

AAPM National Conference

11 - 14 October 2022

Gold Coast Convention Centre

TUESDAY 11 OCTOBER 2022

Time	Pre Conference Workshops		
2:30pm - 3:30pm	Workshop A	Workshop B	Workshop C
	Interactive Workshop details TBA	Practice Management and Digital Essentials UNE Partnerships has worked closely with AAPM to provide contemporary Practice Management education for more than 30 years. We are pleased to present a masterclass on Practice Management Essentials for new, experienced and emerging Practice Managers alike. Join us to learn more about emerging best practice in: Human Resources Management, Business Operations, Risk Management and Compliance Leadership of a team, and Digital Health.	Finance Essentials for Private Practice In this workshop, Stuart Chan will deep dive into Medical Practice structures and discover if your structure is fit for purposes? You will discuss the Tax Issues facing Medical Practice structures and common operational issues and their tax implications e.g. clearing accounts. This session will re-visit budgeting an KPI reporting systems, including the drivers of income and their cost relationships.
	presented by Matthew Smith Best Practice Software Meeting Room 5	presented by Gary Smith Academic Director, UNE Partnerships Meeting Room 6	presented by Stuart Chan Partner, Cutcher & Neale Meeting Room 7
3:30pm - 3:45pm	Afternoon Tea		Meeting Room Foyer
3:45pm - 4:30pm	<i>Workshop A continued</i>	<i>Workshop B continued</i>	<i>Workshop C continued</i>
	Interactive Workshop details TBA presented by Matthew Smith Best Practice Software Meeting Room 5	Practice Management and Digital Essentials presented by Gary Smith Academic Director, UNE Partnerships Meeting Room 6	Finance Essentials for Private Practice presented by Stuart Chan Partner, Cutcher & Neale Meeting Room 7
Time	Activity		Location
5:00pm - 7:00pm	Official Welcome Drinks		Exhibition Hall 4

DAY 1 : WEDNESDAY 12 OCTOBER 2022

Time	Activity	Location
8:00am - 5:00pm	Registration Desk Open	Conference Foyer
8:15am - 8:45am	Plenary Hall Open	Plenary Hall 3
8:45am - 9:15am	Official Conference Opening Welcome to Country MC Welcome	Plenary Hall 3
9:15am - 10:15am	<p>KEYNOTE SPEAKER : DR NORMAN SWAN</p> <p>In 2019, Dr Norman Swan was the MC for the AAPM Conference. Since then, he has been essential in providing updates on the COVID-19 pandemic, hosting Coronacast, and presenting on the ABC network. In 2020, he was the MC for the first AAPM Virtual Conference and now in 2022, Dr Norman Swan will start the conference as our Keynote presenter.</p>	Plenary Hall 3
10:15am - 10:30am	<p>2020 Practice Manager of the Year Winner Presentations</p> <p>2020 Scholarship Recipient Presentations</p>	
10:30am - 11:00am	Morning Tea	Exhibition Hall 4
11:00am - 12:30pm	<p>AGRESSION IN THE WORKPLACE - BALANCING PERSONAL HEALTH WITH YOUR LEGAL RESPONSIBILITIES</p> <p>Leadership in medical practice brings so many challenges. Sometimes you may feel isolated while juggling patient's needs, staff needs and your own needs.</p> <p>Our expert panel will explore some real stories and the impact of managing aggressive patients and supporting burnt out staff, all while trying to keep your own frayed edges from snapping. You will be guided down a 2-laned path; fostering a mentally healthy workplace and understanding your rights and responsibilities when dealing with aggressive or difficult patients.</p> <p>Presented by Michelle Jenkins, Senior Solicitor, MIGA, Megan Sheldon, Risk Education Advisor, MIGA and Tracey Gardiner, Senior Occupational Violence Prevention Trainer, HIES</p>	Plenary Hall 3
12:30pm - 1:30pm	Lunch	Exhibition Hall 4

CONCURRENT SESSIONS	SESSION A	SESSION B	SESSION C
1:30pm - 2:30pm	Key Practice Manager Considerations	Improving the patient experience with connected healthcare	Award Masterclass - Breaking down the HPSS + Nurses Award
	How do you get your practice team to support you and not create chaos. Learn the basics and where to get more information from.	How to provide customers with focused digital solutions that facilitate improved safety and optimal, patient-centred care.	Do you struggle understanding the HPSS and Nurses Award? This interactive session will provide a simplified Award overview that any manager will be able to absorb.
	Riwka Hagen, Principal Consultant Medical Business Services	Danielle Bancroft, Chief Product Officer, Best Practice Software	George Sotiris, Director Health Industry Employment Services
	Emerging	All	Specialty/Advanced
	Meeting Room 5 + 6	Plenary Hall 3	Meeting Room 7 + 8
2:30pm - 3:00pm	Afternoon Tea		Exhibition Hall 4
3:00pm - 4:00pm	<p>DEMYSTIFYING AND TRANSFORMING WORKPLACE CULTURE</p> <p>People deserve great workplaces where they have the opportunity to do their best, to be happy, to make a difference and to feel connected. Workplaces deserve great people and should have the expectation that people bring their best selves to work each day.</p> <p>When this cycle works, patient outcomes are optimised, the workplace is energised, accountable and happy, and bottom-line results are strong. All of this is possible in a great workplace culture – but for most organisations, there is a gap between their ideal workplace culture (the one they would like to have), and the workplace culture they really have.</p> <p>presented by Simon Thiessen, CEO, The Real Living Experience</p>		Plenary Hall 3
4:00pm	Day One Program Close		
4:00pm - 5:00pm	AAPM 2022 AGM		Meeting Room 9
5:00pm - 7:00pm	<p>Sunset Happy Hour Drinks presented by Commonwealth Bank</p> <p>Commonwealth Bank hosts the Sunset Happy Hour Drinks in the Exhibition Hall.</p>		Exhibition Hall 4
7:00pm - 10:00pm	First Timers Dinner supported by Best Practice Software		Venue TBC

DAY 2 : THURSDAY 13 OCTOBER 2022

Time	Activity	Location	
7:30am - 8:30am	Special Interests Group Breakfast <i>Join your peers for breakfast and connect and discuss the latest topics in your area of practice speciality. These include Specialist, Allied Health, Dental, Psychology and more.</i>	Meeting Room 5 + 6	
8:00am - 5:00pm	Registration Desk Open	Conference Foyer	
8:45am - 9:00am	Plenary Hall Open	Plenary Hall 3	
9:00am - 9:10am	Day Two Opening	Plenary Hall 3	
9:10am - 10:10am	<p>KEYNOTE SPEAKER : DR DANIEL NOUR</p> <p>At just 26-years-old, identifying a gap in the healthcare of vulnerable people in New South Wales, Daniel founded Street Side Medics in August 2020.</p> <p>Street Side Medics has changed the lives of more than 300 patients. It has treated many communicable and non-communicable illnesses, dealt with neglected medical needs, and detected conditions that would otherwise have gone unnoticed.</p> <p>His leadership and social consciousness earned him the title of 2022 Young Australian of the Year.</p>	Plenary Hall 3	
10:10am - 10:30am	<p>2021 Practice Manager of the Year Winner Presentations 2021 Scholarship Recipient Presentations</p> <p><i>AAPM and UNEP Announcement</i></p>		
10:30am - 11:00am	Morning Tea	Exhibition Hall 4	
11:00am - 12:00pm	<p>KEYNOTE SPEAKER : CULTURAL AWARENESS, DR RICHARD FEJO</p> <p>Richard "Richie" Fejo is a Larrakia Man from Darwin. Richie started working as a Criminal Field Officer before moving to Perth where he was a Paralegal for the Legal Aid Commission working in Family and Civil Law. Richie then went on to work in family violence and drug and alcohol programs across several remote communities before becoming a Cultural Educator with Northern Territory General Practice Education for eleven years. He is also the Cultural Education and Co-Chair of the national Cultural Educators and Cultural Mentors Network.</p>	Plenary Hall 3	
CONCURRENT SESSIONS	SESSION A	SESSION B	SESSION C
12:00pm - 12:45pm	Online Patient Engagement	Shifting your Billing Model and How to explain billing changes to your patients	Coaching Skills for Practice Managers
	Session details TBA	Escalating costs, coupled with the meagre indexation of Medicare and increased patient expectations are collectively eroding the profit margins of medical practices.	The power of effective coaching can help you to unlock the capability in your team and elevate performance and outcomes.
	HotDoc	Danny Haydon, Chairman/Principal Health Division, Brentnalls SA	Riwka Hagen, Principal Consultant Medical Business Services
	Emerging	All	Specialty/Advanced
	Meeting Room 5 + 6	Plenary Hall 3	Meeting Room 7 + 8

12:45pm - 1:30pm	Lunch		Exhibition Hall 4
CONCURRENT SESSIONS	SESSION A	SESSION B	SESSION C
1:30pm - 2:30pm	Business and Strategy in managing a Practice		Reviewing Private Practice Arrangements and Workplace Relations
	TBA		Understand getting your medical practice structure right, budgeting and KPIs, payroll tax and potential issues for medical practices engaging medical practitioners under service arrangements. Ben will discuss the fundamental aspects of an employment and contractor relationship delving into the two recent High Court decisions as well as the Payroll Tax decision of Thomas and Naaz.
	presented by AGPAL	presented by Commonwealth Bank	presented by Stuart Chan, Partner, Cutcher & Neale Ben Ryan, Associate, Hillhouse Legal
	Emerging	All	Specialty/Advanced
	Meeting Room 5 + 6	Plenary Hall 3	Meeting Room 7 + 8
CONCURRENT SESSIONS	SESSION A	SESSION B	SESSION C
2:30pm - 3:30pm	Evidence-based approaches for improving quality and patient safety in primary care	Risk management associated with electronic communications with patients	Ensuring effective cyber security in the face of relentless cyber attacks in healthcare
	Join the CEO of CFEP Surveys Dr Tina Janamian as she shares insights and resources on: <ul style="list-style-type: none"> o The Practice Accreditation Improvement Survey (PAIS) supporting general practices and Aboriginal Community Controlled Health Services to obtain systematic patient feedback for continuous quality improvement and accreditation; and o Multi-Source Feedback (MSF) which is a robust workplace-based activity where doctors, allied health professionals, practice managers and other non-clinical staff receive structured feedback on their interpersonal/communication skills and professionalism from patients, peers and co-workers, and it also involves a self-assessment. MSF is highly recommended as part of the Medical Board's Professional Performance Framework and requirements for their proposed new CPD framework. MSF is also approved for CPD for allied health professionals and non-clinical staff. 	This panel discussion will give you an overview of the issues surrounding electronic communications with your patients. The current expectation from many patients is that your practice will communicate with them electronically. <p>The privacy commissioner does not specify which communications tools are safe to use, rather says that reasonable steps must be taken to ensure privacy. The expert panel will discuss what reasonable steps you should consider and outline ways to reduce your risk and maximise your patient relationships in this format.</p>	Ransomware attacks on healthcare clinics have increased 94% in 2022 – is my clinic cyber security adequate? is one of the most important questions to answer in 2022. <p>Healthcare providers are the highest target for cyber attacks, including ransomware attacks, and are the highest industry sector to report data breaches according to the latest report from the OAIC. A cyber attack could be catastrophic to your clinic if the essential standards based cyber security strategies and controls are not implemented to effectively defend against cyber attacks.</p>
	presented by Tina Janamian Chief Executive Officer, CFEP Surveys	presented by Avant Mutual	presented by Miroslav Doncevic, Managing Director, Digital Medical Services
	Emerging	All	Specialty/Advanced
	Meeting Room 5 + 6	Plenary Hall 3	Meeting Room 7 + 8

3:30pm - 4:00pm	Afternoon Tea	Exhibition Hall 4
4:00pm - 5:00pm	<p>ACCOUNTABILITY - SHIFTING CULTURE IN YOUR PRACTICE</p> <p>The simple concept of being accountable is one that we all take for granted in our journey as managers. In an ever-changing environment where stress and burnout are taking over the passion of Practice Management, we must learn to harness our emotions and create accountability.</p> <p>presented by George Sotiris, Director, Health Industry Employment Services</p>	Plenary Hall 3
5:00pm	Day Two Program Close	
5:00pm - 8:00pm	Cubiko Cocktails	Exhibition Hall 4
7:30pm - 10:30pm	<i>Fellows Dinner (by invitation only)</i>	

DAY 3 : FRIDAY 14 OCTOBER 2022

Time	Activity	Location	
7:30am - 8:30am	State Breakfast <i>Join your State peers for breakfast and connect and discuss State based issues and build local connections.</i>	Meeting Rooms 5 + 6	
8:00am - 3:00pm	Registration Desk Open	Conference Foyer	
8:45am - 9:00am	Plenary Hall Open	Plenary Hall 3	
9:00am - 9:05am	Day Three Opening	Plenary Hall 3	
9:05am - 10:05am	<p>IS RUNNING A PRACTICE BECOMING A MORE DIFFICULT CHALLENGE?</p> <p>Join Cubiko's Co-Founder and CEO Chris Smeed as he unpacks insights from hundreds of practices to see exactly where our industry is heading, and how data may hold the answers Practice Managers need to overcome new challenges and thrive in the new normal.</p> <p>Presented by Chris Smeed, CEO and Co-Founder, Cubiko</p>	Plenary Hall 3	
10:05am - 10:30am	AAPM Life Members, Fellowship and Meritorious Award Presentations 2022 Practice Manager of the Year Winner Presentations 2022 Scholarship Recipient Presentations 2022 UNE Partnerships Graduates		
10:30am - 11:00am	Morning Tea	Exhibition Hall 4	
CONCURRENT SESSIONS	SESSION A	SESSION B	SESSION C
11:00am - 12:00pm	Best Practice Performance Management	Thinking About Things Differently	Using Healthcare Analytics to Drive Change and Business
	Effective performance and behaviour management creates a harmonious workplace, where staff perform to a high standard and the business operates at optimal functionality. But what happens and what can you do when an employee isn't doing their job properly or is behaving in an unacceptable way at work?	Expanding services through Nurses / MPAs in your Practice. Understanding the role of Nurses, Nurse Practitioners and MPAs in practice.	If you have staff who could be better utilised, a need for revenue growth and a passion for serving your patients better this session will provide insights on how to use many practice data sources to engage your team, monitor change and enact business development.
	Vanessa James-McPhee, Workplace Consultant Health Industry Employment Services	APNA	Tracey Johnson, CEO Inala Primary Care
	Emerging	All	Specialty/Advanced
	Meeting Room 5 + 6	Plenary Hall 3	Meeting Room 7 + 8

CONCURRENT SESSIONS	SESSION A	SESSION B	SESSION C
12:00pm - 12:45pm	Using Technology to Lighten the Load	Secure Messaging	PIP Indigenous Health Incentive Program Payments and Medicare Compliance
	How using online appointments, self check-in, auto-send of new patient forms can all lighten the workload. Use of online payments and other digital assets can enhance your workflow but what else is out there!	Secure messaging updates. What can we use My Health Record for and, What is the future of My Health Record for referrals and patient communications.	Overview of PIP Indigenous Health Incentive Program and Medicare Compliance
	Emerging	All	Specialty/Advanced
	Ian Lowe	ADHA	Department of Health Services Australia
	Meeting Room 5 + 6	Plenary Hall 3	Meeting Room 7 + 8
12:45pm - 1:30pm	Lunch		Exhibition Hall 4
1:30pm - 2:30pm	<p>KEYNOTE SPEAKER: DR JANA PITTMAN</p> <p>A two time World Champion and four time Commonwealth Champion in athletics, and when injuries hampered her athletic career, she swapped the track for the ice and became the first woman to represent Australia in both a Summer and Winter Olympic games.</p> <p>Off the track, she has completed a degree in Medicine and Surgery and is a practising Doctor specialising in Women's Health. She is currently an ambassador for the Australian Cervical Cancer Foundation, Save the Box and Targeting Cancer.</p>		Plenary Hall 3
2:30pm - 3:00pm	Conference Overview and Official Close		Plenary Hall 3
6:00pm - 7:00pm	Pre Dinner Drinks		Foyer Arena 2
7:00pm - 12:00am	<p>AAPM GALA DINNER "Celebrating Practice Managers"</p> <p>The theme for the 2022 Gala Dinner is all about YOU!</p> <p>We celebrate all the hard work and effort that Practice Managers have endured over the past few years and tonight, you are the Stars of the Show!</p> <p>Dress Code: Papparazzi Glam</p>		Arena 2