

PMAANZ Matters Newsletter



March 2020

Dear Carole,

Welcome to the March Newsletter! I hope you are enjoying the warm weather and not working too hard! I have been lucky enough to do a bit of travelling around NZ these past few months and have been reminded how amazingly beautiful our country is!

Your Chair, Michelle Te Kira, has been busy representing PMAANZ nationwide on a number of health fronts. PMAANZ is very fortunate to have a voice around the table in some integral health arenas such as GPLF, PSAAP, PHA and GPNZ. Take a look at Michelle's report for more detail on this.

PMAANZ continues to work with UNE (University of New England) partnership in developing a recognised and comprehensive education offering for Practice Managers and Administrators which will soon be available- more content on this to follow.

Take care everyone, it is a busy and stressful time. Fiona Mines (MAS) has written an excellent article on maintaining a strong focus amid managing a million things at once There is also a fabulous list of health and wellness podcasts published later in this Newsletter.

Deadline for submissions for the next Newsletter 1st June 2020 (for mid-June publication)

And remember to be kind to oneself ☺



Warmest regards

Heidi Bubendorfer - Executive National Secretary

A WORD FROM OUR CHAIR



Tenā koutou katoa

Ko Hikurangi tōku maunga

Ko Waiapu tōku awa

Ko Ngati Porou Ko Ngati Pakeha tōku iwi

Kei Tāmaki Makarau tōku ināiane

Ko Michelle Te Kira tōku ingoa

Nō reira, tēnā koutou, tēnā koutou, tenā tātou katoa

Welcome back everyone to 2020. It is already a huge hectic start to the year, especially for me. We have been a bit short on the Executive with unforeseen circumstances. I would like to send our best wishes to our Education Executive Bethan Rajwer who has had some bereavements in her whanau. Sending you lots of aroha to you and yours.

We sadly had to say goodbye to Leanne Boyle – and we welcomed Renee Muru-Barnard who has been seconded onto the executive as our new Communications Executive.

Please see my news below that I report on to the board meetings I attend representing PMAANZ.

PMAANZ REPRESENTATIONS

Kia ora Koutou – hope you have all had a great break over the holiday season, I am lucky to have had all of January off which is normal for me but now being in different roles I am working from home more. Any way please find attached my report for November, December 2019 and January 2020 as Chair representing PMAANZ.

PMAANZ NATIONAL ANNUAL CONFERENCE

Plans are well underway with a site visit to Palmerston North in November by myself, conference innovators and our very dedicated conference committee. We have set the program structure and have a lot of keynote speakers booked and sponsors, but we are always on the lookout for more sponsors and strategic partnerships.

As Chair this is my main role over the next few months to secure some corporate strategic partnerships. We have secured several, but I am meeting with three other companies at the end of February, so fingers crossed. If anyone know of anyone who may be interested in supporting our Executive with speaking slots, sponsorship for our conference please email me chair@pmaanz.org.nz

This year is our 25th Anniversary and we intend to put on a huge celebration in the Manawatu so even if your organisations want to attend our conference visit our website – I promise we do not cost as much as WONCA!

We cover all sectors of health and all are welcome. See our website as well for updates on speakers and break-out sessions ending with a big gala dinner on the Saturday night.

Thank you to GPNZ and Healthcare homes for your support this year at conference.
17th September 2020 to 20th September 2020.

PMAANZ EDUCATION

PMAANZ will be launching the Fundamentals training course this year before the Diploma. AAPM will train two of our members up to facilitate this course. I am getting executive authority Wednesday 26/02/2020 then we will get this up and running. Attached is a copy of the course outline.

UNEP Fundamentals of Practice Manager [click here](#)

REPRESENTATION

- GPLF – November - Chair
- PHA Meeting in Rotorua in December - Chair
- RNZCGP Equity advisory group in January – Chair and Secretary
- PMAANZ Executive meeting in November 2 days with all Branch Chairs and the new Executive members.
- Met with the National and Regional Managers for Westpac – February – re Strategic Partnership and sponsorship for Education Scholarships.
- Written articles and been interviewed for NZ Doctor Nov, Dec and January, - Chair and Treasurer.

OTHER

In November PMAANZ Executive and Branch chairs met at the Sudima in Auckland. With three new executive members and 4 new branch chairs the opportunity was taken to induct and change some of the roles.

We are working on changing our constitution and updating our strategic plan to move toward having more paid fulltime executive members as the workload is huge for some of us in certain positions.

PMAANZ has listened to our members and their needs in regard to formal education. We are in the final stages of working with UNE Partnerships to introduce a more formal qualification a Diploma in Practice Management, a New Managers Introduction course, and a medical reception course. This has been a lot of work and with limited time we are working very hard to have this launched as soon as possible. Watch this space.

We have changed one of the roles to be more focused on strategic business planning and marketing as we need more members individual and corporate to move our organisation forward. We are a very hard-working experienced team of managers from all types of

practices, corporate, allied, VLCA, Maori Health Providers and we intend on using our board to become more recognised and have a more vocal presence in the Health Sector.

We are huge on pushing equity-based models of care and supporting those who need it. We want to provide mentorship for managers out there who are feeling very overwhelmed and isolated. This is what we are currently working on and we believe we have the right members on our board now who can achieve these goals.

Nga mihi

Michelle Te Kira - Chair



NEW MEMBERS

The Executive would like to warmly welcome the following new PMAANZ members. We look forward to meeting you in person, and hope that you engage fully and benefit greatly from your membership.

Harshal Patel	Wellington
Anna Hislop	Wellington
Katherine Brewer	Auckland
Angela Fletcher	Canterbury
Spencer Shaw	Taranaki
Debra Metcalfe	Canterbury
Catherine Daly-Reeve	Otago
Amit Vohra	Waikato
Nicole Lamont	Nelson/Marlborough
Kathy Jackson	Canterbury
Karyn Doherty	Canterbury



INTERESTING READING IN NZ DOCTOR

Financial moves afoot to shore up PMAANZ as unpaid leadership roles remain

unfilled

A champion of practice managers and admin staff, Michelle Te Kira, is getting creative in a bid to strengthen support for her peers, many of whom lack representation.

Waitakere Union Health Centre's full-time administrator, Ms Te Kira wants to shore up and then grow the Practice Managers and Administrators Association of New Zealand, with more branches and remuneration for service.

The chair's job, which she holds, should be paid as it is time-consuming, she says.

She describes the executive as engaged in a difficult balancing act, seeking to make leadership positions sustainable while keeping membership subscriptions down for the 400-plus members.

To read the full article, [click here](#).

On the money: Surveying members about remuneration and learning to value your skills at the negotiation table

PMAANZ treasurer **Sue Taaffe** discusses the sometimes-fraught issue of whether practice managers are appropriately paid for what they do

"Do your job and demand your compensation – but in that order" – Cary Grant

Great advice, Cary, but how do you: (a) value your own worth; (b) benchmark your worth and; (c) negotiate your worth? It can be a minefield.

The title of practice manager has had some reworking over the years and can vary from practice administrator to business manager to chief executive, with options in between. Equally, scopes of practice within these roles vary markedly.

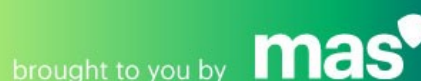
To read the full article, [click here](#).

Mapping the movement: General Practice ownership trends

We are on our summer break and the editorial office is closed until 13 January. We hope you enjoy this article which is part of Summer Hiatus, an eclectic mix from our news and

clinical archives throughout the year, The Conversation and other publications we share content with. Please note the comment function has been turned off while we are away. Happy reading

To read the full article, [click here](#).



Got a minute?

Nobody knows better than you how busy a Practice Manager can be. Whenever anything goes wrong or something needs doing, you're the one people turn to. How often do you find yourself saying, "If only I had more time?"

Unfortunately, there are only so many hours in each day. So, rather than trying to simply do more with less, it's a good idea to stop and ask yourself a few basic questions:

- What are the most important things that need to be accomplished?
- Do you have a clear idea of your responsibilities, and what's the best use of your time?
- Are there tasks that can be delegated more effectively to others?
- Do you need to bring in someone else with the right skills to handle a particular job?

Prioritise what's important, not just what's urgent.

To manage your time effectively, you need to prioritise important tasks – not just urgent tasks.

Once you know what's important, you then need to allocate time and resource to these tasks before they become urgent.

If you're proactive about dealing with what's most important while managing urgent (but not as important) expectations, this will help you manage the practice more effectively.

What's the best use of your time?

As the manager of a small-medium business, sometimes you'll have to muck in and help

out with tasks that aren't strictly your responsibility. But your focus should mainly be on key management areas:

- Planning
- Leading
- Organising
- Controlling.

The General Practice environment is always adapting to changes to funding, models of care, PHO projects, business models and technology requirements. To manage your way successfully through any major change, the more time you can spend on these P.L.O.C. areas, the better off your practice will be.

You don't need to do everything yourself

It's very tempting for managers to take on responsibility for everything – not only the high-level planning but the implementation as well.

But taking responsibility doesn't mean doing it all yourself. Instead, you need to play to your strengths, and sometimes it will be a far better use of everyone's time for you to delegate to other people to get the job done.

It's a good idea to carry out a regular stocktake of all the tasks you do and think about whether there are other members of your team who have the skills needed to carry out the task as well.

But remember, the secret to delegating is to provide your team member with the information they'll need to be successful.

In practice, this means clearly explaining the task at the outset, ensuring the person understands what's expected of them. Then, it's important to keep in touch with them to make sure they are on track but leave some room for them to use their initiative and be ready to accept alternative approaches. And don't forget to acknowledge a job well done.

Consider bringing in external help for special projects

At times, you'll have to look externally for help implementing a major project. A good example is a project to transition a practice to a paperless office. If you're comfortable with IT systems, that's great – but it's still a big job and it's doubtful you'll be able to see it through to a successful conclusion while also managing all your day-to-day tasks.

Even if your project is on a smaller scale, it still may not be the best use of your time to handle it. If there is no spare capacity within the practice, then perhaps you could get in a contractor – or even a student for very basic projects.

Each practice is different, as is each practice manager. But one thing that great practice managers have in common is the ability to continually refine how they do things. What might have worked ten years – or even two years ago – might not be up to the task now. Rather than sticking with the same old formula year after year, you need to think about continuously improving your practice.

That doesn't mean throwing out what's working well, or instituting change for change's sake. Instead, it's about admitting that we can all learn new ways of doing things, and that when circumstances change, your practice needs to adapt accordingly.

Finally, on a more personal note, managers often place unrealistic expectations on themselves. You need to work out what you can and can't control, and work out where you should focus your efforts. You are not expected to do everything, and often that won't be in the best interests of the practice anyway. It can sometimes feel like time spent planning is a waste of time that could be spent doing. But you and your practice will be far better off in the long-term.

Want to know more? HealthyPractice® has resources to help practices with all employment and business-related issues. Contact the team on phone 0800 800 627 or email business@mas.co.nz.

Fiona Mines

HealthyPractice® Adviser, MAS

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HealthyPractice®

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The Royal New Zealand
College of General Practitioners
Te Whare Tohu Rata o Aotearoa

Become a Foundation of Cornerstone assessor – and keep your day job!

Shout out to all Nurses and Practices Managers...

Join the College in the promotion of continued quality improvement as an assessor for the Foundation and/or Cornerstone programmes.

Becoming an assessor provides extensive opportunities for ongoing professional development, gaining unique insights into diverse contexts of general practice within Aotearoa New Zealand, as well as providing recognition of your expertise in the health sector.

The College encourages healthcare professionals with relevant qualifications and working in general practice to become quality assessors. As a College-endorsed assessor, for Foundation Standard there is an expectation that you can assess clinical and non-clinical aspects of the College's Quality programmes.

[Click here to apply.](#)



UPDATE FROM THE EXECUTIVE



Treasurer

As we enter Autumn and the fast-approaching “flu-season”; I am very mindful of all my general practice colleagues and the increased workload we are all coping with as part of COVID-19 and pandemic planning. Definitely a case of plan for the worst and hope for the best.

The last statement is a bit of a segue into some disappointing information I need to share with our members. There's no easy way to say this, except to say it ... Conference 2019 made a loss.

The impact of this does have a financial "fall-out" on PMAANZ because as an organisation we rely on the conference to contribute to our annual budget.

The Executive were made aware of the loss late in November last year and I can absolutely assure you that the burden of this knowledge was felt by us all.

We have reviewed the 2019 Conference budget to identify what contributed to the loss and there were a couple of factors:

- Sponsorship levels were down in 2019 and while the forecasted budget adjusted for this; there was still an over-reliance on anticipated income that didn't eventuate.
- There was a time lag between the final figures and the Conference date which meant that at the time of Conference, while we knew the budget was tight we didn't appreciate that there was going to be overspend.

To be purely simplistic any loss is a matter of spending more than you receive, what has been highlighted to us is that due to the "time lag" our conference planners and the Executive were unaware of the level of overspend.

We have discussed this on numerous occasions at the Executive level and in an effort to learn from this experience (it's not about winning and losing, it's about winning and learning); we are looking at ways of tightening up our processes. The budget is currently managed externally by our conference planners and they provide us with regular updates; for 2020 we are looking at running our own concurrent budget within Xero.

The Conference 2020 budget has decreased sponsorship and exhibition values in order to ensure we have a realistic set of eyes from the outset.

So, yes we have taken a hit, yes it stings (a lot) ... but we will take the learnings, pick up our big-girl pants and move forward.

Sue Taaffe - Treasurer



Communications/Webmaster (new to the role)

I'm really excited to pick up the mantel and run with my newly acquired position on the executive team as the (stand in) Communications Portfolio member.

I'm keeping the seat warm until our next AGM at our conference which I know we're all looking forward to this year in Palmerston North.

A bit about me. I've been in General Practice for about 20 years now and still love what we all do. I've come up through the ranks of reception, team leader and into a Practice Management role supporting a team of just over 65 staff. I have worked in South Auckland now for approximately 12 years and my practice is a Maori Health and Social Service Provider. We have 2 Clinics, a few satellite clinics and provide health teams for just over 36 schools, we also have a range of social services that work alongside us. I love the variety of my job and it often changes week to week depending on whether we are the plumber today or the pay clerk. I love this jack of all trades position.

My whanau hail from the very top of the North Island as well as the Hokianga. I am of Nga Puhi, Ngati Kuri, Te Rarawa decent. I have a blended whanau of 5 kids a husband and a range of animals from pigs, sheep, dogs, chickens and a cat.

As a Primary Health Care Manager, I am passionate about my team, I love general practice, our staff and our whanau we look after. I look forward to working with the rest of the Executive and to meeting many of you over the coming months. I'm really keen to get our Facebook page working well and having some ideas and tips floating around on a weekly basis. I'm about sharing what works, what hasn't so we're not all reinventing the wheel. I think we are often working in a silo environment and the more we share the more productive we can be. Let's profile people and the amazing work we all do in our communities. Watch this space 😊

Please feel free to send me any words of wisdom, tools and tips and feedback via communications@pmaanzt.org.nz. Please also let me know what some of the things are you want to know so I can incorporate that into our comms strategy.

Nga mihi (thank you)

Renee Muru - Communications and Webmaster



FOOD FOR THOUGHT

Helen Clark on International woman's day.....

“On IWD, I celebrate progress to date on gender equality, but also reflect on how much more remains to be done.

On many dimensions, New Zealand is doing well, but the level of domestic and family violence remains a significant concern.

At the global level, progress is glacial on closing the gaps in political participation and the workforce, with the World Economic Forum estimating it will take 100 years to achieve gender parity overall.

Even in this 21st century, young girls in quite a number of countries are forced into early marriage and childbearing; a significant number are also tortured through female genital mutilation.

None of us should rest until the serious inequities and injustice many women face around the world are overcome.”



BRANCH NEWS

Auckland Branch

Hello everyone!

So, 2020 has arrived in all its glory and here is to a productive and happy time!

Many of you will have already set your goals for the year and perhaps even the decade ahead. Did you know that the success of achieving goals is 20% conscious action and 80% subconscious? With that in mind – set yourself up with lots of subconscious support: that might be in the way of screen savers, passwords that remind you of what you are trying to achieve, meditations in line with where you want to get to, pictures/photos in places that you pass regularly. And then make sure you find the soul of what your goal is about. It needs to be something that is meaningful to you and fits your values. Give some thought to how much time you have in your life: a goal will only work if there is enough space to make it happen. And sometimes that is about working out what you are *not* going to do anymore so there is room to make the changes you wish to see in your personal and workspace. And lastly – don't set too many. Try a maximum of three biggies for personal and the same for work.

And speaking of goals – it would be wonderful to see more of you participating in your branch- be that attending the education sessions or making suggestions on what is meaningful for you in terms of support from your PMAANZ branch colleagues. It would be super wonderful if one of your work goals for 2020 included spending time with your available network of practice managers and members.

The first Auckland branch education meeting will be on Friday 27th March and will be a half day at the Vensa building in Penrose. Venues are so challenging to find, so if you know of a place near you that may be available, please let me know. Our goal is to move the education meetings to different areas in Auckland so everyone can have a chance to travel a bit less.

Our plan is to weave the theme of celebrating and supporting the leader (and aspiring leaders) throughout the year with some inspirational and informative speakers along the way. Watch out for education meetings on the PMAANZ calendar found on our website. We aim to have zoom available for those who are unable to be there physically. We hope that will make it possible for more to participate.

Look forward to seeing you soon

Warm regards
Ellen Sumpter - Branch Chair

Wellington Branch

Reducing waste in our medical practices.

The committee are working to set up an education session on reducing waste in medical practices. We have started by looking at what resources are available to us. This is what we have found to date. we will be in touch soon with a date/time for this session.

In 2011 Dr Rebecca Randerson and Dr Rochelle Phipps produced the " Greening General Practice Guide- a resource for sustainable practice". The document was reviewed by Dr Randerson and the RNZCGP in 2016. It provides a good guide and structured framework for practices considering how to lessen their impact on the environment. The Wellington Sustainability Trust supports sustainable living in our region. They can help a business create a more sustainable workplace through site assessments, waste audits, green team

training, recycling workshops and advice on reducing our environmental footprint. The Wellington City Council Waste Management Officer is available to present a workshop on Reduce, Reuse and Recycle.

Passwords and IT security

Radio NZ IT correspondent and CEO of the Institute of IT Professionals, Paul Matthews had some interesting things to say on the Nine to Noon programme (Thursday 27th Feb)- particularly in regard to the hacking of passwords.

He outlined some things you can do to protect yourself:

- don't use the same password for different sites and services,
- Keep your email account secure and separate- your email is the 'keys' to your other sites as it is often used to send a link when resetting a password.
- Use two factor authentications where it is available.
- Use a password manager- these are very secure now e.g. LastPass.
- Set a long -16 characters and more- complex password.
- You can check if your email has been hacked by going to have I been owned .com.

Click on the link to listen to Paul Matthews - [click here](#)

Lyn Allen - Branch Chair

Otago Branch

As another PMAANZ AGM approaches I will step down from being the Chair of the Otago branch after twelve years in the role. A role that I have held over the last three or so years because there was no one else that wanted to be chair and I didn't want the branch to close. It amazes me that apart from a handful of regular attendees at our meetings other local Dunedin practice managers and administration staff can't see the benefits of meeting together for learning and sharing problems. I remember the first meeting I attended 15 years ago as a new practice manager then going to work the next day with the phone number and name of an experienced practice manager that I could call should I need to. What a relief that was, a face and a name. I don't think I phoned her very often, but it was the knowledge that I could that gave me confidence.

Over my twelve years, the committee has tried many different ways of trying to attract more attendees to meetings, but it always appears that only a small core group can see

the benefits of meeting together. As we look ahead, I see many challenges ahead of us in General Practice this year and the support from your local PMAANZ group wherever you are in the country will be invaluable. A problem shared is a problem halved.

I look forward to being able to hand the role of chair over to a younger PMAANZ member, who along with a dedicated committee will be able to bring fresh ideas and enthusiasm to the branch.

Ali Barbara - Branch Chair



BE HEALTHY



WELLNESS PODCASTS

TED Talks Health

<https://www.ted.com/topics/health>

TED talks are incredibly popular and with good reason. The idea behind the acronym is to have Technology, Entertainment and Design all merge. TED talks are short, sharp, and to the point. Listen and learn more about the topics of healthy eating, the latest in cancer research, and much more.

The Mindful Kind

<https://podcasts.apple.com/nz/podcast/the-mindful-kind/id1060273831>

Racheal Kable publishes weekly podcasts with mindfulness activities such as embracing change, letting go of regrets, cultivating patience, managing stress during difficult times and many many more!

Bulletproof Radio

<https://itunes.apple.com/us/podcast/bulletproof-radio/id451295014?mt=2>

This podcast was founded with the goal of looking at every aspect of how humans can improve their health and learn to be the best they can be. In particular, these programs look at ways to add technology to our lives to help us get fitter, and the body, mind and spirit connection that propels people towards their goals.

The School of Greatness Podcast

<https://lewishowes.com/sogpodcast/>

Hosted by Lewes Howes, this is an inspirational podcast about health, wellness, and being all that you can be. His special guests are successful & influential figures in their profession or industry. Listen regularly and you'll be on your way to transforming your body, relationships, and more.

The Cabral Concept

<https://stephencabral.com/podcasts/>

Host Stephen Cabral practices traditional Indian medicine (Ayurveda), and takes a holistic approach to health. Learn about organic foods, juice fasts, easy circuit training, and more.

Bee the Wellness

<https://beethewellness.com/podcast/>

Primal living is a very popular topic right now. Bee the Wellness is a popular podcast that talks about getting back to basics, with a Paleo or Primal diet. It also emphasizes adding activity to your daily routine so you are not sitting in a chair all day, but are up and moving like our hunter-gatherer ancestors.

The Daily Boost

<https://player.fm/series/the-daily-boost-best-daily-motivation-life-career-goal-setting-health-law-of-attraction-network-marketing>

This podcast will give you a wonderful boost in all areas of your life, health, wellness, and more. The focus is on balance in life even as you go for your goals and strive for success.

Inspire Nation

<https://player.fm/series/inspire-nation-daily-inspiration-motivation-meditation-law-of-attraction-health-career-spirituality-self-help>

This podcast encourages listeners to aim for the life of their dreams. The host offers various insights based on his new-found appreciation of life after two near-death experiences. If you're feeling stuck in a rut, this podcast can help you set goals and transform your life into the one you've always longed for.

The Jillian Michaels Show

<https://www.jillianmichaels.com/podcast>

Jillian Michaels rose to fame through her work on the TV show "The Biggest Loser," and has inspired and motivated countless people to lose weight and keep it off. Her work stems from her own struggles with weight. If you're keen to transform your body and life, this is a good place to start.



HAVE YOUR SAY....

Questions for your Colleagues & Letters to the Editor

Your contribution is welcomed – please get in touch with secretary@pmaanzt.org.nz



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