

Year-end dinner a chance to network

At our Year-End Dinner at Era Bistro in Brisbane on Thursday 25 November, over 40 AAPM Qld members and guests celebrated another year and heard our invited speaker, Dr Gino Pecoraro, speak about his experience with and without his practice manager. He was very generous with his time and we thank him for attending and sharing his practice journey. Dr Pecoraro is president of the Australian Medical Association Queensland.

AAPM Chief Executive Officer Dean Barton-Smith also joined us for the occasion.

Sue Ayres, who retired from the AAPM Qld committee at the end of the year, was presented with a Meritorious Award.

The dinner was kindly sponsored by Flower and Hart Lawyers.



Sue Ayres receiving her Meritorious Award from Jan Chaffey and Dean Barton-Smith

Diary date: Feb. 16

AAPM Qld's first networking event for the year will be held on Wednesday February 16 at the Decks, Diana Plaza, in Brisbane.

This is the ideal opportunity to air your current frustrations.

Contact qld@aapm.org.au or 07 3103 5152 for details.



Staff Development Day 2011 will be held on Saturday 4 June at the Brisbane Convention and Exhibition Centre

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To advertise in this newsletter, please contact AAPM Qld Secretariat.
Copy Deadlines
For Jan-Feb issue: January 10
For April-May issue: April 10
For July-August issue: July 10
For Oct-Nov issue: October 10

The material in this publication is in the nature of general comment only. It is not intended to be advice on any particular matter. No reader should act on the basis of any information, statement, opinion, or implication in this publication without taking appropriate professional advice.

President's message

The Qld Committee has planned some exciting education and networking events throughout 2011, kicking off with a "Mid-Week Networking Drinks" event on Wednesday 16 February starting at 5:30pm.

This will be held at Decks Bistro, Hotel Diana, South Brisbane.

I also recommend you mark in your diaries the date for this year's Staff Development Day on Saturday June 4.

Keep an eye out for our e-alerts and if are yet to register your email address with AAPM I recommend you contact our Head Office with those details.

As I write this article today I am awaiting news on the state of the Brisbane River reported to be ready to peak later tomorrow.

In living memory I can't recall ever seeing widespread flood devastation across such a large area of Queensland.

My thoughts and prayers are with all of those families in Central Queensland who now face a massive clean-up and also with those further south who are yet to see the devastating flood waters cross their paths.

My heart goes out to all those who have been affected by these floods and I hope your recovery comes quickly.

On reflection, this is an event which spurs us as practice managers to check all of our insurance arrangements, making sure our practice has everything up to date and that our businesses are covered for such events.



Flood, fire, burglary, power failure, spoilage, motor burn-out and natural disaster are all events that you should consider being insured against.

Each business will need to assess the likelihood of such events on an individual basis.

It is also a great time to do a full insurance review including your own personal insurance arrangements.

Finally, on behalf of all of the Qld branch committee of AAPM we wish you a prosperous and successful year and we look forward to meeting you all at one of our many organised events throughout 2011.

Carolyn Ingram

New Members

A warm welcome to these new members

Bluewater Medical Practice & Acupuncture	Purono Park	Sharyn King	Greenslopes
Julie Boyd	Mackay	Breda Memon	Ipswich
Maria Crema	Tully	Leona Milzewski	Mudgeeraba
Kellie Forbes	Kelvin Grove	Vijaya Muthupillai	Belgian Gardens
Paul Goulding	Cranbrook	Jenni Sketcher	Bundaberg
		Tegan Straney	New Farm

News update

PUBLIC HEALTH ADVISORY **Tetanus Health Risks for Emergency Response Staff and Volunteers**

Vaccination against tetanus is part of the National Immunisation Program, involving a primary course of three doses of vaccine (given at 2, 4 and 6 months of age) and boosters at 4 years, 15 years and 50 years of age. These doses are all that are routinely necessary.

Tetanus vaccine has been given as part of childhood immunisation programs since the early 1950s. Boosters used to be given every 10 years, so some adults will have had many doses of vaccine.

Some adults will also have received a tetanus booster if they have had the booster for pertussis (whooping cough), as this vaccine contains tetanus vaccine. Tetanus boosters may be given to people with contaminated wounds, depending on their tetanus vaccination history.

Any worker or volunteer aged less than 50 years who can recall having had all their childhood immunisations and who can recall having had at least one tetanus booster since turning 15 years of age does not require a tetanus booster before being deployed to a flood-affected area.

If they cannot recall having a booster since turning 15 they should have a booster prior to deployment.

Any worker or volunteer aged 50 years or older who can recall having had at least three doses of tetanus vaccine and who can recall having had a tetanus booster since turning 50 does not require a tetanus booster before being deployed to a flood-affected area.

If they cannot recall having a booster since turning 50 they should have a booster prior to deployment, unless they are aged less than 55 years and can recall having a booster within the last 5 years, in which case they do not need a booster prior to deployment.

Any worker or volunteer who has not completed a three dose primary course of tetanus vaccination will not be made immune by a single dose of tetanus vaccine. In this situation, Queensland Health advises the worker or volunteer should consult their usual health practitioner to be brought up to date and discuss this matter with their deployment agency. A full three dose course takes a minimum of two months.

For more, see <http://www.health.qld.gov.au/cho/documents/phadvisory-tetanus.pdf>.

HEALTH REFORM QLD

The Queensland Government is reforming the way our health services will be managed and delivered in the future. Local Health and Hospital Networks (LHHNs) will be responsible for the day-to-day operation of public hospitals and delivery of public health services.

Queensland Health's head office will have less day-to-day involvement in hospital management, with many of its functions being devolved to networks.

In summary there will be:

- More localised control and decision making through Local Health and Hospital Networks;
- A greater role for clinicians and consumers in decisions affecting hospital management;
- Greater government investment in sub-acute care, emergency treatments, elective surgery, primary care and technology to establish e-health records; and
- Stronger partnerships across the health sector to ensure better integrated care.

For more, see: www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/content/home.

SWAMPED BY SICKNESS

AMA Queensland is concerned that the Queensland health system will be swamped as the full force of illnesses and injury caused by floods hits.

AMA Queensland President Dr Gino Pecoraro said practitioners and health workers were already attending to an increase in injuries and illness caused by rain and floods but anticipated the peak in health pressures was still weeks away.

"The most common injuries from flood-ravaged Queensland so far includes lacerations, sprains, dislocations and other soft tissue damage, concussions and neck and back injuries directly resulting from people caught in flood waters, slipping in mud or trying to clean up wreckage or operate machinery in non ideal situations," Dr Pecoraro said.

"We do however anticipate patients with infections to swell as food, water and sanitation continue to be compromised. Infections will vary from ingestion varieties including gastroenteritis and parasitic infestations causing vomiting, diarrhoea, and abdominal pains to systemic infections.

"The medical fraternity of Queensland will be busy with infected wounds from broken skin exposed to dirty contaminated flood waters and mud which causes cellulitis and abscesses and even life-threatening septicaemia.

"Inhalation of contaminated flood water can result in unusual coughs, respiratory infections and even pneumonias." Dr Pecoraro said Queensland doctors were also very concerned for patients who had lost or were unable to access essential medications or continue treatment regimes.

"Many people are suffering the devastation of losing homes and livelihoods. Communities have been significantly disrupted so we predict a steady stream of people suffering from adjustment disorders, severe anxiety disorders and depression over the coming weeks and months."

Dr Pecoraro expects floods to continue to impact Queenslanders' health long after the water subsides.

Stop Press: Seminar Friday, 28 January 2011

AAPM in association with the Australian Healthcare Industry Association (AHIA) is presenting an educational opportunity facilitated by the AHIA's two principal legal consultants, Mr David Wenban and Mr I Oostermeyer.

This workshop explores the issues and questions practice managers may have about the new modern award.

It will be a pragmatic and practical half-day seminar covering the major clauses of the Award and assist managers and supervisors with the interpretation and implementation of the terms and conditions.

Special Thanks to MSD, AAPM Diamond Partner.

SESSION PROGRAM

9.30am – 10.00am Registration

10.00am – 10.15am Introduction

10.15am – 11.00am The Fair Work Act and the Applicable Modern Awards

11.00am – 12.30pm Knowing your Award – the clauses and issues

12.30pm – 1.00pm Lunch

1.00pm – 3.00pm Question and Answer Session

When: Friday 28 January

Where: Novotel Hotel
200 Creek Street
Brisbane

Time: 9.30am Registration
10.00am – 3.00pm

Cost: Member \$140
Non Member \$170

Flood insurance: tips and contacts

Be informed and be prepared is the most important tip for easing the stress of unexpected, extreme weather events. This is the advice of Queensland's Department of Primary Industries (DPI), and it applies to all spheres, not just primary industries.

Should a storm or cyclone hit, and cause extensive flooding, you will need clear information to support your insurance claim.

Check the definitions in your insurance policy, check your area's hydrological information, and contact your insurer. DPI has extensive information on its website at www.dpi.qld.gov.au/4789_11176.htm. Following is an extract from the website.

DEFINITIONS

A major obstacle that delays insurance claims is the different definitions for flood and inundation in insurance policies.

The Australian Securities and Investments Commission (ASIC) defines "flood" as:
In general terms, flood damage refers to the inundation of a property by water which overflows from a natural

watercourse, while storm and tempest damage refers to the inundation of a property by water as the result of a storm. Therefore, some inundation risks are covered by the term "flood".

According to ASIC's Consumer Understanding of Flood Insurance Report, both types of damage are usually linked to a storm, and a property may be inundated by both water from the storm and water overflowing from a natural watercourse.

However, most insurance policies don't cover damage to a property if caused by:

- *inundation of water flowing from a natural watercourse*
- *inundation of water from both the storm and overflow of a natural watercourse (unless most of the damage is caused by stormwater)*
- *other phenomena, such as earth movement, even though this may itself have been caused by water from a storm.*

The Insurance Council of Australia advises consumers to review the terms and conditions of their cover in their Policy Disclosure Statement. If in doubt, contact your insurer.

USEFUL CONTACTS

■ *Insurance Council of Australia represents the interests of the Australian general insurance industry to meet consumer needs and improve service standards. Ph: 02 9253 5100.*

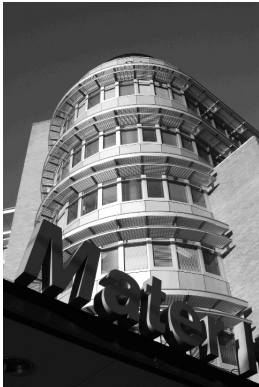
■ *Financial Ombudsman Service assists dispute resolution between consumers and participating companies. Free call: 1300 780 808.*

■ *Australian Competition and Consumer Commission (ACCC) promotes competition and fair trade in the marketplace. Plain language publications are on their website. Ph: 1300 302 502.*

■ *Department of Environment and Resource Management (DERM) collects, manages and delivers data on the quantity and quality of fresh water in the state's streams and aquifers, for water resource planning and management. This information is publicly available. DERM can also be contacted on a range of water management topics. Ph: 13 13 04.*

■ *Bureau of Meteorology's Flood Warning Service Program provides flood forecasting and warnings in each Australian state/territory. Visit their website for local contacts.*

Practice managers and Mater



Ongoing recognition of the importance of practice managers and their commitment to the medical industry is sometimes overlooked in our extremely fast-paced industry.

Mater Health Services is a unique not-for-profit, values-based organisation which acknowledges and

appreciates the hard work and dedication of practice managers.

In providing care for more than 500,000 patients each year, it is crucial to have regular open communication between hospital, medical practitioner, and practice manager. For Mater, this is essential, and is encouraged through the distribution of a variety of publications, networking events, and regular conversations.

By providing information on relevant hospital programs or initiatives, updates on construction or refurbishment works, upcoming events, Mater has increased positive working relationships and efficiencies, and ultimately improved healthcare outcomes for patients.

From all at Mater Health Services, thank you to the exceptional practice managers who assist in providing exceptional care for our patients.



Mater Health Services

Mater Health Services is a not-for-profit provider of health services which operates seven hospitals, a medical research institute, pathology and pharmacy businesses in South East Queensland. Established in 1906 by the Sisters of Mercy, Mater Health Services has grown to become a Queensland icon which provides care for more than 500 000 patients each year.

Through collocation of private and public facilities for insured and non-insured patients, Mater is able to provide comprehensive care to meet the needs of the community.

An entirely privately owned and operated charitable company, Mater remains committed to its mission to meet community need and reinvests any revenue from the business back into the provision of health services for the community.

With more than 7500 staff and volunteers, a commitment to clinical care, research and education, Mater is able to offer a comprehensive range of services to meet the needs of our community. We do this in the spirit of Mercy.

www.mater.org.au



Committee member

In the last issue, we introduced our new AAPM Qld committee, except Annie Sendall, who was on leave at the time.



Annie has been a practice manager of the Toowoomba 7-Day Medical Centre for nine years, the last 2.5 as a managing director. The Centre consists of six full-time GPs who practise business hours and 38 GPs who work out of the practice as an after-hours co-operative for the Toowoomba area. The Centre's support staff consist of one nurse manager supported by eight registered/endorsed enrolled nurses and one office manager supported by nine receptionists. Annie has seen vast changes in general practice and looks forward to future change. She completed her Diploma of Practice Management in 2008.

AAPM Qld Calendar

For all events, contact the Qld Secretariat

Date	Event	Location
February 16	Networking event	tbc
February 26-27	AAPM/UNEP Cert IV	Brisbane
March 5	AAPM/UNEP Dip Pract Mgt	Brisbane
March 19-20	AAPM/UNEP Cert IV	Brisbane
March 23	CEW: Human resources masterclass (Amanda Towe)	Brisbane southside
March 24	CEW: Human resources masterclass (Amanda Towe)	Caboolture
April 6	CEW: Managing staff performance (Tracey Jessie)	tbc
April 16	AAPM/UNEP Dip Pract Mgt	Brisbane
May 17	CEW: Managing staff performance (Tracey Jessie)	tbc

Skin care routine: the facts

At the 2010 Staff Development Day, one of the non-work topics which gained popular attention was caring for your skin. Here the session's presenter, Carolyn Ingram,* tells us more. This year's Staff Development Day on June 4 will also cover topics to help you to do your job as well as those with a non-work focus. Keep an eye on the AAPM website for event updates.

We have all been told at one time or another that we should be using an effective skin care range to "prevent the signs of ageing". But how do you know who to believe and which advertisements or so-called science are actually scientific.

So which factors need to be considered before putting together a good skin care routine? Many years ago the adage of "Cleanse Tone and Moisturise" was heard over and over and many men and women followed this advice to a "T".

Advice from skin care professionals in general hasn't changed. What has changed is that today through research and clinical trials our ability to predict how our skin is going to age has been made easier.

There are some key factors that immediately influence how our skin will age, those being:

- genetic factors – your natural skin type. Pale skin colours will age more quickly than those darker.
- environmental factors – exposure to sun and wind and the time spent in this exposure
- external factors – smoking or drinking alcohol
- number of birthdays you have had.

Ok, so now we are more knowledgeable about the factors that will age our skin, how do we help maintain our skin's appearance and in turn help delay the ageing process? Four key components in our skin care routines need to be observed: Exfoliation, Vitamin C, Vitamin A and Sun Protection.

EXFOLIATION

The best exfoliants are AHAs or alpha hydroxy acids and the least irritating of these is L-lactic acid. This will exfoliate surface dead skin cells, increase the rate of cell turnover and decongest the skin's surface.

Lactic acid occurs naturally in our skin for hydration and breaks down any excess naturally. The main benefit of a good exfoliant is that the skin is better prepared to be able to absorb active ingredients. You will see an increase in clarity and your skin will feel firmer and more hydrated.

Be careful of products with an exfoliant called glycolic acid, as this is a product not naturally occurring in the skin and can be more irritating. Overuse of a product containing glycolic acid may result in a "rebound" allergic-type reaction.

VITAMIN C

A potent antioxidant helps reduce inflammation, redness and swelling. Vitamin C increases the water content in the dermis and also increases the skin's ability to heal. In terms of helping to fight the signs of ageing Vitamin C increases new collagen synthesis.

VITAMIN A

This amazing ingredient is capable of penetrating the dermis and is a potent active ingredient. L-Retinol (a pure form of Vitamin A) binds to the nucleus of the cell protecting it and is a potent antioxidant.

Vitamin A encourages cell exfoliation and best of all inhibits collagen breakdown and ageing.

L-Retinol stimulates the formation of healthy blood vessels, reduces excess melanin in the skin (the cause of age spots and pigmentation) and regulates excess oil production. Remember to look for L-Retinol in your skin care routine.

SUN PROTECTION

A non-negotiable part of every skin care routine has to be a sun protection product. Talk to your skin care professional about the benefits of a good sun protection product. Hint: don't forget to apply to the backs of your hands, one of the first places to show ageing.

UNWANTED INGREDIENTS

Keep an eye out for those unwanted ingredients called parabens. These are commonly listed as sodium lauryl sulphate, butylparaben, ethylparaben, methylparaben, propylparaben.

Skin care products containing parabens can commonly leave your skin feeling dry and often lead to skin breakouts.

*Form & Function, www.ffclinic.com.au, +61 7 30103300
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***Carolyn Ingram,* BA, Grad Dip Teach, Dip Prac. Man, AIMM MAICD, AAPM QldPresident, AAPM National Board Director, Business Manager**

AAPM Qld Diploma workshop - enrolments closing early February

This workshop is especially beneficial for students who prefer leaning visually, experientially, and in a team environment. Workshop delivery has been designed with busy people in mind. Contact UNE Partnerships on phone 1800 288 622 or check website www.unep.edu.au.