The International Health Care Conference

25-28 September 2013
Sydney, Australia

IHCC 2013 App

Explore the IHCC 2013 App to access the program, speakers’ biographies, session descriptions, sponsor and exhibitor profiles plus other conference information. You can also join the social media conversations and check the IHCC Facebook page. There is a photo gallery to view and upload photos.

To get the app either:

- Scan the QR code below with your devices QR scanner,
- or
- Search for “Guidebook” in the Apple or Google, Amazon app stores

Once you have downloaded the Guidebook app, open it on your smart device and click Download Guides.

Search for ‘Health Care’ and click the logo to download the conference app.

QR Codes on the Name Badges

The QR Code on your name badge contains your name, organisation, state and email address as a text note. To share your contact details let other attendees scan the QR code on your name badge with their smart phone. To scan a QR code you need to download a QR reader app onto your smart device. Search for “QR reader” in the Apple, Google or Amazon app stores. We suggest you try the app QRReader on Apple and Android devices.

Organising Committee

Dr Stephen Clark and Fiona Kolokas – Convenors
Cathy Baynie
Anne Curtis
Jannine De Veau
Tracey Duddek
Kristy Ellery
Emily Geering
Daphne Kneale
Gillian Leach
Jonathan Lee
Angela Mason-Lynch
Caroline O’Donnell
Wendy Shephard
Debra Smith
Gary Smith

Sponsors

The organising committee are pleased to welcome the following sponsors.

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Gala Dinner Sponsor

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EBOS HEALTHCARE

HCN
Australian Association of Practice Managers

The Australian Association of Practice Managers (AAPM) represents Practice Managers and the profession of Practice Management. Founded in 1979, AAPM is a non-profit, national peak association recognised as the professional body dedicated to supporting effective Practice Management in the health care profession.

The Australian Association of Practice Managers:
- Represents and unites practice managers and the profession of Practice Management throughout the health care industry
- Promotes professional development and the code of ethics through leadership and education
- Provides specialised services and networks to support quality Practice Management

The AGPAL Group of Companies

The AGPAL Group of Companies is committed to delivering quality improvement through innovative systems and solutions.

The AGPAL Group of Companies consists of AGPAL, Quality Innovation Performance (QIP) and QIP Consulting. AGPAL is a not-for-profit health promotion charity and is the leading general practice accreditation provider in Australia. QIP is Australia’s most comprehensive not-for-profit accreditation and certification organisation.

QIP aims to support organisations on their journeys to quality improvement. QIP provides accreditation and certification services across the entire health and human service continuum. The result of a recent merger, QIP has more than twenty years’ experience in community service accreditation and more than ten years’ experience in allied health accreditation and related services.

QIP is an approved accreditation provider under the Australian Commission on Safety and Quality in Health Care’s National Accreditation Scheme and is licensed to accredit against the National Safety and Quality Health Service Standards.

Visit our exhibition at booths 62, 67 and 70 to say hello to our friendly teams and learn about the range of accreditation, certification and consulting services available.
Welcome from the AAPM CEO

On behalf of AAPM, it is our great pleasure to welcome you to the 2013 International Health Care Conference. We are very proud to present this year’s national conference in partnership with Quality Innovation Performance (QIP).

This conference continues its tradition of being the premier forum for presentation of information on leading edge issues to improve the management of healthcare practices throughout Australia. This conference has a particular focus on quality which dovetails with the AAPM mission of Excellence in Healthcare Management.

The program committee has put together an exciting array of over 60 sessions that cover a variety of topics in seven key areas including integrating primary healthcare, the changing role of practice management, the art of quality, achieving excellence, accreditation, technology and innovation, and the role of quality in achieving safety.

In addition, AAPM will be presenting a number of awards including the National AAPM Practice Manager of the Year. This prestigious award is sponsored by AGPAL, a long term partner of AAPM. The MSD Award for Excellence in Chronic Disease Management will also be presented.

Putting together the 2013 International Health Care Conference was a team effort. We firstly thank the speakers for providing the content of the program. We are grateful to the organizing committee who has worked very hard to develop a stimulating and inspiring program, particularly the Convenors, Fiona Kolokas and Dr Stephen Clark. We also thank Penny Archer and Ben Thiessen of Conference Design for ensuring the smooth implementation of this conference.

We are most appreciative of the generous support we have received from our sponsors – the Exclusive Industry Sponsor, AGPAL; Gold Sponsors – Avant, Commonwealth Bank and NEHTA; Silver Sponsors – the Commonwealth Department of Health and Ageing, Mediprotect, Stat Health Systems and William Buck; the Gala Dinner Sponsor - 1st Available; and other sponsors Digital Medical Systems, EBOS Healthcare and Health Communication Network.

We encourage delegates to visit the many other exhibitors who have supported the conference by taking trade stands showing us the latest innovations and technology to assist healthcare management.

We hope that you will find this program interesting and thought-provoking and that the Conference will provide you with a valuable opportunity to share ideas with others involved in healthcare practice management from around the world.

Gillian Leach
CEO, AAPM

Welcome from the AGPAL Chair

I welcome you to the first International Health Care Conference, co-hosted by AGPAL’s subsidiary Quality Innovation Performance (QIP) and the Australian Association of Practice Managers Ltd (AAPM).

The AGPAL Group of Companies is proud to bring you this conference. As leading accreditation providers, AGPAL and QIP are passionate advocates for quality, education and training. As Exclusive Industry Sponsor and co-host of the International Health Care Conference, AGPAL is honoured to work with AAPM and bring you this excellent learning and networking opportunity.

Both AGPAL and QIP are not-for-profit health promotion charities and continue to invest in recognising and rewarding quality. We are pleased to be able to encourage health care professions to showcase outstanding achievements through sponsorship of the AAPM National Practice Manager Awards and our own AGPAL General Practice Awards. The AGPAL Awards are in their tenth year of rewarding quality.

Award nominations received clearly demonstrate a commitment to innovation and quality across health professions. The winners of these prestigious awards will be announced on Friday 27 September at the 10:00am plenary session and the conference gala dinner. I encourage delegates to take time out of their busy learning schedule to support colleagues and attend the award presentations.

The conference theme – Quality: Does it make a difference? – is sure to encourage a number of passionate debates about the role continuous improvement plays in many health care settings. I encourage you to immerse yourself during the conference in debate, dialogue, networking and education. The hand-picked international and local experts will inspire you to embrace quality improvement, leadership and broaden your skills.

I look forward to all delegates joining together in this exciting conference.

Dr Richard Choong
AGPAL Chair
Welcome from the QIP Chair and AAPM President

Both the Australian Association of Practice Managers Ltd (AAPM) and Quality Innovation Performance (QIP) are proud to play a leading role in supporting continuous quality improvement in the health care profession. This is a dynamic time for health care both in Australia and internationally and all contributions to meaningful quality improvement within practice teams are equally important. Accreditation is one important aspect of continuous quality improvement.

As we start to see the role of the practice team evolving, events such as the International Health Care Conference, become more important to share ideas with each other and learn from leading experts. The hand-picked speakers have a unique depth of knowledge to share on a diverse number of dynamic topics including the structure of health care systems, clinical governance, quality improvement, quality and safety, and the evolving role of practice management.

During your time at the conference we urge you to ask questions, present your views and share your experiences. This is your opportunity to contribute to the conversation. Outside the exhibition centre walls, join and share the conversation through Facebook and Twitter #AAPMQIP_2013.

We look forward to meeting you during the conference.

Gary Smith  
Quality Innovation Performance (QIP) Chair

Carolyn Ingram  
AAPM National President

Welcome from the Convenors

Welcome to the first International Health Care Conference, co-hosted by the Australian Association of Practice Managers Ltd (AAPM) and AGPAL’s subsidiary, Quality Innovation Performance (QIP). The conference organising committee is excited to bring you this fantastic learning and networking opportunity.

We encourage you to embrace the program, share knowledge and learn. Throughout the conference, consider the role continuous improvement plays in health care. With over sixty stimulating sessions, you’re sure to find many practical sessions applicable to you and your practice teams. Remember to follow, share and join the Facebook and Twitter conversation #AAPMQIP_2013. The conference app can be downloaded from the Apple store and Google Play store.

Take time out of your schedule to enjoy the social events, such as the Welcome Drinks, Happy Hour, AAPM State Networking Breakfasts and the Gala Dinner. They are the perfect time to network and make new connections. Many of the prestigious AAPM National Practice Manager of the Year Award and the AGPAL General Practice of the Year Award winners will be announced during this black tie event. A number of your colleagues are sure to be finalists – could you be one of the winners?

Without valuable sponsors supporting the conference we would be unable to bring you such a fantastic learning opportunity. A special thanks to our conference sponsors:

- Gold Sponsors: Commonwealth Bank, the National E-Health Transition Authority (NEHTA), and Avant
- Silver Sponsors: William Buck, Stat Health Systems, the Department of Health and Ageing (DoHA) and MediProtect
- Gala Dinner Sponsor: 1st Available
- Exclusive Industry Sponsor: AGPAL
- iCafe Sponsor: Digital Medical Systems
- Coffee Lounge Sponsors: EBOS Healthcare and the Health Communication Network

We hope that you take the time to visit the exhibition and explore the diverse range of products, services and exciting innovations.

Our thanks to members of the 2013 conference organising committee for their contribution, particularly developing the diverse conference program. Say hello to the committee members during the conference; you’ll spot many of them in red polo shirts. The organising committee have all done an excellent job planning the conference and are here to assist you.

We look forward to meeting you during the conference.

Dr Stephen Clark  
Conference Convenor
Group Chief Executive Officer
AGPAL Group of Companies

Fiona Kolokas  
Conference Convenor
AAPM NSW Vice President
PRE-CONFERENCE WORKSHOPS AND MASTER CLASSES

Driving the numbers – optimising the value of your practice
Facilitator: Paul Copeland, William Buck
Time: 1000 – 1300
Day: Wednesday 25 September 2013
Room: Bayside 102

Managing vaccines and cold chain management
Facilitators: Vicki Bryant and Michelle Wells
Time: 1400 – 1700
Day: Wednesday 25 September 2013
Room: Bayside 103

Making your first incision in social media!
Facilitator: Hugh Stephens
Time: 1000 – 1300
Day: Wednesday 25 September 2013
Room: Bayside 105

Leading change in health care: there is a better way
Facilitator: Sister Mary Jean Ryan
Time: 1000 – 1700
Day: Wednesday 25 September 2013
Room: Bayside Gallery 1

Medicare Locals Accreditation
Facilitator: Quality Innovation Performance
Time: 1300 – 1730
Day: Wednesday 25 September 2013
Room: Bayside 104

AGPAL Surveyor Master Classes
Session: Managing Vaccines and Cold Chain Management
Facilitators: Vicki Bryant and Michelle Wells
Time: 1030 – 1300
Day: Wednesday 25 September 2013
Room: Bayside 103

Session: Focus on AGPAL Surveyors
Facilitator: Wendy Shephard
Time: 1400 – 1700
Day: Wednesday 25 September 2013
Room: Bayside 105

AAPM Meetings
Wednesday 25 September 2013

New Members Forum
1330 – 1430
This session will be an opportunity for all new AAPM members to meet their State Branch Committee members and the National Board. Find out what the benefits of AAPM membership are and how to make the most of being an AAPM Member.

Convocation 2013
1430 – 1530
This session will be an open forum session between National Board, management and all current AAPM members to allow them to hear and raise any questions, ideas or comments for consideration as part of AAPM’s future planning. This is your opportunity to provide input to the National Board and management on the strategic direction of AAPM.

AGM
1530 – 1730
Annual General Meeting of the Australian Association of Practice Managers Ltd 2013
SOCIAL FUNCTIONS

Welcome Reception
Date: Wednesday 25 September 2013
Venue: Hall 5 – Exhibition Area
Time: 1730 – 1930
Cost: Inclusive for full delegates

This is the first opportunity to meet up with old friends, welcome new members and renew acquaintances with our great supporters, the sponsors and exhibitors. Canapes and drinks will be served in the exhibition area.

State Breakfasts
Date: Thursday 26 September 2013
Venue: Hall 5 – Exhibition Area
Time: 0745 – 0845
Cost: Inclusive for full delegates

Catch up with your state colleagues over a light breakfast served in the exhibition area.

State networking breakfasts are sponsored by Medlab and Douglas Manly Moir Pathology.

Happy Hour
Date: Thursday 26 September 2013
Venue: Hall 5 – Exhibition Area
Time: 1730 – 1830
Cost: Inclusive for full delegates

Following the sessions drinks and canapes will be served in the exhibition area.

Gala Dinner sponsored by 1st Available

Happy Hour sponsored by William Buck

AFL Grand Final
Following the close of sessions on Saturday join other delegates and the committee for a drink and to watch the football in the Bayside Lounge. A cash bar will be operating but Stephen and Fiona might even shout you a drink!
EXHIBITION FLOOR PLAN

Exhibition Hall 5

* Floor plan correct at time of printing
Name Badges
Name badges will be issued when registering at the conference. For security purposes the conference name badge must be worn at all times during the conference and social functions.

Audio Visual and Loading Presentation
The Speakers Preparation Room is Bayside Room 108. A technician will be available to load presentations from 0730 to 1730 each day. Presentations are loaded centrally and pushed to the session rooms. It is possible to use your own laptop, but you still need to meet with the technician.

Please load your presentations at least 90 minutes before your session starts. Where possible, we suggest you meet the technician the day prior to your session in case of any unforeseen problems. This will allow time for the technician to provide assistance.

Each room will be equipped with a computer with external speakers, data projector, lectern and microphone, whiteboard and a laser pointer. The main auditorium, Bayside Auditorium A, will also have lapel microphones.

First Time Attendees
A rainbow ribbon to attach to the bottom of the name badge is available for first time attendees.

Dietary Requirements
Dietary requirements advised on the registration form have been forwarded to the venue. Please check with the catering staff in the exhibition area for the location of special dietary meals that have been pre-ordered. At the Gala Dinner please advise the waiting staff you have ordered a special diet.

Parking
Parking is available at the Convention Centre and at a number of commercial car parks nearby. Charges apply.

Disclaimer
We have endeavoured to ensure all information was accurate at the time of printing. Any changes will be updated on the Conference App and website.

USB - Sponsored by Digital Medical Systems
Digital Medical Systems has sponsored the USB you received in your registration pack. Some of this year’s speakers have given permission to have their PowerPoint’s available to download onto your USB.

Please visit Miroslav and his team to download the presentations.

CPD Points
Delegates attending the conference can earn QI & CPD points with their membership body:

- Australian Association of Practice Managers Ltd (AAPM) - 100 points
- Royal Australian College of General Practitioners (RACGP) - 30 Category 2 points
- Australian College of Rural and Remote Medicine (ACRRM) - 18 core points
- Pre-conference workshops - Pro rata core points
- Australian Practice Nurses Association (APNA) - APNA endorsed for CPD points
- Australian Physiotherapy Association (APA) - Interim program accreditation granted

Exhibitor Passport
Have your exhibition passport stamped by each exhibitor and return it to the registration desk. You will go into the draw to win an iPad mini which will be drawn in the final session on Saturday. You must be in the audience to claim your prize.

UNE Partnerships Graduation and Awards Ceremony
The UNE Partnerships Graduation and Awards Ceremony is hosted during the conference to enable those who have graduated during the last year to receive their awards. Partners are welcome to attend. The ceremony will take place on Thursday from 1900 to 2100 in the Terrace Room at the Novotel Darling Harbour.
THE GREAT DEBATE

A debate with a twist

Plenary Session 11
Saturday 28 September 1.30pm

At the centre of the conference program is a great debate…. with a twist. Join hand-picked International leaders and national experts for a fun filled debate about the topics that matter most to health care professions. Delegates are encouraged to submit a question relating to any of the International Health Care Conference streams to get our debaters thinking on their feet.

Join in the debate!
Stand out from the crowd and you could be awarded a trophy for best audience participation.

Sponsored by the Commonwealth Bank

Participate in the Great Debate
Tear out this page and submit your Great Debate question at either the Australian Association of Practice Managers Ltd (AAPM) or Quality Innovation Performance (QIP) booths – located at numbers 82, 67 or 70.

My question for the Great Debate:
_______________________________________________________________________________________________________________________
_______________________________________________________________________________________________________________________
_______________________________________________________________________________________________________________________

Tick which category is most relevant to your question:

- Kaizen: The Art of Quality
- Integrated Primary Healthcare
- The Evolving Role of Practice Management
- Working Towards Excellence
- Technology and Innovation
- Achieving Safety: Aspiring to Quality

Name (optional): ________________________________
The inaugural AAPM/EBOS Indigenous Scholarships for the UNEP Diploma of Practice Management will be presented in Plenary 6 on Friday 27 September.
AAPM PRACTICE MANAGER OF THE YEAR FINALISTS

**New South Wales**

**Lyn Stewart**  
Peel Health Care, Tamworth NSW

Lyn has been involved with the development of the practice, the recruitment of medical practitioners and staff and business planning from the very beginning. She orchestrated a move to new premises and led her team through the accreditation process in their first year. Lyn provides support, shares her resources and is highly regarded as “Peel Health Care’s PMoY every year”.

**Tasmania**

**Leanne Cullen**  
Burnie GP Superclinic, Cooee TAS

Leanne’s previous career in banking and finance and her broad business knowledge has benefited her in her first role as a Practice Manager. She is the “queen of public relations” and constantly seeks alliances with other health service providers while improving the well being of patients, staff and the clinic’s reputation. There is a high degree of job satisfaction at the clinic, directly related to Leanne’s influence.

**Queensland**

**Katrina Pyle**  
Millbank Medical Practice, Bundaberg QLD

Katrina prioritised the critical need to attract and retain doctors in her regional practice while retaining valuable long term staff. Her excellent social media and advocacy skills mean a well informed patient clientele and practice presence. Katrina is a systems thinker and anticipates needs and problems. Her Principal reports that every time she is asked to do something, the answer is “it’s done!”

**Victoria**

**Nadine Smith**  
Korumburra Medical Centre, Korumburra VIC

Nadine is a local resident in this rural community and her connection and commitment keeps her relevant with patient needs. She has built an impressive business model involving the whole medical centre team and recruited much needed associates, a female doctor and more nurses. Nadine is “an excellent ambassador for Practice Management” throughout her vast network.

**South Australia / Northern Territory**

**Helen Siegertsz**  
Flagstaff Hill Medical Centre, Flagstaff Hill SA

Helen has a commitment to ongoing professional development and education which means every member in her 25 strong staff holds a qualification or is studying toward one. She is innovative, skilled at team building, finds business planning exciting, and encourages patients to contribute ideas to improve services, all of which has culminated in her buying the practice and becoming its new owner in July.

**Western Australia**

**Natalie Watts**  
Lockridge Medical Centre, Lockridge WA

Natalie has grown with the practice since 1989 developing from Receptionist to Practice Director and Manager. She has taken every opportunity to enhance her leadership and business management skills and her strength of character is an asset in “doing good work” in this disadvantaged outer metropolitan area. Natalie is a role model for her staff.

Exclusive Industry Sponsor

**AGPAL**

Practice Manager of the Year Awards  
Sponsored by AGPAL
AGPAL General Practice Awards

A large number of nominations from AGPAL accredited general practices were submitted, demonstrating outstanding achievements and inspiring stories of quality improvement. The calibre of nominations received demonstrates the commitment general practices make to these areas.

The winner in each AGPAL General Practice Award category will receive $2,000 to go towards education or quality improvement. A highly commended practice in each category will also receive $1,000 for the same purposes. These prizes would not be possible without our proud award sponsors.

“"It has been a privilege to read such inspiring and innovative stories of quality improvement from AGPAL accredited practices. I was impressed by the number of outstanding nominations received, which is a testament to general practices’ commitment to quality improvement and delivering excellent health care.”

Dr Stephen Clark, Group Chief Executive Officer, AGPAL and Quality Innovation Performance (QIP).

Award Ceremonies

All AGPAL practices were invited to participate in the innovation, safety and quality and excellence in consumer engagement awards. The winner and highly commended practice for each of the award categories will be presented at the 10:00am plenary session on Friday 27 September.

- AGPAL Innovation in General Practice Award
- AGPAL Safety and Quality Award
- AGPAL Excellence in Consumer Engagement Award

A large number of AGPAL practices that demonstrated full compliance against the RACGP Standards for general practices between 2011 and 2012 were invited to nominate their practice for an AGPAL general practice award. The winner and highly commended practice in each of the award categories will be announced at conference Gala Dinner on Friday 27 September 2013:

- AGPAL General Practice of the Year
- AGPAL Solo General Practice of the Year
- AGPAL Rural & Remote General Practice of the Year
- AGPAL After-Hours General Practice/Medical Deputising Service of the Year
The International Health Care Conference

Thank you to our sponsors for supporting the AGPAL General Practice Awards

AGPAL General Practice of the Year Award
- Canningvale Medical Centre, WA
- Dr Rosemary Ashton, NSW
- First Health Medical Centre, VIC
- Hope Island Medical Centre, QLD
- John Street Medical Centre, TAS
- Winnunga Nimmityjah Aboriginal Health Service, ACT

AGPAL Solo General Practice of the Year Award
- Ballarat Mind-Body Medicine, VIC
- Ballarat Community Health Doctor’s Clinic, VIC
- St George Family Medical Centre, NSW

AGPAL Rural & Remote General Practice of the Year Award
- Apunipima Mossman Gorge Primary Health Clinic, QLD
- Geraldton Medical Group, WA
- Glenrock Country Practice, NSW
- Murray Medical Centre Mandurah, WA
- Sarina Medical Clinic, QLD

AGPAL After-Hours General Practice / Medical Deputising Service of the Year Award
- Family Care Medical Services, QLD and NSW

AGPAL Innovation in General Practice Award
- Camp Hill Healthcare, QLD
- Collins Street Medical Centre, VIC
- Globe Medical Services Pty Ltd, SA
- Inglis Medical Centre, VIC
- Integral Health Armidale, NSW
- Lister House Clinic, VIC
- Peel Health Care, NSW
- Windang Beach Family Medical Practice, NSW

AGPAL Safety and Quality Award
- Ballarat Community Health Doctor’s Clinic, VIC
- Collins Street Medical Centre, VIC
- North Street Medical Centre, WA
- Westcare Medical Centre, VIC

AGPAL Excellence in Consumer Engagement Award
- Mackay GP Superclinic, QLD
- St Lucia Medical, QLD
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Offer only available to referrals made via the Quality Innovation Performance Consulting (QIPC) between 01/07/2013 and 31/12/2013. *This offer is applicable to existing and eligible new merchant facilities. To maintain the fee waiver you must retain the required products, otherwise the offer may be withdrawn. Offer includes the monthly account maintenance fee, of currently $10 on the Business Transaction Account linked to the merchant facility, please refer terms and conditions. # The $10 p.a. promotional interest rate for purchases is valid for 6 months from the date of card approval. At the end of the 6 month promotional period for purchases, the interest rate converts to the standard purchase interest rate for the relevant card current at that time. A separate interest rate may apply for cash advances. Offer available only for a limited time and can be withdrawn at any time at the discretion of the Bank. Excludes Business Liability Business credit cards, Corporate Credit Cards and existing Credit Card accounts. This offer may be extended beyond the specified end date at the discretion of the Commonwealth Bank. Interest rates and fees are subject to change. Applications for finance are subject to the Bank’s normal credit approval. Full conditions of use will be included in our Letter of Offer. Applicants consent to their name being provided to QIPC to confirm eligibility. QIPC may receive a fee from the Commonwealth Bank of Australia for each successful referral. This has been prepared without considering your objectives, financial situation or needs, so you should consider its appropriateness to your circumstances before you act on it. Terms and conditions are available from commbank.com.au Commonwealth Bank of Australia ABN 48 123 123 124. Australian credit licence 234945.
Quality Innovation Performance (QIP) is Australia’s most comprehensive not-for-profit accreditation and certification organisation.

Supporting your organisation on its quality improvement journey.

Delivering quality improvement through innovative systems and solutions, QIP provides accreditation and certification services across the entire health and human service continuum.

QIP is an approved accreditation provider under the Australian Commission on Safety and Quality in Health Care’s National Accreditation Scheme and is licensed to accredit against the National Safety and Quality Health Service Standards.

QIP is part of the AGPAL Group of Companies. QIP has more than twenty years’ experience in community service accreditation and more than ten years’ experience in allied health accreditation and related services.

Learn more about how we can support your quality improvement journey. Visit our friendly team at booths 67 and 70 to learn about our range of accreditation and certification services.

Get your personal eHealth record at the Conference

Assisted Registration for the PCEHR is at NEHTA’s stand – booth 57 and 58

For more information please go to www.ehealth.gov.au
## IHCC 2013 Program

### Wednesday 25 September 2013

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<th>Event</th>
<th>Location</th>
<th>Speakers/Details</th>
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<td>0900</td>
<td>Registration Opens</td>
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<tr>
<td>1000 – 1300</td>
<td>MORNING WORKSHOPS</td>
<td>Bayside Gallery 1</td>
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<td>Full Day</td>
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<td>1000 – 1300</td>
<td>Leading change in health care: there is a better way</td>
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<td>1000 – 1300</td>
<td>Driving the numbers – optimising the value of your practice</td>
<td>Bayside 105</td>
<td>Anna Carrabs, Paul Copeland, Julie Smith - William Buck</td>
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<td>1000 – 1300</td>
<td>Making your first incision in social media!</td>
<td>Bayside 105</td>
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<td>1030 – 1300</td>
<td>AGPAL Surveyor Master Class</td>
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<td>AFTERTNOON WORKSHOPS</td>
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<td>1300 – 1730</td>
<td>Medicare Locals Accreditation Workshop</td>
<td>Bayside 104</td>
<td>For Medicare Locals being accredited through QIP</td>
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<td>New Members Forum</td>
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<tr>
<td>1400 – 1700</td>
<td>Continued Leading change in health care: there is a better way</td>
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<td>Managing vaccines and cold chain management</td>
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<td>1400 – 1700</td>
<td>AGPAL Surveyor Master Class</td>
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<td>Australian Association of Practice Managers (AAPM)</td>
<td>Bayside Gallery 2</td>
<td>Wendy Shephard</td>
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<td>1530</td>
<td>Annual General Meeting</td>
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<td>1730 – 1930</td>
<td>Welcome Reception</td>
<td>Exhibition Area</td>
<td>Speakers: Gillian Leach (CEO AAPM) and Dr Stephen Clark (Group CEO AGPAL and QIP)</td>
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<tr>
<td>0745 - 0845</td>
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<tr>
<td>0900 – 0930</td>
<td><strong>Plenary Session 1</strong></td>
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<td>Conference Welcome - Gary Smith (QIP Chair) &amp; Carolyn Ingram (AAPM President)</td>
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<td>Welcome to Country - Auntie Fay Carroll (Department of Education - Sydney Region)</td>
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<td></td>
<td>Official Opening - Jane Halton PSM (Secretary of the Department of Health and Ageing)</td>
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<tr>
<td>0930 – 1030</td>
<td><strong>Plenary Session 2</strong></td>
<td>Auditorium A</td>
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<td></td>
<td>Calling forth the spirit of leadership: Pathway to organizational transformation</td>
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<td></td>
<td>Sister Mary Jean Ryan FSM (Board Chairperson, SSM Health Care)</td>
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<tr>
<td>1030 – 1100</td>
<td>Morning Tea</td>
<td>Exhibition Area</td>
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<td>Sponsored by Mediprotect</td>
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<tr>
<td>1100 – 1155</td>
<td><strong>Plenary Session 3</strong></td>
<td>Auditorium A</td>
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<td></td>
<td>Creativity and Innovation</td>
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<td></td>
<td>Todd Sampson (CEO of Leo Burnett Sydney/The Gruen Transfer)</td>
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**Concurrent Session 1**

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>1205 – 1300</td>
<td><strong>Leadership for quality: advancing patient safety through leadership and accreditation</strong></td>
<td>Auditorium A</td>
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<td></td>
<td>Sir John Oldham interviewed by Dr Dale Ford</td>
<td>Bayside Gallery A</td>
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<td></td>
<td>The role played by the Practice Manager in Primary Health Care innovation</td>
<td>Bayside Gallery B</td>
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<td></td>
<td>Angela Mason -Lynch, Debra Smith, Yolande Meintjes, Carolyn Ingram</td>
<td>Bayside 102</td>
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<td>Corporate governance &amp; its place in the healthcare setting</td>
<td>Bayside 103</td>
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<td>David Wenban</td>
<td>Bayside 104</td>
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<td><strong>PANEL</strong></td>
<td>Bayside 105</td>
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<td></td>
<td><strong>Case studies in risk management for practice managers</strong></td>
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<td></td>
<td>Moderator: Marianna Kelly</td>
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<td></td>
<td>Dr Bruce Chater, Anne Chater</td>
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<td><strong>Developing a business continuity plan</strong></td>
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<td>Dr Hugh Stephens</td>
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<td><strong>Herding CATs and Twitter Chats: Social Media in Health Service Standards</strong></td>
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<td>Margaret Banks</td>
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1300 – 1400 Lunch

1305 – 1325 Lunch Session

1330 – 1350 Lunch Session
## Concurrent Session 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
<th>Speaker(s)</th>
<th>Topics</th>
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</thead>
<tbody>
<tr>
<td>1400 – 1455</td>
<td>The Australian economy: what do we need to achieve a quality outcome?</td>
<td>Auditorium A</td>
<td>Michael Blythe</td>
<td>The role of the Medicare Local in our healthcare community</td>
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<td>Working Towards Excellence</td>
<td>Bayside Gallery A</td>
<td>David Wenban</td>
<td>Effective management of harassment and bullying in the workplace</td>
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<td>A to Z Accreditation: Practical Strategies</td>
<td>Bayside 102</td>
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<td>Cyber and Computer Crime Insurance</td>
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<td></td>
<td>Technology and Innovation</td>
<td>Bayside 103</td>
<td></td>
<td>What is “the cloud” and what does it mean to me in my practice?</td>
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<td>Bayside 105</td>
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<tr>
<td>1400 – 1425</td>
<td>Cyber and Computer Crime Insurance</td>
<td>Auditorium A</td>
<td>Mike Sullivan</td>
<td>Are you a learner or a lemming? Getting better at managing information and</td>
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<td></td>
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<td>Bayside Gallery B</td>
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<td>communication technology in practice (for the technically challenged)</td>
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<tr>
<td>1430 – 1455</td>
<td>Quality - it does make a difference</td>
<td>Auditorium A</td>
<td>Carla Doolan, Jan Chaffey</td>
<td>Tips for utilising the skills of your general practice nurses</td>
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<td>Bayside Gallery B</td>
<td>Cris Massis</td>
<td>Lynne Walker</td>
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<tr>
<td>1500 – 1600</td>
<td>Streamlining multiple accreditations: a new challenge for accredit</td>
<td>Auditorium A</td>
<td>Dr Stephen Clark</td>
<td>GP, AH, S, P</td>
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<td>ing agencies</td>
<td>Bayside Gallery B</td>
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<td>Intermediate/Advanced</td>
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<td>Collaborative models for primary care - a team approach</td>
<td>Auditorium A</td>
<td>Claire Austin, Joanne Ferryhough, Andrew Knight</td>
<td>Are you a learner or a lemming? Getting better at managing information and</td>
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<td></td>
<td>Bayside 102</td>
<td></td>
<td>communication technology in practice (for the technically challenged)</td>
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<td>How to keep people from ruining your day</td>
<td>Bayside 103</td>
<td>Marion McKay</td>
<td>Glenn McMahon</td>
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<td>Bayside 104</td>
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<td></td>
<td>Physiotherapy accreditation - Practical ways to reduce risk through</td>
<td>Auditorium A</td>
<td>Cris Massis, Wendy Shephard</td>
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<td></td>
<td>quality</td>
<td>Bayside 105</td>
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<td></td>
<td>Tips for utilising the skills of your general practice nurses</td>
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<tr>
<td>1600 – 1630</td>
<td>Afternoon Tea</td>
<td>Exhibition Area</td>
<td>CBA</td>
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<tr>
<td>1630 – 1730</td>
<td>Plenary Session 4</td>
<td>Auditorium A</td>
<td>Anna-Louise Bouvier (Physiotherapist and Executive Director, Physiocise)</td>
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<td>Looking after you - not just everybody else</td>
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<td>1730</td>
<td>Session Close</td>
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<td>1730 – 1830</td>
<td>Happy Hour</td>
<td>Exhibition Area</td>
<td>William Buck</td>
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<td>1900 – 2100</td>
<td>UNE Partnerships Graduation/Awards Ceremony</td>
<td>Terrace Room, Novotel Darling Harbour</td>
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GP = GPs, AHP = Allied Health Professionals, S = Specialist Practices, P = Physiotherapists, AH = Aboriginal Health
### Friday 27 September 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>0800</td>
<td>Registration</td>
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<td>0800</td>
<td>Exhibition Open for Tea &amp; Coffee</td>
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</tbody>
</table>
| 0900 - 1000 | **Plenary Session 5**  
*Delivering sustainable care: long term conditions implementation program*  
Sir John Oldham (National Clinical lead for Quality and Productivity, National Primary Care Development Team Department of Health), UK |
| 1000 - 1100 | **Plenary Session 6**  
AAPM & AGPAL Awards Presentation  
Learn helpful hints and tips on how to be ‘exceptional’ with quality from winners of the following AAPM & AGPAL awards:  
- AAPM Excellence in Chronic Disease Management Award  
- AAPM Life Membership Award  
- AAPM/EBOS Indigenous Scholarships  
- AGPAL Innovation in General Practice Award. Winner and highly commended.  
- AGPAL Safety and Quality Award. Winner and highly commended.  
- AGPAL Excellence in Consumer Engagement Award. Winner and highly commended.  
RACGP MOU with AAPM, Dr Eleanor Chew, RACGP and Carolyn Ingram, AAPM. |
| 1100 - 1130 | Morning Tea  
Sponsored by Mediprotect |
| 1130 - 1230 | Lunch  
Sponsored by Mediprotect |
| 1305 – 1325 | Lunch Session  
The Primary Care Practice Improvement Tool (PC-PIT): Measuring and improving quality in Australian Primary Health Care  
Dr Lisa Crossland, APHCRi Centre of Research Excellence in Primary Health Care Microsystems |
| 1330 – 1350 | Lunch Session  
Primary health care  
Mark Booth, Primary and Ambulatory Care Division at the Commonwealth Department of Health and Ageing |
<table>
<thead>
<tr>
<th>Concurrent Session 4</th>
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<tr>
<td><strong>Kaizen: The Art of Quality</strong></td>
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<td>Auditorium A</td>
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<tr>
<td><strong>1330 - 1425</strong></td>
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<tr>
<td>It’s time to take the lead: how to lead yourself first at work, in business and in life</td>
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<tr>
<td>Michelle Ray</td>
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<tr>
<td>All disciplines Intermediate/Advanced</td>
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<tr>
<td><strong>1435 - 1530</strong></td>
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<td>Connecting with communities</td>
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<tr>
<td>Carol Bennett</td>
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<tr>
<td>All disciplines Intermediate/Advanced</td>
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<tr>
<td><strong>1530 - 1600</strong></td>
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<tr>
<td>Sponsored by CBA</td>
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<td><strong>1600 - 1700</strong></td>
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<tr>
<td>The future of integrated care</td>
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<tr>
<td><strong>1700</strong></td>
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<td><strong>1900 - 2400</strong></td>
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<td>The following awards will be presented:</td>
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<tr>
<td>• AAPM National Practice Manager of the Year</td>
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<td>• AGPAL General Practice of the Year. Winner and highly commended.</td>
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<td>• AGPAL Solo General Practice of the Year. Winner and highly commended.</td>
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<tr>
<td>• AGPAL Rural &amp; Remote General Practice of the Year. Winner and highly commended.</td>
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<tr>
<td>• AGPAL After-Hours and MDS Practice of the Year. Winner and highly commended.</td>
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<tr>
<td>Entertainment by “The Big Ol’ Bus Band”</td>
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<tr>
<td>Time</td>
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<td>0800</td>
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| 0900 - 1000 | **Plenary Session 8**  
**Know first, be first, profit first: The future of the healthcare practice**  
Craig Rispin (Business Futurist and Innovation Expert, Future Trends) |
| 1000 - 1100 | **Plenary Session 9**  
**The power of commitment**  
Tony Mowbray          |
| 1100 - 1130 | Morning Tea  
Sponsored by Mediprotect                                           |
|        | **Concurrent Session 5**                                              |
|        | **Auditorium A**                                                      |
|        | **Bayside Gallery A**                                                 |
|        | **Bayside Gallery B**                                                 |
|        | **Bayside 102**                                                       |
|        | **Bayside 103**                                                       |
|        | **Bayside 104**                                                       |
|        | **Bayside 105**                                                       |
| 1130 - 1225 | **How clinician-managers enact their leadership responsibilities**  
Prof Jeffrey Braithwaite |
|        | **The New Zealand experience of integrating primary health care through Primary Health Organisations Martin Helford** |
|        | **Leadership and Teamwork**                                           |
|        | **Tony Mowbray**                                                      |
|        | **No More Drama! How to build high engagement, high morale and a happier workplace Michelle Ray** |
|        | **Using patient feedback to improve A/Prof Michael Greco**             |
|        | **Make your practice zoom Mark Ryan**                                  |
|        | **Promoting cultural safety on the pathway to quality in Aboriginal health Maree Davidson** |
| 1230 - 1330 | Lunch  
Exhibition Area                                          |
| 1330 - 1430 | **Plenary Session 10**  
**The Great Debate - A debate with a twist!**  
“Quality: Does it make a difference?”  
Facilitated by Craig Rispin with a panel of keynote speakers |
| 1430 - 1530 | **Plenary Session 11**  
Closing Session and Awards: Dr Stephen Clark (Group CEO AGPAL and QIP) and Gillian Leach (CEO AAPM)  
Handover to 2014 National AAPM Conference |
|        | **Auditorium A**                                                       |
Ms Jane Halton

Ms Jane Halton, PSM, Secretary of the Department of Health and Ageing.

Jane Halton is responsible for all aspects of the operation of the Department including the provision of advice on and administration of Medicare, the Pharmaceutical Benefits Scheme, Aged and Community Care, Population Health, regulation of Therapeutic Goods, plus hospital financing and Private Health Insurance. She also has responsibility for leadership on health security issues, including matters related to bioterrorism.

Jane is a member of the board of the Australian Institute of Health and Welfare, a board member of the National E-Health Transition Authority and a Commissioner of the Australian Commission on Safety and Quality in Health Care. She is also on the executive board of the Institute for Health Metrics and Evaluation at the University of Washington and on the Advisory Boards of the Centre for Applied Philosophy and Public Ethics (CAPPE), and the Melbourne Institute Advisory Board.

Jane is the chair of the OECD’s Health Committee. She was an Executive Board Member on the World Health Organisation (WHO) 2004-2007 and President of the World Health Assembly (2007), and was Vice-Chair of the Executive Board 2005-2006 and Chair of the WHO Program, Budget and Administration Committee 2005-2007. She is currently Chair of the WHO Intergovernmental Meeting on Pandemic Influenza Preparedness.

Jane was a Commissioner of the Health Insurance Commission from 2002 to 2005 and was Chair of the Australian Obesity Taskforce (2003-2006). She also chaired the National Aboriginal and Torres Strait Islander Health Council between 2002-2008. She was co-chair of the Organisation for Economic Cooperation and Development (OECD) Group on Health between 2002-2007. Jane was also a Commissioner of the Australian Sports Commission between 2008-2010.

Prior to her appointment in January 2002 as Secretary of the Department of Health and Ageing, Jane Halton was Executive Co-ordinator, Department of the Prime Minister and Cabinet (PM&C) and was responsible for advising on all aspects of Australian Government Social Policy including the Status of Women.

Prior to joining PM&C, Jane Halton was national program manager of the Australian Government’s Aged and Community Care Program with responsibilities for long term care. Jane holds an honours degree in Psychology from the Australian National University, is a fellow of the Australian Institute of Management and an honorary fellow of the Australian College of Health Service Executives. She was awarded the Public Service Medal in 2002, and the Centenary Medal in 2003. Jane is married with two sons.

Auntie Fay Carroll

My name is Fay Carroll better known as Aunty Fay. I am a Ngunnawal/Wiradjuri Woman born on Gadigal Land (Sydney).

I work for the Department of Education-Sydney Region. I was employed as an Aboriginal Education Assistant and I am now the Aboriginal Community Liaison Officer. I have been working for the Department for 21 years.

I enjoy working with the Aboriginal and Torres Strait Islander students, schools, families and communities. The satisfaction I get is seeing our young people finish school, move onto university and gaining better jobs.
The International Health Care Conference

KEYNOTE SPEAKERS

Tony Mowbray
Tony Mowbray is one of Australia’s premier international Motivational and Inspirational speakers, routinely receiving standing ovations. Tony is equally at ease delivering passionate keynote addresses, providing powerful and humorous after dinner presentations, enhancing your team building program or guiding your event as Master of Ceremonies.

In 2000/01 The “Power of Commitment” enabled Tony Mowbray to sail solo, non-stop and unassisted around the world, spending 181 days alone at sea. His record breaking adventure required 100% commitment, teamwork, total focus and unswerving self-belief.

In December 1998 Tony and his crew aboard his yacht, “Solo Globe Challenger” participated in the ultimate team building challenge.

Anna-Louise Bouvier
Anna-Louise Bouvier is the creator of Physiocise, a nationally renowned program for bad backs which teaches over 1500 people a week in classes at their two clinics in Sydney. She is a well-known media commentator and speaker, an expert in the ABCTV Making Couples Happy series and created the ABC Happy Body DVD series. She has also produced The Happy Body At Work digital workplace wellness series with ABC Commercial. She has written three books including The Feel Good Body (Harper Collins) is an Ambassador for Arthritis NSW and has been Australian Fitness Presenter of the Year. Her passion is exploring mind body wellness especially in a workplace environment.

Professor Jeffrey Braithwaite
Professor Jeffrey Braithwaite, BA, MIR (Hons), MBA, Dipl.R, PhD, FAIM, FCHSM is Foundation Director, Australian Institute of Health Innovation, Director, Centre for Clinical Governance Research and Professor, Faculty of Medicine, University of New South Wales, Australia. His research examines the changing nature of health systems, particularly patient safety, standards and accreditation, leadership and management, the structure and culture of organisations and their network characteristics, attracting funding of more than AUD$57 million.

Professor Braithwaite has published extensively (more than 500 total publications) and he has presented at international and national conferences on more than 500 occasions, including over 60 keynote addresses. His research appears in journals such as Social Science & Medicine, BMJ Quality and Safety, International Journal of Quality in Health Care, Journal of Managerial Psychology, Journal of the American Medical Informatics Association, British Medical Journal, The Lancet and many other prestigious journals. Professor Braithwaite has received numerous national and international awards for his teaching and research. Further details are available at his Wikipedia entry: http://en.wikipedia.org/wiki/Jeffrey_Braithwaite

Sir John Oldham
National Clinical Lead for Quality and Productivity
UK Department of Health

Sir John Oldham is internationally known for his leadership in quality through the implementation of large-scale projects in primary care, including the Primary Care Collaborative. He is currently responsible for improving how the national health service deals with long term conditions and urgent care; two of the most costly and complex problems facing the service.
Todd Sampson is the CEO of Leo Burnett, currently the most awarded agency in Australia, whose clients include AAPT, Amstel, Australia Post, Caltex, Canon, Colgate Palmolive, Colonial First State, Diago, Energy Australia, Fairfax, Heineken, Macquarie Bank, Nestle, NRMA, Procter & Gamble (Herbal Essence & Max Factor), Rabobank, Samsung, Scope, Vero Insurance and WWF.

Todd is also the co-creator of the Earth Hour initiative, which won the coveted Titanium at Cannes and Yahoo Chair for Innovation in 2008. That same year Earth Hour was awarded B&T’s Creative Campaign of the Year in Australia and in 2009 it became the biggest environment movement in history with over one billion participants. The Financial Review called Todd the most influential advertising executive and a News Limited poll ranked him as the most influential leader in Australia. He has also been named one of the most influential men under 45 by Men’s Style and nominated for GQ’s ‘Man of the Year’.

He is a regular panellist of the hit ABC television show Gruen Planet (formerly The Gruen Transfer) and is also a regular on Channel Ten’s The Project. Away from work, he enjoys mountain climbing and has completed an unguided ascent to the summit of Mount Everest.

Craig Rispin
Craig Rispin is a business futurist and innovation expert. His expertise is in emerging business, people and technology trends – and how companies can profit from them.

Craig has over 20 years experience working where the future has been created - with some of the most innovative companies in the world in the IT, consumer electronics, internet and broadcasting industries. In fact, Craig got his start much earlier than that - teaching adults about technology and trends from the age of 10 (really)!

He has addressed audiences up to 3,000 on 5 continents and has consulted with CEOs of leading companies worldwide. Some of his clients include: BHP Billiton, Canon, Colonial First State, IBM, Mallesons, NRMA, Sensis, Sportscraft, Symantec, Toyota, the Young Presidents’ Organization (YPO) and countless professional industry associations.

Now a keynote speaker, author and innovation consultant Craig shows his clients how to Know First, Be First and Profit First.

Sister Mary Jean Ryan FSM
Sister Mary Jean Ryan led the USA health care quality movement and was one of the first executives to recognise the benefits of continuous quality improvement.

Since August 2011, Sr. Mary Jean Ryan, Franciscan Sister of Mary, has served as Chair of the Board of SSM Health Care (SSMHC). For the previous 25 years, she served as President/CEO.

During her tenure, Sr. Mary Jean emphasized three key themes: preservation of the earth’s resources; valuing ethnic and gender diversity; and commitment to Continuous Quality Improvement (CQI). She is the author of “On Becoming Exceptional: SSM Health Care’s Journey to Baldrige and Beyond,” released in March 2007, and co-author of “CQI and the Renovation of an American Health Care System: A Culture Under Construction,” released in 1997. She has been privileged to share SSM Health Care’s Quality Journey through presentations to many national and international organizations.

SSM is one of the largest Catholic health care systems in the United States, with 25,500 employees and 7,300 affiliated physicians serving in 22 hospitals and 2 nursing homes. In 2002, SSM Health Care became the first health care recipient of the Malcolm Baldrige National Quality Award, the nation’s premier award for performance excellence and quality achievement.
Invited Speakers

Claire Austin

Claire is currently Chief Executive of the Australian Medicare Local Alliance - the peak body for 61 Primary Health Care Organisations: Medicare Locals. The AML Alliance works with a variety of stakeholders in policy and broader delivery and planning settings across the health, aged and social care sectors to advance primary health care and promote evidence-based, innovative, quality practice and integrated systems.

Claire is a former Chief Executive of the Rural Workforce Agency of Victoria, Royal New Zealand College of General Practitioners, Age Concern NZ and Health Funds NZ and Executive Director, International Health Professionals, Health Workforce Australia. She has worked at regional and national levels in developing workforce policy and co-ordination, streamlining recruitment support of international health professionals and improving registration and supports for health professionals particularly to rural and remote locations of Australia.

Claire is currently a member of the National Health Performance Authority’s Primary Health Care Advisory Committee and the Department of Health and Ageing General Practice Roundtable, providing advice on communication and planning on disaster preparedness and response, pandemic planning and population health.

Claire has also held a number of national and international strategic, governance and health policy advisory roles. These include being a member of the NZ Minister of Health’s Advisory Council from 2000-2004 focusing upon the implementation of the NZ Primary Care Strategy; International Federation on Ageing Advisor and NZ Health Strategy expert reference group. She has also provided advice to a range of Australian, New Zealand and United Nations policy makers and organisations and the NZ Health Workforce Advisory Committee.

Claire has broad experience in health services management, health workforce recruitment and development, advocacy, policy and standards development, communications and liaison.

Margaret Banks

Margaret Banks has worked as the Senior Program Director with the Australian Commission on Safety and Quality in Health Care since July 2006. In this time she has worked with stakeholders, consumers and jurisdictions on the development of National Safety and Quality Health Service Standards and a program of systematic accreditation reform for the implementation of the Standards.

Prior to this appointment she worked with the Department of Health and Ageing, the Australian Health Workforce Advisory Committee and the NSW Health Department on matters relating to workforce. She has also worked as a physiotherapist for 9 years in both Australia and Papua New Guinea, and held an Adjunct Professorship with the University of Technology Sydney.

Carol Bennett

BA (Health Sciences), MA (Public Policy), MAICD

Carol Bennett is the Chief Executive Officer of the Consumers Health Forum of Australia (CHF) – the peak national organisation for health consumers in Australia. She leads CHF’s work to ensure a strong consumer voice and consumer participation in health reform through advocacy, policy development and consumer research.

Carol has worked at the executive level in health organisations for more than 15 years, including as CEO of peak national and state health bodies, and major consultancy roles with organisations including beyondblue. She is involved in a number of key national and international bodies including as a Council Member of the National Health and Medical Research Council and the Council on Strategy and Innovation in Human Services, and a Board Director of the International Alliance of Patients Organisations. Carol works collaboratively with those at the most senior levels of government, as well as representatives from key health industry and professional groups and is committed to the role of non-government organisations as drivers of improved outcomes for their communities.
Michael Blythe

Michael is the Chief Economist and Head of Economics at the Commonwealth Bank. His extensive experience as an economist reflects nearly thirty years working in economic policy and financial-market-related areas.

Michael’s role encompasses monitoring, analysing and forecasting trends in the Australian economy and financial markets. In addition, he prepares a wide range of research material on matters of current interest. In his capacity as the CBA’s Chief Economist, he is a regular conference presenter and media commentator on major economic developments and themes. Michael and his team have consistently ranked in the top three for macroeconomic analysis advice in various industry polls.

Michael works in the Institutional Banking & Markets division of the Commonwealth Bank. This division is responsible for managing the Group’s relationships with major corporate, institutional and government clients and providing a full range of capital raising, transactional and risk management products and services.

After graduating in economics from the University of Sydney in 1982, he spent a total of 13 years in various roles within the Economic Group of the Reserve Bank of Australia. He was the RBA’s Senior Economist from 1991-95. Key features of these roles involved the provision of economic analysis and policy advice.

Michael joined the Commonwealth Bank in late 1995.

Jarrod Bramble

Jarrod is a Partner of Cutcher & Neale and head of the firm’s Specialist Medical Services division. He became a Partner in 2004, one of the youngest to do so in the 60 year history of the firm.

A specialist in services to medical practitioners, Jarrod developed the At Risk At Wealth™ concept which is the cornerstone of his approach to tailoring highly effective wealth creation and preservation strategies for the firm’s medico clients.

He was also instrumental in the development of Australian Medical Benchmarks, a national joint project with the RACGP and the AAPM.

Jarrod is a noted presenter and regular contributor to industry magazines such as the Medical Observer and NSW Doctor.

Vicki Bryant

Vicki Bryant has held the Clinical Nurse Consultant (CNC) in Communicable Diseases Unit, Queensland Health Immunisation Program (QHIP) since 1996.

Vicki’s nursing career commenced in 1972 at the Princess Alexandra Hospital, Brisbane. She completed Midwifery and Child Health training by 1977 and then held various positions in rehabilitation, domiciliary nursing, child and adolescent mental health following her initial training and then successfully completed a Bachelor of Nursing degree in 1990 at Queensland University of Technology.

A fun filled period of 10 years was spent in the Brisbane Sexual Health Clinic where Vicki learnt everything she needed to know about the subject. Vicki was old enough to have been present at the beginning of the HIV/AIDS fury in 1985 and fondly remembers the days when diagnosis of HPV was somewhat primitive and Dr Ian Frazer commenced his research to develop the HPV vaccine.

The Queensland Hepatitis B Program was introduced in Queensland in 1984 and Vicki commenced in this program in 1989 which led her to QHIP. The CNC position in QHIP is responsible for collaboration with the immunisation databases and data, vaccine purchase and management, distribution of vaccines, development and production of resources to support the immunisation program, education to professional and community groups, the development of the state vaccine management policy, rollout of new immunisation programs and

Mark Booth

Mark Booth is First Assistant Secretary of the Primary and Ambulatory Care Division at the Commonwealth Department of Health and Ageing. In this role Mark is responsible for the development of initiatives in primary care including Medicare Locals, and GP Super clinics as well as responsibility for Rural Health.

Mark has worked in health policy areas in the UK and New Zealand and was a 2006-07 Commonwealth Fund Harkness Fellow in Health Care Policy. Whilst working in New Zealand he spent a year as senior health advisor to the New Zealand Minister of Health.

Mark’s original background is as a health economist and he has post graduate qualifications in health economics, public administration and public health.
updates to the schedule, working collaboratively with Public Health Units and immunisation stakeholders.

Cold chain management has played a large role in the immunisation program and Vicki has come to know the intimacies on all aspects of the use of domestic refrigerators, purpose built vaccine fridges and cold chain management of vaccines.

In her capacity as the CNC for QHIP Vicki has been a co author for the 2005 and the new 2013 National Vaccine Storage Guidelines and the KISS Guide to Vaccine Management.

**Anna Carrabs**

Anna Carrabs is a director in the Health Services Group of William Buck Chartered Accountants and Advisors. Anna has over 25 years’ experience working with small to medium businesses, having joined William Buck in 1994 as a Director.

Anna’s key area of expertise is in helping clients understand complex taxation laws and assisting them to manage the implications for their business.

Anna has an extensive medical and dental client base. Having worked with the industry for numerous years, Anna understands the unique complexity of healthcare businesses. Anna provides specialist advice to medical professionals and practices on taxation, salary packaging, structuring, asset protection, practice management, and superannuation.

As a Chartered Accountant and a Charted Tax Adviser, Anna regularly presents education seminars to the medical and dental industries.

**Nick Carter**

Nick joined Cutcher & Neale in 2005 and is a highly respected member of the Audit team. He specialises in external audit, internal audit and data analysis services to a range of clients.

Nick is extremely proficient in the use of Microsoft excel as well as audit-specific data analysis software for data mining and data analysis. This key skill is central to the division’s delivery of both traditional audit services and strategic advice to clients on how to minimise risk through improved reporting processes.

Nick has been involved in numerous fraud investigations, with a focus on IT and fraud control plan reviews, governance, costing and reporting.

**Jan Chaffey**

Jan Chaffey is the executive officer at Camp Hill Healthcare – a 17 doctor integrated multidisciplinary general practice located in Brisbane. She is a Fellow and Life Member of the Australian Association of Practice Managers (AAPM).

Beginning her career as a physiotherapist Jan later moved into practice management. As a practice manager she has comprehensive experience in many areas of the healthcare industry. With over 25 years experience Jan has been integrally involved in the healthcare journey in areas such as: the development of the practice team, general practice accreditation, healthcare information technology, general practice research, systemisation of practices to improve efficiency and the patient journey, and e-health development and implementation.

Jan is a past national president and board director of AAPM, a current board director of Australian General Practice Accreditation Limited (AGPAL), a past committee member of AAPM Qld, a director of Stat Health (Aust) and an honorary life member of the Australasian Society of Aerospace Medicine (ASAM).

**Dr Bruce Chater**

Dr Chater is a long term advocate for rural communities and rural health services. His practice as the Medical Superintendent with Right to Private Practice in the small town of Theodore is an exemplar of rural practice encompassing services including surgery, anaesthetics and obstetrics, general practice and inpatient care, ultrasonography and x-rays, private practice and hospital practice. Dr Chater has been involved with AGPAL since its conception and is a past surveyor. He is an advocate for practice accreditation with his own practice one of the first to be accredited in rural Queensland.

Dr Chater was the co founder of the Rural Doctors Associations of Queensland and Australia (RDAQ and RDA), and has held office in both. He founded and was the inaugural Chair of the National Rural Health Alliance. He has served as President of the Australia College of Rural and Remote Medicine (ACRRM) guiding the college to AMC accreditation. He is the secretary of the international Wonca (World Organization of General Practitioners) Working Party on Rural Practice.

Dr Chater is Head of the Discipline of Rural and Remote Medicine, University of Queensland, Deputy Chair of the Rural Clinical School Management Committee and the University’s representative on the board of Queensland Rural Medical Education which trains rural doctors.

Dr Chater is presently a consultant to the Health Workforce Australia (HWA) project developing a national Rural Generalist doctor framework and is a board member of the Independent Health Pricing Authority (IHHA) which is recommending on a National Efficient Price for block funded rural hospitals. He is Chair of the Queensland Government Statewide Rural and
Remote Clinical Network and has recently authored a review of rural health services – Safe applicable models of healthcare for rural and remote Queensland. He has written on the nature of rural practice and authored several monographs and papers on the requirements for a viable rural health sector.

Anne Chater
Anne Chater has been the practice manager of Theodore Medical since January 1981. This position came with role of wife to a rural doctor – Bruce Chater. Theodore is situated on the Dawson River, 600 km north-west of Brisbane. Anne has a teaching degree and has continued teaching and running the practice for the last 32 years.

Anne attended her first course with Desmond Higgs and not long after discovered AAPM and went off to the first UNE/AAPM Practice Management Program residential school at Armidale to qualify with a Diploma in Practice Management.

With a growing passion for rural communities and realising the need for recognition and support for the families of rural doctors, Anne was instrumental in starting what is now the Rural Medical Family Network of Queensland. Anne has been the President of the RMFN Qld (several times) as well as the National President of the Rural Medical Family Network Australia.

When the term general practice accreditation was first floated and AGPAL was in its fledgling state, Anne and Bruce were both accreditors during this developmental/trial period.

Dr Stephen Clark
Dr Stephen Clark is the Group CEO of Australian General Practice Accreditation Limited (AGPAL) and Quality Innovation Performance Ltd (QIP). Dr Clark is an experienced leader with over 20 years’ executive management experience. This includes working at national and international levels as a Chief Executive and Company Director.

Dr Clark holds a PhD from James Cook University and holds Fellowships of the Australian Institute of Management, the Australian Institute of Company Directors and the CEO Institute.

Dr Clark has a keen interest in health care reform and is involved on the following committees: Australian Commission on Safety and Quality in Health Care (ACSQHC), Standards Committee; International Society for Quality in Health Care (ISQua), International Accreditation Program Council; Australian Research Council, ACCREDIT Steering Committee; APHCRi National Advisory Committee; and South Bank Institute of Technology.

Matthew Connor
Marketing and Membership Services Manager - Australian Dental Association Inc.

After the completion of a Bachelor’s Degree in Commerce at the University of New South Wales specialising in services marketing, tourism and management, Matthew has spent the majority of his working life in the marketing of membership services in not-for-profit organisations. Matthew’s primary function at the ADA has encompassed the strategic development and execution of national oral health campaigns, the implementation and IT infrastructure underpinning sources of CPD, and most recently the development of Introductory Dental Practice Accreditation.

Matthew has managed the holistic implementation process of Introductory Dental Practice Accreditation. This has involved development of the introductory accreditation model, consultation with Quality Innovation Performance (QIP) (Accrediting Agency) and the Australian Commission on Safety and Quality in Health Care, and the development of template resources to assist dental practices through the process.

Paul Copeland
Paul Copeland is a director in the Health Services Group of William Buck Chartered Accountants and Advisors. Paul works closely with Queensland bodies of the Australian Medical Association QLD and the Australian Dental Association, delivering services and educational seminars to their members.

Paul is a Chartered Accountant. His experience in the health care industry covers both general and specialist practices in the medical and dentals industries.

Paul has a substantial health care client base and provides advice on a range of practical business issues including mergers and acquisitions, restructuring, practise management and taxation.

Maree Davidson
Maree has 25 years’ experience working in the Health and Community Services Sector. Maree has combined her passion for organisational capacity building and Aboriginal culture acquiring a broad range of skills to offer as a workforce development coach and leadership mentor within the Aboriginal Community Controlled Health Sector. Maree has strong skills in project management, community engagement and facilitation. She manages to combine her busy consulting schedule with a part time role at Quality Innovation Performance (QIP) developing resources and tailoring training and support strategies to assist AGPAL and QIP engage effectively with Indigenous Communities across Australia.
In 2012 Joanne was seconded to the role of HealthOne Western Sydney Project Officer. Joanne has lead the development of two comprehensive documents; A Western Sydney Operational Manual for Community Health Services and A Practical Toolkit for HealthOne NSW Service Providers. Both documents showcase excellent examples of innovation and clinical practice improvement from HealthOne NSW services who are working diligently to improve health outcomes and ensure better experiences for patients using the health care system.

Joanne has recently commenced employment with Western Sydney Medicare Local, leading an exciting new program; “Thrive at Five in Doonside”. Thrive at Five is an innovation designed to improve children’s readiness for school by strengthening planning and service delivery partnerships between primary health care providers, Families NSW government and non-government service agencies.

### Anne Davis
Anne Davis is Manager Quality with General Practice Education and Training (GPET). Her role is to monitor the quality of GP registrar training by the Regional Training Providers through accreditation and quality assurance activities. This role is supported by her experience as a management consultant and trainer in the health care sector. Anne’s practical approach has a strong academic support with qualifications in nursing, business, corporate governance and quality assurance.

### Miroslav Doncevic
Miroslav Doncevic has had extensive computer industry expertise since 1985 including national sales management roles and is the founder and Director of Digital Medical Systems. DMS has provided professional IT consulting, quality information / communication systems (ICT) systems as well as technical solutions and services to medical practice clients across Australia since 1990. He has worked closely with many medical professional organisations in training events to present on ICT in plain English for medical and allied health professionals including the Australian Association of Practice Managers (AAPM), RACGP and many Divisions of General Practice.

### Carla Doolan
Carla worked as a registered nurse prior to moving into practice management roles in both specialist and general practices. In 1996 she joined the medical software industry and initially worked in operational and sales positions. Carla became CEO of Stat Health Systems (Aust) in 2010. Stat Health is fully ISO certified with quality processes and service being a strong focus for Carla and her team.

### Joanne Fernyhough
Joanne began her nursing career in the United Kingdom, is a Registered Nurse and holds a Diploma of Higher Education in Midwifery Studies and a BSc (Hons) (First class) in Community Health Nursing (Health Visiting), with a Specialist Practitioner, Nurse Prescriber and English National Board Higher Award.

Joanne has gained extensive experience working in partnership with vulnerable families within the Western Sydney area. In 2007, Joanne commenced in the role of Child and Family GP Liaison Clinical Nurse Consultant following the implementation of HealthOne Mt Druitt. Within this role Joanne contributed to the establishment of a stronger, more efficient, person and family centred primary health care system bringing general practitioners, community health professionals and other health care providers together to consider the needs of their local communities.

### A/Prof Michael Greco
Assoc. Professor Michael Greco (PhD, BTheol., Grad.Dip.Teach, GAICD) is Chief Executive of Client-Focused Evaluations Program (CFEP Surveys) which has offices in Australia and the United Kingdom. CFEP Surveys is involved primarily in the provision of patient survey feedback to clinicians and healthcare organisations with the aim of enhancing quality and professional development. He is also Founding Director of Patient Opinion (Australia) which is a not-for-profit charitable organisation that promotes dialogue between patients and their health services using an innovative on-line platform. A/Professor Greco is a Board Director for a number of organisations including General Practice Queensland, Health Leaders Australia (HLA) and a regional GP training program. He holds honorary professor and senior research fellow posts at the School of Medicine, Griffith University and the Peninsula Medical and Dental School, UK. His academic background focused on healthcare, evaluation and clinical pastoral education, and includes a PhD in medical education and a Bachelor of Theology. He is married with two daughters. His hobbies include cricket, surfing and golf.

### Marilyn Harris
Marilyn Harris is a registered nurse with over 20 years experience in infection prevention in Australia and overseas. Her work experience also includes some years in a busy general practice. Marilyn enjoys working with healthcare workers and managers as they discover how to implement safe care for their patients.
Carolyn Ingram

BA, Grad Dip Teach, Dip Prac Man, CPM
FAAPM, AIMM, MAICD

Carolyn Ingram has been involved in the business of healthcare practice management for over a decade. She has established successful small businesses in the widely contested field of aesthetic medicine and remains as a director of these companies today. Carolyn has a real grounding and experience in small business enterprises, marketing, innovation, corporate governance and strategic planning.

Research in the areas of healthcare innovation and practice management have become somewhat of a passion for her as she continually strives for excellence in this field. Carolyn regularly participates as a guest speaker at both national and international conferences on Practice Management principles and innovation in health care. She enjoys building business relationships and forging strong bonds with others participating and working within the healthcare industry.

Carolyn is the Australian Association of Practice Managers (AAPM) National President and is a Fellow of AAPM. She also holds a CPM.

She became a member of the AAPM National Editorial Committee for ‘The Practice Manager Journal’ in 2007, is a long standing member of the AAPM Queensland Branch committee, past State President and is the current AAPM Queensland Vice President.

Alison Kelly

Alison is the Education Officer for the AGPAL Group of Companies. Alison’s role involves implementing and delivering education and training programs for AGPAL and QIP’s staff, clients and assessors, including general practice accreditation clients and assessors.

Alison joined AGPAL and QIP in January 2013 having spent more than 10 years as a trainer and educator in a variety of tertiary education settings. Alison has also worked in various government agencies in a training and development capacity. Alison is driven by her passion to provide high quality service to clients via tailored and engaging learning solutions that build and enhance organisational and individual capability.

Martin Hefford

Martin is currently CEO of Compass Health. Compass Health employs over 200 people and has contracts with more than 100 General Practices across Wellington, the Wairarapa and Palmerston North. The PHO operates within three District Health Board catchment areas – Capital & Coast, MidCentral and Wairarapa DHBs.

Prior to joining Compass, Martin was Director Primary Healthcare and Community Services at Counties Manukau DHB, and was also a director of Australasian consultancy firm, Sapere Research Group.

He has 20 years’ experience in health services planning and change management and has contributed to a diverse range of initiatives, including:

- Integrated Family Health Centre development and locality planning in a number of regions
- A range of programme evaluations and reviews, including for the Health Quality and Safety Commission, the Ministry of Health and Healthcare New Zealand
- Service development plans for a range of services, including clinical genetics, gynaecology services and the Midland Region DHBs (Regional Clinical Services Plan)

Martin has held many roles in the health sector within the region. These include Chief Operating Officer at Capital & Coast DHB, Group Manager Planning and Funding at Hutt Valley DHB, Senior Locality Manager in the Health Funding Authority and Group Manager Mental Health in the Central Regional Health Authority. He has worked as a senior advisor for the former Department of Social Welfare and has also held roles within the NGO sector.

Tom Holman

Tom Holman is driven by a passion for service and a deep interest in people. As Managing Director of UltraFeedback, Tom brings strong research experience and a ‘people-centred’ scientific approach to all of UltraFeedback’s projects.

With a background in science education and service improvement, Tom leverages 25 years of research experience. Prior to launching himself into research he was a teacher at the Melbourne Zoo, a biological science curriculum developer and a commercial line manager.

While Tom has experience in a range of industries, he has a particular focus and interest in the healthcare sector, specialising in research dealing with sensitive health areas.

Tom drives research as a process of gathering insightful evidence, discovering meaning, solving challenges – illuminating the future!
**Dr Andrew Knight**

Dr Andrew Knight has been a general practitioner in Katoomba since 1998. He has been involved in General Practice training as a clinical supervisor and medical educator since 1998 and was the foundation Director of Education for WentWest the regional GP training provider for north western Sydney. Andrew holds a clinical senior lecturer appointment in the Department of General Practice at Sydney University and is a conjoint senior lecturer at UWS and UNSW. He has been involved since its inception with the Australian Primary Care Collaboratives Program which has implemented quality improvement in over 1200 practices. Andrew is on the board of the Blue Mountains GP Network, is a founding director of the Nepean Blue Mountains Medicare Local and has been on the board of NPS since 2010. He is at the Fairfield Hospital GP unit as a half time staff specialist in general practice.

**Tom Laundy**

Tom Laundy is a Director in the Health Services Group of William Buck Chartered Accountants and Advisors. Tom provides Taxation and Business advisory services to medium sized enterprises in a variety of industries and professions.

He works closely with William Buck’s Health Services team delivering specialised advice to medical professionals and practices on taxation, salary packaging, structuring, asset protection, wealth creation, practice management, risk insurance and superannuation.

Tom is a Chartered Accountant, a Chartered Tax Adviser and a Graduate of the Australian Institute of Company Directors.

**Angela Mason-Lynch**

Angela has a credible history of commitment to ensuring health care is delivered safely with quality outcomes in a financially viable environment that is a desirable place in which to work.

She has vast experience with forming and developing best practice standards, providing improved financial performance and improved health outcomes.

Her career path has combined nursing, management and communication skills to achieve improvements in health care and health care facilities.

She is an expert in building relationships between stakeholders in the immediate and broader health environment and is experienced in developing the framework for health industry trends that are accepted as credible, she helps mould outcomes to ensure the best possible result for the practice, the professional and the business.

Angela’s professional profile includes Honorary Board Member (Health), Expert Board Advisor, Management and Business Consultant, Nurse Manager and Supervisor, Expert Advisor on Multiple Government and Industry Body Task Forces, Accreditation Surveyor, Lecturer and Presenter, Training Supervisor.

She is the NSW State President for Australian Association of Practice Managers, a past National President and has been a proactive member since 1995.

She is a Registered Nurse with a Cert. in Nursing Management, Diploma in Practice Management, Cert. in Workplace Training and holds a graduate diploma in Company Directorship.

She has worked with multiple disciplines in health care and currently is the Business Manager for a physiotherapy practice with 15 practitioners. The practice is closely aligned with the Australian Institute of Sport and delivers physiotherapy services for many elite athletes and sporting teams; in 2012 the practice accompanied the Olympic Team in London.

Angela is the owner and director of Healthy Practice Solutions and is a highly sought after presenter.

**Cris Massis**

The Australian Physiotherapy Association (APA) is committed to quality improvement within the physiotherapy profession and have re-launched their practice accreditation program. The session will introduce the enhanced QIP accreditation process being used in physiotherapy and will provide delegates with an understanding and rationale for the APA’s support of the program.

**Marion McKay**

If nothing else in her life so far, Marion’s mantra remains “to empower others to excel, through further education.” Having rarely missed an AAPM National Conference, she isn’t about to start now!

AAPM has invited Marion to be a part of a “break out” presenter team sharing her take on ‘How to keep people from ruining your day.’

While having worked for many years, wearing her Human Resource Manager hat, Marion has never thought of herself as an expert. She does concede however that a diverse range of experiences may just have taught her a thing or two! With this session she brings her experiences in working with, and learning from, people with ‘interesting’ human behaviours. Who knows what take home message you might get from what promises to be a creative insight into people.

Marion’s studies have gained her quals in practice management, human resource management, counselling and group work.
with an ongoing and passionate study in narrative therapy and community work. Membership with AAPM dates back to the early 1990's being a SA Committee team member in 1992/93 and more recently being asked to join the AAPM SA Committee. ‘As a Fellow of AAPM my commitment to AAPM has never wavered. Being a small part of this newly formed committee will be an opportunity to fly our flag and show ‘em what we’re made of in SA in 2013!’

Glenn McMahon

Glenn heads the Programs Management unit at General Practice Education and Training Ltd. Glenn has worked with GPET since August 2007. In that time he has held several management positions including quality and information systems manager. His current work includes oversight of policy implementation for GPET’s programs, and management of some very interesting complex projects aimed at improving the streamlining of training practice accreditation requirements, as well as a suite of innovative education research projects.

Prior to working with GPET Glenn managed a small practice management consultancy business - Osmiridium Management. Osmiridium provided accreditation, training, practice and project management services to a range of clients including general and specialist medical practices, Sandvik, GrainCorp, Medicare, and Defence Materiel Organisation.

Glenn holds a business degree and post-graduate qualifications in quality management and corporate governance. He is currently studying towards a Masters in Project Management through the University of New South Wales. Glenn is a Fellow of the Australian Institute of Practice Managers, past president of the New South Wales branch of AAPM, and a member of the Australian Institute of Project Management.

To keep fresh air and fresh ideas moving around his brain Glenn is a keen cyclist (drug free!), fisherman (usually fish free!) and bush walker.

Brett McPherson

Brett is the immediate past National President and a CPM - Fellow of AAPM.

He holds a Post Graduate Diploma in Business (Uni of Tasmania), Further Education Teaching Certificate (Oxford, U.K.) and has attended Six Sigma (Green Belt) Training Program.

With nearly 25 years working in health practice management (21 years as a member of AAPM), Brett has extensive experience in all aspects of Financial, Human, Technical Resource and IT Management.

Brett is regularly invited to speak at international, national and local events on practice management and the business of medicine. He has been a Clinical Lead with NEHTA and represents AAPM on a number of National and State committees, including DoHA PIP Advisory Committee, PNIP Technical Working Party, RACGP National Standing Committee - GP Advocacy & Support and the INWMMML After Hours Advisory Committee. Active involvement allows Brett to promote the value of practice managers/practice management and presenting provides a forum to share his experience and knowledge that he has gained from friends, colleagues and fellow managers during his career.

Brett manages a busy AGPAL award winning Melbourne CBD practice; with a strong emphasis on innovation, IT and data quality, the practice has been an active participant in APCC and the Improvement Foundation programs. Their “data quality” is consistently amongst the highest in the programs.

In 2013 & 2010, Brett spent time in New Zealand as part of a study group reviewing the funding model of New Zealand Health, including PHO’s, patient registration and the utilisation of nurses as part of the primary health team.

Brett is also a Director of Hogan McPherson Consulting - Health Management & IT Solutions Consultants - and a passionate rugby supporter, being a foundation member of the Melbourne Rebels.

Yolande Meintjes

Yolande started her Practice Manager’s career in 2007 and completed the Diploma in Practice Management through the UNEP in 2010.

As a Practice Manager, she is always focussed on improving the quality of services provided to the Community and has implemented several systems that demonstrate best practice standards and improved quality of services in two practices, one Specialist practice and the AMS.

Working in an Aboriginal Medical Service, Yolande has been training in Quality Management systems implementing International Quality Standards, ISO 9001:2008 within the organisation. As the Quality Management Representative Yolande implemented and maintains Quality Assurance Standards and performs regular quality improvement activities ensuring improved health outcomes and accessibility to health care services. Activities include the ever on-going project of going paper-less and preparation for eHealth, revising the Model and Scope of the Child, Family and Maternal program (Murundhu dharaa), maintaining International Quality Standards, installation of new Practice Manager Software, etc.

Yolande, alongside two other Practice Managers, Mary Elliott and Sue Gentles in Orange, established the Central West Network of Practice Managers identifying the need of a networking group specific for this area. The CVWNPM was created to support each other in the various ever changing
tasks of a Practice Manager, improve access to information relating to changes within the medical industry and support the philosophy of the AAPM in providing education and networking opportunities for those involved in the provision of health care.

Yolande is constantly seeking opportunities to up-skill in the area of managing a Practice enrolling in several workshops, master classes and conferences. She values the membership she holds with the AAPM as most knowledge is gained by professional networking hearing about the experiences, lessons learned and mistakes made by experts in the profession. She also holds a Diploma in Business Administration and is currently enrolled in the Advanced Diploma in Management (Human Resources) through TAFE.

**Sarah Newman**

With a background in psychology and education, Sarah Newman is currently the Research and Development Manager for Baptist Community Services - NSW & ACT, one of Australia’s largest aged care organisations. Her career has focussed around working with NGOs, including five years based in Germany with an international aid organisation. She is currently completing a Masters in Applied Social Sciences with a focus on Management. As Australia faces massive challenges in preparing for the aged care “Tsunami” from the wave of Baby Boomers reaching retirement, Sarah has been working with BCS to both understand and strategise for what lies ahead. Sarah is a sought after presenter with a ready wit and the passion to communicate what is on her heart.

**Michelle Ray**

Leadership Expert & Founder, Lead Yourself First Institute

Inspiring Individuals and Organisations to Take the Lead

A recent Global Workforce Study revealed that employment mobility is at a decade-long low point, and many are sacrificing career growth for a secure job. A volatile economic environment exacerbates the feeling of helplessness, many believe that they cannot escape their situation. During such times, it is no wonder individuals may feel stuck; taking the leap of faith when there is no safety net feels overwhelming. Organisations are also taking a cautious approach; opting for the status quo instead of taking risk...in effect, reacting rather than responding to change and uncertainty.

Born in Australia and now residing in Vancouver, Canada, leadership expert and author, Michelle Ray is an award-winning speaker and founder of the Lead Yourself First Institute. She helps people and organisations of every description to take the lead, get out of their comfort zones and develop the willingness to risk. As an in-demand international business conference speaker and trainer, Michelle challenges audiences to take charge of themselves in any work/life situation in order to become the leaders of their own lives. Delivering her powerful message on self-leadership with insight, humour and passion, Michelle’s engaging, interactive presentations resonate with a diverse clientele including numerous healthcare associations seeking to inspire their teams and take personal responsibility for creating their own reality at work, in business and in life.

Michelle’s recently-released book, Lead Yourself First! Breakthrough Strategies to Live the Life You Want has received rave reviews. She has appeared as a guest on numerous news and current affairs programs in North America and featured in renowned publications such as Investor’s Business Daily, the Globe and Mail and Inc. Magazine.

**Kylie Radburn**

Kylie is the National Manager of Accreditation Systems at Australian General Practice Accreditation Limited (AGPAL) and Quality Innovation Performance (QIP) and is primarily responsible for:

- Leading best practice in accreditation
- Developing accreditation systems to support to implementation of new programs
- Monitoring the quality and consistency of our accreditation services nationally, and
- Developing and implementing organisational quality systems.

Kylie has more than 15 years’ experience in health care quality management, and has had the opportunity to view the evolution of health care quality in Australia from multiple perspectives as a practical nurse, manager, consultant, trainer, auditor and accreditation professional.

Kylie was the primary drafter of the Medicare Locals Accreditation Standards and International Retirement Community Accreditation Scheme (IRCAS) Standards.

Kylie is passionate about that capacity of accreditation to make positive improvements in safety and quality in health care.
Wendy Shephard
Australian General Practice Accreditation Limited (AGPAL) and Quality Innovation Performance (QIP)

Wendy is the General Manager for QLD/NT for Australian General Practice Accreditation Limited (AGPAL) and Quality Innovation Performance (QIP). Wendy is responsible for the implementation and administration of:

- General Practice Accreditation
- Diagnostic Imaging Accreditation Scheme
- Introductory Dental Practice Accreditation
- International Retirement Community Accreditation Scheme
- Physiotherapy Practice accreditation
- National Safety and Quality Health Service Standards accreditation programs, and
- Accreditation of Government regulated health services.

Wendy joined Quality Innovation Performance (QIP), formerly Quality in Practice, in 2009 following 20 years policy development and program management experience in various areas of the Commonwealth Department of Health and Ageing. During this time, Wendy took a secondment as Senior Policy Advisor with the Australian Divisions of General Practice, focusing on rural and remote health service delivery and workforce issues.

Gary Smith

Gary manages a ten Doctor General Practice at Penrith, which is located at the foot of the Blue Mountains west of Sydney. He has managed this Practice for some 29 years and he lives in the Blue Mountains.

He is an active member of the Australian Association of Practice Managers. Gary has been National President and NSW State President of the Association. Gary is a Fellow and a Life Member of AAPM and is currently on the National Board.

Gary represents his Association on a number of advisory committees, task groups and expert standing committees in the health care sector. He is a sought after presenter both locally and internationally on practice management topics.

He is the Academic Director for the University of New England Partnerships Cert III in Business (Health Administration).

He has been a surveyor with the Australian General Practice Accreditation Ltd since the inception of Accreditation in Australia. He is an Independent Director to AGPAL and Chair of Quality Innovation Practice (QIP). He holds Directorships of General Practice Workforce Tasmania and has been appointed by the NSW Government to the Nepean Blue Mountains Local Health District Board.

In his spare time he enjoys traveling, going to movies and being involved in his Community.

Julie Smith

Julie Smith is a director in the Health Services Group of William Buck Chartered Accountants and Advisors.

Having worked in the medical and dental industries for the last five years, Julie understands the challenges faced by practitioners. In particular, Julie displays an extensive knowledge of the taxation issues faced by healthcare businesses. She advises clients on a range of issues including practice establishment, funding, structuring and restructuring, and asset protection.

Julie is a well-known speaker and educator, having presented at several educational seminars in relation to a broad range of accounting and tax issues for medical practitioners.

Julie is a Chartered Accountant and Chartered Tax Adviser.

Mark Ryan

Mark Ryan has worked in the health industry for over 20 years, and the technology industry for 30 years.

Additional services include Reputation Marketing for Australian and US doctors and dentists.

Since 2003 Mark has:

- Developed over 1,200 surgical, dental and medical websites – and is a director of Your Practice Online
- Generated an extra 10,000 patient telephone inquiries using Search Engine Marketing over the last 4 years at an average cost per call of $12.30
- Consulted on web strategy focusing on business development using online technology
- Built an online appointment platform
- Published a multi volumed practice development guide
- Presented as a public speaker on subjects like web dev, rep mgmt, future trends
- Created and produced over 20 Videos

Prior to 2003 Mark has:

- Bought and developed a software billing system for surgeons – sold to HCN – Primary Healthcare 2002
- Build and managed 6 medical centres and through acquisition grew to over 30 clinics – sold to Sonic Healthcare 1998
- Technology management in Australia, US and Europe
Debra Smith
With a background in nursing, a work colleague introduced Debra to Practice Management in 1997 and suggested that she undertake the Cert IV in Practice Management. She then went on to manage the General Practice she was currently working at and furthered her studies by undertaking the Diploma in Practice Management. Upon completion of the AAPM Fellowship Program in 2005 she became the first credentialed Fellow of AAPM. She has experience in management of both General & Specialist practices.

She is Business Manager of a large private General Practice, which has two large sites. Debra’s extensive experience in practice management allows her to provide an ongoing commitment to ensure the delivery of effective patient services. Possessing a strong and extensive knowledge base guarantees the business and its owners are given exceptional quality following ‘best practice’ principles while maintaining profitable returns to the business, practitioners and staff within the industry.

She has set up efficient & profitable Nurse Led Clinics in areas such as CDM in a number of private practices & is regularly requested to assist practices in replicating her business model.

She has been a NSW AAPM branch member since 2000 & has served in the role of both Vice President and Secretary. She is currently serving in the role of National Vice President (previously National Secretary) & is in her seventh year on the AAPM National board. She is also an accreditation surveyor.

Her enthusiasm and passion for the role of Practice Management was instrumental in the inauguration of the “NSW Practice Manager of the Year Award” in 2009, which has now become an annual event across all states as well as a national event since 2012.

Debra’s qualifications include: CPMFAAPM, Dip in Practice Management, Cert. IV in Workplace Training & Assessment, SEN and JP. She also presents on a variety of topics for various organizations & operates her own management consultancy business - Berkeley Healthcare Consulting.

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Hugh Stephens
Hugh is a social media and technology consultant with experience developing social media strategies, risk-management policy, IT solutions and consumer engagement strategies. He has a passion for utilising new technologies to engage target audiences and create innovative solutions to connect consumers with brands.

Hugh is the Director of Dialogue Consulting, a specialist social media consultancy helping organizations large and small start, manage and analyse conversation about their brands. He has experience working in risk management and policy development, including co-authoring the Online Professionalism for Junior Doctor and Medical Students guide published by the AMA, and several publications about social media in healthcare in journals such as the MJA and The Lancet. Dialogue Consulting has worked with numerous healthcare brands, including Turning Point Alcohol & Drug Service (Eastern Health), Australian Doctor, the Hunter Institute for Mental Health, Lantern Mental Health, and Shíne SA.

Hugh has an extensive background within healthcare, currently working on the External Advisory Board of the Mayo Clinic’s Center for Social Media based in Rochester, MN. Hugh also works alongside the International AIDS Society, planning for the International AIDS Conferences - the largest health-related conference in the world. He worked on the 2010 conference in Vienna, Austria and recently co-chaired the youth program of the 2012 conference held in Washington, DC that attracted over 27,000 people. The next conference in 2014 is scheduled to be in Melbourne. Hugh presented several times at the most recent conference about different areas of social media in healthcare and advocacy.
Michelle Wills
Currently I work as the Senior Project Officer for Immunisation for the Australian Medicare Local Alliance (peak body for the 61 Medicare Locals). Prior to this I worked for General Practice Victoria (State Based Organisation for General Practice Networks / Divisions of General Practice) as the Public Health Program Consultant. This role included not only immunisation and communicable diseases but also working on the sh3ed program around Sexual Health HIV and Hepatitis education for general practice.

I have had a number of roles in immunisation working for divisions of general practice, and I also worked at the Royal Children’s Hospital Melbourne part time as the Immunisation Coordinator as well as in the Clinical Epidemiology and Biostatistics Unit in Vaccine research as a study coordinator. My most recent clinical nursing experience has been in a community based hepatitis C program in a general practice that specialises in AOD (Alcohol and Other Drugs).

My long involvement in immunisation, especially in general practice, has seen me advising for the 2005 and the new 2013 National Vaccine Storage Guidelines.

Lynne Walker
Lynne Walker has been a registered nurse for over 30 years. Lynne has worked in the general practice context in varying roles for 15 years and is committed to promoting the role of nurses and their contribution to safe, effective nursing care. Lynne has an interest in women’s health, chronic disease management and the systems change that is required to build an effective and safe primary care system. Lynne is the lead editor for ‘General Practice Nursing’ the first (and only) textbook of its kind in Australia.

David Wenban
David is the Managing Director of the Health Financial Group, which provides salary packaging, recruitment, management consulting, training and corporate services mainly in the Health & Community Services Sector. That group also owns and operates a number of medical clinics in Victoria, including the GP clinic at the Royal Children’s Hospital in Melbourne.

As a lawyer, David first commenced practice some 13 years ago where he specializes in employment, OH&S and industrial relations law, and he is well known for his understanding of the health industry’s intricacies and his ability to deliver concise and pragmatic advice about most issues.

As part of a subscription service to AAPM members David and his team provide the IR and HR support services to practice managers and principals throughout Australia.

David has formal clinical, management and legal qualifications which he has used in a number of his previous positions throughout the health industry including his time as the CEO of a Rural Victorian Health Service, and the Executive Director and Corporate Counsel of a large Metropolitan Health Service.
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QIP Consulting offers services above and beyond the support and training provided to the AGPAL Group of Companies’ clients as part of the general accreditation offering. QIP Consulting is part of the AGPAL Group of Companies.

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The core principle of the Australian Association of Practice Managers (AAPM) is to support excellence in health care management.

- Is your practice or Practice Manager a member of AAPM?
- Are you up to date in your knowledge of practice management issues?
- Is your practice compliant with all the latest regulations?
- How do you know how your practice is performing compared to others?

AAPM is active in supporting its members through high quality educational events and workshops that address the needs of the modern health professional. The association is actively sought after for information and expertise from its membership and to provide advice and assistance to other organisations and bodies.

AAPM has a professional program of advancement in place whereby Practice Managers can gain further education to achieve the title of Certified Practice Manager. This category of membership assists members to highlight and value both their years of experience and their skill base in practice management.

Employing an AAPM Certified Practice Manager means a benefit to your business of a Practice Manager with a minimum of 3 years experience, a tertiary qualification, a commitment to continuous professional development ensuring they are up to date with the latest industry information and membership with the peak professional body representing practice management.

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Dr Ian Williams, Practice Principal
Jan Chaffey, Executive Officer
Camp Hill Medical Centre, Brisbane Qld

“Oh!!! If only we had discovered DMS years ago, I would not have aged as much. The recent upgrade was so different to our previous IT suppliers. It was hard to believe it was true. We have four clinics and this was the second to come online with DMS and I can’t wait for the other two to do also. Professional all the way through.”

Shirley Doldissen, Group Practice Manager
Arafura Medical Clinics, Darwin, NT

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Peter L Wallis, FAICD, MAAPM, Business Manager
Breed Street Clinic, Traralgon, Victoria

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Become a Member at the International Health Care Conference and we will waive the $70.00 Joining Fee!
In today’s modern business world virtually all data and personal or corporate information is managed and stored electronically. Whether it be profiles of employees, credit card information, sensitive demographic information about customers, internal information on budgets, customer lists, or personal health information, companies of any size face very real liability issues if this data is stolen, manipulated or were to fall into the wrong hands and enter the public domain.

More and more we hear on the news and read in our local newspapers, stories about lost or stolen personal information and records. Many of these stories concern compromised credit card records, stolen computer equipment containing sensitive company or customer/patient information, employees who have downloaded copies of confidential records prior to leaving the company, and organisations who face ransom demands after having their systems locked down via service denial attacks.

The potential risk of a data breach for any company, large or small is ever increasing. Smaller organisations are perceived to be an easier target for cyber crimes and hacking, as their IT security measures are likely to be less robust. While the recovery of data and replacement of equipment is a costly exercise in itself, such an event can lead to the organisation facing regulatory investigation, civil fines and penalties as well as litigation.

Many traditional liability insurance policies such as Management Liability or Professional Indemnity policies fall short of indemnifying many of the technological cyber crime risks being faced by business today. As such, a standalone cyber crime policy is the best way to combat this risk and potential liability.

It is likely that the legislative responsibility for a business to protect personal or sensitive data in Australia will follow the changes that have occurred in international business environments with huge financial penalties and mandatory/enforced on-going data monitoring if a breach occurs.

For more information on this type of insurance cover visit us at stand #75 and ask for a product fact sheet. Premiums start at less than $900.
Avant, providing Practice Managers with superior tools and resources

We recognise the importance of the role played by Practice Managers like you. When your practice joins Avant, you receive access to a range of tools, guidance and Avant Risk IQ – our leading risk management resources. Helping you to better identify, manage and minimise risk so you can focus on the day-to-day management of your practice.

Five AAPM Practice Manager Scholarships in 2013
As part of our commitment to supporting further education we’re excited to sponsor five scholarships this year for the Diploma or Certificate IV in Professional Practice Management at UNE.

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PMAANZ and AAPM are pleased to announce a joint education initiative for members – an opportunity to learn from each other.

**Friday March 7th and Saturday March 8th 2014**

Friday will have a Practice Management focus, while Saturday will have sessions targeted at our Administrators (Additional breakout sessions for Practice Managers).

**James Cook Grand Chancellor Hotel, Wellington**

Further information and registration details will be sent out prior to Christmas, but mark your diaries now.
Plenary Session 2

Calling Forth the Spirit of Leadership: Pathway to Organizational Transformation

Sister Mary Jean Ryan

Becoming exceptional is not for the faint of heart. It takes leadership and stamina to remain steadfast during difficult times. So as we look to the future, we must learn from the past. More than two decades ago, SSM Health Care was a slightly better than average organization, but its CEO, Sr. Mary Jean Ryan, FSM, believed it could become exceptional. In 1990, continuous quality improvement seemed to offer a means to establish a culture of continuous improvement. Several years after implementing CQI, SSM bolstered its improvement efforts by using the Malcolm Baldrige National Quality Award process. In 2002, SSM became the first health care organization in the United States to win the prestigious Baldrige Award.

Health care of the future will be filled with unprecedented challenges. The tools of CQI and Baldrige will help organizations provide exceptional care in uncertain times. Therefore, it will be more essential than ever before to engage the workforce of the future and to bring forth the leadership that resides in all of us, that is, to create an organization of leaders.

Plenary Session 3

Creativity and Innovation

Todd Sampson

Creativity is one of the last remaining competitive advantages companies have today. This presentation is a celebration of the power of creativity in solving any problem - big, small, social, political, economic or environmental. It works from the premise that ‘creativity has the power to change the world, but fear has the power to stop that from happening and the most successful leaders and organisations of the future will be the ones that can successfully balance both’.

The presentation is built on real life experience and explores innovative ideas, cultural change and problem solving. It weaves together real stories about the creation of Earth Hour, being a CEO of a leading company and climbing Mount Everest unguided.

The consistent take out has been ‘that has inspired me to think differently about how we work’, ‘it makes me think about the impact I can have as an individual’, ‘it encourages me to be braver and try harder to make a difference within my company’.

It is ultimately a combination of creativity, idea generation, leadership, culture change, earth hour, problem solving, innovation, bravery and adventure all wrapped up into one real life personal journey. It offers practical advice in a unique and plain speaking way.

Plenary Session 4

Looking after you...not just everyone else

Anna-Louise Bouvier

Today Show Feel Good Physio Anna-Louise Bouvier takes you on a romp through the latest research on mind body well-being. Explore the relationships between sitting, moving, stress and sleep and how they can change your mood and energy levels. Too often in the caring professions the last person we look after is ourselves. Take some time to explore how to optimise your own wellbeing, so you can be the best you can be as you lead your teams.

Plenary Session 5

Delivering sustainable care; long term conditions implementation program

Sir John Oldham

Demographic change in most industrialised countries means the key issue for health and social care are people with multiple long term conditions. Carrying on with current models of care is unsustainable. How do we rise to meet that challenge? Australia has some breathing space to get ahead of the curve.

Plenary Session 7

The future of integrated care

Jeffrey Braithwaite

There’s a lot written about integrated care. It can happen, or fail to happen, at many levels - at the clinical coalface, across services, between health care organisations, and via sectors such as aged, acute and primary care. Such typologies of integrated care only take us so far. We need to harness the empathy and the knowledge - and imagination - of participants.

An insightful way to achieve this and thereby tackle the problematics of integrated care is to run a simulation of it - and thus to experience it. Using open enquiry methods and assigned roles, we will in this session deploy the participants in the room to be health care stakeholders. We will raise and discuss some core questions. What does integration actually mean? How does it feel to be integrated? What would stakeholders have to give up to achieve more integration? What would they stand to gain? What obstacles will need to be overcome? How will we go about overcoming these, assuming we have the will?

At the end of the session we aim to have a better understanding of the dynamics of integrated care. The acid test is whether we have the will withal to do something about the lack of integration we see all around us.
Plenary Session 8

Know First, Be First, Profit First: The future of the healthcare practice

Craig Rispin

Learn about the major business, people and technology trends transforming medical practices around the world. Craig will show you the driving forces impacting the healthcare industry - and give you specific ideas to innovate in your practice.

Just some of the things Craig will cover are:

- Using Big Data to save lives
- Security scare - avoiding leaking private data
- The latest Cloud Computing services to automate tasks
- Monitoring your patients in between visits
- What a “Dr of the Future” looks like
- How to cope with the overwhelming demands in the future

Vision is a skill listed by employees as one of the top skills they expect from their leaders. But how much time do managers and CEOs actually spend on developing vision? Recent research shows not nearly enough...

Do you know the major trends that will affect your business in the next few years? Do you have a strategy to deal with them? How can you possibly plan without knowing all the driving forces having an impact on your business and industry?

Internationally recognised business futurist Craig Rispin will show you the major trends and driving forces in the 3 areas he studies: Business, People and Technology Trends. Discover the global trends that will impact your local business in the not-to-distant future.

Plenary Session 9

The Power of Commitment

Tony Mowbray

Now you have to ask yourself...

*What makes a man want to sail around the world after coming so close to losing it all?*

His boat...his mates...his life!

The answer...

*“The Power of Commitment”*

Just 1 year and 10 months later Tony had rebuilt his boat, re-ignited his spirit and set off on an epic non-stop journey around the world...along the way, crystallising in his mind many of the corporate and personal parallels that he so passionately weaves into his down to earth, easy to understand and “relate to” presentations.
Kaizen: The Art of Quality

Leadership for quality: Advancing patient safety through leadership and accreditation

Sir John Oldham

Sir John has been both a formal and informal leader in health care nationally and internationally for over a decade. He has worked with four Prime Ministers and 11 Secretary of States for health in England as well as senior civil service officials at home and abroad. What are the lessons he has learned? An interview with Dr Dale Ford will explore a wide range of issues regarding leadership, and the specifics of clinical leadership. This will be a totally interactive session.

Integrated Primary Healthcare

The role played by the Practice Manager in Primary Health Care innovation

Angela Mason-Lynch, Yolande Meintjes, Debra Smith, Carolyn Ingram

Practice Managers are often the drivers of innovation in their practices. They do the research, training and implementation for change.

In this session Practice Managers tell their story; what they had to do to make something innovative work in their practice and encourage all the team to embrace the change.

The Managers are from Aboriginal Health, Specialist, Physiotherapy and General Practice.

The Evolving Role of Practice Management

Corporate governance & its place in the healthcare setting

David Wenban

All businesses have an objective, ultimately yours as a medical practice is to provide a service to clients, whilst achieving personal objectives for the practice’s stakeholders.

Corporate Governance is defined as the structures and processes by which a business is regulated, directed and controlled so that directors and officers are accountable to the owners of a business or organisation. It includes the obligations of stewardship - ensuring that the system is well sustained for the future as well as serving the needs of the present.

As a business every medical clinic requires effective governance processes so that it can meet its ultimate service delivery objectives.

This session will examine how effective governance mechanisms in the medical practice can be used by the practice manager to remove barriers, give permissions, set directions, better allocate resources and enable change to improve service delivery.

A to Z Accreditation: Practical Strategies

Developing a business continuity plan. A practice’s experience after a natural disaster

Dr Bruce and Anne Chater

Going with the flow

Walking in the Himalayas was something we had wanted to do together for some years. We had a safe exhilarating time despite our credit card being cancelled by a 2am phone call at 3000m. Back to the Australia we could relax now. On our 600km drive home for Christmas the water was all around but back home the practice was high and dry as we settled in for our family Christmas. The Dawson River had been rising and falling all the time we’d been away but was at a comfortable 10m as it rushed past the town. Slowly things changed - one part of town flooded - not unusual for there. Then the water reached the end of our street. Then further...

You can prepare for a disaster - there are certain predictables that can and need to be planned for. We will review these. There are some however that will test your managerial skills. Yes in a flood situation you literally need to “go with the flow”!

Working towards excellence

Panel Discussion Q & A - Case studies in risk management for practice managers

Practice managers are integral to protecting a practice from medico-legal risks. Keeping up to date with medico-legal issues and applying them to situations which in the daily running of a practice can be challenging and the demands forever changing.

Join the Avant workshop to be involved in an interactive panel hosted by Marianna Kelly, Senior Medico-legal Risk Manager/Adviser, the panel's experts include:

- Dr Penny Browne - Avant Medical Advisor
- David Bailey - CEO, West Belconnen Health Coop and an experienced Practice Manager
- Hishani Dassanayake - Senior Solicitor, Avant Law
- Cheryl Lacy - Avant Risk Advisor

The panel will discuss hot topics from Avant and will include:

- How far does your vicarious liability and quality management of staff go? Does it include ‘out of work hours’ activities?
- What happens if your data on your computer medical records is lost? What is considered to be a medical record? It may be more than you realise.
- What is the appropriateness of clinical photography?

The Panel will open up discussion with the audience to ask questions, hear different points of view and experiences, and give “on the ground” practical advice.
This presentation is one practice’s journey through a muddy and destructive flood.

Ours is not a story of tragedy - none of us were hurt or killed and we sincerely feel for those that are in those circumstances - it is just an outline of how one practice got back on its feet with some planning, ingenuity and team work.

**Technology and Innovation**

**Herding CATs and Twitter Chats: Social Media in Health**

Hugh Stephens

In this session, Hugh Stephens will discuss the role of social media within healthcare, both for individual clinicians and practice groups or hospitals. What options are available to engage with our patients and colleagues through online channels, and what benefits can it bring to professional standing, practice marketing or public health? Social media can be used to engage with other clinicians or professionals or the general public, and many social networks can be used for a huge range of purposes and applications. We’ll explore common platforms like Facebook, Twitter and YouTube, along with innovative or health-specific networks like Pinterest, Sermo or GMEP.

**Achieving Safety: Aspiring to Quality**

**National Safety and Quality Health Service Standards**

Margaret Banks

A primary practice provider can potentially face multiple accreditation events against multiple sets of standards. These processes can overlap with small variations in reporting requirements that add to the compliance burden. This may mean the focus becomes meeting accreditation rather than using the standards to drive safe and high quality practice. There is a strong argument of harmonising accreditation and safety and quality requirements to support these health services provide better care.

Since 2006, the Australian Commission on Safety and Quality in Healthcare (the Commission) has been working towards accreditation reforms to improve safety and quality outcomes for patients in the acute sector. As part of these reforms, the Commission developed an Australian Health Service Safety and Quality Accreditation (AHSSQA) Scheme, which builds on the strengths of the current accreditation arrangements to promote national coordination of accreditation processes, and, the National Safety and Quality Health Service (NSQHS) Standards which aim to improve the safety and quality of care for patients.

The Commission, general practitioners and the system in general have made a substantial investment in accreditation. What has been learnt that can be shared across the sectors, what can be done to reduce the accreditation burden in private practice and what of the NSQHS Standards may be relevant in practice based care will be explored in this presentation.

**Lunch Sessions**

**Planning to protect patient’s confidential information**

Allyson Alker, MDA National

In a medical practice, there are many ways information comes into and goes out of the practice. But how secure are the systems in place to manage and safeguard not just sensitive personal and health information of patients, but all information? What are the gaps in the system and how can these be identified and remedied? How up to date is the practice privacy policy?

With changes to the Privacy Principles due to come in effect in March 2014, an organisation, such as a medical practice, may be required to show up to date privacy policies and procedures and also staff compliance.

By utilising quality and risk management frameworks, medical practices can audit information flows, identify gaps, implement strategies to mitigate risks associated with those gaps and assess the effectiveness of the changes. The outcome will be a proactive policy and procedure that protects patient’s privacy and ensures compliance with legislation.

**Healthcare Practice Design**

Ian Shapland, Elite Fitout Solutions

When starting your healthcare practice, there are many aspects you need to consider in the design and construction phases.

This session will take you through the basic concepts of design and how it impacts upon the patient’s experience and the overall efficiency of your practice. Key features to consider include location, interior design, number of rooms and feature facilities and amenities – many of these will be derived from your business strategy.

The session will also cover codes and legislations that are required to be complied with as well as why it is important to consider equipment suppliers early in the construction stage.
Kaizen: The Art of Quality

The Australian economy: what do we need to achieve a quality outcome?

Michael Blythe, Commonwealth Bank

• The Australian economy has outperformed most others in recent years but can we continue to do better than the rest?
• What needs to happen to keep achieving quality economic outcomes?

Streamlining multiple accreditations: A new challenge for accrediting agencies

Dr Stephen Clark
Quality Innovation Performance (QIP)

National health reform has resulted in increased accreditation and quality improvement requirements across primary and secondary health care and community services. Safety and quality improvement form a large component of the national health reform in Australia.

In this new environment, accreditation will often be mandatory and on occasion linked to funding. Some health and community organisations will be required to be accredited under multiple sets of industry and general safety and quality standards.

This presentation describes how Quality Innovation Performance (QIP) identified the need for a streamlined accreditation service that offers multiple accreditations under a diverse range of standards, including the National Safety and Quality Health Service (NSQHS) Standards.

QIP is developing seamless solutions to enable multiple accreditations to occur simultaneously. This will reduce complexity, regulatory burden and workload for organisations being accredited.

Integrated Primary Healthcare

The role of Medicare local in our healthcare community

Claire Austin, CEO, AML Alliance

The demands on our health system are increasing. Health expenditure is predicted to outgrow budgets by 2035 and by 2050, Australians aged 65 and over will comprise nearly 30% of our population. These changes are set to occur in a high debt, fiscally constrained environment.

Addressing these issues is a significant challenge for any government. It requires a systems-thinking approach that eliminates silos, delivers cost effective frontline services and reduces duplication. A further critical requirement is a coordinated primary health care system, strongly integrated with the acute, aged, disability and social sectors that focuses on disease prevention and health promotion.

An organised primary care system infrastructure has already been established in Medicare Locals. This presentation will cover how Medicare Locals are already helping to address our health system challenges by reducing bureaucracy, providing efficiencies and redirecting the focus to frontline services. It will also talk about the further planks that need to be in place to support local performance and productivity, improve integration, define and address market failure, and strengthen public-private service provision so that the primary health care foundations of Medicare Locals can be further leveraged to improve economic, workforce and health gains across the system.

Collaborative models for primary care – a team approach

Claire Austin, Joanne Fernyhough, Andrew Knight

Presentations will address the different models of Primary Care delivery:

• how they interact and collaborate with services providers
• how they deliver better, more efficient patient outcomes
• who are the players and the role of each team member
• what Primary Care looks like moving forward

Andrew Knight will bring a general practice perspective, Joanne Fernyhough will address organisational primary care using Health One as an example and Claire Austin will discuss national systems approach.

The Evolving Role of Practice Management

Effective management of harassment and bullying in the workplace

David Wenban

As a leader of your businesses workplace culture, the practice manager has an important role in preventing bullying, harassment and discrimination in the workplace. In this session we will provide the opportunity for managers to explore and apply effective leadership techniques in managing potential bullying, harassment and discrimination in the workplace.

We will address:

• The role of management in preventing and dealing with allegations of discrimination, harassment and bullying in the workplace
• The intent of EEO legislation and anti-bullying guidelines
• The importance of management and team culture and leadership style and the importance of role models, responding to issues and demonstrating support and commitment for the organisation’s policies
• the impact (financial and cultural costs) that un-managed issues can have on employer brand, continuity of operations, staff moral and retention and attraction of employees
How to keep people from ruining your day
Marion McKay

Dictionary.com describes definitions of ‘ruin’ as:

1. ruins, the remains of a building, city, etc., that has been destroyed or that is in disrepair or a state of decay
2. a destroyed or decayed building, town, etc.
3. a fallen, wrecked, or decayed condition; The building fell to ruin.
4. the downfall, decay, or destruction of anything.
5. the complete loss of health, means, position, hope, or the like. Reference: dictionary.com

‘Carpe Diem’ - Seize the Day. A 60 minute sharing of strategies to add a mix of both competence and confidence in proactively dealing with people. An exploration of people and how they can enhance your day with the right attitude!

Working towards excellence
Cyber and Computer Crime Insurance
Mike Sullivan

The presentation will touch on:

- What is Cyber and Computer Crime?
- Impact on Healthcare with new legislated reporting obligations/requirements regarding data/personal information breaches?
- Overview of Cyber and Computer Crime Insurance - what protection is offered?

Quality - it does make a difference
Carla Doonan, Jan Chaffey

Let’s talk systems......
This session will focus on the reporting ability of modern software and its use in developing a systemised, not ad hoc, approach to identification of patients leading to improved patient outcomes. These systems are easily developed, effective, and both time and cost efficient.

Carla Doolan, CEO of Stat Health, will demonstrate the reporting function in Stat.

Jan Chaffey, Executive Officer of Camp Hill Healthcare, will outline how these systems have been implemented into Camp Hill Healthcare and present a case study identifying patients on warfarin and how a systemised approach is used for referrals for Home Medication Reviews, potentially reducing hospitalisation due to warfarin problems.

Can’t get no satisfaction? Take the lead and achieve World Class Service Excellence
Michelle Ray

In these volatile times, organisations are grappling with the challenges of a competitive business environment. Your clients expect nothing less than a world class experience during every encounter with each staff member within your practice. “World Class Service Excellence” offers you a winning strategy to build outstanding customer relationships. It is up to each one of us to take the lead with every client; offering them an outstanding, memorable experience. The first point of contact with a customer can make or break the relationships within seconds. Therefore, great service starts with leading ourselves. Is your team set up to go beyond the extra mile? The theme of this exciting, interactive presentation is based on the reality that almost 70% of customers take their business elsewhere due to an attitude of indifference! Participants will have the opportunity to refocus, re-energize and be reminded of the value of giving and receiving great client service.

Learning objectives and benefits of attending:

- Recharge your attitude to client relationships: They are the reason you are in business
- Take the lead and succeed with every customer encounter
- Achieve buy-in from every staff member within your practice regarding the value of great service
- Avoid the “cost of loss”. A bad service experience with your organisation has immeasurable consequences!

A to Z Accreditation: Practical Strategies

Physiotherapy accreditation - introduction to APA Standards and QIP accreditation

Wendy Shephard (QIP) and Cris Massis (APA)

The APA and QIP have worked together over the past three years to review the APA Standards for Physiotherapy Practices and the Physiotherapy Accreditation Program. The review resulted in a refinement of the Standards and a much improved, streamlined accreditation process that will reduce the time and effort to achieve accreditation.

The new improved Physiotherapy Practice Accreditation Program was recently relaunched, and we invite you to join this session to learn about the Standards, the accreditation process and the range of resources available to assist you throughout the process and how participating in a program aligned to international best practice can provide benefits for your physiotherapy practice.
Physiotherapy Accreditation - Practical ways to deduce the risk through quality
Wendy Shephard (QIP) and Cris Massis (APA)
The Australian Physiotherapy Association (APA) is committed to quality improvement within the physiotherapy profession and have re-launched their practice accreditation program. The session will introduce the enhanced QIP accreditation process being used in physiotherapy and will provide delegates with an understanding and rationale for the APA’s support of the program.

Technology and Innovation
What is “the cloud” and what does it mean to me in my practice?
Miroslav Doncevic
The IT industry is renowned for generating jargon, acronyms and must have gadgets with much hype.
If you have asked the questions: do I need cloud computing? is my practice software cloud compatible? what does cloud computing look like? what are the benefits and disadvantages of cloud computing? … then this session is for you.
The aim of this presentation is to inform and update the practice manager in plain English in the context of Australian medical practice in 2013 and the foreseeable future.
Some of the topics explained are:
- public cloud
- private cloud
- hosted services
- software-as-a-service (SAAS)
- internet connectivity and security
- data security
- the Privacy Act
- costing cloud based services

Are you a learner or a lemming? Getting better at managing information and communication technology in practice (for the technically challenged)
Glenn McMahon
This session will provide key principles and pointers to successful information management systems management (from a non-technical perspective)
Looking at your practice information management needs
What do we want to achieve with technology
Just because it’s technology does it mean its good?
Planning change
Contingency planning

Achieving Safety: Aspiring to Quality
Tips for utilising the skills of general practice nurses
Lynne Walker
General practice nurses possess skills that add value to general practice in a variety of ways. In order to maximise a nurses skills, practice managers will benefit from understanding the challenges this role brings, the strengths that can be built upon and some strategies that practices can implement to gain maximum productivity and recognition of the role.

4th edition accreditation – introduction and preparation
Australian General Practice Accreditation Limited (AGPAL)
Alison Kelly
Let AGPAL help your practice plan for its accreditation journey. This session is based on AGPAL’s successful National 4th Edition Workshops and will provide guidance to general practices working towards achieving accreditation to the RACGP Standards for general practices 4th edition. Participants will take away practical tips to help make their accreditation journey smoother.
Key topics include:
- An overview of the RACGP Standards for general practices 4th edition
- The Standards’ framework
- AGPAL’s accreditation process
- How practices can plan for accreditation
- How practices can meet the Standards
Join this session to update your knowledge and learn how to prepare for accreditation in a planned and methodical way.
**Kaizen: The Art of Quality**

Strategies and Approaches for Superior Customer Service

Sister Mary Jean Ryan

In 2006, SSM Health Care's customer satisfaction scores were a little better than average. But the organization's mission - "Through our exceptional health care services, we reveal the healing presence of God" - called for exceptional results. So SSM Health Care challenged its employees to develop a customer satisfaction program that could boost results to new highs across the system.

Over the next year, teams of employees worked to develop the program. What ensued was an eight-element program designed to significantly improve customer satisfaction. During her talk "Strategies and Approaches for Superior Customer Service," Sr. Mary Jean Ryan, FSM, Chair of SSM Health Care's Board of Directors, will discuss each of the eight exceptional elements: conversations, service standards, rounding, rewards and recognition, patient experiences, selecting employees, ideas and service recovery.

If your organization is experiencing customer satisfaction scores that are not as good as they can, and should be, this presentation will offer some practical things you can do to improve.

**Integrated Primary Healthcare**

Clinical governance and the Practice Manager (what do you have to do)

Gary Smith

The critical areas which form the basic foundation of high quality clinical management we as managers should be mindful of are:

- A patient-centred and community focused care approach
- The ability of the practice to manage constant change
- Communication strategies both internal and external to the practice
- The use of information and information technology
- A culture of ongoing performance improvement
- Practice leadership; and finally
- Effective clinical and organisational governance.

Implementing a Clinical Governance framework into our practices is the basis on which we can build a safe working environment. Gary's session will provide you the framework by which you can start to build this model in a safe working environment.

**The Evolving Role of Practice Management**

What should be in the Practice Manager’s tool kit

Brett McPherson

Having been involved in managing health practices for nearly 25 years, I look back and often think “If only someone had of told me” or “If only I had of known about that”.

It was somewhat timely, that I was recently asked to list my 6 key “tools” that would form the basis of my management toolkit.

After thinking for some time, I came up with my 6 items and they are - a camera, a set of scales, a smart phone, an owl, a chest drawers and a light bulb!

At first this may seem a strange mix of items but I hope that after the session the relevance and importance of each item will be obvious and that the presentation will assist “new” managers with some key items that they could incorporate into their Management Toolkit.

**Working Towards Excellence**

The Changing Landscape of Health Finances - is your practice ready?

Tom Laundy

With changes in the political and funding landscape, we are in challenging times for the effective financial management of practices. Join us as we explore the financial tips and traps for taking advantage of the latest trends in health including:

- Ehealth - how to make the most of it
- Grants
- Medicare Local funding
- Changes to PIP and other government subsidies
- Contractors and tax - what’s the latest?
A to Z Accreditation: Practical Strategies

4th edition accreditation – introduction and preparation

Australian General Practice Accreditation Limited (AGPAL)

Alison Kelly

Let AGPAL help your practice plan for its accreditation journey. This session is based on AGPAL's successful National 4th Edition Workshops and will provide guidance to general practices working towards achieving accreditation to the RACGP Standards for general practices 4th edition. Participants will take away practical tips to help make their accreditation journey smoother.

Key topics include:
- An overview of the RACGP Standards for general practices 4th edition
- The Standards’ framework
- AGPAL’s accreditation process
- How practices can plan for accreditation
- How practices can meet the Standards

Join this session to update your knowledge and learn how to prepare for accreditation in a planned and methodical way.

Technology and Innovation

Selling your message - letting the people who need you, know you and want you

Anna-Louise Bouvier

Anna-Louise has built her highly successful Physiocise practices from one client and one class a week, to the 120 classes a week, 20 staff, and 1500 clients that come through the practice today. Her philosophy has always been to niche market, using simple targeted messages, create strong professional relationships, focus on best practice ideals and pursue innovation and leadership in every aspect of service delivery.

This workshop gives you a chance to explore areas that you can use to sell your practice and your skills with achievable cost effective strategies. She will explore what has worked and perhaps more importantly what she has found hasn’t worked, over the years as she has built her team and her practices.

Achieving Safety: Aspiring to Quality

Infection control and sterilisation

Marilyn Harris

This presentation will discuss some activities for the prevention of infections in general practice.

Lunch Sessions

To be held in the exhibition area

The Primary Care Practice Improvement Tool (PC-PIT): Measuring and improving quality in Australian Primary Health Care

Dr Lisa Crossland, Dr Tina Janamian and Professor Claire Jackson

Post doctoral Research Fellow, APHCRI Centre of Research Excellence in Primary Health Care Microsystems, Discipline of General Practice, The University of Queensland

This paper presents the development and trial of a new and innovative online approach to organisational improvement for general practice and primary health care settings, designed for general practice in collaboration with Practice Managers, practice staff and our national partners.

Primary health care

Mark Booth, Primary and Ambulatory Care Division at the Commonwealth Department of Health and Ageing
Kaizen: The Art of Quality

It’s time to take the lead: how to lead yourself first at work, in business and in life

Michelle Ray

We are living in a time of unprecedented economic and social turmoil. We look to our jobs for security and our leaders for inspiration; often opting for the status quo – because staying stuck is easier than creating change. During the course of her professional career, Michelle got hit with two deep recessions that brought her face to face with the true meaning of leadership....the challenge of leading oneself. During this dynamic presentation, Michelle provides audiences with strategies and solutions for taking the lead, no matter what the economic circumstances or one’s title may be. Delivering her message with insight, wit and humour, she incorporates the business and life-lessons described in her recently-released book: Lead Yourself First, to motivate, educate and inspire your group to move through change, take risk, and create their own reality.

Learning objectives and benefits for attendees:

• Develop unwavering confidence in your personal, career and business decisions
• Take charge of your career and professional destiny
• Implement specific strategies to rise above challenges and take the lead
• Tap into your innovative potential to bring out the best in yourself
• Apply the incredible leverage of modelling a “do-what it takes” attitude
• Harness a leadership “mindset” to become the leader of your own life

Connecting with communities

Carol Bennett

Does the surgeon with the neatest sutures in the world provide the highest quality in health care?

Any discussion about quality in health care begins with a number of assumptions. The most important of these assumptions tends to be that if we can just improve the quality of what we currently do, we will improve health outcomes.

The reality is that quality is not absolute, but context-driven, and therefore, all assumptions need to be made explicit. We also need to acknowledge that, despite some suggestions to the contrary, the reason the health system actually exists is to provide the highest quality in health care services.

This paper will argue that any measure of quality health care has to be grounded in health outcomes and the patient experience - it has to be about what happens to people. Within this context, I believe quality health care is fundamental to driving increased health and well-being across our communities, but without these measures, improving quality may just be perpetuating failure.

Integrated Primary Healthcare

Future demands of aged care in the community

Sarah Newman

Over the next few decades the number of people over the age of 70 is set to double, and over the age of 85 to quadruple. As we ride the wave of the ageing Boomer demographic, what will this mean for the broader community and for the aged care system? Will we be drowned by the promised ‘aged care tsunami’, or are there some viable ways forward to face the growing needs? Looking from the perspective of one of Australia’s largest aged care providers, Sarah Newman will outline the coming trends, identify consumer expectations, examine the proposed response of government and attempt to clarify the difficult journey ahead. If you are looking to understand the bigger picture of where aged care in Australia is heading, this presentation is for you.

eHealth and the PCEHR for Allied Health & Specialists

Marina Fulcher CPM FAAPM

There has been a great deal of publicity about eHealth and the PCEHR and still so many unanswered questions:

Exactly what does it mean?
How does it really apply to allied health and specialist practices?
Should my practice be doing anything? If so what?
Terms such as Healthcare Identifiers, Secure Messaging, ePrescribing, eReferrals, eDischarge Summaries, Shared Health Summaries and Event Summaries are being used, but what do they mean? We will demystify the eJargon.

Bring all your questions along to this session.

We will also be talking about what you need do in your practice to be able to participate in eHealth, the provider portal and assisted registration, everything you need to know to understand what all the fuss is about.

The Evolving Role of Practice Management

Taking the load off - desks, deadlines and demands

Anna-Louise Bouvier

Discover what your body is trying to tell you about how you cope with the day to day physical demands of your life. Join this practical workshop on how to relieve tension, tightness and stress. Improve your slumpy posture, activate your core, relax your breathing and develop some simple mental tools that you can use all day every day to feel stronger and more relaxed.
Making Meetings Work
Angela Mason-Lynch

Meetings are the third major time waster in the world of work. Most people in the your workplace will say that at least 50% of the meeting is a complete waste of time. This adds up to an expensive waste of time and energy.

We know meetings are a necessary business tool for exchanging information, solving problems, and reviewing progress and process. But they must be managed and they must be used effectively. This workshop gives you practical tools and shows you how to make your meetings work for you and your business.

Working towards excellence

GP Registrar training - practice managers contributing to the quality of GPs of the future
Anne Davis

Traditionally, GP Registrar training has been seen as the responsibility of the GP Supervisor in the practice. However, as the medical industry environment, patients’ demands and technology change the GP Registrar’s experience in the practice, the role of the practice manager in this area has developed. Practice managers are providing strong contribution to the quality of the GP Registrar training and the quality of GPs of the future.

This session will have three parts:
1. An overview of Who’s Who in the Zoo of GP Registrar training
To give an understanding of some of the acronyms - GPET, AGPT, RTP, GPR, GPS, ME, DOT, FACRRM, FRACGP...
2. A panel discussion of the elements enabling a quality practice experience for the GP Registrar
The panel will discuss what makes a difference for the GP Registrar training in their practices. Areas include Quality Systems, Learning Organisations and practical issues.
3. Discussion of the skills of the effective practice manager
Moving from the What of part (2), to the How, this part will discuss those special skills which practice managers use to facilitate and add value to the GP Registrar experience. Skills include coaching, risk management and leadership.

The contribution general practice nurses make to integration
Lynne Walker

The scope of the nursing practice is very broad and encompasses both clinical and professional contributions to primary health care. In Australia, over 63% of general practices employ at least one nurse, with nursing teams of up to 15 nurses. A nursing presence allows care to be integrated between patients and the practice, the practice and the community as well as the practice and the hospital. This presentation will outline results of the survey that highlight the contribution that nurses make to primary health care. Importantly it will also outline some of the challenges that nurses face and that will impede the recruitment and retention of nurses into building a sustainable primary health care workforce that provides quality nursing care.

A to Z Accreditation: Practical Strategies

Introductory Dental Practice Accreditation - introduction and preparation
Wendy Shephard (QIP), Matthew Connor (ADA Inc.)

The Australian Commission on Safety and Quality in Health Care (ACSQHC) has developed the National Safety and Quality Health Service (NSQHS) Standards to drive the implementation and use of safety and quality systems, with the aim of protecting the public from harm and improving the quality of health service provision in Australia. The Standards apply to a wide variety of health care services, including dental practices.

ADA Inc. and QIP worked collaboratively to develop an accreditation process that is responsive to the needs and expectations of the dental profession and provides a sound evidence-based approach to accreditation by focusing on the six NSQHS Standards applicable to dentistry.

The presentation discusses applicable Standards for Dentistry and practical ways that private dental practices can work towards achieving Introductory Level Dental Practice Accreditation.

Learn why achieving accreditation demonstrates a commitment to the provision of excellent dental care for patients and continuous quality improvement within the practice environment.

Truths, myths and questions: The ACCREDIT project investigating if health service accreditation makes a difference to quality in general practice
David Greenfield, Warwick Smith

Accreditation of health services, including general practices, is a key component of health reform in Australia. There is a need to demonstrate the efficacy of programs, by expanding their evidence base and increasing their transparency.

The Accreditation Collaborative for the Conduct of Research, Evaluation and Designated Investigations through Teamwork (ACCREDIT) was funded, across 2011-15, to investigate health service accreditation in Australia. The collaboration comprises University of New South Wales researchers, staff from leading quality improvement bodies in Australia and accreditation agency personnel, including from Australian General Practice Accreditation Limited. The specific aims of
the ACCREDIT Project are to: evaluate current accreditation processes; analyse the costs and benefits of accreditation; improve future accreditation via evidence; and develop and apply new standards of consumer involvement in accreditation.

This workshop provides an opportunity to: review the evidence base for accreditation programs; examine emerging findings from the ACCREDIT project; consider the planned studies for the next two years; and discuss areas for potential development and associated challenges.

**Technology and Innovation**

**Fraud in a Technical World**
Jarrod Bramble, Nick Carter

There’s no denying the critical role that technology plays in our working lives today. The tools available make it easier than ever to monitor and manage the financial health of your practice, delivering powerful insights that can help you make dramatic improvements in efficiency and productivity.

But while the benefits are many; so too are the risks, particularly in the area of fraud. It’s an unpleasant truth that every practice needs to recognise the possibility of staff fraud and take appropriate steps to mitigate it. This means taking a close, hard look at your technology, your processes and your internal controls.

In this informative session, Cutcher & Neale Partner and medical accounting specialist, Jarrod Bramble along with Nick Carter, Senior Audit Manager and fraud expert, will take you through a Five Point Fraud Prevention process.

You’ll learn how to:

- Recognise the main areas of risk
- Spot the signs of potential fraud
- Implement and manage your own Fraud Prevention Plan

**Engaging your people - Creating a Positive Workplace Environment**

Danny Haydon

Managing people is probably the most crucial and challenging role of the practice manager. This presentation will provide strategies for engaging your people by developing a positive workplace environment.

The cohort of people that make up a workplace develop a culture of collective behaviours over time that are based on values, mindset, systems and symbols that become embedded in the workplace psyche. Understanding the dynamics of how workplace culture develops enables managers to develop strategies for engineering or preserving a preferred workplace culture.

The idiosyncrasies of the generations however has created greater challenges for managers as they try to engage people across the generations and build effective cross generational teams. Understanding your people and especially their generational profile provides managers with insight into the strategies for engagement.

Engaging your people is a critical investment for the retention of their talent. Providing a sense of purpose, a positive workplace culture and the opportunity for people to develop have been proven to be the key factors for retention.

Your people are engaged when they have a clear sense of vision and purpose; when their leadership potential is explored and developed; when they are encouraged to learn and are provided with regular and effective feedback.

**Achieving Safety: Aspiring to Quality**

The revolution in point of care provides better quality

Tom Holmam - UltraFeedback

Australian research conducted over the last two years with consumers experiencing health services has shown high levels of satisfaction with the overall experience but also exposing large gaps in the quality of care. Specific areas include waiting, communication effectiveness, literacy, discussion of care options (particularly end of life care), pathology tests and co-ordination of care. 9 dynamic flows in better health care illuminate the way, particularly the focus of health management decisions and point of care. Evidence and argument will explore these issues and lead to suggested action to revolutionise healthcare quality. It involves redefining the point of care and who control decisions.

**Clinical governance in small organisations**

Kylie Radburn

AGPAL and Quality Innovation Performance (QIP)

Clinical governance is a concept that that has gained prominence in health care safety and quality literature since its first emergence following work undertaken by the NHS in the UK in 1995. This presentation will look at practical applications of key clinical governance concepts in small organisations using the Scally and Donaldson clinical governance model and demonstrate that clinical governance is equally important and attainable for small organisations.
Kaizen: The Art of Quality

How clinician-managers enact their leadership responsibilities

Jeffrey Braithwaite

Clinician-managers are an interesting hybrid. They have to facilitate the delivery of effective clinical care; and they have to simultaneously do management and leadership well. It sounds like having to be good at two challenging occupations at one and the same time.

Help is at hand. There are new models, ideas, tools and frameworks for appreciating how to pull this off, accomplish clinical and organisational goals and meet pluralist interests. We examine how in this session, and discuss matters arising out of the dialogue which follows the presentation.

Integrated Primary Healthcare

The New Zealand experience of integrating primary health care through Primary Health Organisations

Martin Hefford

NZ has been experimenting with Primary Health Organisations (PHOs) for over a decade now, and PHOs are coalescing into larger, more accountable primary care bodies. So what do PHOs actually do? How do they relate to and support their member practices? How does enrolment work? Clinical governance? And how is alliance contracting being used to support integration between primary care and hospital services? Are there lessons for practices as they deal with the emerging Medicare Locals?

Working Towards Excellence

No More Drama! How to build high engagement, high morale and a happier workplace

Michelle Ray

The existence of people challenges of any description has consequences for practice and your bottom line. Many individuals are working longer hours, spending more time with managers, co-workers, and computers than their own families. Stress levels have accelerated as organisations of every description feel the pressure of delivering results for their clients and shareholders in less time, with fewer resources. Teams are expected to be efficient, engaged and happy. However, the demands of today’s workplace often take a toll on the most important resource of all your people. Under these conditions, it is not uncommon for drama and chaos to reign. Is your business equipped to deal with personality clashes, emotional explosions, “my way or the highway” mindsets, and other theatrics that undermine productivity and success? Are you ready to manage the high cost of low morale? Delivered with humour and insight, this exciting session offers practical solutions to the most common workplace problems...helping your audience to put a stop to the drama...once and for all.

Learning objectives and benefits of attending:

- Detach from the dysfunction and drama to be a better “you”
- Take a stand in the face of “the blame game” and other theatrics
- Practice objectivity and put the “small stuff” into perspective
- Learn the difference between people who have problems and people who are problems
- Evict the colleagues, managers and others who are living “rent-free” in your head

The Evolving Role of Practice Management

Leadership and Teamwork

Tony Mowbray
A to Z Accreditation: Practical Strategies

Using patient feedback to improve

A/Prof Michael Greco

The RACGP Standards (4th Edition) require that GP practices undertake a valid and reliable process for obtaining patient feedback about the quality of their service. The voice of the patient is becoming increasingly recognized as a significant indicator of quality. A recent systematic review published in the BMJ showed that patient experience is linked to clinical effectiveness and patient safety.

However, just undertaking a valid and reliable patient survey is not enough. The RACGP standard on patient feedback is more than ‘ticking a box’. The real challenge begins when the practice receives their results and reflects on their significance. Research evidence shows that practices do better when they build action plans around their results of patient feedback, and even more so, when patients are involved in the proposed improvement strategies. This process has been referred to as ‘Critical Friends Groups’. This session will explore the learnings from systematic patient feedback and how practices can use their results to improve. Examples will be provided about how practices have engaged patients to support them in building a more patient-centered culture.

Achieving Safety: Aspiring to Quality

Promoting Cultural Safety on the pathway to Quality in Aboriginal Health

Maree Davidson

Pathways to Quality in Aboriginal Health

Aboriginal and non-Aboriginal Health Services work hard to meet Government and community expectations around improving the health outcomes for Aboriginal and Torres Strait Islander people across Australia.

Medicare Locals and other non-Aboriginal health services have as part of their funding agreement, a requirement to help Close the Gap by supporting the provision of culturally respectful quality health care to Aboriginal and Torres Strait Islander communities.

It sounds easy but it’s complicated with many barriers and challenges across all levels of the health system. It is a variable and colourful landscape from which we can all learn.

This presentation will draw on the stories of people at the forefront of Aboriginal Health. They will share their experiences of what works well in their organisations, the challenges and how the requirements of accreditation are being used to drive systems for better access to quality health care, thereby improving health outcomes in their communities.

What lessons can be shared?

Maree will present strategies for improving the experience of Aboriginal and Torres Strait Islander communities in accessing good quality health care. Learn from the experiences of Indigenous organisations that are themselves working towards becoming accredited and the things that make a difference to their community.

The presentation format includes a series of short interviews, celebrating the successes and highlighting the challenges. Active discussion of some key strategies for making Quality Health Services more accessible to Aboriginal and Torres Strait Islander people will build an awareness for all stakeholders.

Technology and Innovation

Make your practice zoom

Mark Ryan

The best technology should be useable by an 8 year old, have near zero overhead and deliver efficiency and delight.

Mark’s talk will cover emerging real world technologies and approaches that can help your practice zoom by becoming more efficient, attracting more patients and maybe adding an element of fun along the way.

Mark is passionate about spreading the good news and sharing insights as to what works and possibly what to avoid in both technology and process.

As a director of Your Practice Online we have build and manage over 2,500 surgical, general practice, dental and allied healthcare professionals websites. This equates to directly and indirectly managing the online presence of nearly 10,000 professionals.

Prior to YPO - Mark build and managed 5 multi disciplinary Medical Centres later sold to Sonic Healthcare. And then acquired and developed a number of medical billing software companies later selling to Primary Healthcare Limited (HCN).

Mark is a seasoned technophile and loves giving and receiving feedback.
CONFERENCE SESSION ROOMS

All sessions are being held on level one.
AGPAL is committed to recognising and rewarding quality across a diverse range of health care professions.

• Exclusive Industry Sponsor of the International Health Care Conference.
• Proud sponsor of the AAPM State and National Practice Manager of the Year Awards.
• Encouraging practices to showcase outstanding achievements through the AGPAL General Practice of the Year Awards.

About the AGPAL Group of Companies

The AGPAL Group of Companies is committed to delivering quality improvement through innovative systems and solutions. The AGPAL Group of Companies consists of AGPAL, Quality Innovation Performance (QIP) and QIP Consulting.

 безопасность и качество награды 2009. Dr Jim Blackwood from Busby Medical Practice with AGPAL Chair Dr Richard Choong.

Say hello to our friendly teams and learn about our range of accreditation, certification and consulting services. Booths 62, 67 & 70.