

PMAANZ Matters Newsletter

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September 2018

Dear ,

Welcome to the third e-newsletter for 2018 and my first as Secretary.

The recent AGM has seen a change to the executive line-up and Chair.

We farewell the wonderful Judy Gilmour, Wendy Slight and Angela Wilson who have all worked extremely hard for PMAANZ and made an amazing contribution. Thank you to you all!

Our new Chair is Henrietta Taia and incoming members of the executive, Sue Neems, Mike O'Connor and myself. You can get to know us better by linking into our Bios [here](#).

Thanks to the contributors, there are some interesting articles in this edition for you to peruse...

The NZ Doctor article "Practice Managers want detail on the December roll out and they want it now!" - written as a result of the Hon Dr David Clark's presentation at conference.

As well as a feature on Mindfulness, Practice Culture, and some post Conference conversations, plus much much more!

So please, sit back and enjoy the read.

If you have any items that you wish to contribute to future issues, please send them through to secretary@pmaanz.org.nz.

Kind regards

Heidi Bubendorfer, National Executive Secretary



Kia Ora Koutou e Te Whanau o PMAANZ – Kia Ora PMAANZ Family

Like many Practice Managers, I'm still buzzing over attending PMAANZ 2018 conference in Nelson. It doesn't matter if you are a seasoned practice manager, administrator or first time attendee there was something for everyone to stimulate thoughts and conversations 'outside the square'.

Compliments to our Conference Committee and Conference Innovators for your time and dedication towards organising a very successful event. With thanks also to our Sponsors and Exhibitors, Medical Protection Society – Platinum Sponsor, Medtech and Indici – Gold Sponsors, Dr Info – Social Functions/Gala Dinner Sponsor, LogicQC – iCafe Sponsor and Nelson Bays Primary Health – Dr Tom Mulholland Keynote Speaker Sponsor.

Special memories were created at Conference 2018 and I'm sure there are many highlights too numerous to mention.

For me personally, conference was the time to step outside of my own square. For many years I've tried avoiding the National Chair role making excuses at every turn however this year I am in a great space and have welcomed the opportunity open armed. PMAANZ have a full Executive again this year and I look forward to our first 'official' meeting in October.

Congratulations to our PMAANZ Practice Manager of the Year winner **Brendan Canton** (Christchurch) and finalists **Mary Ford** (Taranaki) and **Renee Muru** (Auckland). All of whom are excellent role models who serve their communities with passion and pride.

It is with great pleasure to announce the appointment of Karen Greer as interim Branch Chair for Central North Island. Karen is very enthusiastic and ready to chair her first meeting in October. Our sincere thanks to Kelly Munro outgoing chair for your time as branch chair and we congratulate you on the birth of your daughter, another addition to you compliment your lovely whanau.

Daylight savings is almost here and the holiday season fast approaching. Don't forget to take a bit of time out of your day to reflect on your achievements. If possible remember to schedule some time for rest and relaxation of your own.

I look forward to my year ahead on the Executive and welcome member emails and calls.
Ehara taku toa, he takitahi, he toa takitini - Success is not the work of one, but the work of many.

Naku noa, na
Henrietta Taia

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.

Maxine Noar	Nelson/Marlborough
Jan Taylor	Canterbury
Regan Smith	Wellington
Charlie Durber	Auckland
Ed Shepherd	Nelson/Marlborough
Kristie Olufson	Auckland
Hilary Reade	Nelson/Marlborough
Jason Borcovsky	Nelson/Marlborough
Bronwyn Marshall	Canterbury
Janette Haunch	Nelson/Marlborough
Janet Wong	Auckland
Janine Rider	Central NI
Anna Phipps	Wellington
Yu Yan Zheng	Wellington
Kim Wilkins	Nelson/Marlborough
Drew Hewett	Auckland
Monique Nyemez	Auckland
Hayley Goodall	Waikato
Dagmar Rohrbach	Otago
Adelle Hancock	Otago
Gavin Drummond	Nelson/Marlborough

PRACTICE CULTURE - Hot topic #1

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How does your practice view itself? The culture of your practice may define how it is viewed by the community in which it is located.

Culture has visible components like how the practice looks and the way staff present themselves, but the real measure is often the attitude of the staff and the way the practice displays and communicates its values to staff and patients alike.

A positive practice culture will attract good applicants if you are recruiting and improve staff engagement and retention because your employees are happier and more satisfied in their work. Ultimately, this will be reflected in their performance and in turn, the overall

There are a number of things that will contribute and define the culture of your practice:

- **Management style.** Often the culture reflects the personality of the practice owner and the management team. Be self-aware. Having a good understanding of your management style will help you recruit leaders and staff that fit with your style and the culture you want to create. Leading by example is one of the most effective ways to embed values and culture.
- **Business values.** Think about where your practice started and what makes you different? Owners need to determine the most important values for the business, define them in the strategic plan, then communicate it to staff. Leaders need to demonstrate and live the values - and be out in front – communicating well and trusting others.
- **Physical environment.** This may be out of your control, but colours and furnishings can have a huge impact on the overall feel of a workplace. Is it warm and inviting? Should it be modern or traditional? What do you want people to feel when they visit? Then reflect that in how you present your premises.
- **Employees.** Your employees will have the biggest impact on your culture – so it needs to be instilled from day one. What attributes do you want your employees to have and see them exhibit? What do you value most? And lead by example - listen to staff, encourage excellence, reward achievements and manage performance or behavioural issues. Be aware of staff engagement and morale. Listen to discussions around the water cooler - often this can give you an early heads up if morale isn't at the level you want it to be.
- **Policies and philosophies.** Leave requests, codes of conduct and dress code can be one of the most visible signs of your practice culture. Ensure your staff are aware of what is acceptable and what is not. You need them to promote the image that you want, considering both comfort and health and safety requirements.
- **Managing change.** The health sector experiences constant change with a three-year political cycle and PHOs continually driving change to improve service provision. The current rollout of the Health Care Home model of care is causing significant change for practices - both in the physical environment, and the way staff work and provide the services.

Good culture is infectious and will keep good people interested and engaged. So, when you have created the culture you want, you must remember to continually ask for feedback from your staff. Maintaining the positive culture will take time and effort but it will ultimately help you grow your business and achieve success.

For HealthyPractice® subscribers MAS provides an online practice culture survey. This can be set up at a time to suit the practice with a report supplied on completion of the survey. For further information contact the HealthyPractice® team on 0800 800 627 or email business@mas.co.nz.

Fiona Mines

HealthyPractice® Adviser, MAS

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HealthyPractice®

If you manage a practice, our HealthyPractice® online business support service has been designed especially for you. It provides information and templates on all areas of business ownership, employment and management – all backed by our business hours' helpdesk support. Visit www.healthypractice.co.nz to find out more or call our HealthyPractice® team on **0800 800 627** for a **free trial** and website tutorial

INTERESTING READS IN THE NZ DOCTOR

“Practice Managers want detail on the December roll out and they want it now!” [Click here](#)

“Not a question of a degree when judging what makes a great manager” By Judy Gilmour. [Click here](#)

“Get used to change in healthcare” says Practice Manager of the Year 2018, Brendan Canton. [Click here](#)

MESSAGES FROM YOUR EXECUTIVE

Treasurer

What a fantastic Conference this year in Nelson! Jam-packed with motivational speakers, networking, learning, dancing, laughing and eating! Huge congratulations to our Conference Committee and Conference Innovators for putting on an excellent array of speakers and exhibitors, and of course the entertainment Luke Bird! The location provided us with stunning weather, an awesome venue and delicious Kai Moana paired with local wine. It was neat to head to the markets on Saturday morning for some fresh air and coffee. The Protea's at the florist stall were unforgettable!

I attended the three sessions lead by Christine Wattie on Resiliency, Communication and Building a Team of Leaders. Chris is truly inspirational and I have brought back some valuable tools to implement in the workplace. The session on Mindfulness with Dharan Longley proved to be very popular, and we left with a few tips and tricks to make sure we slow down, live in the present, and really enjoy eating Chocolate! We finished with a good dose of laughter with 'The Attitude Doctor' Dr Tom Mulholland.

I hope you have all had the chance to reflect on your learnings from Conference, and hopefully registered as a volunteer Earth Angel for Angel

Lastly I would like to acknowledge past and present Executive members. Judy, Wendy and Ange, your dedication to PMAANZ is incredible and I feel honoured to have worked along side you for the past 17 months. I look forward to continuing to work towards our Strategic Plan with our current and new Executive - Sue T, Michelle, Sue N, Heidi, and Mark, led by the very talented Henrietta as our Chair.

Lana McNicholas, PMAANZ Treasurer

Education

Hi everyone hope you are keeping well and warm J

It has been very busy on the Education front and hopefully over the next few months we will have some robust new initiatives for our members starting to develop.

Interest in the KASF papers remains steady – if you have any queries flick me an email.

This year our scholarship winners are:

- 1 x Knowledge and Skills Framework Silver Paper – Rebecca Lee
- 1 x Knowledge and Skills Framework Gold paper – Jennifer Kaponga
- 1 x Knowledge and Skills Framework Gold paper – Niomi Fleming
- 1 x \$600 towards a tertiary paper (incl GST). – Joanne Bennett

The Scholarship winners were announced at Conference – a huge congratulations to you all very well deserved.

A huge thanks to everyone – conference was a blast as usual and I have made many new connections, put names to faces and conned a lot of you to hurry up and finish your papers J I have been away the last two weeks so will get to all my emails and queries by the end of this weekend 28/9/2018. Thanks everyone for your patience.

Conference also has bought about new connections for our KASF papers which I will be following up in the next few weeks. I will also feed back to you all re the Diploma and where to from here.

Last but not least I look forward to working with Heidi, Sue and Mark our new executives and again want to say a big thanks to the outgoing Judy, Wendy and Ange – I loved working alongside you all.

That's all folks – roll on Christmas !!!!!!!

That's all from me, Cheers Michelle Te Kira

Conference

In 2017 I changed port folios from Treasurer to Conference Co-Convener and have had the privilege of working under the guidance and support of Henrietta Taia in the shared role of conference convener. The benefit of this “apprenticeship”-type scheme is continuity of knowledge within the PMAANZ Executive, sharing of workload and skill

As so many of you will know, Henrietta is an oracle of knowledge and I am so very appreciative of having her to lean on; she has graciously and competently steered this “ship” and I am the benefactor of her wisdom – thank you Henrietta and your Executive thanks you for accepting the role of Chair. We, along with the entire membership, will awahi and support you in this role and we know you will continue on the fantastic and progressive gains that Judy achieved in guiding and growing our membership.

Our annual conference is a critical component of the service we provide for our membership; and the Executive take this responsibility seriously. We are well-aware for many of our members the conference is their only professional development opportunity.

Planning for each conference begins over twelve months prior to the conference date; and every conference is supported by a Conference Committee which usually consists of local members who become our “eyes and ears” on the ground. They are invaluable and for Nelson 2018 I would like to acknowledge and thank Sue Fox and Val Parmenter for their incredible and tireless support over the past twelve months – they have made a significant difference to the success of this conference and are a pleasure to work alongside – thank you Sue and Val.

As with all events grateful thanks must go to the numerous exhibitors and sponsors, without whom, we simply could not provide this annual event. In particular, I would like to express the Executive’s gratitude to our platinum sponsor MPS and gold sponsors MedTech Global and Indici.

I am sure you will all agree that Anna and her team from Conference Innovators were simply outstanding – Anna calmly and competently managed this conference and I cannot adequately express my gratitude for your knowledge, expertise and networks. It was thanks to Anna that we secured the services of Luke Bird when Eric Murray was no longer able to be our MC – and wasn’t he an awesome find!

The most fitting accolade goes, of course, to our membership. We have had great support from the membership for the conference and both the Conference Committee and PMAANZ Executive enjoyed the wonderful conversations and networking that turned the conference from good to great.

We were very proud of the 2018 programme content and worked diligently trying to put together a programme that ticked as many of your boxes as possible. We are realistic in knowing that we won’t get it 100% right for everyone but we hope you left the Conference feeling uplifted, upskilled and your kete filled with knowledge that was useful and valuable to you and your teams.

YOU have a role to play in Conference 2019 and that role is to feedback on Conference 2018 – we don’t know what we don’t know – so tell us. We will be circulating a survey requesting your frank and honest feedback – your voice is important and will guide us in our planning decisions for 2019; so load us up on the good, bad and the ugly. We have broad shoulders so to quote Pat Benatar “hit us with your best shot” – in saying that,

One of the immediate changes to the programme we will implement will be the inclusion of the receptionist's day. Other thoughts that are pinging through my brain include a stream focused on cultural competency, sessions on negotiating your employment contract, maybe some more on mindfulness – the wheels are in motion!

I will keep you briefed on progress as we countdown to Conference 2019 in these newsletters but in the meantime lockdown 12 – 14 September with the venue being Hamilton for 2019.

The last section isn't about the Conference but it is about my experience of being on PMAANZ under the leadership of Judy Gilmour. As one of the newer members of the PMAANZ Executive my experience has been of complete and utter support. Judy, as our now past-Chair, led a stunning group of members who were always, always willing to step up and help each other. If assistance was ever required, then without fail assistance was always provided. I hope that in my capacity I can continue to add value to the Executive and to our membership because in the nature of true reciprocity my professional knowledge and skills are also benefitting from this experience.

I would like to personally acknowledge the three amazing, talented and superb women who stepped down from the Executive this year - Judy, Angela and Wendy – your contributions have, without question, improved our organization.

Welcome to Heidi, Mark and Sue as our new executive members – I am excited to work with you.

Finally – bring on Conference 2019!

Kind regards, Sue Taaffe - Conference Convenor

Branch Liaison

I enjoy listening to lots of music and attend as many concerts my budget can accommodate. My favourite place to holiday is a beach where I can walk with my husband, listen to the waves, watch the sunsets and relax in the shade on sunny days with a great book. I love spending time with my grown children and am excited about the anticipated arrival of my first grand-baby in Jan next year.

My roles have been varied and have included banking, customer service, training officer, personnel consultation, mother, waitress, cleaner, aerobics instructor, Electorate Returning Officer, and finally, for the last nineteen years a Practice Manager. All the skills and experience I have absorbed in these roles, I have used in my role as Practice Manager.

Conferences are wonderful for networking with others in the same role, to hear motivational speakers and get information about and from stakeholders within the Health sector. In my view it is vital for members attending conferences to seek out new practice

opportunity to make new ones in Nelson this year.

I am keenly aware of the changing horizon created through the devolution of service to the primary care environment and the resulting impact on staff and space and funding. PMAANZ is one of our advocates for the future of primary health businesses and staff.

I welcome the opportunity to work outside of my comfort zone and to be one of our voices for our organisation.

I am a strong advocate for our practice team and take pride in the contribution and influence I have on our practice culture. I work hard on building a team that support and work well together and trust and care for each other and this is something I hope to do as a new member of our executive committee.

Thank you for your support.
Sue Neems

PMAANZ CONFERENCE 2018 - Nelson



I really enjoyed the conference in the Sunshine capital this year and it met all my expectations. I'm a big PMAANZ Conference fan, my first ever was 10 years ago and I've been attending diligently ever since. The PMAANZ Conferences have become a slicker and more professional affair year on year, with Nelson being no exception.

The conference theme, Outside the Square, really did walk the talk...there was a variety of vibrant topics as well as the usual core learnings to be had. Stand outs for me were; Mindfulness in the workplace, Transgender Healthcare, E Tu Union representation and Angel flights to name a few. I enjoyed listening to the direction of Healthcare presented by

the Hon Dr David Clark with his pleasing socialistic view and aspirations for the future of health. Then there was the Attitude Doctor, those who fought off the temptation to skip off early for a spot of shopping, were rewarded with a dynamic and engaging presentation with some good stories and learnings on improving our outlook and attitude. There was something for everyone. And as usual, I learnt a lot!

It was nicely coincidental that this September, 125 years ago, marked the anniversary of NZ women gaining the vote. Multitudes of incredible and inspiring women helped build and make this country a great place to live and work. We as Practice Managers and Administrators, being a predominantly female led profession, have a 15% gender pay disparity gap. Hence, it was very cool to have E Tu at conference, the union who gained

So good Speakers, a great venue, wonderful company and a lot of fun (thanks to the six foot colourful exclamation mark that was Luke Bird!) I went back to work on Monday with a rib ache from laughing so hard and a head full of ideas.

Roll on Hamilton 2019, I can't wait!

Heidi Bubendorfer, Secretary

NZ DOCTOR - Welcome Drinks at Conference



FOOD FOR THOUGHT

Hilary Clinton on criticism

"Take criticism seriously, but not personally. If there is truth or merit in the criticism, try to learn from it. Otherwise, let it roll right off you."

BRANCH NEWS

Auckland Branch

On the 3rd August, PMAANZ Auckland had their third successful branch meeting for the year. We had a jam-packed session this day with very valuable speakers. Firstly, the

lastly Holly from MedTech regarding Evolution.

It was great to see these speakers also at the conference in Nelson.

We are set to have our next branch meeting combined with a Christmas get together in November/December. Date is yet to be confirmed but we are looking forward to reuniting with our peers before we all take a much-needed break!

Regards

Jessica Dodd

PMAANZ Auckland Branch Chair

Wellington Branch

The recent highlight was the wonderful conference in Nelson. A great location, great people and an amazing programme combined to deliver a high quality, relevant and informative event. Well done to the PMAANZ executive who managed this while still doing their day jobs!

Our next monthly meeting is being hosted by Te Awakairangi PHO in Lower Hutt. The topic is a conference debrief and a Q&A . Conference attendees will share two or three highlights.

Members have shared information this month around the way they explain the ACC subsidy to patients, staff available and staff wanted. We encourage everyone to contact the group when they have a query - there is a wealth of information available from members.

Lyn Allen

PMAANZ Wellington Branch Chair

Canterbury Branch

We have had some "hot topic" meetings with good attendance over the last couple of months. The hour and a half session taken by two lawyers on HR - the disciplinary action process and related paperwork, certainly got us talking. The session regarding Profile/Sirius and what it could do for us was also well attended.

It was great to see a good representation of Canterbury members attending conference, and some excellent speakers and topics over a broad range gave plenty of options for people attending. Thanks to the conference organising committee for a great conference that ran very smoothly.

One of our local branch members Brendan Canton, was awarded Practice Manager of the year, our congratulations to him and all of the finalists, it's great to see our roles celebrated in this way. Also in Canterbury, Kevin Smith and myself were awarded Honorary Life Memberships of PMAANZ, it is very special to be acknowledged by your peers in this way for our past and ongoing contributions to the organisation.

following very soon behind that. Time to start pacing ourselves over the months ahead.

Kind regards

Nicole Hill

PMAANZ Canterbury Branch Chair

HEALTH AND WELLBEING

Mindfulness by Sue Taaffe

What is mindfulness?

Mindfulness is simply present-moment awareness.

Mindfulness practice, techniques and exercises are designed to stimulate, facilitate and increase our capacity to be present and aware.

“Mindfulness means paying attention in a particular way; on purpose, in the present moment and non-judgementally.”

Jon Kabat Zinn



Being more aware –

Makes us less reactive – less likely to act out of anger, being hurt, fear and so on. We are less reactive because we do not feel so threatened by circumstances, our own thoughts and emotions, or other people.

Gives us more choices and options – in working with our life. We have the opportunity to work with difficult situations (a relationship breakup, an argument, feeling angry, scared or vulnerable) in new ways. This means we have the opportunity for new and often surprising outcomes. We don't go on repeating the same mistake or habit pattern again and again and again. These choices, options and different outcomes give us a feeling of empowerment and freedom.

What do we mean by practising awareness?

Practising awareness is simply watching, feeling and observing. We pay attention to our moment-to-moment experience by –

- * Watching our thoughts
- * Feeling our emotions
- * Listening to sounds
- * Feeling the physical sensations of the body (touch, taste)
- * Noticing smells
- * Noticing our surroundings – nature, the sky, the pavement, the grass, other people, colours, textures, changes.

This observation or self-awareness can be called the witness state – we are witnessing

You simply can't do it wrong ... because mindfulness is simply being aware and paying attention, we absolutely cannot get it wrong.

Website – mindfulnessworks.co.nz



ON THE BOOKSHELF

Two reviews by Sue Neems.

The Guernsey Literary and Potato Peel Pie Society: (I know what a title!) by Annie Barrows and Mary Ann Shaffer.

This is a novel written in letters centred on an imagined post-occupation Guernsey. The whimsical heroine is a writer who while looking for a new subject gets a letter from a Guernsey pig farmer. From this fragile contact grows a web of correspondents involving wartime Guernsey and the tragic stories of its people. I fell in love with this book when I discovered it on summer holiday earlier this year and it has now been made into a movie.

Eleanor Oliphant Is Completely Fine: by Gail Honeyman.

This original novel was a fast read and thought provoking. The central character of Eleanor feels instantly and insistently real. Characters feel like real people. The overwhelming emotions I was left with after finishing this story was hope and a realisation that no act of kindness, no matter how small is ever wasted. There are so many people who live with deep unspoken sadness where any small act of real kindness and warmth is so completely unexpected that it can change their world, especially that person at work that people may think of as a bit weird.

SPREAD THE WORD



Quality Seminar – November 2018

Mastering Information & Measurement: Less is More

Nowadays we are bombarded with data via the media and the internet. We have access to sources of data from an increasing number of IT programmes. There is also increased demand to access and review data for our KPIs and to meet the Ministry, your board and stakeholders needs. The famous saying of Dr Edward Deming "Without data you are just a person with an opinion" becomes more and more the reality we have to adapt to. Does this tsunami of data allow us to make better decisions in the care we provide to our clients? What strategy do we need to master this phenomenon that is increasingly dictating our world? Maybe the secret lies in turning Deming's phrase around to "Without an opinion you are just a person with data!"

The morning presentation will provide a theoretical basis of the strategies needed to make decisions about what you need to know and we will apply these strategies in the afternoon workshop. **You will learn to sift through data effectively so that you make better decisions and improve.**

Jan Weststrate will bring his expertise to a day of learning complemented by presentations and workshops by the DAA Group that support continuous improvement in your organisation.



Jan Weststrate, Director of Care-Metric, is a quality improvement consultant with extensive international experience in nursing, research and education.

Dates

Wellington	Monday 5 November	James Cook Hotel Grand Chancellor
Christchurch	Tuesday 6 November	Sudima Hotel Christchurch Airport
Auckland	Friday 9 November	Novotel Hotel Auckland Airport

To Register

Go to www.daagroup.co.nz (Quality Seminars Register Now)

FEEDBACK AND LETTERS TO THE EDITOR

Letter from Yvonne Walmsley on the NZ Doctor article on Fees change.

Very interesting.

I work at a VLCA GP Practise. From a personal receptionist point of view I'm looking forward to the change in fees. It does not go well with patients who have a CSC, many of whom are elderly, when they find that they are paying a higher fee than other, non-CSC holders.

From a business perspective I understand the challenges that are coming at the beginning of December and find the lack of communication from the MOH appalling. I'm not surprised though, I used to work for them!

I totally agree that in order to provide a great service for patients and a good working environment, we need information ASAP. Badly managed changes cause so much frustration and take a long time to recover from.

Keep up the good work at PMAANZ please.

Thank you,
Yvonne Walmsley

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



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