



Establish Practice Support

Practical Support for Healthcare Practices

GP Practice New Manager Program

General practice management is specialised and complex. The GP Practice New Manager Program provides intensive face to face training (or via Zoom) with an experienced practice manager. We concentrate on the areas the new manager needs to know for effective and efficient assimilation into their role. The program is ideal for managers coming from other areas of healthcare or general management or for those stepping up into the role from a senior receptionist or office manager position.

If your new manager isn't sure what needs to be done for the PIP CQI incentive, is unaware of the compliance requirements of general practice or doesn't understand what to do in the event of a privacy breach this can result in serious costs to your practice. The GP Practice New Manager Program gives managers an understanding of general practice management that allows them to manage and lead at the level needed for your practice.

We give you a checklist of areas that your manager will need to know and you decide what you want covered. When, where and for how long you want the training to take place is up to you. We can also offer more in depth mentoring and assistance for specific areas such as managing teams or practice leadership.

Examples of what we cover are:

- ✓ **The relationship between Government and General Practice**
PIP/WIP, Provider numbers, Medicare, item numbers, PRODA, fee for service, My Health requirements, MMM areas and more.
- ✓ **The Business of General Practice**
Business planning, insurances, structures, audits, shared debt recovery, registrations
- ✓ **Financial Management**
Including basic accounting principles, private/mixed/bulk billing, setting fees, KPI's, how general practice is funded, how general practice makes money, other income streams
- ✓ **Compliance**
Accreditation, PIP, privacy and confidentiality, RACGP standards, AHPRA requirements etc
- ✓ **Managing Patients**
Feedback, complaints, patient flow and touchpoints, patient satisfaction and loyalty, customer service, dealing with challenging patient behaviours
- ✓ **Practice Management Clinical Matters**
Recalls, reminders, test follow up, GPMP, health assessments, triage protocols, managing emergencies, cold chain, infection control and the Practice Manager responsibilities
- ✓ **People**
Recruitment, induction, Awards, registrars, succession planning, new employee paperwork, usual work roles, scope of practice, responsibilities and accountabilities, performance management, rostering and a range of human resource functions
- ✓ **Risk Management**
Incident reporting, privacy breaches, acts/legislation, informed consent, bullying, discrimination, ethical dilemmas
- ✓ **I.T.**
Computer security, software, backups, moving to the cloud, website requirements

Give your new manager the best chance to excel in their role, contact Jen Flakemore 0431 059 495 or jen@establishpractice.com.au to discuss your practice needs.

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