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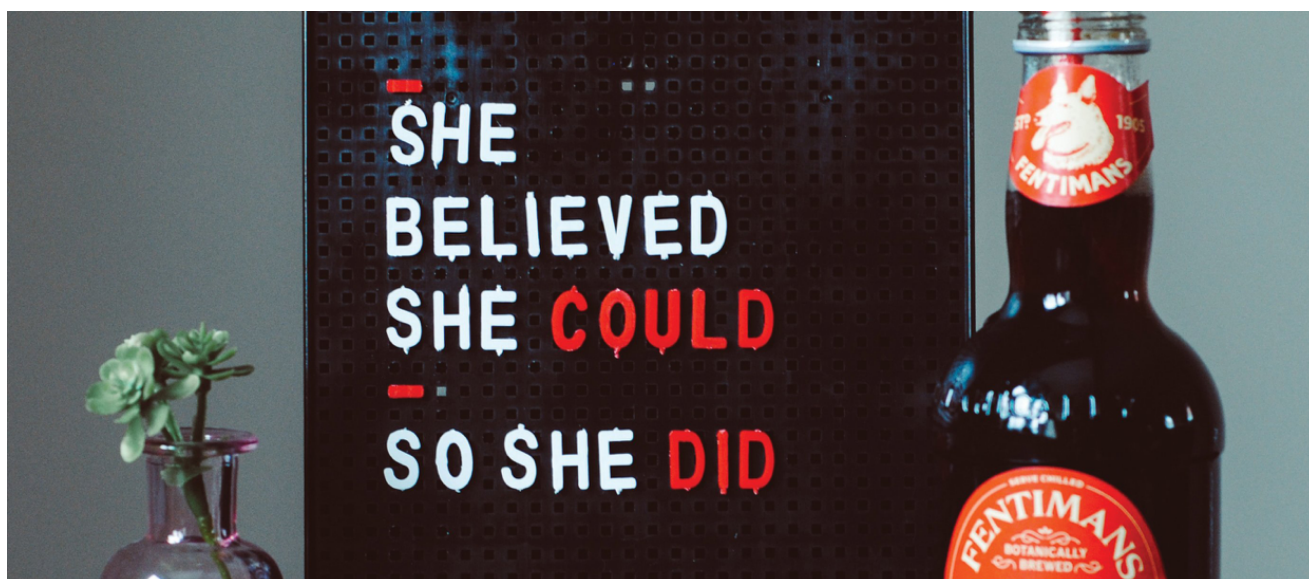
Signs of a return to near-normal: Practice managers and administrators put hands up for education

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2 minutes to Read



With hard work, dedication and excellent mentorship, one can achieve great things [Image: Nik on Unsplash]

Practice managers have felt the stresses of the COVID years and the health reforms, writes **Niomi Fleming**, and now they want to boost their skills and knowledge

It has been an eventful year, with extreme weather events, significant changes under way in the health system and reported shortages of doctors and nurses in many general practices.

However, life is gradually returning to normal after the COVID-19 pandemic. This is evident from the increasing number of enquiries I receive regarding further education with the Practice Managers and Administrators Association of New Zealand and our partners, UNE (University of New England) Partnerships in Australia.

This year, the PMAANZ executive has focused on improving the quality of our education papers. We have streamlined the marking process and prioritised education sessions across our branches, which was challenging in previous years.

PMAANZ offers excellent opportunities for our members, including three scholarships that will be awarded at the 2023 conference. These scholarships cover the completion of our bronze and silver levels and a UNE paper of choice.

Last year, I was fortunate to receive the first scholarship to complete a UNE diploma presented at the PMAANZ conference. During the conference, I was also elected to the executive committee, responsible for the education portfolio. Education is a passion of mine.

I started my journey as a practice manager over 10 years ago, working at reception. Since then, I have gained experience in various clinics, both high-needs and low-needs, and recently transitioned into a national practice manager role with Third Age Health. I believe my journey is proof that with hard work, dedication and excellent mentorship, one can achieve great things. It all began with the PMAANZ bronze paper.

Continuous improvement

Being on the executive committee has allowed me to establish valuable connections and identify areas for improvement. I am working on creating a marking schedule for our papers and enhancing our silver paper to include more business planning and case examples. We have also arranged a masterclass with UNE, focusing on analysing financial and non-financial business performance measures and providing practice managers with practical tools.

Additionally, we have invited a range of fantastic speakers to cover various topics such as human resources, debt collection, falls prevention in older adults, and the integration of telehealth and technology in general practice.

I am excited to connect with practice managers from across Aotearoa, providing education-related support and welcoming feedback to enhance our papers from those who have completed them.

Together, we are making a positive difference in our profession and the lives of patients throughout Aotearoa New Zealand.

Education is crucial for staying relevant and keeping up with changes in the sector, as well as enhancing and acknowledging the expertise of practice management. Therefore, I encourage you to explore what PMAANZ has to offer this year.

Our members are our most valuable asset, and we warmly encourage new members to join our organisation and to further, or enhance, their education portfolio and have full access to our mentorship and continuing professional development programmes.

Niomi Fleming, national practice manager for Third Age Health, holds the education portfolio on the Practice Managers and Administrators Association executive committee

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References

