Silver:

Level two:
- Candidate to have a comprehensive engagement with Practice Management and Administration
- Candidate to hold Bronze KASF or be approved for Grandfathered entry to Silver level

Note: Some areas of assessment may vary from practice to practice depending on the demands of each practice.

- [1] Customer Service
    - Overall responsibility for distribution of practice cultural safety and code of ethics
    - Development and distribution of non-clinical information regarding emergency procedures in waiting rooms and with emergency telephone calls
    - Management of all customer services as below:
        - Staff - patient
        - Staff - external parties i.e. PHO, Reps, ACC, etc.
        - Staff - staff
    - Overall management of complaints in above areas

- [2] Management
    - Ability to undertake Practice Manager's role for a limited time i.e. in an emergency or for leave purposes
    - IT System Management
    - IT issues
    - Management Reports
    - Premises Management
    - Advertising – practice

- [3] Office Management
  - Overall responsibility of Reception and Management of Reception Staff
  - Debtors Management and Debt collection policy
  - Credit terms
  - Creditors Management

- [4] Finance
  - Bank Reconciliations
  - Payroll
  - Reporting to PHO
  - Analysing practice Register
  - Management, review and refine Revenue Streams
  - IRD returns – i.e. PAYE, GST,
  - Reporting to Business owners

- [5] Practice Management System (Name of system………………)
  - Age, Sex, Register return
  - SUR – Services Utilisation Practice
  - Claims Reconciliation
  - Clearing in-box. CPI link (My Practice & Next Generation)

- [6] Compliance
  - Ensure practice compliant in all legislative areas including –
    - Health Practitioners Competency Assessment Act
    - Privacy and Health Information Privacy Code
    - Health & Disability Services Consumers' Rights 1996
    - Health & Safety in Employment Act

- [7] Human Resources
    - Induction of new staff members
    - Staff Rostering
    - Leave Administration
    - Administration of locums
    - Staff recruitment including advertising and position descriptions
    - Staff training
    - Staff retention
    - Employment agreements
    - Staff performance and feedback

- [8] Quality Improvement
    - Use audit tool software to:
        - Improve PPP indicators
        - Identify funding shortfalls
        - Identify patient groups requiring follow up
        - Managing Register
    - Source and display Quality Improvement Tools in practice and discuss their benefits at team meetings - for example:
        - Flow charting
        - Cause & effect diagrams (Ishakawa or Fishbone diagrams)
        - Brainstorming
        - Benchmarking

- [9] Attendance at Practice Manager & Administrators' education sessions
- [10] Involvement with Mentoring
- [11] Involvement with Peer support

- [12] Commitment to continuing up-skilling