Knowledge and Skills Framework

LEVEL 2 – HIRIWA (SILVER)

This level provides the participant with an in-depth knowledge and understanding of all the complexities of Practice Management.

Candidate must have a comprehensive engagement with Practice Management and Administration, with at least 5 years' experience in a senior management position in business, health or other to be approved by Executive.

Note: Some areas of assessment may vary from practice to practice depending on the demands of each practice

Customer Service - includes but is not limited to:

- Management of all customer services as below:
    - Staff - patient
    - Staff - external parties e.g. PHO, Reps, ACC
    - Staff - staff
- Overall management of complaints in above areas

Management includes but is not limited to:

This paper is aimed at senior level candidate must work in a management position.

- Cornerstone and Foundation management
- Quality improvement ensuring national targets monitored and met
- Human resources
- Governance
    - Change management.

- Strategic planning

Office Management

- Overall responsibility of multidisciplinary teams, eg: reception, Doctors, Nurses and other these all come under finance so not needed.

Finance includes but is not limited to:

- Management of Accounting Systems and Practices
- Budget and Cash Flow
- Financial Statements
- Risk Management

Practice Management System includes but is not limited to:

- Policy for security of practice electronic patient data
- Maintenance of suitable backup and retrieval system to protect patient information
- Overall responsibility for ASR & SUR returns

Compliance

- Ensure practice compliant in all relevant legislative areas

Human Resources includes but is not limited to:

- Induction of new staff members
- Staff rostering
- Leave administration- who manages in-boxes etc.
- Staff training (privacy officer, H&S officer, upskilling staff etc)
- Staff performance and feedback

Quality Improvement

Commitment to continuation of personal up-skilling

- Attendance at Practice Manager & Administrators' education sessions and other eg: conferences, PHO
- Involvement with Mentoring

This Knowledge and Skills Framework paper was developed with the support of Procare

ProCare