

Patient Flow Collaborative II – Outpatients

Learning session two evaluation

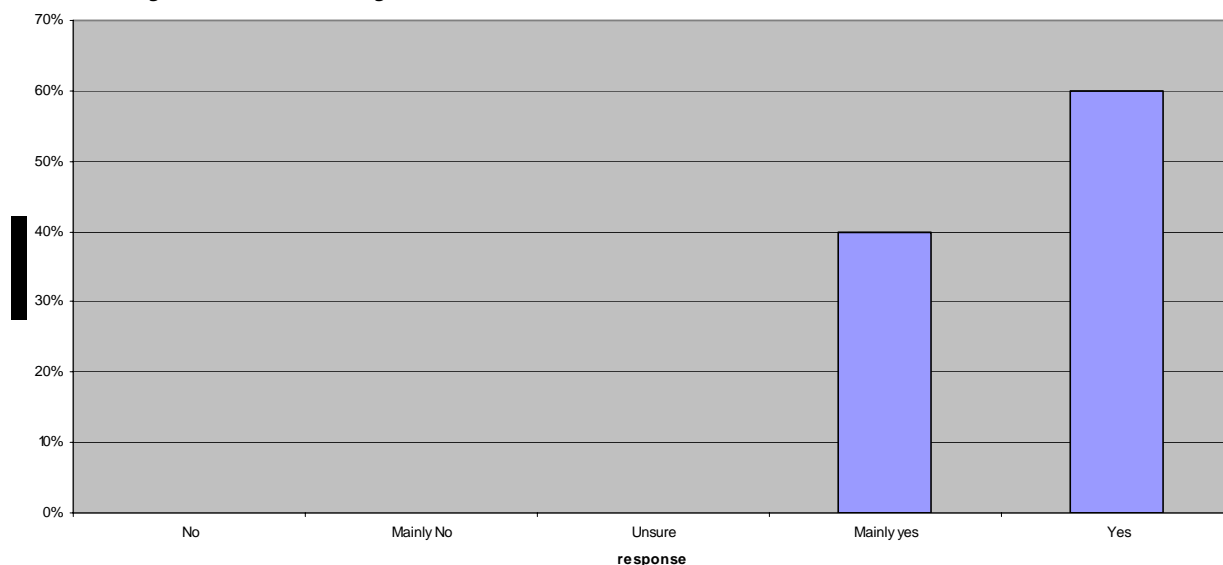
A total of 40 (from 120 participants, 33% response rate) evaluation forms were received from Learning Session 2, held at the Melbourne Exhibition and Convention Centre, on December 5, 2006. Overall the Learning Session received positive feedback with the plenary presentation from Peter Baines receiving the highest rating. Overall the most common score was '4' (assigned value was 'mostly beneficial') from the five-point scale.

Summary results from Learning Session two

Plenary	Median	Mode	N=
Welcome	3	3	38
Outpatient Improvement and Innovation Strategy, Kath Cooke	3	3	37
Achieving through adversity, Peter Baines	5	5	39
Leading change, Jan Seneshen	4	4	40
Team planning: preparing action plans	3	3	33
Concurrent session one			
Team presentations	4	4	35
Concurrent session two			
Business rules	4	4	17
The National Primary Care Collaborative	3	*	4
Improvements in Patient flow across Barwon Health Orthopaedics clinic	4	*	9

* too small sample for mode result

Overall did you find the day beneficial?



Comments

- Well organised, networking was great. Very helpful to meet other colleagues and listen to their strategies.
- It is important for everyone to get together for hospitals to discuss progress/limitations. It is important for hospitals to get together with Anne-Mare and John.
- Peter Baines – message on leadership and teamwork inspirational.

Which message made the biggest impact and why?

- Demonstrating the value of what you are doing – getting buy in from others.
- Peter Baines was amazing and extremely inspirational, great leadership qualities.
- Peter Baines message 'don't forget why you are doing what you are doing' - brilliant.
- Useful to hear how other organisations are managing change and moving projects forward.
- Using the term 'failure to provide service' rather than DNA or FTA.
- Leadership without authority.
- Hope is not a plan.

Further information: www.health.vic.gov.au/patientflow