

Patient Flow Collaborative II – Outpatients

Learning session one evaluation

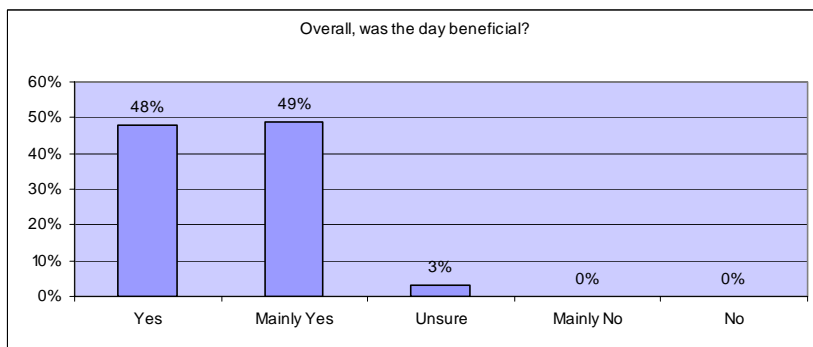
A total of 61 (from 128 participants, 47% response rate) evaluation forms were received from Learning Session 1, held at the Victoria University, Flinders Street Campus on October 3, 2006. Overall the Learning Session received positive feedback with the plenary presentation from Brian Thomas, and concurrent session on lessons from Scotland receiving the highest ratings. Overall the most common score was '4' (assigned value was 'Mostly beneficial') from the five-point scale.

Summary results from Learning Session one

Element	Median	Mode	N=
Plenary: Opening address	4	4	57
Plenary: From diagnosis to innovation: Creating culture for change	4	5	60
Team table top presentations	4	4	60
Plenary: Strategic Communications	4	4	61
Team planning: preparing action plans	4	4	59
Concurrent session one			
St Vincent's Health Better clinics program: redesigning outpatient clinics	4	4	21
Current Lessons from UK	4	4	18
Lessons from Scotland's Outpatient Improvement Project	4.5	5	18
Executive sponsor support	3	*	11
Concurrent session two			
Service Coordination	3	*	11
The Orthopaedic Waiting List Project	5	*	7
GP Referrals	4	4	28
Human Services Directory	3	3	14

* too small sample for mode result

Was the day beneficial?



Overall did you find the learning session beneficial?

- Good for networking and exchange of information, hearing other health service issues and wins.
- This was great to do more reporting with other members of Victorian healthcare. All the speakers were excellent. It's great to share information and knowledge and learn from each other.

What message made the biggest impact and why?

- All keynote speakers were excellent, informative and stimulating. The importance of trust and communicating effectively.
- The fact that patients might not need to use actual consultant. Other 'mini- clinic' can be formed to streamline the patient's review process
- Need for discharge policies and procedures. Introduction of management pathways for discharge groups.
- Motivation to change. Try to see if it works. Don't worry if it doesn't work
- Lessons from Scotland. Creating a culture for change and Leonardo Da Vinci

Do you have any suggestions for future speakers or themes?

- Would like to hear more about the role of general practitioners, their constraints, needs, pressures etc... would be good to hear about the national primary care collaborative
- Include some good news stories. Today's speakers vibrant, positive- keep them coming. I feel working in a health industry is difficult so we require constant reminder of complexities we face and to keep moving ahead to implement positive improvements in clinics.
- Consumer perspective.

Other comments

- Excellent venue - easily accessible central. Excellent catering.
- Great feed! Good central location.
- Location of table in main room - too far away, difficult to hear and see.

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