



# RANZCO SYDNEY 2019

in conjunction with AAPOS\*APSPS

Celebrating our 50<sup>th</sup> year

## PRACTICE MANAGERS PROGRAM

9-11 November 2019, ICC, Darling Harbour Sydney

TIME	SATURDAY 9 NOVEMBER	TIME	SUNDAY 10 NOVEMBER	TIME	MONDAY 11 NOVEMBER
<b>0830-0930</b> (60mins)	<b>Tracey Spicer - Keynote speaker</b> <i>Sponsored by Novartis</i> 45 mins plus Q+A/meet and greet for 15 mins	<b>0830-1000</b> (1.5hrs)	<b>Marion McKay</b> <i>Topic: Managing our time; our stressors and our leadership 'gaining a balance'</i>	<b>0830-1000</b> (1.5hrs)	<b>Katherine Wagner</b> <b>Associated Counsellors &amp; Psychologists of Sydney</b> <i>Topic: Effective Communication</i>
<b>0930-1000</b> (30mins)	Speed dating (Interactive Session)				
<b>1000- 1030 - MORNING TEA</b>					
<b>1030-1100</b> (30mins)	<b>Julie Larkin</b> <b>Wageloch (Associate Sponsor)</b> <i>Topic: A Fully Fitted Out Toolbox Will Keep You Compliant</i>	<b>1030-1200</b> (1.5hrs)	<b>Brett McPherson</b> <b>Medical Business Network</b> <i>Topic: Evolution or Revolution - The Rise of the Business Manager</i>	<b>1030-1200</b> (1.5hrs)	<b>Dr Brad Horsburgh - FRANZCO</b> <i>MBS Review and Implementation</i> Followed by Q+A <b>Donna Glenn (Associate Practice Manager – RANZCO)</b> <i>Employment Benchmarking Survey of Delegate data</i>
<b>1105-1205</b> (60mins)	<b>John Stokes</b> <b>Inservio (Premium sponsor)</b> <i>Topic: The impact of anti-VEGF treatment costs on patient outcomes</i>				
<b>1200-1330</b> (1.5hrs)	<b>LUNCH BREAK</b>				
	<b>Education session on registering for PRODA &amp; HPOS and using My Health Record (1230-1330)</b>	<b>1230-1400</b> (1.5hrs)	<b>Practice Managers Committee - Lunch Meeting</b>	<b>1230-1400</b> (1.5hrs)	
<b>1330-1400</b> (30mins)	<b>Angela Mason-Lynch</b> <b>Avant Mutual Group</b> <i>Topic: Leadership in a Dynamic Environment</i>	<b>1400-1500</b> (60mins)	<b>Scott Bell</b> <b>Nexus Hospitals</b> <i>Topic: Mastering Customer Experience</i>	<b>1400-1500</b> (60mins)	<b>Colleen Sullivan</b> <b>Australian Association of Practice Managers (AAPM)</b> <i>Topic: Lifecycle of a Practice Manager</i>
<b>1405-1505</b> (60mins)	<b>David Wenban - Australian Health Industry Group AHIG</b> <i>Topic: Emerging HR and Legal Issues</i>	<b>1500-1530</b> (30mins)	<b>Angela Mason-Lynch &amp; Anna-Maria Gibb</b> <b>Avant Mutual Group (Associate Sponsor)</b> <i>Topic: Current Risk Evolution in Practice</i>	<b>1505-1535</b> (30mins)	<b>Cathy Baynie</b> <b>Australian Association of Practice Managers (AAPM)</b> <i>Topic: The Role of the Practice Manager in Ensuring High Performance</i>
<b>1500-1530</b>	<b>AFTERNOON TEA</b>				
<b>1530-1630</b> (60mins)	<b>David Wenban continued 2</b> <i>Topic: The Workforce of the future – how will it differ from today, and now will the Manager need to evolve.</i>	<b>1600-1700</b> (60mins)	<b>Medicare Advisory Committee</b> <i>Panel &amp; QA.</i>	<b>1600-1645</b> (45mins)	<b>Dr Miranda Say</b> <b>Clinical Neuropsychologist</b> <i>Topic: Mental Health in the Workplace</i>
<b>1630-1730</b> (60mins)	<b>David Wenban Q+A with delegates</b>	<b>1705-1740</b> (35mins)	<b>Gary Smith</b> <b>Tindale Family Practice</b> <i>Topic: Customer service - a patient centred approach</i>	<b>1650-1745</b> (55mins)	<b>Karen Phillips</b> <b>International Speaker, Author, Innovation Facilitator</b> <i>Topic: Building a Bigger Brighter Future for your Practice</i>
<b>1730-1745</b> (15mins)	<b>Open Discussion and Feedback from delegates</b>			<b>1745</b>	<b>Day 3 Program Concludes</b>

1745	Day 1 Program concludes	1740	Day 2 Program Concludes <i>PM Dinner – Blackbird Café</i>		
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**\* Ensure to complete feedback forms left on each table daily with submission box by the nuts & lolly jars \***

