

# Mr Gary Smith

Immediate Past President

Australian Association of Practice Managers



**takingaction** Divisions of General Practice Network Forum 2004





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# **Broadening the Horizons -educating the practice team-**



**Adelaide**

**26<sup>th</sup> September, 2004**

**Gary Smith (FAAPM)**

**Immediate Past National President**

**Australian Association of Practice Managers Ltd**



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**You will not change outcomes  
unless you can influence**



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**You cannot expect to influence  
unless you have a relationship  
with the person/group you wish  
to influence**



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# **Divisions of General Practice**

## ***- future directions -***

- Divisions have a core role in working with GP's and their practices
- Divisions have a key role in the encouraging of team based approaches, building partnerships at the local level



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# **The Future of General Practice**

- Changes to provider and staff roles
- Pro-active 'GP as gatekeeper' role
- Business orientated medical practices
- Increase consumer spend



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## **Why Educate and Train ?**

- Financial viability
- Protection
- Career path
- Obtain knowledge and skills



# Types of knowledge

- Foundation knowledge
- Currency knowledge



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## Who is AAPM?

- National organisation
- Founded 1979
- State branches
- Regional group
- Local/special interest groups



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## What's in a Name?

***“It’s the work that determines the role  
not necessarily the title”***



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## 8 CORE PRINCIPLES

1. Financial management
2. Human resources management
3. Planning and marketing
4. Information management
5. Risk management
6. Governance and clinical operations
7. Business and clinical operations
8. Professional responsibility



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# Importance of training...

*“The basic purpose of training is the transfer of skills from those who have them to those who do not have them.”*



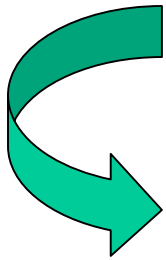
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**Who is UNEP?**



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**A Productive Partnership**





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## **Current Programs**

- Certificate III in Business (Medical Reception)
- Certificate IV in Practice Management
- Diploma in Practice Management
- Graduate Certificate in Practice Management



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# **The Individual Module Workshop Delivery Option (IMW's)**

- An alliance between UNEP and Division
- Commercial costs *“trade off”* on course costs to students
- Different delivery options



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# **AAPM/UNEP/Division Alliances**

## **Queensland**

- Brisbane Inner South Division of General Practice  
(in collaboration with seven other Divisions in the South East Queensland region)
- Wide Bay Division of General Practice, Bundaberg
- Central Queensland Rural Division of General Practice

## **Victoria**

- Mornington Peninsula Division of General Practice
- Ballarat Division of General Practice
- East Gippsland Division of General Practice  
(in collaboration with Central and West Gippsland DGP)



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# **AAPM/UNEP/Division Alliances**

## **New South Wales**

- Central Sydney Division of General Practice  
(in collaboration with Hornsby Ku-ring-gai Ryde DGP)
- Hunter Rural Division of General Practice
- St George Division of General Practice
- NSW Central West Division of General Practice
- Hastings Macleay Division of General Practice
- Nepean Division of General Practice

## **South Australia**

- Adelaide North Division of General Practice



## **Barriers to Training**

- Lack of time
- Lack of motivation
- Reimbursement
- Not coping with change
- Willingness to upskill
- Costs V's returns
- Poor communication
- Poor visions of the future



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## **Emerging trends**

- Multidisciplinary teams
- Collaborative approach
- Quality improvement
- Professional development



## **Emerging skills**

- Team management
- Organisational
- Change management
- Strategic/project management
- Communication
- IT/IM
- Increased management knowledge



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# AAPM Proposed Membership Categories

- *“a person or organisation that has an interest in healthcare practice management may apply to become an Associate member in accordance with the guidelines set by the Board”*



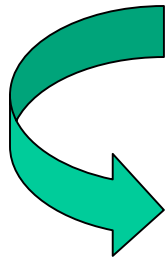
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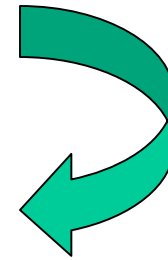
**The Future Belongs to Those  
Who Prepare for It !**



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**Divisions of General Practice**