



## Gold

Level three: an in-depth knowledge and undertaking of all the complexities of Practice Management

- Silver Level Practice Manager & Administrator or, Grandfathered to apply for Gold Level entry

### <sup>1</sup> Management

- Emergency Procedure Management i.e. Pandemic Planning and overseeing of non-clinical emergency procedures i.e. protocols for waiting room and telephone emergencies
- IT Systems Management
- Leadership (in larger or multi-disciplinary practice)
- Change Management
- Strategic Planning
- Involvement with Business Planning
- Project Management
- Planning for growth – business development
- Property Management
- Risk Management

### <sup>2</sup> Office Management

- Overall responsibility for all non-clinical systems
- Overall responsibility for all non-clinical staff
- Overall responsibility for all non-clinical procedures

### <sup>3</sup> Finance

- Management of Accounting systems and practices
- Budget and Cash Flow
- Financial Statements
- Risk Management
- Crisis Management

- Financial Analysis – benchmarking
- Business Assessment
- Practice Ownership

#### <sup>4</sup> Practice Management System

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

#### <sup>5</sup> Compliance

- GP Legal and Risks – all areas
- Health & Safety – practice guidelines
- Understanding of NZ Health Policies and Administration including Public/Private services
- Sound knowledge of Health Legislation
- Knowledge of Health economics

#### <sup>6</sup> Human Resources

- Staff Recruitment
- Staff Performance
- Staff Evaluation
- Staff Discipline
- Management of staff relationships – internal and external
- HR Policy guidelines including Code of Conduct

#### <sup>7</sup> Quality Improvement

- Involvement with writing and annual updating of non-clinical sections of practice Quality Improvement Plan



- Oversee all non-clinical Cornerstone © required for practice accreditation – if applicable
- Be an accomplished user of a suitable audit software package
- Attend appropriate Quality education sessions
- Be up to date with Quality Improvement Tools and use of these in practice
- Oversee and sign off all non-clinical Quality Improvement in practice  
e.g. Patient Satisfaction Surveys

<sup>8</sup> Attendance at appropriate education sessions i.e. PHO, PMAANZ or other provider

<sup>9</sup> Involvement with Mentoring

<sup>10</sup> Involvement with Peer Support

<sup>11</sup> Commitment to continuation of personal up-skilling