

From the state president

Welcome to 2011, I extend my sympathy to all those practices and their people who have been affected either directly or indirectly by the floods. What a tragic start to a new year!

I hope amongst all the water and sad news you have been able to set some achievable goals that will help you create your roadmap for life.

Michelangelo once said "The greatest danger for most of us is not that our aim is too high and we miss it, but that it is too low and we reach it". These are great words that made me examine the life I am living and how it compares to the life I truly dream of living.

I want to honestly say my life journey is what I dreamt it would be; I am doing what I want to do; achieving what I want to achieve; that it is rewarding and positive and most of all that I am having fun.

The practice management journey is often taking detours that challenge and push our dreams, our goals, our achievements, and certainly our rewards. I continually rely on AAPM and my colleagues for my professional currency and fun in our changing health environment.

This year is a very full one for your NSW committee. Our secretariat service is now based at AAPM Head Office and Helen Kenny is our "skipper". She has done a wonderful job learning how our association works. We have put together a great education agenda that delivers to the remote parts of our state and look forward to meeting many of you at these.

Congratulations to our 2010 NSW Practice Manager of the Year Vivienne L'Or from New England Skin and Medical Clinic in Glen Innes.

Also congratulations to the two runners up, Helen Portus and Corinne Webb.

Welcome new members (Sept – Dec 2010): John Law, Jennifer Mafohla, Carolyn Woodhead, Karin Cloos, Jill Stevens, Juanita Cater, Debra Evans, The Marsh Street Medical Practice, Maari Ma Health Aboriginal Corporation, Kathleen Talty, Vasan Medical Centre, Christine Wilson, Paula Bale, Ralph Belshaw, Belinda Donkin-Evers, Adrian Hunt, Monique Hagerty, Katrina Jones, Rebecca Pope, Candice Richards, Wendy Whelan, Cassandra Dunster, Emma Byrne, Mara Giribaldi, Karen Garth, Trish Jancewicz and Michelle Madden.



Angela Mason-Lynch

Your NSW committee

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It can be argued that the cornerstone to being an effective manager or team leader is the ability to get the job done efficiently, using the available resources as well as possible in the given timeframe, to achieve the desired results for the client.

The ability to develop and define changing work priorities is a considerable skill that many underestimate.

Some people seem to do this with comparative ease while others struggle due to lack of planning, focus and foresight.

Often it is not lack of talent or potential that constrain the process, but rather the lack of direct skills and practical knowledge and ability to plan and then implement an efficient way of monitoring the daily work schedules against required performance.

Juggling priorities and understanding the rigorous planning process, combined with exceptional skills in decision-making and problem solving, are perhaps a more critical indicator of success than anything else.

So, how do these issues relate to your current workplace?

- Ever felt pressured because your work commitments have grown dramatically and changed frequently so you don't quite know where to start?
- What are some of the tools used for comprehensive planning?
- How can you learn the skills to respond to work pressures and new priorities?
- How can you incorporate contingencies into your work plans so that success will ultimately be achieved?

There are a variety of building planning tools available including computerised calendars, Gantt charts, project management software, and monthly target sheets.

These are all commonly used in business to help focus on the job at hand and not get too distracted by other irrelevant issues and non-critical events.

Today's workplaces are moving at a faster pace than ever before and there is a greater pressure on all staff to be more productive, more efficient and to be seen to add value to the

business in as many ways as they can.

One significant way to achieve this is to undertake further studies, or embark on a professional development program, to improve work skills and knowledge.

With multiple tasking, and job functions becoming more complicated and dynamic, administrative staff must become better at developing and understanding work priorities.

Developing clear work priorities revolves around a succinct appreciation of the tasks to be undertaken and the timelines for their achievement.

This means that you plan for the effective use of the resources within your control.

How well these resources are utilised, activated, empowered, modified or grown forms the basis of how you measure the impact of a team leader.

* Edited course material from UNE Partnerships' Certificate IV in Professional Practice Management
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Sydney AAPM NSW Professional Practice Management 2011 workshops

Certificate IV in Professional Practice Management

In conjunction with AAPM NSW

Workshop 1 commences Thursday 5 May

Final enrolment date: 7 April 2011

Diploma of Professional Practice Management

In conjunction with AAPM NSW

Workshop 1 commences Saturday 14 May

Final enrolment date: 16 April 2011

For more information please go to www.practicemanagement.edu.au/PracticeManagement_WorkResidentials.htm

In the news

Beware of scammers

Medicare Australia and Centrelink are urging Australians to watch out for hoax telephone calls from people pretending to work for the agency. Medicare Australia will never contact you by phone or email offering cash or other prizes for answering questions or participating in promotions. If you suspect a scam has occurred, contact the Australian Government's designated fraud tip-off line on 13 15 24 and alert police.

Looking for ways to improve your business in 2011?

The Small Business Superannuation Clearing House makes

superannuation payments simple for small businesses with fewer than 20 employees. It's fast, free and efficient. Register online: www.medicareaustralia.gov.au/super/index.jsp.

GP health summaries

A need to clearly define the key elements of the GP health summary and its application in an electronic health record has prompted the Royal Australian College of General Practitioners (RACGP) to develop a set of seven factsheets to provide advice to general practice and their teams. For more information, see www.racgp.org.au/ehealth/summary.



Central Coast Networking Group's final dinner for 2010. The event was kindly sponsored by HESTA. Mark Ashby, HESTA's client relationship manager NSW, joined us for the evening (back row).

New committee members

We welcome three new members to the NSW committee.

Caroline O'Donnell. I have worked in the health industry since leaving school. I did two years of my nursing training at RPA and continued working in personnel, payroll, recruitment and managing the haematology clinic for several years.

During this time I completed an Advanced Certificate in Personnel Management at TAFE. I worked for a few years for a medical specialist and, after my first child was born 15 years ago, was invited back to manage the practice, which I still do today remotely.

For the past 10 years I have managed a general practice at Richmond and enjoy the constant changes and challenges.

In 2007 I completed my Diploma in Practice Management and am currently working as a Practice Management Consultant for a large general practice in Cremorne. I am enjoying my role as mentor to their new practice manager as well running some receptionist training.

I also work for GPA as an accreditation surveyor and really enjoy seeing the variety in the way general practices are run.

I am married with three children aged 15, 12 and 8, am a fanatical netball player and enjoy keeping fit, water skiing and horse riding.

Tracey Duddek. I am from Bathurst NSW and worked in a dental practice for 11 years as a qualified dental nurse and manager/financial manager. I have been a practice manager for GP practice in Bathurst for three years.

I completed my Cert IV in Practice Management in 2009 and Diploma of Practice Management in 2010 with UNE Partnerships. I wanted qualifications for my position and also needed to know I was doing my job correctly.

I found out about AAPM when I first started at the GP practice and became a member in 2008. I was asked to join the NSW AAPM committee last year and thought this would be a good way to help other practice managers.

Moving from dental to medical was a huge change, with more staff and registrars, who were a mystery to me! I would like to help move our practice forward and attract more doctors to rural NSW in the coming years.

Helen Eirth. I am practice manager of a general practice in Bowral NSW. We have nine doctors, including two registrars, and four nurses. We are a teaching practice so, along with the registrars, we also have a medical student from the University of Wollongong and a JMO involved in the PGPPP program.

I have been with the practice for six years, but have only in the last eight months taken over the practice manager position after assisting the former practice manager for about two years.

I joined AAPM last year and was subsequently asked to join the NSW committee in August. I saw this as an opportunity to be able to get support from experienced practice managers in the ever-changing world of the medical profession.

I am looking forward to bringing education events to my area through AAPM and obtaining further qualifications in practice management.

AAPM NSW events

Date	Event	Topic / Comments	Presenter	Co-ordinator
MARCH				
Sydney 11 March 2011	Foundation Knowledge for the Manager	Making Meetings Work, Managing Up or Managing Out	Angela Mason-Lynch / Marina Fulcher	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
Canberra 25 March 2011	Foundation Knowledge for the Manager	Making Meetings Work, Managing Up or Managing Out	Sue Evans	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
APRIL				
Moree 2 April 2011	Receptionist Development Day & Foundation Knowledge for the Manager	Half Day RDD – Communication & You. Half Day FK - Making Meetings Work, Managing Up or Managing Out	Lesley Macey/ Tania Worroll	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
Central Coast 7 April 2011	Networking Dinner			Debra Smith Ph: 0412 802 096 Email: da.smith@internode.on.net
MAY				
UNEP 5 May 2011	AAPM NSW Taking Control CIV		Colleen Sullivan	☎ UNEpartnerships Ph: 1800 288 622 Email: practicemgt@unep.edu.au
Parramatta 7 May 2011	Receptionist Development Day & Foundation Knowledge for the Manager	Half Day RDD – Communication & You. Half Day FK - Making Meetings Work, Managing Up or Managing Out	Gary Smith/ Angela Mason-Lynch	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
Canberra 9 May 2011	Networking Dinner			Sue Evans Mobile: 0402 273 248 Email: nsw@aapm.org.au
Orange 13 May 2011	Networking Dinner			Sue Gentles Mobile: 0428 626 785 Email: nsw@aapm.org.au
Orange 13 & 14 May 2011	Receptionist Development Day & Foundation Knowledge for the Manager	2 x Half Day RDD – Communication & You. Half Day FK - Making Meetings Work, Managing Up or Managing Out	Sue Gentles/ Tracey Duddek	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
Bowral 14 May 2011	Receptionist Development Day & Foundation Knowledge for the Manager	2 x Half Day RDD – Communication & You. Half Day FK - Making Meetings Work, Managing Up or Managing Out	Helen Eirth/ Angela Mason-Lynch	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
UNEP 14 May 2011	AAPM NSW Managing a Practice DIP		Mark Stallwood	☎ UNEpartnerships Ph: 1800 288 622 Email: practicemgt@unep.edu.au
Coffs Harbour 20 & 21 May 2011	Receptionist Development Day & Foundation Knowledge for the Manager	2 x Half Day RDD – Communication & You. Half Day FK - Making Meetings Work, Managing Up or Managing Out	Tania Worroll/ Lesley Macey	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
JUNE				
E-Seminar 2 June 2011	SEMINAR 2 Excel Spreadsheets		Cutcher & Neale	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au

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