

Managing the risk of employment issues

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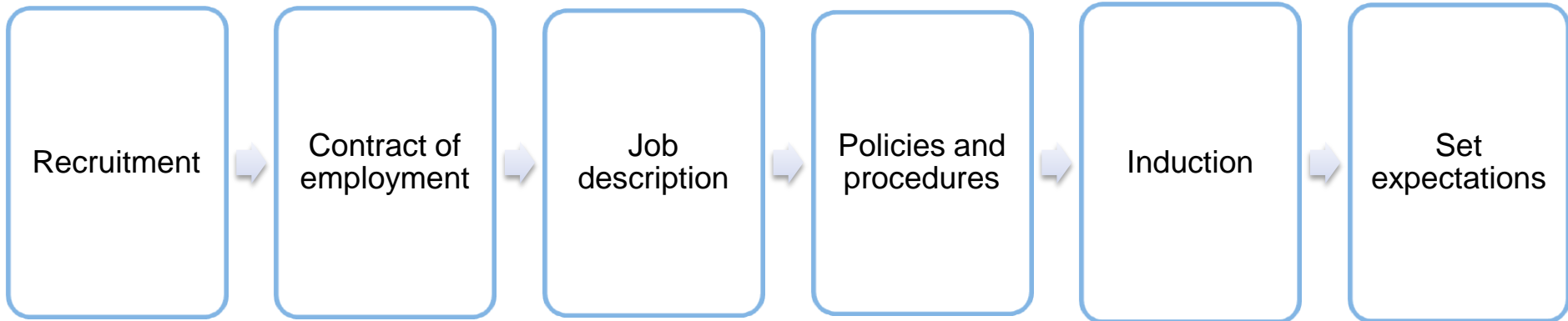
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AAPM President

Session Overview

Panel discussion

- > Identifying the problem areas
 - Recruitment
 - Performance management
 - Communication
 - Conflict
- > Identifying the problem areas
- > Strategies to manage the ongoing employment issues

Recruitment



The Interview



Interview Questions

You would expect the interviewee to answer in the STAR format.

- ★ **S**-ituation: what was it?
- ★ **T**-ask: what was required?
- ★ **A** -ction: what did you actually do?
- ★ **R**- esult: what was the outcome?



Education and resources to assist you

- > Avant webinars RiskIQ resources
- > Avant/AAPM website

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Intelligence to help you identify and manage medico-legal risks

Avant Risk IQ empowers Australian medical professionals to practice with confidence. Our informative, accessible, online education resources help you identify, manage and reduce medico-legal risk across all specialties.

<http://www.avant.org.au/risk/iq/>



<http://www.avant.org.au/practicemanager/>

Ensuring the staff are capable of performing the tasks

- > Prepare the competency assessment flow sheet
- > Document the competency assessment outcomes
- > If skill gaps schedule further education
- > Following further education reassess competency
- > Ongoing education
- > Education registers

Contracts of employment

- > Invaluable for all employees including contracted doctors and contracted allied health providers
- > Get legal assistance to develop the contracts
- > Get them to read and sign
- > Keep copies



Multifaceted role of the Practice manager

- > Operations Manager
- > Patient Liaison
- > Coordinator
- > Educator
- > Trainer
- > Project Manager
- > Business advisor
- > Policy writer
- > Confidant
- > Complaints Manager
- > Service Quality Manager
- > Risk Manager
- > Clinician
- > Counsellor
- > Staff manager
- > IR manager
- > Hirer and Firer
- > Accounts Manager
- > Insurance broker
- > IT Supervisor

Follow up.... Recalls

- > Do not assume that a patient requiring treatment has gone elsewhere
- > Do not leave it up to the patient to 'be responsible' for their own health care
- > Ensure contact details up to date and monitored regularly for accuracy
- > Maintain a recall process
- > If clinically significant - Final contact = registered letter

In conclusion

- > Ensure you have a practice indemnity policy in place in your practice
- > Recruit the right staff
- > Manage them actively
- > Regular performance appraisals
- > Deal with poor performance immediately
- > Have a formal process in place
- > Manage legal risk



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