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COVID and reforms managers' new normal

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By Mark O'Connor Wednesday 11 May

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Practice managers can be connected to mentors [Image: Toa Heftiba on Unsplash]

PMAANZ

Mark O'Connor reminds primary care what's on offer for practice managers and administrators through PMAANZ

As we pass the two-year marker of dealing with COVID-19 and the challenges that came with it, we have the opportunity to reflect on what we have all achieved, both individually and as a sector.



Mark O'Connor [Image: NZD]

The changes that have come as a result of a successful vaccination programme have now led to the easing of restrictions that we all appreciate and enjoy. This has been achieved in no small way by practice managers and practices who have contributed through their organisational skill, ingenuity and resourcefulness. We all look forward to a “COVID normal” environment... whatever that may be!

Over this period, the Practice Managers and Administrators Association of New Zealand has been able to provide timely and reliable information through to its branches, website and social platform. This has assisted practices in continuing to deliver the level of healthcare their patients require. As ongoing projects, the PMAANZ executive have been working on updating its constitution, developing a practice managers' mentor programme, CPD and educational programme for its membership. This is in addition to realigning its membership categories to acknowledge the varying administrative role that we have in the primary healthcare sector.

For those who aren't aware of PMAANZ, it is New Zealand's peak association for healthcare practice management. The organisation's goal is that those involved in primary healthcare will benefit through the professional recognition, continuing education, networking, personal development, assistance and advice offered by PMAANZ membership.

As mentioned, PMAANZ is introducing a wide range of membership categories enabling all levels of healthcare managers and administrators in differing practice environments, to select and benefit from a membership type that best suits them.

Those wishing to join PMAANZ must comply with the PMAANZ Code of Ethics and are encouraged to pursue ongoing education through the PMAANZ Professional Development Programme. The categories include individual, practice and corporate membership and cater for all those involved in primary and allied healthcare.

We are also working with UNE partnerships, an Australian-based training organisation to develop a set of unique professional development programmes that will benefit and enhance the roles of practice managers and administrators in New Zealand. The CPD programme to be released later this year, will enable practice managers and administrators to become Certified Practice Managers and Fellows, adding credibility to work they undertake.

With the health reforms being introduced in July, the new normal for PMAANZ means even more focus on its membership and providing them with a loud voice on advisory committees that it has representation on, such as General Practice Leaders Forum, ACC, MSD, Ministry of Health, General Practice NZ, GenPro and the Health and Disability Review Transition Unit.

PMAANZ is focused on listening and responding to the challenges of “COVID normal” to make the roles of practice managers and administrators easier.

Mark O'Connor is a board member of PMAANZ and general manager of the Lower Hutt After Hours Medical Centre, Wellington

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