



# 2007 ADHA CONFERENCE DELEGATE SURVEY RESULTS

66 surveys sent and 38 responses

## How did you hear about the ADHA Conference ?

Answer	0%	100%	Number of Response(s)	Response Ratio
Mail out Brochure			<a href="#">17</a>	32%
Advertisement			<a href="#">1</a>	2%
Email			<a href="#">8</a>	15%
Word of Mouth			<a href="#">10</a>	19%
ADHA Website			<a href="#">10</a>	19%
Other ( <a href="#">View all</a> )			<a href="#">7</a>	13%
<b>Totals</b>			<b>53</b>	<b>100%</b>

## OTHER

Answer

- Victorian ADHA Meeting
- Invited
- Dr Peter Stephenson
- phonecall inviting me to speak
- organising committee
- Contact from ADHA
- ADHA Member

## What was your MAIN reason for attending the Conference ?

Answer	0%	100%	Number of Response(s)	Response Ratio
Invited Speaker			<a href="#">8</a>	21%
Trade Display			<a href="#">1</a>	3%
Delegate			<a href="#">21</a>	55%
Other ( <a href="#">View all</a> )			<a href="#">7</a>	18%
No Response(s)			1	3%
<b>Totals</b>			<b>38</b>	<b>100%</b>

Other answer(s) for:

2 What was your MAIN REASON for attending the Conference ?  
(Please pick ONE response)

7 Response(s)

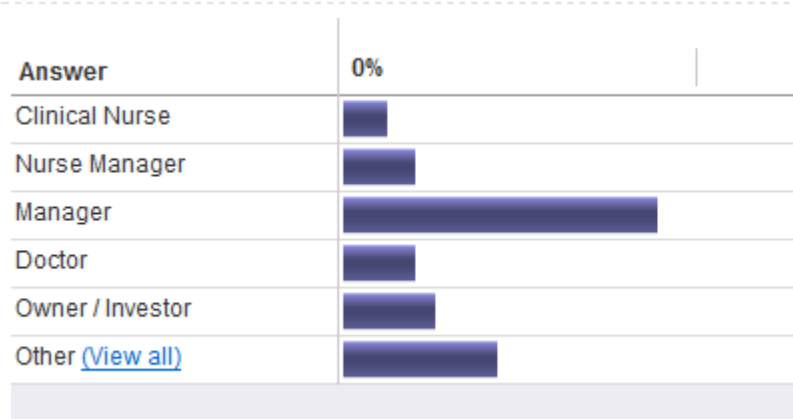
Answer

- Networking
- organising committee
- ANY CHANGES
- Am embarking on a day hospital venture
- Industry updates
- information for Day Hospitals
- Networking with like facilities



# 2007 ADHA CONFERENCE DELEGATE SURVEY RESULTS

## What is your main role in the Day Surgery environment ?



Other answer(s) for:

3	What is your main role in the Day Surgery environment ?
9 Response(s)	
Answer	
	consultant to day hospitals
	Consultant
	Fujinon Australia
	consultant
	consultant
	DON
	Commonwealth Government
	Health Information Manager
	industry representative

## Do you believe that the Conference achieved its Objective

Answer	0%	100%	Number of Response(s)	Response Ratio
Strongly disagree			<u>1</u>	3%
Somewhat disagree			0	0%
Neutral			<u>3</u>	8%
Somewhat agree			<u>9</u>	24%
Strongly agree			<u>23</u>	61%
Other ( <a href="#">View all</a> )			<u>1</u>	3%
No Response(s)			1	3%
<b>Totals</b>			<b>38</b>	<b>100%</b>

## COMMENTS

### Answer

I fear like many conferences ADHA doesn't really have a good theme but it is more of a talkfest and more importantly networking.

Registrants received a thorough explanation of all activities occurring in the day hospital industry covering a broad range of topics

### FOOD FOR THOUGHT

thank you conference organisers - it was well worthwhile.

was well done



# 2007 ADHA CONFERENCE DELEGATE SURVEY RESULTS

Please rate your satisfaction with the following attributes of the Conference ?

Answer	1 (Very Dissatisfied)	2 (Somewhat Dissatisfied)	3 (Neutral)	4 (Somewhat Satisfied)	5 (Very Satisfied)	Number of Response(s)	Rating Score*
Calibre of Speakers						36	4.5
Conference Organisation						36	4.7
Conference Venue Facilities						36	4.2
Conference Location						36	4.4
Conference Length						36	4.6
Conference Dinner						35	4.7
Trade Display						36	4.3

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

■ 1 (Very Dissatisfied) 
 ■ 2 (Somewhat Dissatisfied) 
 ■ 3 (Neutral) 
 ■ 4 (Somewhat Satisfied) 
 ■ 5 (Very Satisfied)

Hold the mouse over each color of the bar to see the number of respondents.

Answer	1	2	3	4	5
Calibre of Speakers	8%	25%			64%
Conference Organisation		19%			78%
Conference Venue Facilities	6%	11%	33%		47%
Conference Location	17%	17%			64%
Conference Length		22%			72%
Conference Dinner	6%	20%			74%
Trade Display	8%	39%			50%

## Details and Comments

The lighting and powerpoint display left a lot to be desired.

There was some expectation that breakfast should have been included in cost.

If I had my druthers I would suggest having the conference a little earlier in August but always on the Sunshine Coast and not over fathers day

All were of the highest standard

coffee at registration would have been good.

coffee and meal service was disappointing with long queues

fruit at morning tea would have been good

the band at the conference dinner were "the best" and my feet are still sore from dancing so much

While I enjoyed the music it would have been nice to have some time to talk to and hear the other people at the table.

Sick on first day. Unable to attend dinner.

did not attend conference dinner

great variety of trade, however a suggestion of text book displays



# 2007 ADHA CONFERENCE DELEGATE SURVEY RESULTS

Please rate your satisfaction with the Speakers on the following attributes ?

Answer	1 (Very Dissatisfied)	2 (Somewhat Dissatisfied)	3 (Neutral)	4 (Somewhat Satisfied)	5 (Very Satisfied)	Number of Response(s)	Rating Score*
Knowledge of subject						37	4.5
Presentation skills						35	4.5
Ability to engage the audience						36	4.3
Supplementary materials provided						36	3.6

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

## DETAILS

■ 1 (Very Dissatisfied) 
 ■ 2 (Somewhat Dissatisfied) 
 ■ 3 (Neutral) 
 ■ 4 (Somewhat Satisfied) 
 ■ 5 (Very Satisfied)

Hold the mouse over each color of the bar to see the number of respondents.

Answer	1 (Very Dissatisfied)	2 (Somewhat Dissatisfied)	3 (Neutral)	4 (Somewhat Satisfied)	5 (Very Satisfied)
Knowledge of subject	0%	0%	0%	30%	65%
Presentation skills	0%	0%	6%	31%	60%
Ability to engage the audience	0%	0%	14%	28%	56%
Supplementary materials provided	0%	11%	39%	14%	33%

## COMMENTS

### Answer

- Handouts would have been helpful
- day 2 was much better.
- depends on the speaker some were great other far from it.
- Was asked by a number of people for copies of presentations or an abstract.
- Would be good to have some notes prior to the talk
- Hearing some of the presentations were more difficult than others.
- Lucy Fischer presented very well



Were there any topics that could have been covered better ?

7

Were there any topics that could have been better covered? If so please provide details

10 Response(s)

Answer

There needs to be resolution re health funds and perhaps a conference resolution to be voted on.

no

I just thought the conference as a whole was very repetative on 2006. I realise that we are all still facing the same issues as we were last year but I found most of the content was a bit repetative which in turn made it a bit boring for me personally.

"simplifying accreditation" totally focussed at ISO, without any balancing view point. The advertising literature didnt advise this would be the case. Factually incorrect regarding ACHS accreditation. Most disappointing.

This obviously depends on an individuals present position in the industry. From the viewpoint of a newcomer, a presentation on the design of facilities and flow pattern efficiencies would be valued. Also a session on the setting up of an electronic hospital records (patient & administrative) management system and what software is available would be helpful.

A better deal from Health Funds for Day Surgery.

A new rebate system that is fair to all. Big and small hospitals.

How to negotiate with health funds could have covered to include real strategies to improve outcome. Maybe even a class or something????

I know Health fund negotiations are paramount to all facilities but I felt we had already covered the majority of the presentations in this area at the Forum conducted after the 2006 conference.

Negotiating with Health Funds.

Still need more engagement with Health Funds.

Needs a special session on the fiancial management and viability of a Day Hospital.

A session on marketing a day surgery would also be useful.



## 2007 ADHA CONFERENCE DELEGATE SURVEY RESULTS

### Could you please list the Key points gained from the Conference ?

23 Response(s)

#### Answer

I didn't know that the coding could provide so much information in return and be used for aspects of benchmarking.	health fund negotiating new legislation group purchasing networking
Information on support/assistance available Good trade display information	How important being part of this association is and the enormous benefits to our centres in the future. Forming a very loud voice to deal with Health funds
very few	Excellent networking and new contacts.
Current politics of private day surgery in Australia.	Opportunity to hear from two "brave" health Fund executives.
How to improve my companies discussions with the health funds. This was extremely helpful	The increased profile and respect that ADHA now has with APHA, PHAQ and AMA
networking with other delegates & reps	
net working hearing things from "the horses' mouth" re health funds, legislation, ACCC ect	
*attracted wide range noted speakers *venue suitable and affordable *broad subject covered	
IT systems are extremely important moving forward Putting metrics into all of our business activities How to negotiate with Health Funds	
It's very reassuring to know that we're not the only ones with issues. It appears that most of the people i spoke to have the same problems as us. Namely, health funds!!	
Networking was great, having the health funds there was good	
1. giving back to the world (John Kearney) 2. negotiating with health funds (MJS) 3. HCP data usage possibilities	
1. Met key individuals in the industry - now know who to contact for what services. 2. Realise the importance of regular practice of emergency routines by all staff 3. Recognise the value of detailed and constant monitoring of financial status of operation. 4. Learnt much about the bureaucracy surrounding the industry and where to find the info.	
Need for members to work together to ensure viability. Hospital owners need to use data analysis and build negotiating skills and possibly work together for successful negotiations with funds	
I found the update with what is happening in the industry truly valueable ie. New legislation, PHAQ benchmarking, and the presentation on financial management very interesting.	
collective bargaining health fund negotiation future of day hospitals	
Everyone has the same problems with the health funds! It's important to stay in touch with similar facilities and people.	
ability to interact with others on an informal basis and discuss relevant topics. gained information on range of topics	
Contract negotiations, HCP data and listening to the speakers in all aspects. Very informative.	
Reporting advice HCP data presentation was exceptional	



## 2007 ADHA CONFERENCE DELEGATE SURVEY RESULTS

### Please tell how we can improve future Conferences ?

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Handouts from all sessions particularly if concurrent.

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I am meeting with Peter Stevenson next week to discuss

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Keep inviting speakers who are dealing with today's topic. Also keep the trade exhibition expanding. It is great to see and meet with the reps.

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The presentation rooms could be located closer together, ( Wandiny room was a distance from Maroochy room making swap from one presentation to the next a bit of a rush

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more info on the website, particularly re social program etc

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program up on the website earlier

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\*need more time for interaction and networking

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Perhaps a few more break out groups so there can be a focus on management issues and clinical issues without boring people who are either involved in one or the other side.

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Bi-annual conferences - I'm not sure I will attend annually again - depends on the content I guess.

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Dont repeat Sue-Ellen on health fund negotiations - she appears totally interested in pushing her own barrow. Very trite advice eg offer a cup of tea. No useful meaty advice.

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The conference was extremely well organised and run - a credit to those involved. I would greatly value being able to get the proceedings on DVD

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I would have liked the conference package price to include all meals ie. breakfast on Saturday as it was a couple of years back.

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Increased membership

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Keep up the excellent relevant topics.

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very satisfied

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Some of the speakers lacked the ability to maintain my focus

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I feel we seem to be covering the same topics each conference (though I am aware many of the issues are constant and relevant to all)

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I felt the facilities were fairly substandard compared to the last conference with many delegates complaining about their registration not be completed and no rooms allocated for them

---

I felt breakfast should have been included in the package

---

really quite happy

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You did brilliantly.

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Encourage more day hospitals to attend. ensure more owners and Dr Owners attend so that there are the final descion makers available.

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Have more sessions on clincial and econmic indicators. have a speaker talj=k about a highly sucessful Day Hospital and why it is so.

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How interested are you in the following conference topics ?

10

How interested are you in the following Conference Topics?

Answer	1 (Very Uninterested)	2 (Somewhat Uninterested)	3 (Neutral)	4 (Somewhat Interested)	5 (Very Interested)	Number of Response(s)	Rating Score*
Dealing with Patients						35	3.9
Information Technology topics						37	3.8
Marketing your Day Hospital to Public / Other Doctors						37	4.1
Nursing / Anaesthetic related Topics						35	3.4
Same range of Topics as 2007 Conference						35	3.7

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

1 (Very Uninterested)
  2 (Somewhat Uninterested)
  3 (Neutral)
  4 (Somewhat Interested)
  5 (Very Interested)

Hold the mouse over each color of the bar to see the number of respondents.

Answer	1	2	3	4	5
Dealing with Patients	9%	9%	14%	26%	43%
Information Technology topics	11%	5%	8%	41%	35%
Marketing your Day Hospital to Public / Other Doctors	8%	5%	5%	35%	46%
Nursing / Anaesthetic related Topics	9%	17%	23%	26%	26%
Same range of Topics as 2007 Conference	9%	11%	11%	37%	31%

4 Response(s)

Answer

- \_\_\_\_\_ This conference needs a good theme to be relevant
- \_\_\_\_\_ legal issues, indemnity issues etc
- \_\_\_\_\_ other management issues, Hr issues, dealing with difficult staff etc
- \_\_\_\_\_ For me I find the managerial topics more useful, dont have problems dealing with patients, only health funds!



Where would you like the next Conference to be located ?

11 Where would you like the next Conference to be located ?  
Please add other locations at end of question

Answer	1 (Very Uninterested)	2 (Somewhat Uninterested)	3 (Neutral)	4 (Somewhat Interested)	5 (Very Interested)	Number of Response(s)	Rating Score*
Cairns						27	4.1
Sunshine Coast						29	4.2
Fraser Island						29	4
Sydney						28	3.3
Melbourne						26	3.2
Hobart						27	3.3
Adelaide						26	3.2
Perth						29	3.2

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

1 (Very Uninterested) 2 (Somewhat Uninterested) 3 (Neutral) 4 (Somewhat Interested) 5 (Very Interested)  
Hold the mouse over each color of the bar to see the number of respondents.

Answer	1	2	3	4	5
Cairns	7%	7%		37%	44%
Sunshine Coast	10%	7%		28%	55%
Fraser Island	10%	14%		28%	48%
Sydney	11%	18%	21%	32%	18%
Melbourne	12%		31%	12%	23%
Hobart	19%	15%	11%	26%	30%
Adelaide		23%	15%	8%	31%

COMMENTS

Answer

Brisbane or Gold Coast

The ADHA conference needs to be a bit longer, annual and in a very different location to APHA of Gold Coast /Melbourne

Gold Coast

not fussed. Sydney and Melbourne will be very expensive for venues. Perth would be fabulous but would everyone be happy to fly there from the East?

somewhere nice (and new) but not too costly to get to would be good - Perth would be great!

don't mind

Gold Coast!

Perth too far and sun is nice in winter.

I have no preference for the location of the next conference. I felt this location was fine but could have been better



## 2007 ADHA CONFERENCE DELEGATE SURVEY RESULTS

### Do you have any other suggestions for improving the Conference?

no

No, I thought it was well organised, 10 out of 10!

Not really - on a whole the conference was great

Longer tea and lunch breaks to allow more time to cover the trade display. Also the more trade exhibitors the better.

To include a list of contacts in the conference program for those presenters who were providing services.

Would have liked to have had some "time out" for walk or something during the day, perhaps some activity as a group?

NIL

Perhaps have more concurrent sessions.

afternoon of the first day and morning of second day. Ensure that a key not speaker starts the conference and an equally high profile speaker concludes, so as to keep delegates there for the full duration. This year covered this quite well.

### Would you like the Conference to be run in conjunction with ?

#### Would you like the Conference to be run in conjunction with?

Answer	1 (Very Uninterested)	2 (Somewhat Uninterested)	3 (Neutral)	4 (Somewhat Interested)	5 (Very Interested)	Number of Response(s)	Rating Score*
Anaesthetists working in Day Hospitals						24	3.2
Day Surgery Nurses Associations (eg ADSNA)						32	3.7
Practice Managers Groups						28	3.8
Private Hospital Associations (eg APHA, PHAQ)						31	3.9
Specialist Colleges (eg Gastro, Plastic, Eyes)						29	3.2
Continue with standalone conference						33	4.1

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

#### Answer

This depends on how serious the ADHA is about being seen to be relevant of is it a sub set of other organisations

The length of the conference and the topics covered allow you to completely focus on the presentations and issues at the time.

The best conference. Need to continue by ourselves.

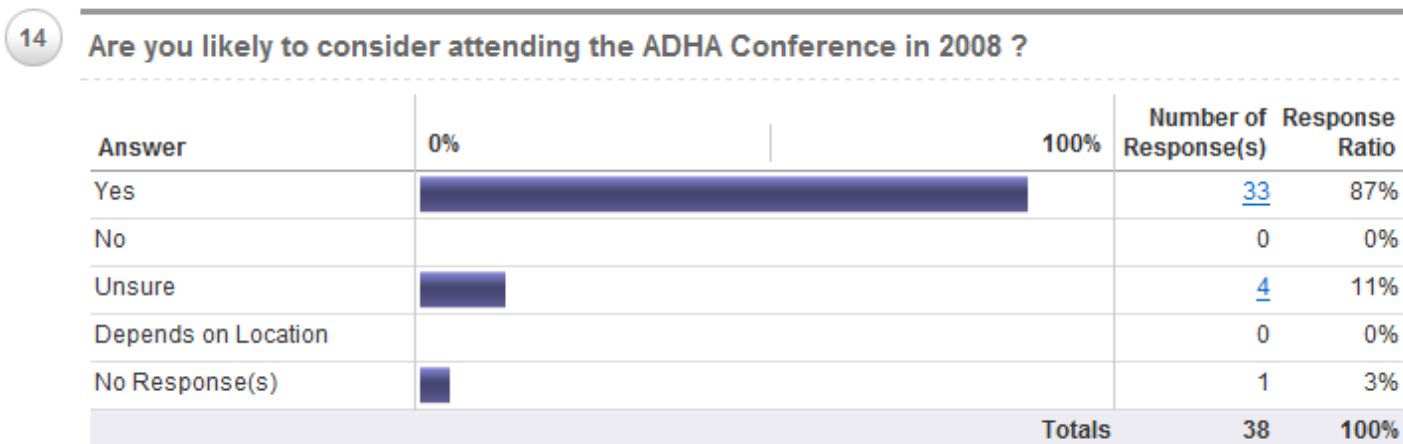
2006 conference held in conjunction with ADSNA which enhanced the admin/nursing experience for facilities and topics covered

Working with day surgery nurses could mean a further development of a clinical path and more concurrent sessions



## 2007 ADHA CONFERENCE DELEGATE SURVEY RESULTS

### Are you likely to consider attending the ADHA Conference in 2008?



Thank you to everyone who took the time to respond to the Survey and, make valuable suggestions.

These will be considered by the Conference and Marketing Committee in November and a Report will be posted in the web site

[www.adha.asn.au](http://www.adha.asn.au)