

TIME	Sunday 18 November 2018	TIME	Monday 19 November 2018	TIME	Tuesday 20 November 2018
0850-0855	AGM (optional attendance) Update: RANZCO Practice Managers’ Committee	0900-1000	Topic: Motivating my Team for the Year ahead Keynote Speaker: Mr Brett Miller (AAPM Practice Manager of the Year 2017)	0900-1000	Topic: Customer Service/Working with Different Generations (1) Speaker: Mrs Colleen Sullivan – AAPM
0900-0925	Topic: Script Management, PKI, PRODA, HPOS Speaker: Mr Frank Fajardo & Ms Kylie McSorley – Inservio				
0930-1000	Panel Discussion with Delegates: Road to Practice Accreditation through eyes of Practice Managers				
1000-1030	MORNING TEA	1000-1030	MORNING TEA	1000-1030	MORNING TEA
1030-1125	Topic: KPI’s and Key Financial Matters for Ophthalmology Practices Speaker: Shane Morgan – Cutcher and Neale	1030-1155	Topic: Benchmarking and KPI’s – Quantifying Improvements in your Healthcare Setting Speaker: Mr Prashiba Thavarajadeva – Mawson Lakes Healthcare	1030-1055	Topic: Customer Service/Working with Different Generations (2) Speaker: Mrs Colleen Sullivan – AAPM
1130-1200	Topic: Leadership – What is the Secret? Speaker: Mr Dean Powrie – WIN Consulting	1200-1230	Topic: The Flow of your Practice Speaker: Ms Natassja Wynhorst & Mr Kim Struthers – Interite Healthcare Interiors (sponsor)	1100-1155	Topic: Environmental Sustainability in Healthcare Speaker: Mr Bradley Keam – Baxter Healthcare
				1200-1230	Topic: High Performing Practices Speaker: Danny Hayden – Past President AAPM
1200-1330	LUNCH BREAK	1230-1400 1300-1400	LUNCH BREAK DOH & DOHS TALK	1230-1400	LUNCH BREAK
1330-1355	Panel Discussion with Delegates: Your survey, your results	1400-1425	Topic: Data Breach and Privacy Law Reform Speaker: Dr Richard Wilson - Avant (sponsor)	1400-1415	Concurrent sessions: Macular Disease Foundation Australia / Macular Degeneration NZ
		1430-1455	Topic: Update on Practice Accreditation Speaker: Ms Anna-Maria Gibb – PracticeHub	1420-1500	Topic: Medico Political Update 2018 Speaker: Mr Kerry Gallagher – ASO
1400-1500	Topic: Effective delegation; supervising clinical staff; setting & managing professional boundaries (1) Speaker: Mr David Wenban – AHIG	1500-1530	Topic: Medical Marketing Basics Speaker: Mr John Stokes – Inservio (sponsor)	1505-1530	Concurrent sessions: RANZCO Nucleus Program / My Health Records Basics
1500-1530	AFTERNOON TEA	1530-1600	AFTERNOON TEA	1530-1600	AFTERNOON TEA
1530-1625	Topic: Effective delegation; supervising clinical staff; setting & managing professional boundaries (2) Speaker: Mr David Wenban – AHIG	1600-1655	Question & Answer Session: Medicare Speakers: Dr William Glasson & Dr Clayton Barnes – RANZCO Fellows	1600-1700	Open Discussion: Improving your Practices Bottom Line Speaker: Mr Scott Bell - Nexus Hospital
1630-1730	Question & Answer Session: The Human Resource Issues in your Business Speaker: Mr David Wenban – AHIG	1700-1730	Topic: Practice Building through Integrated Diagnostics in the Digital Age Speakers: Mr Renato Antolovich & Ms Jennie Rossetto – Zeiss Australia (sponsor)	1705-1745	Open Discussion & Feedback from Delegates
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1745	DAY 1 PROGRAM CONCLUDES	1745	DAY 2 PROGRAM CONCLUDES	1745	2018 CONFERENCE CONCLUDES