

**+BULLETINS** | In print

## **We're caring for the managers**

Mary Morrissey

0

Tuesday 16 April 2024, 10:28 AM

3 minutes to Read



[Image: Drew Beamer on Unsplash]

**Mary Morrissey** gets back to basics with an explainer on the place of practice management organisation, PMAANZ, in the health sector

---

PMAANZ, the Practice Managers and Administrators Association of New Zealand, is a membership organisation representing practice managers and administrators, as well as the profession of practice management.

The association was established in 1996 and is an incorporated society. It is governed by a national executive board of seven members elected at the AGM held during our annual conference for a three-year term. The current executive is:

Chair – Mary Morrissey, full-time manager at Family Health Centre, New Plymouth, a general practice with six GPs and around 4500 patients.

Treasurer – Wendy Harris, full-time business manager at Cambridge Medical Centre, with 10 GPs and 10,700 patients.

Secretary – Carol Neki, full-time manager at Mangere Health Centre, a VLCA general practice with nine GPs and around 10,000 patients.

Conference – Jen Kaponga, full-time operations manager at Auckland ENT Medical Specialists.

Membership – Karen Greer, full-time manager at Bulls Medical Centre, a rural practice with five GPs and around 6000 patients. Saturday morning opening for the community.

Communications – Roshan Fernando, full-time business manager at Otara Family and Christian Health Centre, serving 10,000 patients in the heart of Ōtara.

Education – Niomi Fleming, full-time manager at Third Age Health, first point of contact for 64 facilities nationwide.

PMAANZ employs a part-time admin extraordinaire, Carole Unkovich, who is based in Christchurch.

Our current membership is 477 and is comprised of ordinary, honorary life and Australian members, together with corporate and practice membership. Our members manage general, allied health, specialist, physiotherapy, dental and multidisciplinary practices within the health sector. There are six branches around the country – Auckland/Northland, Waikato, Wellington, Nelson/Marlborough, Canterbury and Otago – and a portion of members' fees are remitted to branches to assist them in offering continuing professional development, networking, resources and peer support.

The association's mission is to promote excellence in, and recognition of, practice management in the wider health sector by supporting members through professional development, networking and peer support. Our main functions are to:

**INFORM** – Whakamōhio: regular and relevant regional and national communication via email, articles and our website members' section together with our biannual remuneration survey.

**GUIDE** – Arataki: access to a nationwide network of highly experienced practice managers and

administrators to offer support, advice and guidance.

**CONNECT** – Hono: network of regional branches that provide information and professional development to members.

**INFLUENCE** – Whakaawe: respected member of the health sector, and actively involved in many areas of governance and policy development, currently representing members on various national executive and advisory boards, committees and forums.

**INSPIRE** – Whakahihiri: host regular webinars as well as a well-supported national annual conference to refresh, inspire and inform.

**GROWTH** – Te Tipuranga: committed to increasing the professionalism and expertise in practice management and administration.

**Providing education**

PMAANZ aims to provide education relevant to its membership together with a career pathway.

The Knowledge and Skills Framework papers are an acknowledgment of the contribution of practice managers and administrators to general practice.

Under this programme, practice managers and administrators can apply for recognition of their skills at two levels:

Level 1 – Parahi (Bronze): basic engagement with an understanding of practice management and administration.

Level 2 – Hiriwa (Silver): comprehensive engagement with practice management and administration.

PMAANZ has a relationship with the University of New England Partnerships (UNEP) to support members in their professional development with the Diploma of Leadership in Healthcare Practice and a short course: Fundamentals in Practice Management.

Scholarships are available for all courses offered by PMAANZ. This partnership provides valuable opportunities for members to enhance their skills and knowledge in the healthcare field.

PMAANZ presents webinars for our members. The most recent was about how to navigate our website and our CPD points system.

Collaborating with ACC in hosting webinars we aim to help managers and administrators work with ACC and to learn about any new programmes they have; the May webinar is on their Nymbbl app. The variety of topics for this year – including cyber security, St John, Collaborative Aotearoa and employment law – will provide a wealth of knowledge for our members.

We recently held wānanga in Auckland, Hamilton, Wellington and Christchurch with Gary Smith, the academic director health program at UNEP. Mr Smith spoke about effective leadership and the role of a practice's mission, vision and values.

“Change for change is not good but change for survival is critical, no change means we are left behind.”

We are grateful to the PHOs of each centre for providing the venues for this inspirational roadshow. It was a great success and feedback was extremely positive.

***Mary Morrissey is chair of PMAANZ and full-time manager at Family Health Centre in New Plymouth***

Mary, capture your time to Read, Watch, Listen or Delve by clicking CAPTURE.

**CAPTURE**

You can view your CAPTURE RECORD [here](#).