



Australian Association of Practice Managers
the decision makers in healthcare

Queensland Branch

Register
before 20 May
and WIN!*
Thanks to Mediprotect
*See website for full details

Staff Development Day 2011

Saturday, 4 June 2011 | Brisbane Convention & Exhibition Centre

PROGRAM & REGISTRATION BROCHURE

THESE WORKSHOPS ARE RELEVANT FOR:

- Receptionists/Secretaries
- Practice Nurses
- Managers

THIS TRAINING DAY WILL MAXIMISE THE LEARNING AND GROWTH OF ALL STAFF:

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



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ABOUT OUR PLENARY SPEAKERS

Bruce Sullivan, Red Hot Relationships

Managing his own businesses since his teens, by age 24 Bruce Sullivan had established his own million-dollar network of businesses and he has an extended track record of working with a wide range of private and public organisations', both in Australia and overseas.

His enthusiastic, entertaining and hands-on approach gets long term tangible results and has resulted in 100% of his work being generated from repeat and referral business, which is of course the strongest possible testimony to his skills. Bruce is a relationship specialist and a proven performer in achieving results through people for over 24 years.



Allan Pease

Allan Pease has been known internationally as "Mr. Body Language" for almost four decades since his definitive book with that title became a multi-million seller and the communication bible for organisations worldwide.

His keynote addresses, books, videos and audio programs, TV shows and advice on personal image are sought after by everyone from business executives and Prime Ministers, to TV presenters, Royalty and Rock Stars. His sales and communication systems have grown companies from one man bands to multi-nationals.



2. Part 1: Perform CPR (A nationally recognised qualification, code HLTCPR201A)

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
- DRSABCD 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 with a nationally recognised statement of attainment for HLTCPR201A – PERFORM CPR valid for 12 months. You will also receive a complimentary 'one-way valve' face-shield key ring as a special gift from the Pulsestart Team.

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

3. Best Practice Software - Appointment Book Workflow

Best Practice Software Representative

This workshop is designed to provide Best Practice Users and potential users with a clear understanding of the workflow process involved with the Best Practice Appointment Book. This will entail a look at the features and functions of the Appointment Book and Waiting Rooms including, but not limited to, the following procedures:

- Booking appointments for both current and new patients
- Arriving the patient
- Starting and finalising the visit from the appointment book and waiting room
- Creating the account

4. The Secrets to Being a Front Desk Superstar

SkillPath Seminars

SOLD OUT

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.

SATURDAY, 4 JUNE 2011 PROGRAM

8.00am - 8.45am Registration and Coffee

8.45am - 9.00am Welcome

Barbara Meredith Award Presented by UNE Partnership and Professor Geoff Meredith

9.00am - 10.30am Plenary Session

How to Have the Energy of a Four Year Old Almost Every Day Bruce Sullivan, Red Hot Relationships

10.30am - 11.00am Morning Tea

11.00am - 12.00pm Workshop Sessions 1

1. Improving the Quality of Healthcare – What is the support staff's duty?

Marianna Kelly, Avant

Marianna will present an interactive case study illustrating:

- The importance of the risk management process in safeguarding the practitioner, improving practice systems, and patient outcomes.
- What can you do to manage your practice more effectively? How can your practice systems help to decrease the risk of adverse patient outcomes?

5. Sterilisation

Daniel Johnstone, Zone Medical Pty Ltd

This presentation will look at the following aspects of sterilisation:

- Difference between S & B class sterilisers and what your practice require
- Cycle definitions: defining what instruments should be processed in what cycle
- Basic pre-instrument cleaning and precautionary measures
- Advantages of using Ultrasonic cleaners over scrubbing
- Processing and frequency of using Process challenge devices
- Record keeping
- Challenge loads and validation of your steriliser

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

6. Innovations in Cancer Screening

Jennifer Muller, Community Health, Senior Director, Cancer Screening Services Branch, Queensland Health

Hear about the latest innovations in cancer screening. Information relevant to your Practice will be presented from the Queensland Bowel Cancer Screening Program, the BreastScreen Queensland Program and the Queensland Cervical Screening Program. Contemporary information on skin cancer screening will also be addressed.

7. Part 2: Perform CPR (A nationally recognised qualification, code HLTCPR201A)

Pulsestart Training Solutions

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

8. Improving the Quality of Healthcare – What is the support staff's duty? (repeat)

Marianna Kelly, Avant

See Workshop #1 for details.

9. Part 2: The Secrets to Being a Front Desk Superstar SkillPath Seminars

See Workshop #4 for details. Please note, you must also attend Part 1 and 3 of this Workshop.

10. Performance Appraisal in Practice

Mark Stallwood, Director, Stallwood Consulting Services

Performance appraisals are one of the most misunderstood HR processes in practice. Staff find them stressful, managers are reluctant to perform them and most of us don't really understand what they are aimed at achieving.

In this short presentation we will look at performance appraisals from two perspectives: the person who is being appraised and the one doing the appraisal. You will come away with some simple guidelines and templates to help when you are next involved in an appraisal including: how to set up an appraisal, how to deal with the questions that are asked and what the long term benefits are to the practice.

1.00pm - 2.00pm **Lunch**

2.00pm - 3.00pm **Workshop Sessions 3**

11. The Latest News from the National E-Health Transition Authority (NEHTA)

Jan Chaffey, Clinical Lead, NEHTA

- National implementation of lead sites using the Healthcare Identifiers (HI) Service and priority eHealth solutions
- A Personally Controlled Electronic Health Record (PCEHR) for Australia
- Development of the foundations required to enable eHealth
- Adoption of eHealth through engagement and collaboration

NEHTA is the lead organisation supporting the national vision for eHealth in Australia. NEHTA's role as managing agent on behalf of the Department of Health and Ageing (DoHA) is to deliver the Personally Controlled Electronic Health Record (PCEHR) work program for the Australian health community.

NEHTA was established by the Australian Commonwealth, State and Territory governments in 2005 to develop better ways of electronically collecting and securely exchanging health information.

12. Taking Care of You. Portion Control Made Easy

Amanda Clark, Gold Coast Advanced Accredited Practising Dietitian

How we eat determines how we feel, whether it is foods that weigh us down energetically or plump us out physically.

Amanda Clark, Gold Coast Advanced Accredited Practising Dietitian presents the facts and simple strategies surrounding portion control for permanent weight control, balanced eating and enjoyment of food.

13. Informed Financial Consent

Colleen Sullivan, Presenter and Assessor, UNE Partnerships Professional Practice Management Program

"Let's talk about fees..." Does your practice do private billing? Do your patients pay a "gap"?

What do your patients know about how they will be billed? When do you want them to pay? How can they pay? What is the latest technology to help you with your billing? What information are you required to give patients?

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 all patients – those attending your practice, when you do procedures in your practice or for patients having procedures in hospital.

14. Part 3: The Secrets to Being a Front Desk Superstar SkillPath Seminars

See Workshop #4 for details. Please note, you must also attend Part 1 and 2 of this Workshop.

3.00pm - 3.30pm **Afternoon Tea**

3.30pm - 4.30pm **Plenary Session**

Closing Keynote Presentation **Allan Pease**

4.30pm **Prizes and Conference Close**
