



Australian Association of Practice Management

Our Vision: Practice Management to be universally recognised and valued at the centre of effective healthcare systems and sustainable businesses for optimal patient outcomes.

2019 Webinar Series

The 2019 AAPM Webinar Series offers 20 one-hour online seminars that you can watch from the comfort of your home or office via your computer, tablet or phone.

Sessions will cover a variety of topics to assist you and your team in the day-to-day practice activities.

Session topics are based on the AAPM Core Principles of:

**business
and
clinical operations**

**financial
management**

**human
resources
management**

**governance and
organisational
dynamics**

**information
management**

**planning
and
marketing**

**professional
responsibility**

**risk
management**

Package Registration Fees

Registration Fees & Packages	AAPM Members	Non Members
Executive Package (20)	\$480	\$960
Premium Package (10)	\$240	\$480
Standard Package (5)	\$120	\$240
Single Webinar (1)	\$40	\$80

2019 AAPM Webinar Series

Each webinar will air live at 1pm - 2pm (AEDT/AEST) on specified date.
5 CPD Points apply for AAPM Webinars

Date	Level	Topic
14 March	All	Tech Makes it Happen
28 March	F	Governance of your Practice
11 April	F & I	Performance Management Series Pt 1
2 May	F & I	Know your Practice Numbers Pt 1
16 May	F	Owning your Leadership Style Pt 1 (Self-Leadership)
30 May	I	Establishing of WHS/OHS Framework and a Culture of Accountability
13 June	All	Defining your Digital Framework
27 June	F & I	Onboarding for New Staff
11 July	All	Vision, Strategy and Operational Planning
25 July	F & I	Know your Practice Numbers Pt 2
8 August	All	How to Build a Branding and Marketing Plan
22 August	F	Owning your Leadership Style Pt 2 (Team Leadership)
5 September	F & I	Performance Management Series Pt 2 (Disciplinary Process)
19 September	I & Ad	Financial Benchmarking
26 September	F & I	High Performing Team Requires Leadership
17 October	All	The Patient Experience - what's trending?
31 October	All	GP Triage - refresher for all staff
14 November	All	Performance Management Series Pt 3 (Termination)
28 November	All	Insight into the Modern Awards
5 December	I & Ad	Websites - so you have one, now make it pop!

Register or View Full Schedule
www.aapm.org.au

Correct at 18/12/2018

Levels

All - All, F - Foundation, I - Intermediate, Ad - Advanced

Can't watch the live webinar? Not a problem.

Everyone registered will receive a link to the recorded webinar approx. 1 week after airing to watch at a time convenient to you and your team. Webinars are a great resource for team training.

Australian Association of Practice Management
Level 1-60 Lothian Street
North Melbourne Vic 3051

2019 AAPM Webinar Series

Guide to Session Levels

ALL (A)

Suitable session for all delegates across the range of practices

FOUNDATION (F)

Entry level practice leadership, acquiring a solid elementary foundation; no prerequisites are required

INTERMEDIATE (I)

Sessions are intended for a technical practice manager who has some knowledge of the subject matter but needs additional information

ADVANCED (AD)

These sessions are intended for a very technical audience. Content is focused on a thorough understanding of the intermediate level, technical details on a subject is assumed and expected to gain any benefit from this level

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2019 AAPM Webinar Series

Guide to Sessions

14 March - Tech Makes it Happen (A)

Learning Outcomes:

- Know what workflows your IT systems are supporting?
- Conducting an IT systems audit
- Platform integration
- What are your platforms costing you on the bottom line vs ROI?
- How tech savvy practices will lead the future

28 March - Governance of your Practice (F)

Learning Outcomes:

- What is Governance?
- Legislative and regulation requirements
- Accreditation
- Where to go?
- Case studies

11 April - Performance Management Series: Part 1 (F/I)

Learning Outcomes:

- Types of Performance
- Giving Feedback
- Performance Appraisals
- Succession Planning
- The 'Bus Test'
- Step Process

2 May - Know your Practice Numbers: Part 1 (F/I)

Learning Outcomes:

- Discover the risk you invite into your practice if you leave your numbers in the hands of someone else
- Understand a profit and loss statement in order to:
 - Maximise gross profitability
- Realise the most profit after tax from your business
 - Minimise your costs
- Calculate your breakeven point so you never go into a loss-making situation

2019 AAPM Webinar Series

Guide to Sessions

16 May - Owing your Leadership Style: Part 1 Self-Leadership (F)

Learning Outcomes:

- Understanding mindset and how we make decisions
- Reactions to uncertainty and unpredictability
- Emotional response and gaining perspective
- Separating role and self
- Building resilience
- Tools and techniques for dealing with complex challenges

30 May - Establishing a WHS/OHS Framework and Culture of Accountability (I)

Learning Outcomes:

- WHS/OHS legislative framework
- WHS/OHS obligations for practice owners and managers
- WHS/OHS obligations for employees within a practice
- WHS/ OHS risk and compliance strategy
- Setting a positive safety culture

13 June - Defining your Digital Footprint (A)

Learning Outcomes:

- What is your Digital Footprint?
- How to establish the value of your digital footprint
- Social media platforms, what's out there
- Execution of a digital footprint program
- Budget vs ROI
- Getting started

27 June - Onboarding for New Staff (F/I)

Learning Outcomes:

- Roles and responsibilities of a new team member
- Setting an effective onboarding program
- Support and professional development opportunities
- Role scope, policies and procedures
- Practice Policy & Procedure Manual

2019 AAPM Webinar Series

Guide to Sessions

11 July - Vision, Strategy and Operational Planning (A)

Learning Outcomes:

- Successfully lead a business plan process
- Setting the foundations of the business plan process
- Bringing your team on the journey to achieve your goals
- Producing the final business plan document
- Setting the framework to monitor the performance of the business plan for the next 12 months

25 July - Know your Practice Numbers: Part 2 (F/I)

Learning Outcomes:

- Understand your balance sheet and why it's one of the most important things for a business to understand
- Understand how to read your cash flow statement and learn strategies to maximise cashflow
- Learn how to use ratios to understand the health of your business
- Set new standards by creating a budget so you can track your progress and take informed action
- Understand the power of KPI's to get higher performance from your team

8 August - How to Build a Branding and Marketing Plan for your Practice (A)

Learning Outcomes:

- What a Branding and Marketing Plan should be
- When to set the Plan
- Set aside the correct investment into creating and executing the Plan
- Leading the Plan
- Executing the Plan
- How do you monitor the ROI?
- Tools to document the plan and use it day-to-day

22 August - Owning your Leadership Style: Part 2 Team Leadership (F)

Learning Outcomes:

- Separating leadership and authority
- Five dysfunctions of a team
- Resolving conflict and getting to the heart of what's going on
- Supportive communication
- Effective listening
- Coaching for performance improvement

2019 AAPM Webinar Series

Guide to Sessions

5 September - Performance Management Series: Part 2 Disciplinary Process (F/I)

Learning Outcomes:

- Why performance problems exist
- Feedback
- The role of the witness
- Verbal warnings
- Written warnings
- Conducting a disciplinary meeting
- The 8 disciplinary commandments

19 September - Financial Benchmarks (I/AD)

Learning Outcomes:

- Why financial benchmarks are a key driver to practice success
- What are financial benchmarks for your practice
- Knowing the ratios
- Where to access credible benchmarks data
- How to read and analyse benchmarks
- Identifying trends and patterns

26 September - High Performing Team requires Leadership (F/I)

Learning Outcomes:

- Set the culture
- Praise and reward
- Empowerment plans
- Job Descriptions, Practice Policy and Procedure Manuals
- Expectations and deliveries
- Morals and ethics

17 October - The Patient Experience - what's trending? (A)

Learning Outcomes:

2019 AAPM Webinar Series

Guide to Sessions

31 October - GP Triage - refresher for all staff (A)

Learning Outcomes:

14 November - Performance Management Series: Part 3 Termination (A)

Learning Outcomes:

- Grievances
- Resignation
- Exit interviews
- Types of termination
- Demotion
- Abandonment of employment

28 November - Insight into the Modern Awards (A)

Learning Outcomes:

Nuts and Bolts look into the Modern Awards
(Doctors, PMs, Admin, Nurses)

5 December - Websites, so you have one, now make it pop! (I/AD)

Learning Outcomes:

- How does your website rate?
- Understanding the Audit Report
- Which website platforms should you use?
- Being self-sufficient in your website day to day management
- Building your customer experience on your website

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Correct at 18/12/2018