

The journey to Target Zero – tools to address critical areas that require improvement

Wednesday, 14 February 2018, 11.30am to 5.00pm

Respondents	Anaesthetist	Data Management	Hospital Executive	Nurse	Obstetrics & Gynaecologist
	2%	2%	13%	11%	4%
	Project Officer	Quality and Safety Manager	Research Professional	Surgeon	Other*
	2%	38%	2%	24%	4%

Note: Scale: 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree and 5 = strongly agree.

Other* category: included: students, legal advisors, consumer representatives, team leaders, health information managers, statistical consultants etc.

Feedback was provided by 55 respondents (23%) out of 239 health professionals registered.

1.	The Program	Responses		Average
1.1	The program was relevant to my role.	54	98%	4.3
1.2	The program outcomes were explained.	54	98%	4.0
1.3	The pace was adequate to meet my needs.	54	98%	4.2
1.4	The seminar material was useful during the program.	53	96%	4.1
2.	The Environment	Responses		Average
2.1	Upon arrival I was made to feel welcome.	54	98%	4.5
2.2	The setup of the room and venue was suitable.	55	100%	4.2
2.3	The facilities were clean and well presented.	55	100%	4.5
3.	The Facilitator	Responses		Average
3.1	The facilitators' presentations were well paced and suited to the group.	54	98%	4.3
3.2	The facilitators' encouraged participation and discussions.	54	98%	3.9
4.	The Seminar	Responses		Average
4.1	'Improving surgical quality and safety: what is the evidence' presentation was well paced and suited to the group.	54	98%	4.6
4.2	'Compliance versus culture. Improving health care' presentation was well paced and suited to the group.	55	100%	4.5
4.3	'Avoidable causes of morbidity and mortality related to anaesthesia' presentation was well paced and suited to the group.	55	100%	4.0
4.4	'Avoidable causes of morbidity and mortality related to surgery' presentation was well paced and suited to the group.	55	100%	3.7
4.5	'VASM tools to address critical areas that require improvements' presentation was well paced and suited to the group.	54	98%	3.8
4.6	'Hospital performance reports and governance reports – Inner Regional Health Services perspective' presentation was well paced and suited to the group.	53	96%	4.1
4.7	'A trauma centre perspective to assessing performance' presentation was well paced and suited to the group.	53	96%	3.8
4.8	'Benefits and Challenges of a Positive Outlier – A major health service perspective' presentation was well paced and suited to the group.	53	96%	4.3
4.9	'Private versus public hospital performance, the private sector perspective' presentation was well paced and suited to the group.	50	91%	3.9
4.10	'Closing the quality improvement loop' presentation was well paced and suited to the group.	47	85%	4.1
5.	Program Results	Responses		Average
5.1	I have gained valuable knowledge and skills from this program.	53	96%	4.1
5.2	I can apply the skills and knowledge from this program in my role.	52	95%	4.1

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Themes	Comments
The seminar was educational and valuable.	<ol style="list-style-type: none"> 1. "Very tight timeline with worthwhile speakers." 2. "Great day. Great speakers. Terrific opportunity to network and catch up." 3. "The seminar content was good, well presented, information/content great." 4. "The VASM meetings have always been of a very high quality. Long may they continue." 5. I had hoped for much more practical information which I could take back to my practice and public & private hospitals to improve care. Only a few speakers assisted with this.
Improvements identified and further topics recommended.	<ol style="list-style-type: none"> 1. "Perhaps there could be a little bit more time after each speaker for questions." 2. "I would have found it beneficial to have done some small group discussions." 3. "I would have appreciated an earlier break or the opportunity to stand up between presenters." 4. "Discourteous language used- hypocritical statement 'need to be more professional' perhaps leadership by example would be more appropriate."
The environment needed improvement.	<ol style="list-style-type: none"> 1. "Larger screens or subsidiary screens for the back row." 2. "Chairs were uncomfortable and the room got way too hot and stuffy."