



PAN 2016 Fall Conference Evaluation

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1.0 Background

The Pacific AIDS Network (PAN) provides a range of professional development opportunities for its member organizations and allied partners across BC. PAN delivered its annual Fall Conference on October 25 - 26, 2016, which brought together Executive Directors and program leads from PAN's member agencies, people living with HIV and HCV, and other key stakeholders. The purpose of the event was to discuss new and emerging issues facing the HIV and HCV sectors, learn from effective community-based responses, and provide the opportunity for networking and relationship building among colleagues. There were a number of key components that were addressed at this year's conference, including: PAN's Annual General Meeting; Executive Directors Summit; Forum for Persons Living with HIV; a Drug Policy Session, update on STOP HIV/AIDS and *From Hope to Health*, presentations from member and partners agencies (e.g. YouthCo, CATIE), Hepatitis C Roundtable and HCV *treatment as prevention* presentation, PAN Board/Management Presentations, an update on *Healthy Pathways Forward - A Strategic Approach to Viral Hepatitis*, and an update on the Population Size Estimate Project. A total of 103 people attended the conference, including PAN staff and contractors.

PAN contracted Catalyst Consulting Inc. to conduct a brief process and outcome evaluation of the 2016 PAN Fall Conference, including an assessment of participant satisfaction, conference design and delivery, and potential outcomes of participating.

2.0 Methods

Following the completion of the conference, all participants were invited to participate in either a paper-based or electronic survey. The paper-based survey was included in participants' event packages and they were encouraged to complete the survey once they had attended all of the sessions they were going to at the conference. Participants were also provided with the option to complete the survey online and were invited to participate via email. A draw for a \$50 prepaid Visa card was offered as an incentive to provide feedback. Overall the survey explored the design and delivery of the event, participant satisfaction, usefulness of the conference sessions, potential benefits of attending and suggestions for how such conferences could be improved in the future. The survey included both closed- and open-ended questions.

3.0 Summary of Findings

3.1 Who participated in the conference evaluation survey?

A total of 65 people participated in the conference evaluation survey, which represents 63% of the conference attendees (n = 103). Figure 1 illustrates that while the survey respondents represented each of the BC health regions, higher rates of participation were noted for those working provincially (34%; n = 22). The conference survey gathered small numbers of responses from those working within Vancouver Island (9%; n = 6) and the Fraser region (6%; n = 4). One respondent reported that they primarily work outside of British Columbia (2%; n = 1). As seen in Figure 2, the majority identified as either Executive Directors of community-based organizations (25%; n = 16) or people with lived experience with HIV or HCV (24%; n = 15).

Figure 1. BC health regions where respondents primarily work (n = 65)

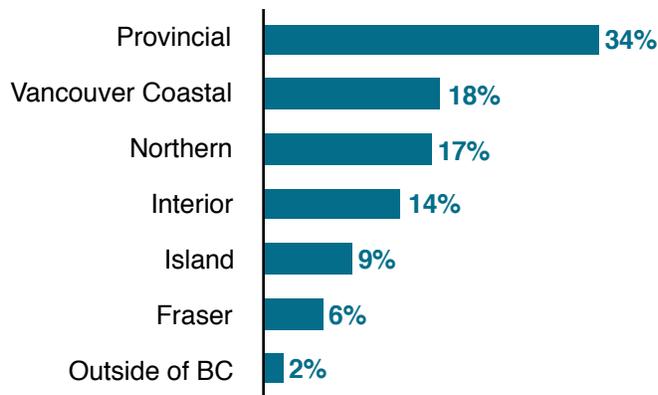
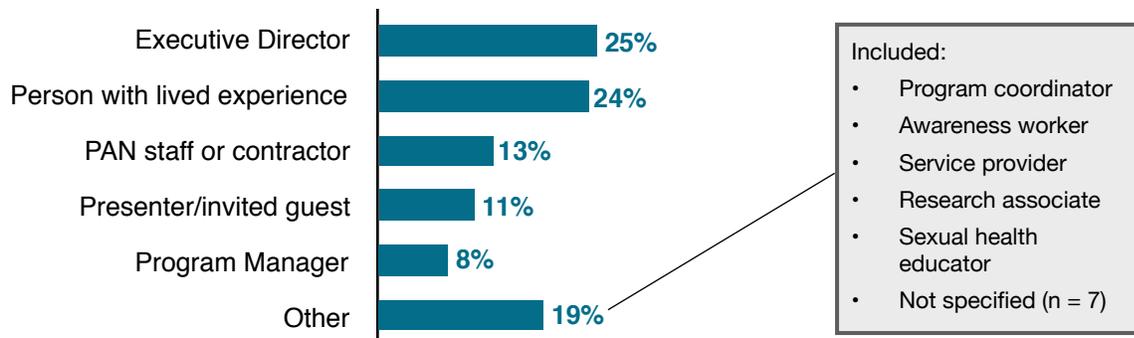


Figure 2. How respondents identified themselves in the conference survey (n = 63)



3.2 How satisfied were survey respondents with the conference overall?

The large majority of survey respondents were either satisfied (40%; n = 24) or very satisfied (53%; n = 32) with the conference overall. A small proportion of respondents were either unsatisfied (5%; n = 3) or very unsatisfied (2%; n = 1) with the event.

3.3 How did the survey respondents rate various components of the conference?

Most respondents also reported high ratings for various components of the conference, as illustrated in Figure 3. The Annual General Meeting and social/reception received particularly high ratings with over 60% of the survey respondents ranking these sessions as good or excellent.

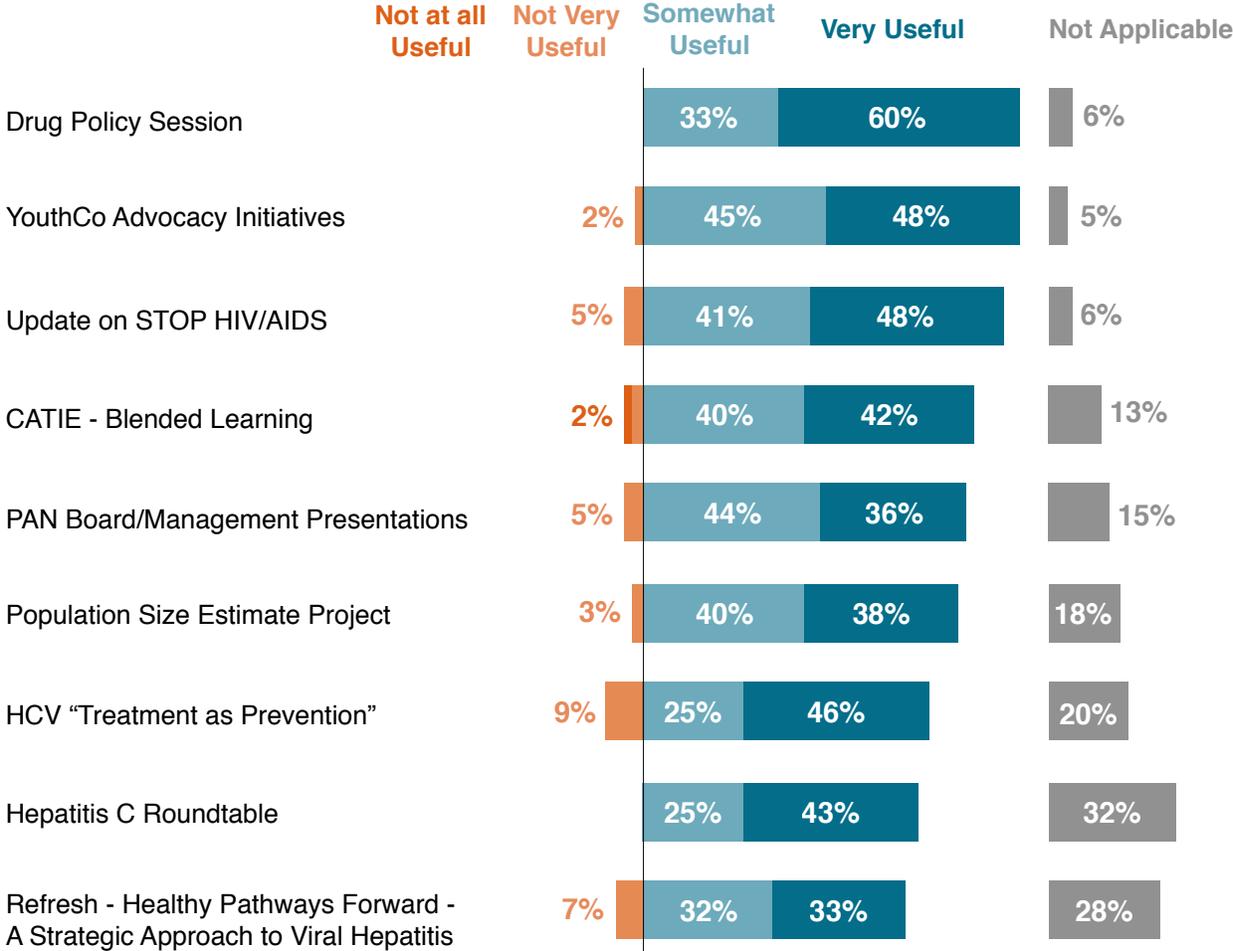
Figure 3. Survey respondents' ratings of different conference components (n = 59 to 62)



3.4 How useful were the conference presentations for survey respondents?

At least 65% of the survey respondents reported that each of the conference presentations/sessions were either somewhat useful or very useful (see Figure 4). As seen in Figure 4, respondents indicated that the most useful conference presentations were the drug policy session and the YouthCo Advocacy Initiatives presentation.

Figure 4. Respondents' ratings of the usefulness of different conference presentations (n = 53 to 63)



3.6 How satisfied were respondents with specific aspects of the Drug Policy Session? What did respondents take away from this session?

The majority of survey respondents were either satisfied or very satisfied with both the Drug Policy Session’s panel presenters (96%; n = 59) and roundtable discussions (89%; n = 55) (see Figure 6). Furthermore, findings from the survey show that over 80% of respondents either agreed or strongly agreed with the following statements about what they learned and took away from the Drug Policy Session (see Figure 6).

- I feel like I have learned more about current drug policies and related topics including Supervised Injection Sites (SIS) and the Public Health Crisis (90%; n = 57).
- I feel like I was able to actively engage in discussing these topics (89%; n = 56).

- I feel that this session allowed us to identify priorities for advocacy and policy change to move forward (84%; n = 53).
- I created connections with others that will support my organization in effectively working with people who use drugs (80%; n = 50).

Figure 5. Respondents' satisfaction with aspects of the Drug Policy Session (n = 62)

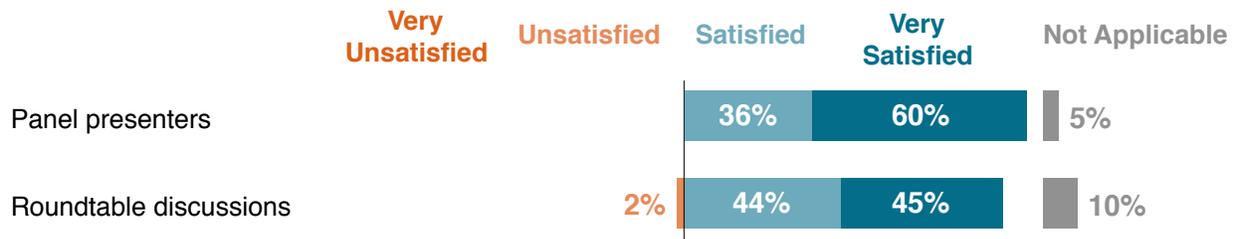
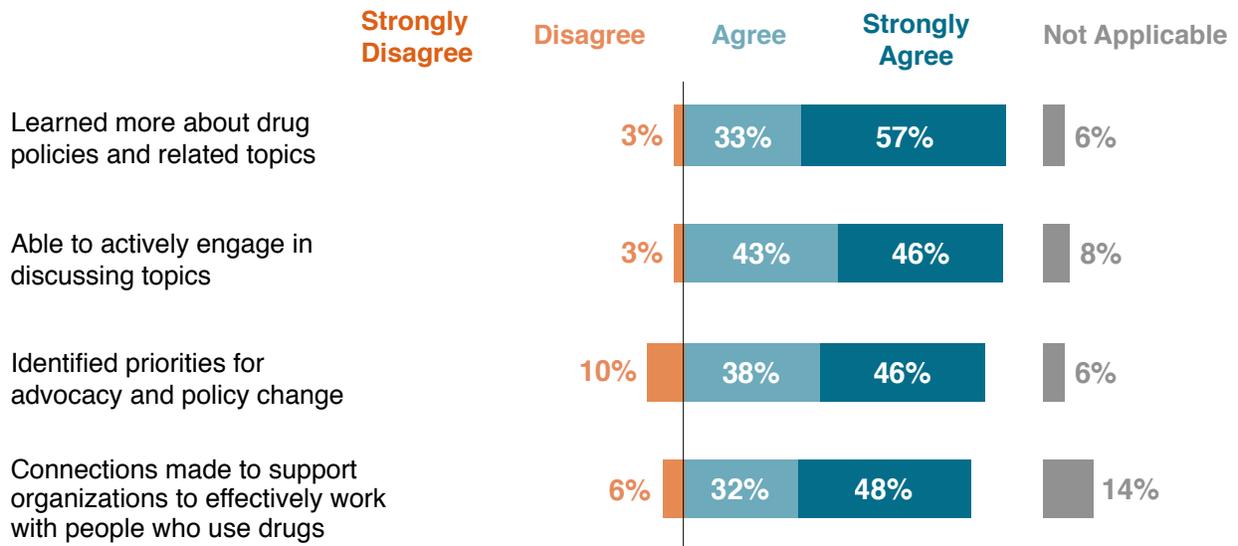


Figure 6. Respondents' level of agreement with statements related to the Drug Policy Session (n = 63)



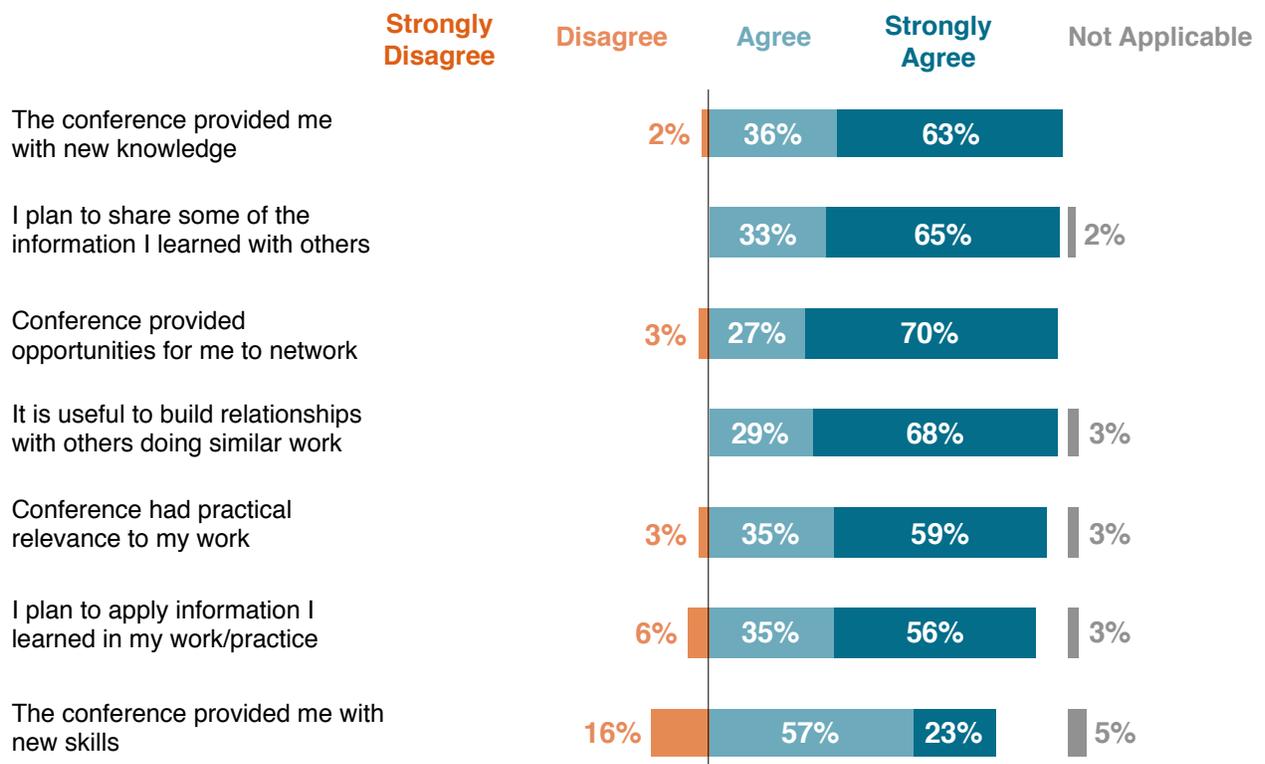
3.7 What were the benefits of attending the conference for survey respondents?

A series of questions in the conference survey asked respondents to assess potential benefits of attending the event. As seen in Figure 7, over 90% of the respondents either agreed or strongly agreed that:

- the conference provided them with new knowledge (99%; n = 61);
- they plan to share some of the information they learned at the conference with others (e.g. co-workers, friends, peers, etc.) (98%; n = 62);
- the conference provided them with opportunities to network with other attendees (97%; n = 61);
- it is useful for them to build new relationships with people doing similar work (97%; n = 61)
- the conference had practical relevance to their work (94%; n = 59); and
- they plan to apply some of the information they learned at the conference in their work/practice (91%; n = 57).

Most survey respondents also agreed or strongly agreed that the conference provided them with new skills (80%; 49). However, roughly 16% (n = 10) disagreed with this statement.

Figure 7. Respondents' level of agreement about potential benefits of attending the conference (n = 62 to 63)



Survey respondents were also asked to describe the most useful thing they learned at the conference. Responses to this question have been grouped into common themes, as illustrated in Table 1. Respondents most commonly reported that it was most useful to learn about issues related to the current drug overdose crisis and the policies that inhibit effective prevention strategies.

Table 1. Summary of the most useful things survey respondents reported learning at the conference

Themes	Subthemes	Example Comments
Drug policies and related issues (n = 20)	<ul style="list-style-type: none"> Local strategies to address overdose crisis (e.g. mobile distribution of harm reduction materials, overdose awareness posters, naloxone kits, coordinated efforts, and Northern Health interest in supporting a supervised injection site) (n = 7) 	<ul style="list-style-type: none"> “...it was helpful to hear other organizations and service providers share their best practices in regards to harm reduction and supporting clientele...” “I liked the mobile care idea for distribution of harm reduction materials.”
	<ul style="list-style-type: none"> General information about Canadian drug policies, fentanyl deaths, the overdose crisis, and supervised injection sites (n = 6) 	<ul style="list-style-type: none"> “More information about the overdose crisis.”
	<ul style="list-style-type: none"> Challenges and complexity associated with Bill C-2, including barriers to establishing supervised injection sites (n = 3) 	<ul style="list-style-type: none"> “I learned more about the flawed Canadian drug policies and Bill C-2. It was extremely beneficial to learn more about the barriers to supervised injection sites.”
	<ul style="list-style-type: none"> Challenges for those that use drugs (n = 2) 	<ul style="list-style-type: none"> “...challenges faced by people on drugs.”
	<ul style="list-style-type: none"> Strategies to prevent initial drug use and overdose issues (e.g. addressing the social determinants of health (n = 2) 	<ul style="list-style-type: none"> “...discussion on how to treat the problem - social issues, poverty - why they use drugs in the first place.”
PHAC funding cuts for CBOs (n = 6)	<ul style="list-style-type: none"> Impacts of PHAC funding cuts on CBO sustainability (n = 3) 	<ul style="list-style-type: none"> “...it was helpful to hear from other ASOs about the impacts PHAC funding decisions are having on their sustainability.”
	<ul style="list-style-type: none"> Learning from other CBOs about their strategies to maintain sustainability despite funding cuts (n = 2) 	<ul style="list-style-type: none"> “Common strategies with de-funded agencies.”
	<ul style="list-style-type: none"> Health authorities do not have funding available to cover PHAC funding cuts (n = 1) 	<ul style="list-style-type: none"> “Health authorities have no additional funding for those agencies that did not receive PHAC funding.”
Work by CBOs across BC (n = 6)	<ul style="list-style-type: none"> Learning about work being done by other CBOs across BC, including the possibility for replication in home communities (n = 4) 	<ul style="list-style-type: none"> “I learned about a lot of good programming going on across the province and might be able to bring that back to my community as a template...”
	<ul style="list-style-type: none"> Learning about resources being used by CBOs across BC, which can be applied in respondents’ home communities (n = 2) 	<ul style="list-style-type: none"> “As a newly contracted organization for HIV/HCV work, I took away a wealth of information and resources we can use in our new work.”
Hepatitis C (n = 5)	<ul style="list-style-type: none"> Potential application of ‘treatment as prevention’ strategy to address HCV (n = 3) 	<ul style="list-style-type: none"> “...how TasP might be applied to Hep C... better understanding about the impacts of resource decisions that have to be made due to challenges of treatment costs...”

Themes	Subthemes	Example Comments
	<ul style="list-style-type: none"> Updated information on the Ministry of Health’s revised version of ‘Health Pathways Forward: A Strategic Integrated Approach to Viral Hepatitis in BC’ (n = 1) The challenges Hepatitis C presents and the opportunity to address them together (n = 1) 	<ul style="list-style-type: none"> “The details on the new draft of healthy pathways forward.” “Hep C. Challenges that we face and that we can face them together.”
PAN’s organizational structure (n = 4)	<ul style="list-style-type: none"> Information about each of PAN’s departments and the diversity of its membership (n = 4) 	<ul style="list-style-type: none"> “I now have a better idea of how each PAN department fits in with the others. This will help build deeper connections with programs I am not directly involved with.”
Development of new relationships (n = 4)	<ul style="list-style-type: none"> Development of connections and new relationships with other conference attendees (n = 4) 	<ul style="list-style-type: none"> “Meeting colleagues from remote locations.” “Networking and continuing to build on relationships.”
Collective impact (n = 3)	<ul style="list-style-type: none"> Learning general information about the collective impact framework and the five core conditions for collective impact success (n = 3) 	<ul style="list-style-type: none"> “Understanding that collaborative work is required to achieve goals.” “Keeping good communication between all sectors of health fields.”
Shifts in the sector and CBO response (n = 2)	<ul style="list-style-type: none"> The HIV/AIDS sector is shifting (n = 1) Community-based response to HIV/AIDS is slowly dissipating (n = 1) 	<ul style="list-style-type: none"> “...what the sector is now, will not be what it is in a year.” “The community-based response to HIV is slowly but surely dying.”
Other learnings (n = 4)	<ul style="list-style-type: none"> Stigma (n = 1) Community engagement (n = 1) Importance of understanding other people’s concerns and well-being (n = 1) Importance of being resilient (n = 1) 	<ul style="list-style-type: none"> “...Understanding other people’s concerns and well-being.” “I learned lots more at the conference. Never give up trying.”

3.8 PAN Pre-Conference Survey

PAN invited potential conference participants to complete a pre-conference survey to help inform the content, design and delivery of the event. Roughly half of the post-conference survey respondents recalled participating in the pre-conference survey (48%; n = 30). Of these respondents, 92% of them found the opportunity to provide feedback to be somewhat important (33%; n = 12) or very important (58%; n = 21), whereas a small proportion of them found it to be not at all important (8%; n = 3). The large majority of those that participated in the pre-conference survey felt that their suggestions were somewhat or largely incorporated in the actual conference program (97%; n = 28). One respondent reported their pre-conference feedback was not at all incorporated.

3.9 What worked particularly well at the 2016 PAN Fall Conference?

Conference survey respondents were also asked to reflect on what worked particularly well at the event. Their responses to this question have been grouped into common themes and have been summarized in Table 2. Respondents most commonly discussed the content that was addressed during the conference program (n = 24), including discussion of emergent and particularly relevant issues for the sector. The diverse and creative presentation formats used during the conference were also frequently discussed as a component that worked particularly well at the conference this year (n = 16).

Table 2. Summary of the most useful things survey respondents reported learning at the conference

Themes	Subthemes	Example Comments
Content covered during conference sessions (n = 24)	<ul style="list-style-type: none"> Discussion of emergent and particularly relevant issues (e.g. overdose crisis and PHAC funding cuts) (n = 9) 	<ul style="list-style-type: none"> “ED summit agenda felt very relevant - PHAC funding and how to support frontline workers with overdose crisis...”
	<ul style="list-style-type: none"> Issues discussed during the drug policy session (n = 6) 	<ul style="list-style-type: none"> “The drug policy session was very informative and useful.”
	<ul style="list-style-type: none"> CATIE blended learning presentation (n = 3) 	<ul style="list-style-type: none"> “CATIE presentation.” “Hearing from Lara - the consequences of the blended learning in the Kootenays and the promise of more to come.”
	<ul style="list-style-type: none"> YouthCo presentation on advocacy initiatives (n = 1) Population size estimate project (n = 1) STOP HIV/AIDS presentation (n = 1) HCV ‘treatment as prevention’ presentation (n = 1) STOP HIV/AIDS presentation (n = 1) Discussion of best practices and challenges (n = 1) 	<ul style="list-style-type: none"> “YouthCo - learning about what they are all about (methods of teaching.” “I enjoyed the population estimate workshop.” “I really appreciated the STOP HIV/AIDS session...” “Health authority representatives gave a detailed overview of what happens in the province.” “Lots of opportunities to share best practices and current challenges.”
Format of the conference sessions (n = 16)	<ul style="list-style-type: none"> Diverse and creative presentation formats, including: <ul style="list-style-type: none"> brief presentations followed by longer discussions, structured formats, multiple speakers sharing different perspectives on one topic, small group discussion/networking, round table discussions, having the health authority representatives sit with the audience, time for questions and answers, etc.) (n = 16) 	<ul style="list-style-type: none"> “Mix of presentations and participation.” “I really like having brief presentations followed by longer discussions.” “Having several resources/speakers on one topic, giving different perspectives.” “Allowing space for us to connect and engage with presentation matter.” “The round tables provided a chance to chat with others in similar situations.” “...the format to the STOP HIV/AIDS and Hope to Health session was great. The presenters seemed comfortable and engaged in a relaxed manor.”

Themes	Subthemes	Example Comments
Organization of the conference (n = 14)	<ul style="list-style-type: none"> The conference was well organized, on-schedule, and had good flow from session to session (n = 14) 	<ul style="list-style-type: none"> “Timing and execution of each session.” “It all worked well. The organization was seamless and everything ran smoothly.”
Networking opportunities (n = 4)	<ul style="list-style-type: none"> Opportunities for conference attendees to network and connect with others (n = 4) 	<ul style="list-style-type: none"> “Providing the opportunity to connect with others.” “The networking with other agencies in this context...”
PAN staff working as a team (n = 3)	<ul style="list-style-type: none"> PAN staff worked as a team at this year’s conference (n = 3) 	<ul style="list-style-type: none"> “The PAN team really worked as a unit and I think PAN staff felt a sense of ownership this year, more so than in year’s past.” “Great work and it is clear you are a team.”
Appreciation for PAN (n = 3)	<ul style="list-style-type: none"> Respondents expressed appreciation to PAN for organizing the conference (n = 3) 	<ul style="list-style-type: none"> “Thank you for the opportunity to...learn and network with so many lovely, warm and encouraging human beings... I am humbled and invigorated.”
Pre-conference survey (n = 1)	<ul style="list-style-type: none"> The pre-conference survey provided the opportunity for attendee input into the conference agenda and topics (n = 1) 	<ul style="list-style-type: none"> “The pre-conference survey also benefitted the development of agendas and topics for discussion (increased efficiency during the conference without losing the value of open reception for questions/comments/interests from the audience).”
Other (n = 9)	<ul style="list-style-type: none"> Respondents indicated that the conference food was good (n = 4) Venue was great (n = 3) Music played in the morning (n = 1) Hosting the social right outside the conference room (n = 1) 	<ul style="list-style-type: none"> “Meals were amazing.” “Loved the music in the morning setting up with the mood/ambiance in the room.” “Having the social right outside the doors was great! More people stayed I think.”

3.10 How can PAN improve their conferences in the future?

Conference survey respondents were also asked to put forward suggestions for how PAN can improve their conferences in the future. Their responses to this question have been grouped into key themes and summarized in Table 3. Respondents most commonly provided suggestions about the format of future conferences (n = 25), such as allowing more time for small group discussions (n = 8). The respondents also suggested a number of topics that could be discussed at future conferences (n = 8).

Table 3. Summary of respondents' suggestions for how PAN can improve conferences in the future

Themes	Subthemes	Example Comments
Format of the conference sessions (n = 25)	<ul style="list-style-type: none"> Allow more time for small group discussion by reducing length of time for presentations or number of topics addressed at the conference (n = 8) 	<ul style="list-style-type: none"> "The drug policy roundtable really had the potential but fell short, was overly rushed, and no meaningful, in-depth discussion took place." "Less material. Focus on one or two particular things. PAN does not seem very good at ensuring there is enough time for small group conversation." "So many of the presentations were a bit too long, leaving not enough time for small/large group discussion."
	<ul style="list-style-type: none"> Use a more traditional panel presentation style for future STOP HIV/AIDS presentations (n = 4) 	<ul style="list-style-type: none"> "During the STOP HIV regional presentations and Q&A, I would have much preferred a panel discussion. It was really hard to keep track of who was speaking and where they were in the room..."
	<ul style="list-style-type: none"> Consider altering the format of the Executive Directors Summit in the future (e.g. allow participants to engage with all topics rather than choosing, separate the room sooner if breaking out into groups, improve the facilitation, etc.) (n = 4) 	<ul style="list-style-type: none"> "When ED group was split in 3 - very disruptive. The wall fixed that. It would have been more meaningful if both topics were addressed by the entire group instead of one or the other." "Separate rooms sooner when in break-out groups so we could hear the focus better."
	<ul style="list-style-type: none"> Include more presentations from frontline workers and people with lived experience (n = 3) 	<ul style="list-style-type: none"> "...we need to hear form people doing the work on the ground."
	<ul style="list-style-type: none"> Include ice breakers to ensure new staff/members feel welcomed (n = 2) 	<ul style="list-style-type: none"> "Designated time for ice breaker. As a new staff, it would be helpful to get to know other participants in a structured ice breaker."
	<ul style="list-style-type: none"> Extend the length of the Forum for Persons Living with HIV/HCV (n = 1) 	<ul style="list-style-type: none"> "Make more time for the HIV forum. It was too short."
	<ul style="list-style-type: none"> Consider offering skill-building workshops for Executive Directors (n = 1) 	<ul style="list-style-type: none"> "...I think actual workshops for EDs might be interesting as well."
	<ul style="list-style-type: none"> Consider bringing back the keynote speaker/facilitator role that PAN adopted at past conferences (n = 1) 	<ul style="list-style-type: none"> "I liked it when you had a more dynamic keynote type person that got us all thinking or laughing or both. The Minister of Health would be a good..."

Themes	Subthemes	Example Comments
	<ul style="list-style-type: none"> • Offer more coffee breaks throughout the days (n = 1) • Bring back Ignite presentations in future conferences (n = 1) 	<ul style="list-style-type: none"> • “2nd day - need another coffee break in the morning.” • “Bring back the in-person Ignite!”
Future topics (n = 8)	<ul style="list-style-type: none"> • Consider addressing the following topics at future conferences (n = 8): <ul style="list-style-type: none"> • harm reduction strategies beyond supplying drugs and kits (n = 2); • broader issues related to health (n = 1); • treatment strategies and how to help users stay clean (n = 1); • Indigenous research presentations (n = 1); • more about HCV (n = 1); • more discussion about the tools PAN develops (n = 1); and • more detailed information from the health authorities about STOP HIV/AIDS projects (n = 1) 	<ul style="list-style-type: none"> • “Extend beyond supplying kits.” • “To include Indigenous research presentations or cultural harm reduction and/or education and prevention...” • “Having attendees and PAN members being more open to discussing issues related to HCV. I felt there was a tension surrounding whether HCV should shouldn't be discussed...” • “Some more time and discussion about the tools PAN develops to deliver information (e.g. blogs)”. • “I would have liked the health authority to give more detailed information.”
Positive feedback (n = 8)	<ul style="list-style-type: none"> • Respondents shared positive feedback and appreciation for PAN’s work (n = 8) 	<ul style="list-style-type: none"> • “Can’t think of a thing to improve conferences. it is consistently a positive experience attending PAN conferences. Thank you.”
Participant attendance (n = 3)	<ul style="list-style-type: none"> • Aim to increase the number and diversity of people with lived experience that attend future conferences and also encourage all relevant agencies to attend (n = 3) 	<ul style="list-style-type: none"> • “Increase the number of PLWHIV.” • “Some agencies missing from the room.” • “Population diversity - always challenging. PHA forum very apparent - few women, no Asian.”
Networking time (n = 3)	<ul style="list-style-type: none"> • Allow more time for participant networking (n = 3) 	<ul style="list-style-type: none"> • “More networking time outside of meetings...”
Conference length (n = 2)	<ul style="list-style-type: none"> • Continue with the two-day conference format but consider reducing the amount of information that is covered (n = 2) 	<ul style="list-style-type: none"> • “It was nice that the conference was packed into 2 days - save resources, but at the time, it felt really full and overwhelming to process all of the information provided.” • “Sometimes it feels like we try to cram too much into the two days. I get why we do it, but it can still feel like we’re trying too much. But that being said I think this event was a good reminder that a two day event is better than a three day event, for a bunch of different reasons.”

Themes	Subthemes	Example Comments
Other suggestions (n = 9)	<ul style="list-style-type: none"> • Encourage participants to use fewer acronyms (n = 2) • Clarify who is eligible to attend the positive forum (n = 1) • Aim to reduce overlap in conference presentations (n = 1) • Consider having on-site addiction supports for PHAs (n = 1) • Develop strategies to deal with food leftovers (n = 1) • Population size estimates were believed to be out of date, particularly for the north (n = 1) • Ask presenters to send their materials in advance to see if they are addressing what was initially agreed upon with PAN staff (n = 1) • Consider offering 'road shows' in which PAN staff would travel and bring educational opportunities to other areas (n = 1) 	<ul style="list-style-type: none"> • "...I didn't know I was allowed/qualified to be at the positive forum (until halfway through). I thought it was only for HIV folks or co-infected people." • "It may be an idea to have on-site addiction supports for PHAs. The information or the location can be triggering." • "Population size estimates were outdated, especially in the north." • "Asking the presenters to share their materials a bit earlier (from staff perspective) so we can have a quick look over to see if they're addressing what was asked (e.g. YouthCo's presentation was not at all what we had hoped for - did not discuss the process of changing school curriculum for youth). Essentially asking beyond whether a presenter is ready, but checking over their contents without stepping on their toes..." • "Road shows - travelling and bringing educational opportunities to other areas."

4.0 Conclusion and Suggestions for Next Steps

Overall findings from this evaluation have demonstrated that the 2016 PAN Fall Conference was a successful event. The majority of the survey respondents were satisfied with the conference and found each of the presentations to be useful. The Drug Policy Session improved the majority of respondents' knowledge about current drug policies and related topics (e.g. supervised injection sites and the overdose crisis) and supported participants to identify priorities for advocacy and policy change to move forward, among other positive outcomes. Findings from the evaluation also demonstrated that the conference provided the majority of respondents with new knowledge and skills, in addition to opportunities to network with colleagues. Furthermore, most respondents reported that they plan to apply some of the information they learned at the conference in their work/practice. Based on the findings from this evaluation, suggestions for next steps are outlined below.

1. Continue to offer the annual fall conference

Findings from this evaluation have demonstrated that the 2016 PAN Fall Conference was a successful event. PAN should continue to offer such conferences in the future to continue strengthening the community-based response to HIV/HCV in the province.

2. Continue to experiment with more creative and engaging presentation formats

PAN has done a good job of experimenting with different presentation formats at its annual fall conferences. Survey respondents reported that the variety and creativity of the different presentation formats was something that worked particularly well at the event, such as the use of roundtable discussions. Respondents also provided a number of suggestions for how the format of future conference sessions could be improved, such as increasing time for small group discussions and including more presentations from frontline workers and people with lived experience. Recognizing that it is difficult to please all participants given differences in learning styles, it is recommended that PAN should continue to experiment with more creative and engaging presentation formats. If participants are more engaged, they will be more likely to retain information shared at the event and apply learnings in their work places.

3. Continue to conduct a pre-conference survey

The pre-conference survey provided PAN with the opportunity to assess potential attendees' information and capacity building needs. The survey successfully identified relevant and emergent issues that the community needed to discuss, including issues related to Canadian drug policies and recent funding cuts made by PHAC. Respondents commonly reported that the content of the conference worked particularly well this year. Furthermore, of those that participated in the pre-conference survey, the large majority found the opportunity to provide feedback to be important. It is recommended that PAN should continue to assess the needs of potential participants leading up to future conferences given the benefits of the process.

4. Continue to evaluate future conferences

It is recommended that PAN should continue to evaluate their annual conferences. Evaluation findings allow PAN to assess the design, delivery and resulting outcomes of this annual event. Offering participants both an online and paper-based survey option appeared to be effective in increasing the response rate.

5. Disseminate findings

It is suggested that the results from this evaluation are shared with relevant stakeholders (e.g. PAN Board of Directions, PAN staff, funder for this work, etc.) to share successes, reflect on lessons learned and demonstrate accountability.