



Practice Leadership Advantage

PROGRAM SYNOPSIS



Facilitated by:
BMP Health Management Consulting
Dr Chris Bollen and Rod Buchecker



Introduction

The Practice Leadership Advantage Program is part of a suite of training programs offered by NCPHN to build the capacity and capability of general practices to:

- enhance existing and/or introduce new improved models of care that are patient-centred, comprehensive, quality driven, coordinated and accessible
- enhance existing processes for patients with complex and chronic conditions that optimise the outcomes for these patients
- be sustainable and adaptable in the emerging primary healthcare reform environment
- facilitate team members to work at the top of their professional scope of practice.

The aim of the Practice Leadership Advantage Program is to equip clinicians with enhanced leadership skills to influence and lead clinical and business change within their practice.

Alignment with Bodenheimer’s 10 Building Blocks of High Performing Primary Care?

Bodenheimer’s 10 Building Blocks of High-Performing Care (diagram below) is a conceptual model that identifies and describes the essential elements of primary care that facilitate exemplary performance. As shown below, the Practice Leadership Advantage Program is highly aligned to the model.



Who should participate?

The Practice Leadership Advantage Program is targeted at general practice business and clinical leaders. In particular:

- General Practice principals/owners
- General Practitioners (with endorsement from the practice principal/owner)
- Practice Managers
- Senior Practice Nurses.

Ideally, practices will nominate a team of three (3) staff (maximum) to participate in the Program, including at least one General Practitioner.

Eligibility requirements

- The Practice Leadership Advantage Program is open to all general practices within the NCPHN footprint.
- The maximum number of participants that can be accepted per Program is 45. Given this limit, preference will be given to practices that have participated in a NCPHN Patient Centred Medical Home (PCMH) Workshop. Titled “Transitioning to a PCMH”, the NCPHN facilitated workshop is the first of a suite of training programs offered to support practices transition to a PCMH model of care.
- Note: If you have not attended a NCPHN PCMH workshop this may be arranged prior to the commencement of the Practice Leadership Advantage Program by contacting your NCPHN QI Support Officer.

Benefits of the Practice Leadership Advantage Program

The Practice Leadership Advantage Program enables participants to gain confidence in initiating and leading change in the changing environment facing Australian primary care. The Program incorporates business improvement methods that cover many facets of change leadership methods including:

- finding focus
- lean thinking
- utilising population health data
- using data to inform improvement
- strategic planning
- building the team
- building resilience, and
- preventing burnout.

Delivery mode(s)

Practice Leadership Advantage is a comprehensive Program run over nine (9) months.

Workshops

- The Program consists of three face-to-face full day workshops. Participants are required to attend all three workshops.
- Each workshop is accredited for 40 Cat 1 RACGP QI&CPD points (a total of 120 for the Program). The dates for the workshops are shown below.

One-on-one mentoring

Individual practice mentoring sessions are delivered via telephone between workshops.

Program fee

The fee to attend this comprehensive program is \$1,000 per practice. This fee will be refunded in full on completion of the program which includes attendance at all three workshops.

Workshop location

- The location for the Practice Leadership Advantage Program is Kingscliff.
- NCPHN is offering assistance with travel costs to participants from Mid North Coast and Hastings/Macleay.

Workshop dates

Workshop One (full day)
Saturday 10th November 2018

Workshop Two (full day)
Saturday 16th February 2019

Workshop Three (full day)
Saturday 1st June 2019

Program Facilitators



Dr Chris Bollen, Medical Consultant, GP

Chris is a Director of BMP Healthcare Consulting, a part-time GP and Director of GP Training at Queen Elizabeth Hospital.



Mr Rod Buchecker, Business Coach and Mentor

Prior to setting up Rod Buchecker Strategic Brand Management, Rod held leadership roles at local and global advertising agencies Clemenger BBDO, USP Needham and Y&R.

Outline of training modules

Practice Leadership Advantage will equip practice principles, managers, and clinicians with enhanced leadership skills to effect and lead meaningful change.

The importance of leadership is fundamental in dealing with the opportunities and challenges thrown up by the forces reshaping the nation's primary healthcare business landscape.

The topics covered by the Practice Leadership Advantage Program are:

- balancing the needs of the community with the needs of your business
- using data for tailoring your services to improve the health status of your patients and the wider community
- identifying potential revenue streams through analysis of your data
- identifying a vision to move your business forward
- improving the culture, systems and processes within your practice with a focus on your team
- motivating the team to not only deliver much needed clinical benefits for the local community, but deliver a business benefit to all those who work in the practice
- supporting leadership development with a focus on the key concepts: a foundation of improvement, change principles, and team building to deliver high-quality care for communities.

As the rising challenges of chronic disease and ageing confront general practices and the communities they serve, questions which need to be addressed include:

- What needs to be done differently?
- How do you change direction?
- How do you sustain the response?
- How do you motivate your teams to do the job required?

At the end of the program, participants will have completed a strategic plan for change in their practice. Participants will have improved problem identification, analysis and problem solving in order to be a leader who can bring their team along for the required journey.

As part of the Program, participants are provided with:

- a reading list relevant to leadership
- a video and podcast list relevant to leadership
- basic training in social media such as LinkedIn, Facebook, and Twitter
- links to tools for 360-degree appraisal and performance appraisal
- development of skills for reducing expenses in general practice
- marketing tips on how to attract new patients to the practice
- white papers on topical issues in healthcare leadership
- links to quality improvement initiatives for chronic and complex care.

What participants have said about the Practice leadership Advantage Program

The Practice Leadership Advantage Program has been successfully delivered in a number of other PHNs including Northern Queensland, Northern Sydney, Coordinaire (South Eastern NSW), Capital Health Network (ACT) and Adelaide. Below are some quotes and testimonials from those who have attended the program.

This is the best thing I have done since finishing my medical degree.

It has been very important for my stage of my career to reflect on leadership and it has helped to provide a way forward. Thank you.

Leaders need to identify why there is resistance and deal with that prior to implementing any change. Very engaging workshop- really enjoyed it!

Both Dr Bollen and Mr Buchecker were very informative and valuable.

Very valuable and enriching workshop. Eye-opener and full of useful information. I appreciate the 1:1 follow-up with the presenters.

Workshop is informative, useful and relevant to general practice in making improvement.

An interesting and new approach in daily GP practice.

I learnt heaps, eager to learn more.

Very good course. Very relevant to my practice.

Thank you for yesterday's catch up, very helpful indeed. I am thoroughly enjoying the course and really appreciate your sharing of such valuable wisdom in leadership skills.

Excellent workshop- HIGHLY relevant

Genuinely one of the best workshops I have attended. Thank you so much for the training.

The workshop was an opportunity for reflection: Pace + empathy + poor delegation = burnout in today's general practice. A really insightful meeting.

Brilliant interactive workshop.

Very well presented and good information provided.

**PRACTICE ADVANTAGE
LEADERSHIP PROGRAM
SYNOPSIS V1.0
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