

A Free Conference call with online slides – from Sarah Fraser & Associates Ltd

www.sfassociates.biz

“Challenges & opportunities for determining the return on investment of improvement projects”

Tuesday, 1st December 2009
4:30 pm (GMT) for 45 mins

Conference Call with optional online access to slides

This is an informal conversation designed to connect those working around the world on improvement projects & programmes and who are concerned how to ensure their work is value for money.

Led by Dr Sarah Fraser we'll cover topics such as:

- What is ROI in the context of healthcare improvement work?
- Why do we find these calculations difficult to do?
- How do we improve our business cases for change to include ROI measurement?
- What models and frameworks exist that may help us?
- Who has done ROI in healthcare and what were the experiences?

This will be a conference call and for those who wish, slides will be available to access during the call. This session is suitable for those new to sharing & learning virtually.

Some Fine Print

Cost: Free to attend (you will need to cover your own communication costs)

To Book: If you have these details then no need to book—just turn up on the call

Dial-in and web access details are on the next page of this document
















Any queries before the session: email contact@sfassociates.biz

Want to chat about the topic before and after the session? Join www.facilitating.ning.com and then the ROI Group

Slides will be available online during the call only. They are not distributed before or after the call

Teleconferencing

Our teleconference number is (UK) **0844 580 0555** and the pin number is **508011** (# symbol is not required). If you are dialling in from outside the UK then see the table below. Note you can dial in using Skype (you need to have SkypeOut call credits to do this).

 Austria		0820 4000 1502
 Belgium		070 35 98 66
 France		0821 230 749
 Germany		01803 001 177
 Ireland		0818 270 007
 Italy		848 391 819
 Netherlands		0870 001 909
 Poland		0801 003 533
 South Africa		027 875 500375
 Spain		902 885 318
 Sweden		0939 2066 300
 Switzerland		0848 560 347
 United States		1 712 432 2888
 Skype		+99 03 769 4422
 Worldwide		+44 87 0223 333

Use the Worldwide number if your country is not on this list

If you have difficulty dialling into this number or reaching the point where you are asked for the pin number then you may find your organisation's telephone system is blocking the number (especially for international calls). Please refer the problem to your IT/Communications department. If this happens then SkypeOut is useful as there are no barriers (and the call is very cheap) www.skype.com Or you can use a mobile phone instead of a landline (though note the increased cost for doing this).

During the call if you need to *mute your phone press *6 (and repeat to unmute.)* If you are in a noisy environment this is a useful action to take.

Accessing the slides:Using Glance

The simplest method we use is where participants go to a web address and from there they can see any presentations, notes being made like on a flipchart etc. During this time they do not interact with the screen, rather they watch and follow (like a screen in a workshop). This system does not use video. There are no downloads to make to your computer and it is quick to access. Please make sure you enter the web address in the browser bar and not the search box of your internet browser.

Go to www.sarahfraser.glance.net and use the 4-digit pin number **2008**

Please allow 2-3 minutes set up time before the start of the web conference. The website will be open for registration 9-10 minutes before the start time. If you turn up more than 10 minutes before the start you may find the virtual door still locked! You are welcome to be present online and on the phone a few minutes before the start so we can socialise and chat.