

# Practice Managers' Program

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## SUNDAY 21 NOVEMBER

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0830 – 0900

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0900 – 1000

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1000 – 1030 Morning Tea

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1030 – 1100 **Council Lecture** – Noel Alpins

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Meeting Room 2

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1100 – 1200 **Practice Management Overview – Survey Results**

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RANZCO

Meeting Room 2

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1200 – 1300 **Round Table Networking Tables**

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A networking session of round tables with topics relevant to Australian Ophthalmology

Meeting Room 2

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1300 – 1400 Lunch

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1400 – 1530 **Patient Surveys for Ophthalmology – Who really cares?**

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Felicity Johns – Ultrafeedback

Meeting Room 2

Sponsored by Ultrafeedback

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1530 – 1600 Afternoon Tea

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1600 – 1700 **Eye Foundation**

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Meeting Room 2

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**MONDAY 22 NOVEMBER**

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0830 – 0900 **AGM**

Meeting Room 2

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0900 – 1000 **Emotional Intelligence – Leadership within the diversity of healthcare**

This session will assist delegates to understand Emotional Intelligence and to develop strategies to manage diversity in the workplace and the community and demonstrate how emotional intelligence can be used specifically to improve staff performance and improve outcomes for patients, practitioners and the whole practice team.

Colleen Sullivan

Meeting Room 2

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1000 – 1030 Morning Tea

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1030 – 1100 **Gregg Lecture** – Paul Mitchell

Hall E

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1100 – 1300 **Industry Panel, including representatives from Medicare, DVA, Health Funds; Medibank and BUPA/MBF – Electronic Claiming, latest initiatives**

Meeting Room 2

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1300 – 1400 Lunch

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1400 – 1530 **Health Professional OHS and IR Conformance**

Health Professionals and Modern Award coverage  
Application of the Fair Work act (FWA) and the National Employment standards (NES)  
Industrial Relation issues in practice management  
Protecting the Practice – Tools for managing human resources issues  
Protecting the Practice – Tools for the systematic management of OHS

Joanne Clancy - Business Savvy

Meeting Room 2

*Sponsored by Business Savvy*

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1530 – 1600 Afternoon Tea

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1600 – 1700 **Develop a practice manager's job description – what do you really do?**

A framework for all job descriptions for your practice  
Professional development pathway for a practice manager

Colleen Sullivan

Meeting Room 2

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## TUESDAY 23 NOVEMBER

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0830 – 1000 **Specialist Accreditation – Should we be planning now?**

Gary Smith JP, FAAPM, DipSFCDA, Dip Prac Mgmt

**Meeting Room 2**

*Sponsored by Quality in Practice*



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1000 – 1030 Morning Tea

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1030 – 1300 **Human Resources Session – People Behaviours that Challenge us**

An interactive two hour workshop addressing people management. Workplace culture and positive working relationships are both keys to success, This session will develop strategies for the practice manager to assist with effective leadership.

Marion McKay Dip HRM, MBTI, Dip Counselling & Groupwork,  
UNEPartnerships Trainer & Assesd

**Meeting Room 2**

*Sponsored by UNEPartnerships*

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1300 – 1400 Lunch

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1400 – 1530 **Closing the Loop – Risk Management Practise**

- What contributes to errors being made in the practice?
- Why is it sometimes hard to ensure we close the loop to prevent errors?
- Why our systems don't always prevent things going wrong?

This will be followed by an ophthalmology case study to break down some of the systems errors.

Marianna Kelly Mat Risk Mgmt, RN Grad Dip Disp Mgt, Dip Prac Mgmt,  
Risk Advisor & Medico-legal Advisor, Avnt Mutual Group

**Meeting Room 2**

*Sponsored by Avnt Mutual Group Limited*



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1530 – 1600 Afternoon Tea

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1600 – 1700 **Practice Manager Panel – Forum**

Discussion with practice managers sharing ideas

**Meeting Room 2**

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## WEDNESDAY 24 NOVEMBER

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0830 – 1000 **Finding your Market in Ophthalmology**

Mark Grey BA, CPM, Grad Dip ACG, FAMI, FAICD,  
CEO Queensland Eye Hospital

Meeting Room 2

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1000 – 1030 Morning Tea

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1030 – 1100 **Hollows Lecture** – Henry Newland

Hall E

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1100 – 1300 **Tour of Low Vision Centre**

The Royal Society for the Blind  
230 Pirie Street, Adelaide SA 5000

(maximum 40 people)

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# What's in it for You?

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Prof Julian Rait  
Ophthalmologist and  
President of MDA National

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