



Australian Association of Practice Managers  
the decision makers in healthcare  
Queensland Branch

# STAFF DEVELOPMENT DAY 2009

Saturday, 18 April 2009

Brisbane Convention & Exhibition Centre  
Merivale St (Cnr Glenelg), South Bank

## PROGRAM AND REGISTRATION BROCHURE

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### WORKSHOPS RELEVANT FOR:

- Receptionists/Secretaries
- Practice Nurses
- Managers

This educational and fun-filled training day has been designed to maximise the learning and growth of all staff:

- Great speakers!
- Great food!
- Great prizes!
- Fantastic trade!

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## ABOUT OUR PLENARY SPEAKERS

### Geraldine Burton

Geraldine is the principal consultant of Geraldine Burton and Associates, a Sydney based psychology practice that has provided organisational consulting services to the health sector and counselling, psychotherapy and coaching services to the public since 1985.

Geraldine has postgraduate qualifications in psychology, education, coaching and hypnotherapy and has trained in a wide range of psychological therapies. She is a presenter for the University of New England Partnerships programs and is delighted to have spoken at numerous AAPM Conferences across the country.

### Andrew Horabin

As a communication skills specialist, Andrew Horabin has worked with big and small business, Government departments, community organisations and schools in the areas of teamwork, positive conflict resolution, stress management and building relationships.

As a public speaking expert, Andrew Horabin has trained sales people, lawyers, detectives, teachers, senior managers and school students in the attitudes, knowledge and skills of confident, effective speaking.

## SATURDAY, 18 APRIL 2009 PROGRAM

**8.00am - 8.45am**      **Registration and Coffee**

**8.45am - 9.00am**      **Welcome**

**9.00am - 10.30am**      **Plenary Session:**

### **Communication: Crucial Conversations and Confrontations - Getting it Right**

#### Geraldine Burton

If you feel stuck—in a relationship, in your career, at home—chances are a crucial conversation is keeping you there. Communication is a fundamental component of human behavior, it's part of our basic make-up, it makes us human. You don't want to miss this session.

**10.30am - 11.00am**      **Morning Tea**

**11.00am - 11.45am**      **Workshop Sessions 1**

### **1. Finding Finance Opportunities Within Your Practice**

#### Ross Andrews, EXPERIEN Medical Finance

In the current state of the economy it's important we all look for opportunities to take our dollar further. Sometimes the starting point is finding opportunities which present themselves within your own practice. As a dedicated specialist financier to the Medical Sector, Ross Andrews will talk about how and where you can find these opportunities, including the benefits of lower rates, finance structures to work for you, and finance to meet your overall personal, practice and investment needs.

### **2. Weight Loss - From Diets to Surgery**

#### Jenne Turner, Psychologist

This workshop will give an over view of the weight loss process from a holistic (treating the whole person) perspective. The

following questions will be discussed:

- Why is losing weight (for the long term) so difficult?
- What are the factors involved in successful weight loss?
- Is surgery the easy way to lose weight?

### **3. Q-COMP**

#### Angela McLeod, Q-COMP

Practice staff have an important role in Queensland's workers' compensation scheme. It's often up to you to explain to injured workers how to lodge a workers' compensation claim, what rehabilitation is on offer and what to do next. Attend this workshop to find out how to make your job easier with tips on finding the right fees and charges for compensation claims, how to order workers' compensation medical certificates and where to get help when you need it.

### **4. Breast Awareness - What Every Woman Should Know**

#### Dr Lisa Creighton, Breast Surgeon

Being breast aware is an important step toward taking responsibility for your own health. Breast care has become more important for women...

Dr Creighton is a breast surgeon on the Sunshine Coast her workshop will cover:

- Self awareness
- Self examination
- Treatment options

and much more.

### **5. Stress Management and Relaxation**

#### Merilyn Tefay, Occupational Therapist

This workshop will cover:

- Signs and symptoms of stress
- Causes
- Biochemical impact of stress and relaxation

and much more.

### **6. Privacy and Confidentiality**

#### Dr Beres Wenck, MDA National

Information that passes between the doctor and the patient is confidential and the obligation of patient confidentiality extends to doctor's staff.

In no other profession are these words more strictly adhered to. In December 2001 the National Privacy Principles were amended – what did this mean for the medical profession? When could you use a patient's full name, especially over the phone with a waiting room full of patient's? Why can't receptionists leave a message with the spouse/partner/mother/father of a patient?

**12.00pm - 1.00pm**      **Workshop Sessions 2**

### **7. Doing It Better Together: Essentials for Building Effective Teams**

#### Geraldine Burton, Consultant Psychologist, Geraldine Burton and Associates

Effective team performance is directly related to effective team leadership. This seminar focuses on the fundamental knowledge and skills required of practice managers in the roles of team

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leader and team facilitator. Topic areas will include: facilitating team interaction and consensus decision making; enabling creative and critical thinking; establishing clear and concise goals; providing feedback and rewarding team member effort and achievement. Participants will be invited to complete a brief Leader Effectiveness Scale and to create a goal for their own professional development. All staff will benefit from attending this workshop.

## 8. Stress Management and Relaxation (repeat)

**Merylyn Tefay, Occupational Therapist**

See Workshop #5 for details.

## 9. Let's Talk About Fees...

**Colleen Sullivan, Practice Manager**

- Does your practice do private billing?
- What do your patients know about how they will be billed?
- When do you want them to pay?
- How they can pay?
- What is the latest technology to help you with your billing?

This workshop will include strategies and tools to use in your practice to make sure your patients know about your billing policies.

It will cover informed financial consent for in-hospital patients but also for patients attending the practice.

## 10. AGPAL – Supporting your practice through accreditation!

**Kylie Fahey, Deputy CEO, QIP/AGPAL**

This session will discuss accreditation, the standards and resources designed specifically to guide and support your practice through the accreditation process.

## 11. Health Quality and Complaints Commission HQCC Relevant for Specialists Practices

**Marianna Kelly, Avant**

- Do you have a documented process for hand hygiene?
- Does your documented process align with the HQCC's Hand Hygiene Standard?

HQCC is empowered to make standards about the provision of health services under s22(1) of the Act and hand hygiene is just one of the 7 Standards that will be discussed.

This workshop will be of interest to staff of specialist and general practitioners.

## 12. Infection Control in a Non-Clinical and Clinical Setting

**Sue Resnik, Managing Director, Infection Control Plus**

This workshop will:

- Provide a brief overview of infection control
- Introduce the chain of infection and basic transmission
- Consider opportunities and risks for transmission in non-inpatient settings
- Particular focus on:
  - a. Hand hygiene
  - b. Respiratory tract infections
  - c. Safe handling and transport of clinical specimens
  - d. Preventing and managing sharps injuries

**1.00pm - 2.00pm**

**Lunch**

**2.00pm - 2.45pm**

**Workshop Sessions 3**

## 13. Recalls and Reminders

**Jan Chaffey, Executive Officer, Camp Hill Medical Centre**

A robust recall and reminder system is essential to achieve optimal outcomes for patients, practitioners and practices. Is it time to review the systems in your practice? Is your practice at risk? This workshop will clarify the differences between reminders and recalls, the essential versus the desirable, and assist you in strengthening your practice protocols.

## 14. Getting the Most Out of Your Diabetic Patients

**Dr Chryst Michaelides, Sponsored by Novo Nordisk**

How do we work as a team, to help patients achieve targets. How do we overcome our own perceived barriers to optimal care for our patients. How can we enhance the role of the practice nurse to help the team achieve more ABC targets, in a time, knowledge, and human resource-efficient manner. Attend this workshop and find out the answer.

## 15. Infection Control in a Non-Clinical and Clinical Setting (repeat)

**Sue Resnik, Managing Director, Infection Control Plus**

See Workshop #12 for details.

## 16. There and Back Again

**Tim Van Schyndek, AMAQ**

The first chapter of Labour's new Industrial Amendment Bill is due to take effect on 1 July 2009, with the second and final stage to come into effect 1 January 2009. This Bill drastically effects the current entitlement of both employers and employees. In this session we will be discussing some of the major sections of the Bill that will impact on the private medical industry, including the changes to termination of employment and the award modernisation process. All staff need to be aware of changes to come.

## 17. Search Engine Optimisation and Internet Marketing

**Llew Jury, Managing Director, Reload Consulting**

Search engines are increasingly becoming the primary destination of users seeking information for products and services, so it's imperative that your website is in the right place at the right time. This session will look at the latest tips and tricks for SEO and Internet advertising and will provide detailed case studies that have performed well in many different and challenging markets.

**2.45pm - 3.15pm**

**Afternoon Tea**

**3.15pm - 3.35pm**

**Surprise Guest Speaker  
Not to be missed!**

**3.35pm - 4.15pm**

**Plenary Session**

## Positive under Pressure

**Andrew Horabin**

Professional speaker, facilitator and comedian Andrew Horabin will present a hilarious look at what happens to the human brain under pressure and how we can be more positive and keep our sense of humour in tact, no matter what everyone else is doing.

**4.15pm**

**Prizes and Conference Close**

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