

## Patient Flow Collaborative II – Outpatients

### Orientation session evaluation

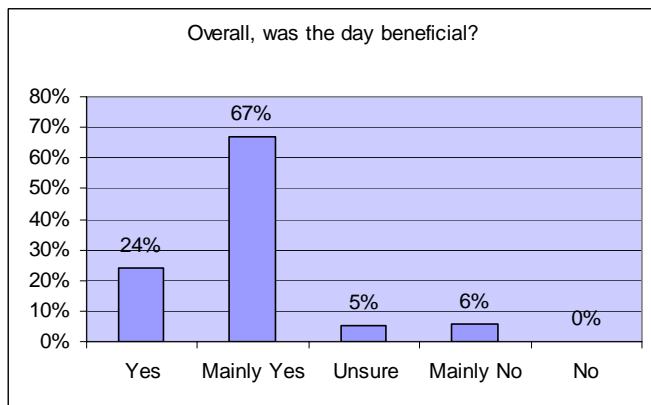
A total of 67 (from 120 participants, 56 percent response rate) evaluation forms were received from the project orientation session held at the Melbourne Cricket Ground on August 14, 2006.

Overall the Orientation session received very positive feedback with *team planning* rating highest of all activities and presentations. The most common score was four ('Mostly beneficial') from the five-point scale.

#### Summary results from Orientation day

Element	Results		N=
	Median	Mode	
Opening address	3	3	64
Auditor General's Outpatient review	4	4	65
Using lean thinking to improve outpatients	4	4	67
Project methodology 1	4	4	67
Project methodology 2	4	4	67
Team planning	4	5	67
DHS panel	3	3	67

#### Was the day beneficial?



#### Some participant comments

##### Overall did you find the orientation session beneficial?

- Very helpful - consider process has been comprehensive.
- Has assisted me in prioritising and planning coming weeks and developing a plan of action.
- Team planning - good to get opportunity to do planning and access DHS on queries.
- There was some repetition from masterclass, but this has reinforced the approach we should take.

##### What had the biggest impact?

- The process should be reviewed as a total picture. Changing one step will not overall benefit the process.
- Lean thinking made the biggest impact because I believe it is really about thinking outside the square and looking at the whole picture. Outpatients impacts on so many areas so the big picture is very important.
- Alison Hutchison. A very good executive summary of the audit - particularly when I don't have an OPD background.

##### Do you have any suggestions for future speakers or themes?

- Practical exercise in generating direction/ideas due to the fantastic opportunity to gather in one place for a time.
- More examples of work from PFC1 - processes - successes and pitfalls – learning.

##### Other comments?

Many respondents made additional comments, which were largely positive. However a number of participants were critical of the lack information regarding parking facilities. Other comments included:

- Thank you for the update regarding policy directions and workforce initiatives, very useful.
- Perhaps a bit more team planning time for future events.
- Enjoyable, daunting, challenging, provided good change management tools as well as a direction of where to start.
- Excellent venue and great food.
- A supportive PFC team- it's great to know this support/advice is available.