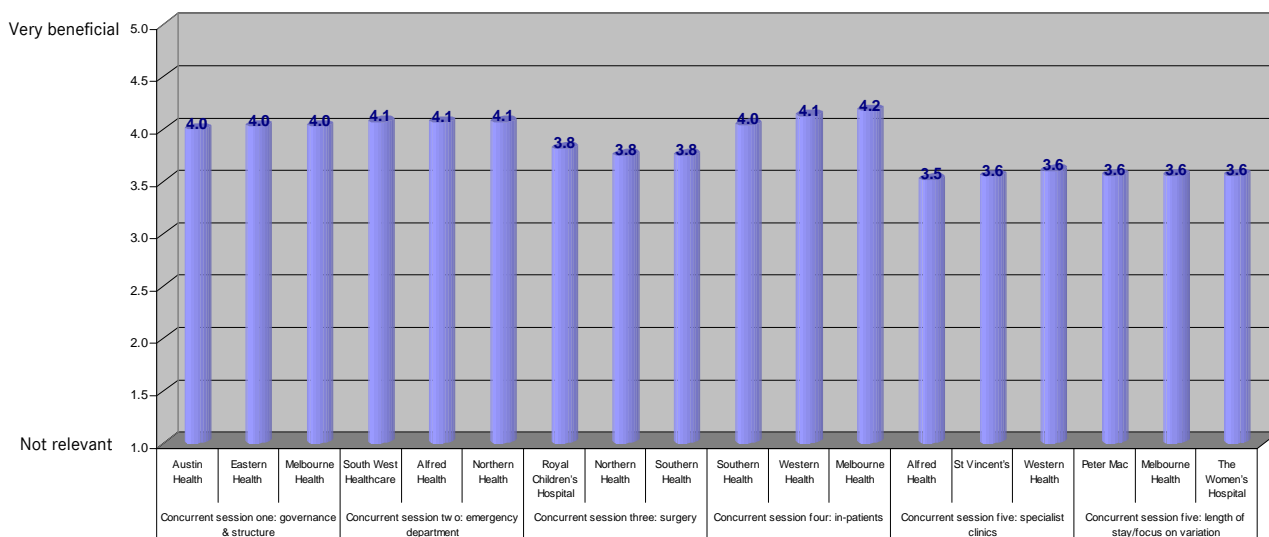
Summary results from concurrent presentations

The following graphs show the average rating out of five for the concurrent presentations.

Day 1: Concurrent sessions



Day 2: Concurrent sessions



How could this event be improved?

Some of the written suggestions to improve future showcase events.

- Not so long a break at lunch and afternoon tea.
- Catering – having tea/coffee available throughout the day.
- Better signage to the event.
- Include key activities across Australia and international. What can we expect in the future? Innovation in DH?
- More workshop activities rather than all PowerPoint presentations.
- Warm the room up – it was freezing both days.
- Vary the redesign project topics and have more panel discussion.
- There appears to be a number of people that registered who were not present. These places could have been filled by other organisations who had a lot of interested staff who were not able to attend.
- Got the feeling it was segregated – need better integration of ideas at the department level and health services.
- Why not listen to consumers? They after all who we exist for and there was not one consumer present.
- Will presentations be available online?