



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

STAFF DEVELOPMENT DAY 2010

Saturday, 15 May 2010

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

5
CPD
POINTS

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!

Register online & save: www.aapmevent.com

ABOUT OUR PLENARY SPEAKERS

Dr Mark O'Brien MBBS, DRACOG, FRACGP, FACRRM, AFACHSE

Dr Mark O'Brien is the Founder and Medical Director of the Cognitive Institute.

Dr O'Brien is a regular national and international speaker on risk management, managing adverse outcomes, the relationship between litigation and interpersonal skills and leading clinical teams. He is a dynamic and entertaining presenter with extensive experience as a trainer, delivering train the trainer programmes throughout the world.

He is a published author who has a long history of involvement in Healthcare Education. He consults to Australian and International healthcare organisations on change management, improving culture and patient experience.

Dr Sally Cockburn

Dr Sally Cockburn is a GP and health advocate who practices part time in suburban Melbourne. She is also known around Australia as 'Dr Feelgood', host of the late night radio phenomenon, 'Pillowtalk' in the 1990s. She believes strongly in the need for open discussion and good education about all aspects of health and her particular interest is those sensitive issues often considered taboo or too hard for the media to touch.

Sally's 18 year media career includes her own program on Channel 7 in the 1990's, and 9 years as health presenter on Channel 10's Good Morning Australia with Bert Newton program. She is currently seen on channel 7's Morning Show with Larry and Kylie. Sally hosts her own Sunday Night talk back program Talking Health on Melbourne's radio 3AW, and is listed as one of the top ten corporate speakers in Australia.



10.00am - 11.00am Workshop Sessions 1

1. Population Health Cancer Screening - The Staff's Role

Jodie Antrobus, QLD Cervical Screening Program, Sarah Holmes, QLD Bowel Cancer Screening Program and Liz Ostoermann, Breast Screening QLD Program

This workshop will be an interactive session that will enable practice staff to learn how to order free breast, bowel and cervical cancer resources online; update your knowledge on the referral processes for bowel cancer screening in Queensland; learn how your practice can become a population cancer screening advocate and participate in a demonstration of Breast Screen Queensland's new online GP recommendation forms in various medical software programs which you can order free for your practice.

2. Part 1 - Infection Control & Sterilisation "Update" Office Based Practice – Dental & Medical **Lin Lohead, Infection Control & Sterilisation Consultant**

This education session is designed to give you an overview of Infection Control and Sterilisation Processes for Office Based Practice according to the Australian Standards. It is essential for staff, clinicians, practitioners and practice managers who need to understand the legal requirements for office based practice. This education will focus on the process of validation that must be completed by practice staff not sterilising technicians. Implemented correctly it can save you \$500 in monitoring costs per year just for one steriliser. You do not need expensive tracking systems and we promise to show you how to save money on your cleaning chemicals and equipment and your steriliser maintenance. Do you know what is normal waste and what is clinical waste? Other topics covered will include Staff Immunisations, Legal Issues, Staff Training Requirements, Personal Protective Equipment, Waste Management, Blood and Body Spills, Management of Infection Control Incidents, and Quality Assurance for Office Based Practice.

Please note, you must also attend Part 2 and 3 of this Workshop.

3. Do You Look as Young as You Feel? What is in Your Skincare? Is it Really Working?

Carolyn Ingram BA Grad Dip Teach Dip Prac Man AAIMM,
Business Manager, Clinic Aesthetic

Do you suffer from dry skin, an oily T zone, acne or the occasional pimple? Do you have pigmentation or age spots? You are not alone, everyone around you has their own list of skin issues. Learn about how you can manage and treat these. See your skin under the woods lamp and discover some of the new advances in skin care.

SATURDAY, 15 MAY 2010 PROGRAM

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

8.45am - 9.00am **Welcome**

9.00am - 10.00am **Plenary Session**

Communication for the Frontline of Healthcare

Dr Mark O'Brien MBBS, DRACOG, FRACGP, FACRRM, AFACHSE,
Founder and Medical Director of the Cognitive Institute

4. Part 1 - Perform CPR (A nationally recognised qualification, code HLTCP201A)

Pulsestart Training Solutions

The CPR course provides participants with the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) on adults, children and infants. The Australian Resuscitation Council (ARC) recommends you update your knowledge in cardiopulmonary resuscitation annually. What you will learn:

- The Chain of Survival
- DRABC Basic Life Support Flow Chart
- Practical Session
- CPR variations for children and infants
- How to complete an Incident Report Form

On successful completion you will be awarded a statement of attainment for HLTCP201A – PERFORM CPR valid for 12 months.

Please note, you must also attend Part 2 of this Workshop.

5. Part 1 - The Secrets to Being a Front Desk Superstar

SkillPath Seminars

The workshop will cover techniques for handling difficult situations including:

- Ten things you can do to immediately put patients at ease... even when they have to wait
- How to get your point across—even when you're talking to a patient who's resistant, upset or angry
- How to deal with feelings of anger and helplessness when dealing with difficult people or unreasonable behavior
- Foolproof steps you can take to project an "in-charge" image
- How to say "No" without feeling guilty or causing resentment
- Three strong but nonthreatening responses you can give when you're the target of verbal abuse
- Phone techniques that will de-stress your day and keep you in control
- Plus much more.

Please note, you must also attend Part 2 and 3 of this Workshop.

6. Round Table Discussions

Join us for some speed networking, delegates will spend time at each table discussing a topic before moving to the next table and topic. Some of the topics addressed during the round table discussions will include:

- **Online Business**
Gary Weis, Small Business Internet Marketing
 - Why your business needs to be online and how to make it visible
 - How to convert online visitors to sales or other defined actions
 - Real life examples of the right and wrong way to use the internet

• Easy Secure Electronic Messaging

Matt Gilchrist, Goondiwindi Medical Centre

- How easy it can be to send and receive secure electronic messages in real time

• Health Quality Complaints Commission (HQCC)

- Who are We
- What Standards apply to your practice

Please refer to www.aapmevent.com for updates on other discussion topics.

7. Medical Assisting

Abbe Anderson, CEO, GPpartners and Simon Moore, General Practice Systems Improvement Team Leader, GPpartners

Medical Assisting is an exciting qualification for general practice staff, designed to equip graduates to perform the wide range of administrative and clinical assisting tasks required in the general practice setting. A key solution to workforce shortages, Medical Assistants have the formal skills and knowledge to undertake both administrative and clinical assisting procedures and to assist doctors and nurses with coordination of patient care. GPpartners is delivering the Certificate IV in Medical Practice Assisting in 2010.

11.00am - 11.30am Morning Tea

11.30am - 12.30pm Workshop Sessions 2

8. Triage: Getting it Right - it is Critical

Michelle Hooper, Head of Quality Accreditation and Program Management, GPA ACCREDITATION plus

Reviewing the triage process used in general practice, this training session is designed to provide you with some practical tips and systems to ensure you have the best triage process in place at your Practice. We will together explore the different triage categories, how to triage both face to face and via telephone and understanding the importance of correct protocols. The session is designed for practice managers, medical receptionists and is a great refresher for practice nurses. Templates and reference materials provided.

9. Part 2 - Infection Control & Sterilisation "Update" Office Based Practice – Dental & Medical

Lin Lohead, Infection Control & Sterilisation Consultant

See Workshop #2 for details. Please note, you must also attend Part 1 and 3 of this Workshop.

10. Where Do You Put the Plastic? Demystifying Plastic Surgery

Dr Scott Ingram MBBS FRACS (Plast.), Plastic and Reconstructive Surgeon

Dr Scott Ingram MBBS FRACS will present a light hearted session answering some of the questions often asked in the consultation room. What do breast implants look like? How do they feel and how do they work? How the reconstruction of a breast can give a patient who has undergone a mastectomy a new lease on life? The day in the life of a Plastic and Reconstructive Surgeon. Hands, tummies, broken fingers, skin cancers, breasts, noses and faces – just to name a few!

11. Part 2 - Perform CPR (A nationally recognised qualification, code HLTCPR201A)

Pulsestart Training Solutions

See Workshop #4 for details. Please note, you must also attend Part 1 of this Workshop.

12. Part 2 - The Secrets to Being a Front Desk Superstar

SkillPath Seminars

See Workshop #5 for details. Please note, you must also attend Part 1 and 3 of this Workshop.

13. Round Table Discussions (repeat)

See Workshop #6 for details.

14. Privacy Legislation

Katharine Philp, TressCox Lawyers

Katharine Philp is an impressive health lawyer specialising in medical negligence and has more than 20 years experience in personal injury litigation. Join her as she talks about privacy legislation, obligations, principals and what documents the legislation all applies to. Katharine will step you through what staff need to know in order to comply and ensure records are appropriately managed.

This workshop is brought to you by AMAQ.

12.30pm - 1.30pm Lunch

1.30pm - 2.30pm Workshop Sessions 3

15. The Accreditation Process and Issues Faced by General Practices

Kim Gardner, Surveyor, AGPAL

AGPAL will provide a comprehensive, in-depth guide to AGPAL's accreditation process, focusing on areas of low compliance for general practices. The presentation will deconstruct each low compliance issue and provide handy hints for general practices who are preparing to renew their accreditation.

16. Part 3 - Infection Control & Sterilisation "Update" Office Based Practice – Dental & Medical

Lin Lohead, Infection Control & Sterilisation Consultant

See Workshop #2 for details. Please note, you must also attend Part 1 and 2 of this Workshop.

17. The Generation War: It Shows How We Are All Different, Both Fellow Workers and Patients

Gary Smith, Academic Director

This presentation will identify the difference between Generation Y, X, Baby Boomers and Veterans. How they can work together to achieve an outcome and how the practice staff can utilise their characteristics to the Practice's advantage. This is one aspect addressed in Certificate III in Business Administration (Medical) BSB31107 which covers the importance of communication with our fellow workers, our principals and patients that is vital for the success of your practice.

18. Finding the Investment Edge: How to Build a Successful Share Portfolio

Andrew English and George Karakatsanis, RBS Morgans Limited

See how you can to use your superannuation contributions to purchase shares. Also, experience the "Stockmarket Wardrobe" - our key picks in the market right now. All experience levels will benefit from this workshop!

19. Part 3 - The Secrets to Being a Front Desk Superstar

SkillPath Seminars

See Workshop #5 for details. Please note, you must also attend Part 1 and 2 of this Workshop.

20. Who owns the Medical Record and who has the Right to Access it?

MDA National

This workshop will discuss:

- Who owns the record?
- What constitutes a medical record?
- Is there a standard?
- What happens to the record if you retire or sell practice?
- What is a valid subpoena?
- And much more

2.30pm - 3.00pm Afternoon Tea

3.00pm - 4.00pm Plenary Session

Looking After You

Dr Sally Cockburn aka 'Dr Feelgood'

4.00pm Prizes and Conference Close



AAPM Staff Development Day

Saturday, 15 May 2010 | Brisbane Convention & Exhibition Centre

REGISTRATION FORM

Please copy for each delegate from your practice. Please write clearly. Please note it is 10% cheaper to register online at www.aapmevent.com.

Title (Mr/Mrs/Ms) _____ First Name _____ Surname _____

Position _____

Practice Type GP Specialist Dental Other: _____

Practice Name _____

Postal Address _____

Suburb/City _____ State _____ Postcode _____

Phone _____ Mobile _____

Email _____

Special Dietary Requirements _____

AAPM MEMBER/PRACTICE MANAGER'S MEMBERSHIP # _____

Member benefit: Staff eligible for member rates if their practice/practice manager is an AAPM member.

REGISTRATION DETAILS

AAPM MEMBER Earlybird rate (until 6 May) \$242
 Full rate (after 6 May) \$275

NON MEMBER Earlybird rate (until 6 May) \$275
 Full rate (after 6 May) \$308

Please note that is 10% cheaper to register online at www.aapmevent.com.

PAYMENT METHOD ICEBERG EVENTS ABN 84 084 581 153

TOTAL AMOUNT PAYABLE \$ _____

Direct Deposit: BSB: 484 799, Account Number: 201007319, Account Name: Iceberg Events. Please use 'AAPM' and your Surname as the reference & email the remittance advice to admin@icebergevents.com.au.

Cheque enclosed (made payable to 'Iceberg Events')

Request tax invoice with payment options

Mastercard Visa Amex Diners Club

Card No.

Expiry /

Verification code (3-4 digits on back)

Name on Card _____

Signature _____

WORKSHOP SELECTIONS (TO COMPLETE):

WORKSHOP SESSIONS 10.00am - 11.00am

- 1. Population Health Cancer Screening - The Staff's Role
- 2. Part 1 - Infection Control & Sterilisation "Update"
(you must also attend Parts 2 & 3)
- 3. Do You Look as Young as You Feel?...
- 4. Part 1 - Perform CPR *(you must also attend Part 2)*
- 5. Part 1 - The Secrets to Being a Front Desk Superstar FULL
(you must also attend Parts 2 & 3)
- 6. Round Table Discussions
- 7. Medical Assisting

WORKSHOP SESSIONS 11.30am - 12.30pm

- 8. Triage: Getting it Right - it is Critical
- 9. Part 2 - Infection Control *(you must also attend Part 1)*
- 10. Where Do You Put the Plastic? Demystifying Plastic Surgery
- 11. Part 2 - Perform CPR *(you must also attend Part 1)*
- 12. Part 2 - The Secrets to Being a Front Desk Superstar FULL
(you must also attend Part 1)
- 13. Round Table Discussions (repeat)
- 14. Privacy Legislation

WORKSHOP SESSIONS 1.30pm - 2.30pm

- 15. The Accreditation Process and Issues
- 16. Part 3 - Infection Control *(you must also attend Part 1 & 2)*
- 17. The Generation War
- 18. Finding the Investment Edge
- 19. Part 3 - The Secrets to Being a Front Desk Superstar FULL
(you must also attend Part 1 & 2)
- 20. Who owns the Medical Record?

COMPLETE THIS FORM AND SEND IT TO ICEBERG EVENTS

AAPM Qld Staff Development Day 2010, PO Box 1179, MILTON QLD 4064 or
Fax: 07 3367 0032 or **Scan & Email to:** admin@icebergevents.com.au

TERMS AND CONDITIONS AAPM reserves the right to change the topics and presenters if necessary. Any substitutions or alterations will be updated at www.aapmevent.com ASAP.
Cancellations and refunds: All cancellations must be made in writing to Iceberg Events. A refund on conference registration fees will be made on all cancellations received before 6 May 2010, less \$55 administration fee. There will be no refunds from 6 May 2010 although substitute delegates are welcome. **Privacy Policy:** For networking purposes AAPM may make the name, position and company name of each attendee available to the delegates in the form of a delegate list given to each attendee. In addition your contact information may be given to the sponsors/supporters of the conference. You have the right to make a request that no marketing from third parties to be sent to you, please contact the event organisers.

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