

 **HotDoc** | WEBINAR

Team Collaboration in General Practice: Mastery & Purpose

HOSTED BY



Dr Jaspreet Saini
GP & CEO, Healthicare



Riwka Hagen
Medical Business Services


aapm

Australian Association of
Practice Management
excellence in healthcare management

AAPM Approved 2024
5 CPD Points



Tuesday
24th September
7:30pm AEST

The background is an abstract composition of textures. On the left, there is a vibrant green area with a fine, pebbled texture. On the right, there are warm orange and brown tones, also with a textured, slightly grainy appearance. A large, irregular white shape, resembling a splash or a piece of paper, is positioned in the center, overlapping the other colors. This white area contains the text.

In the spirit of reconciliation, HotDoc acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Before we begin -

- This session is being recorded & you will be sent a link 4-6 hours after this session has concluded with the recording & resources.
- Use the Q&A tool on your screen to submit a questions through the session & we will address at the end.
- In the “related content” you’ll find all resources referenced.
- Your CPD certificate will be accessible at the 40 minute mark, you can access via the certificate icon on your console.
- Have a play around with the console/ icons on your screen, it’s an interactive experience.
- Please take some time to complete our feedback survey to let us know what you thought of today’s session. You’ll be prompted at the end of the session.



Today's Agenda

- 1 Why do we exist?

- 2 How do we behave?

- 3 What do we do?

- 4 How will we succeed?

- 5 What's most important right now?

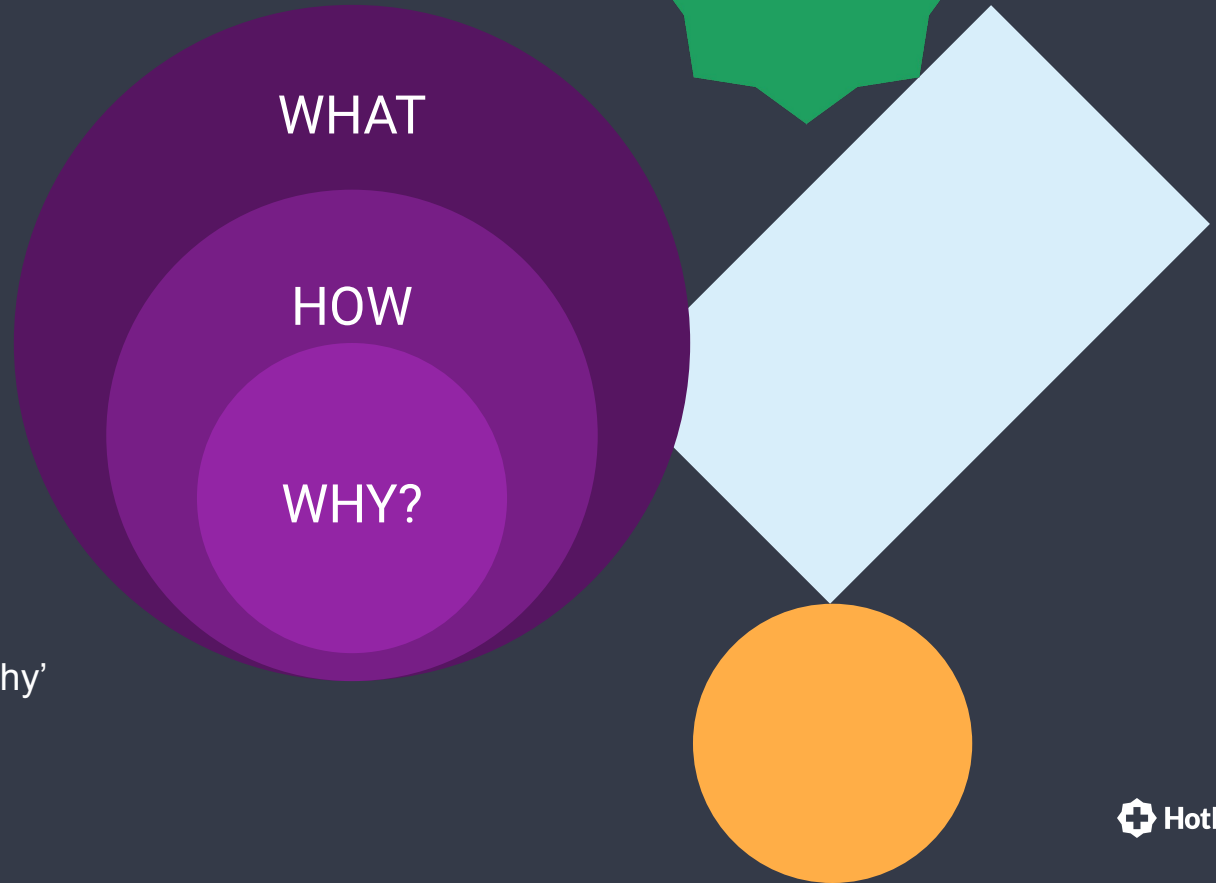
- 6 Who must do what?

- 7 Resources available for you to share with your team

- 8 Q&A with Riwka Hagen & Dr Jaspreet Saini



Why do we exist?

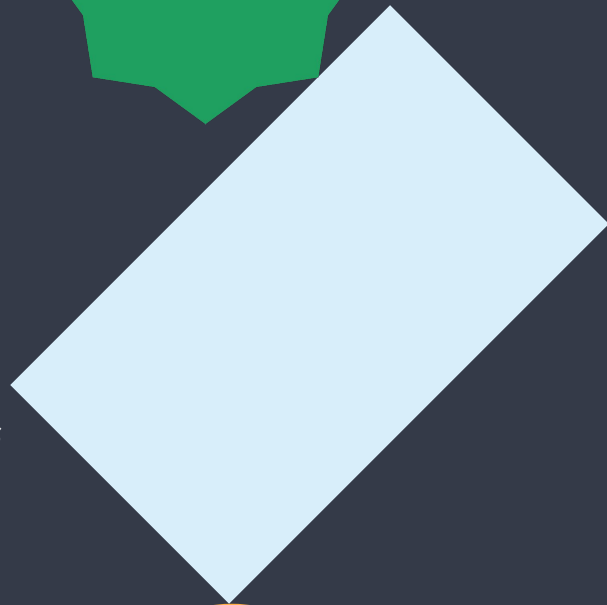


Simon Sinek 'Start with Why'

Kaiser Permanente

At KP, we are relentless in our pursuit of excellence. Driven by our mission to provide the highest quality preventive medicine, we are committed to eliminating health care disparities, and to making lives better through innovation, technology, and research.

Our desire to deliver the best possible care inspires us to promote wellness among our members, communities, and each other. It also fuels our belief that everyone — regardless of circumstance — deserves access to affordable care, which further drives our motivation to expand our reach.

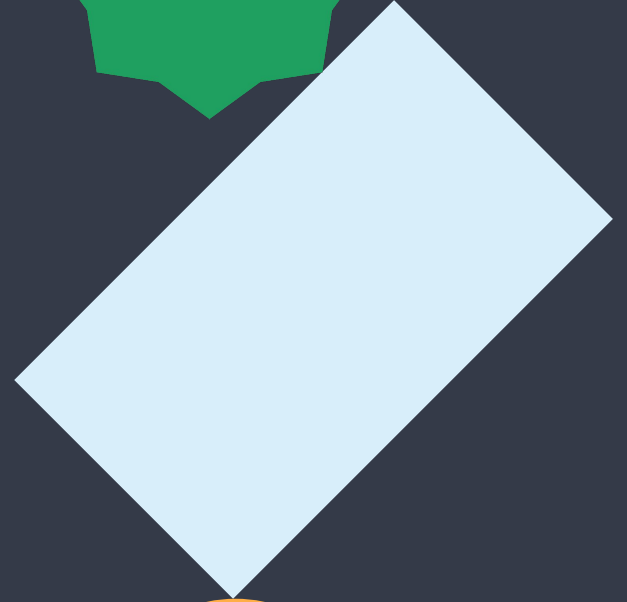





We stand for broccoli. For Pilates. And dental floss. We believe in the treadmill and its sibling StairMaster®, and elliptical. In SPF 30 we trust. We stand for seat belts and stopping HIV. And we believe fruit makes a wonderful dessert. We have faith in optimism. In laughter as medicine as well as penicillin. And we pledge allegiance to one nation, indivisible, with resistance and cardio for all. We believe in physical therapy, psychotherapy, even music as therapy. All hail cold turkey, the gum, and the patch. We're anti-addiction. Pro-antioxidant. And have never met a vegetable we didn't like. We believe there is art to medicine as well as science. And we believe health isn't an industry, it's a cause. We are Kaiser Permanente and we stand for health. May you live long and thrive.

KAISER PERMANENTE.  thrive

How do we behave?





Practice Manager recognises an issue with owner doctor

- Staff report
 - Curt & at times rude interactions
 - Unclear and conflicting requests
 - lack of recognition & appreciation

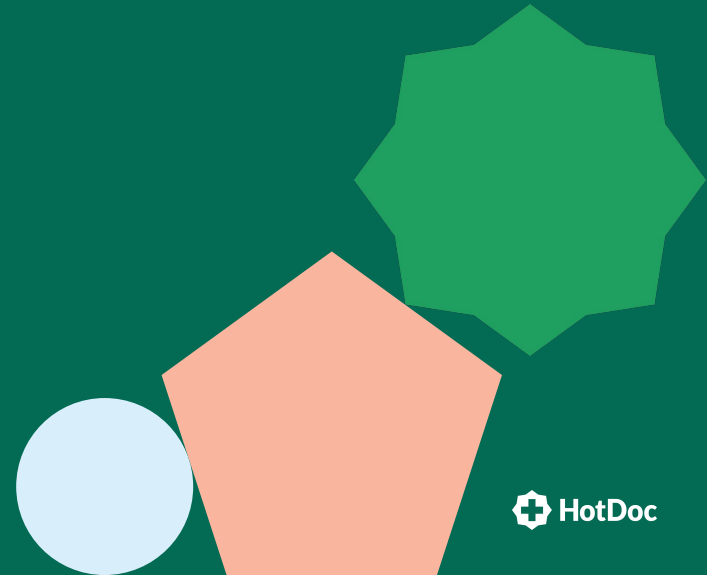
How might the PM address this?

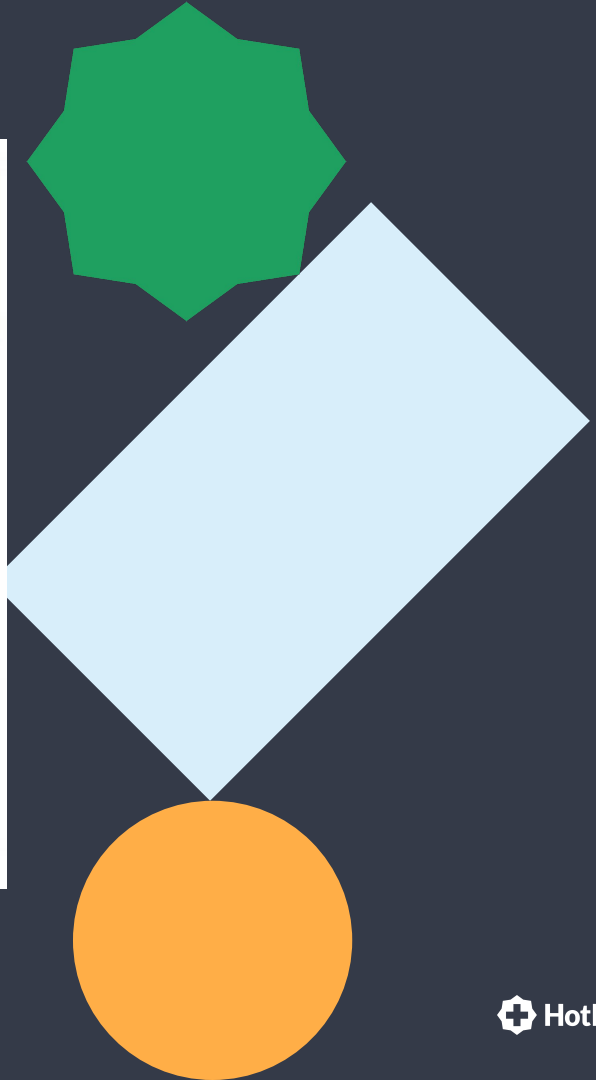
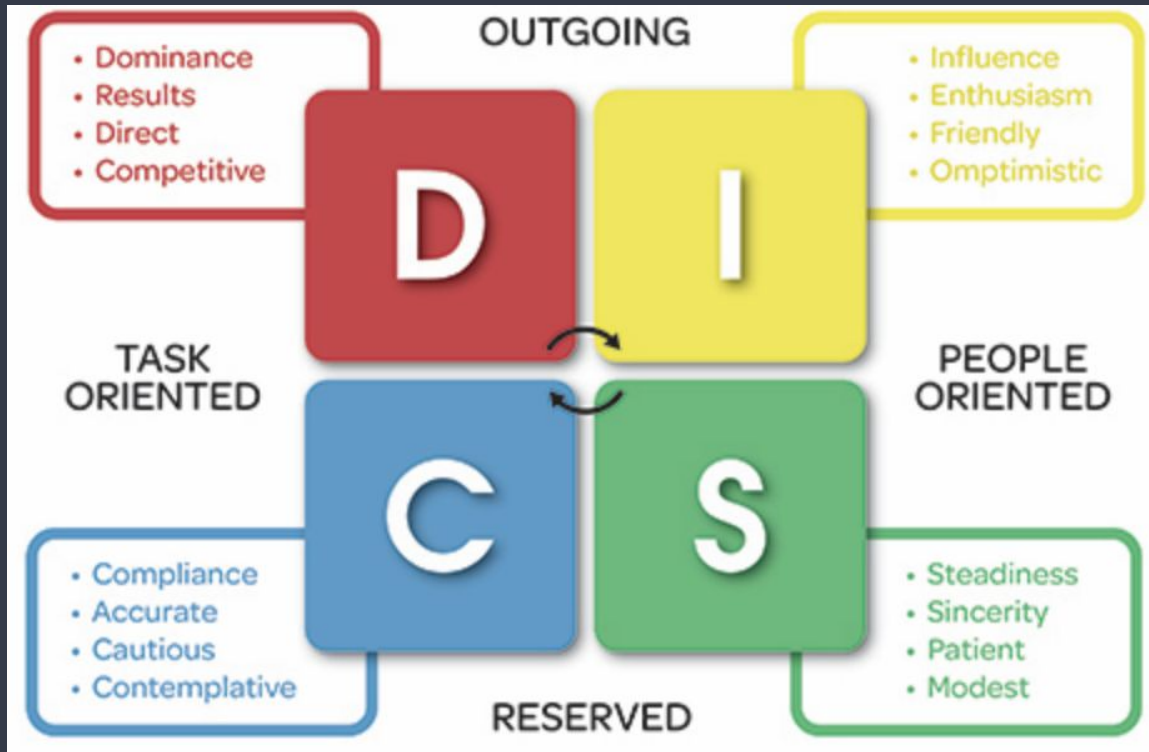


Audience Question.....

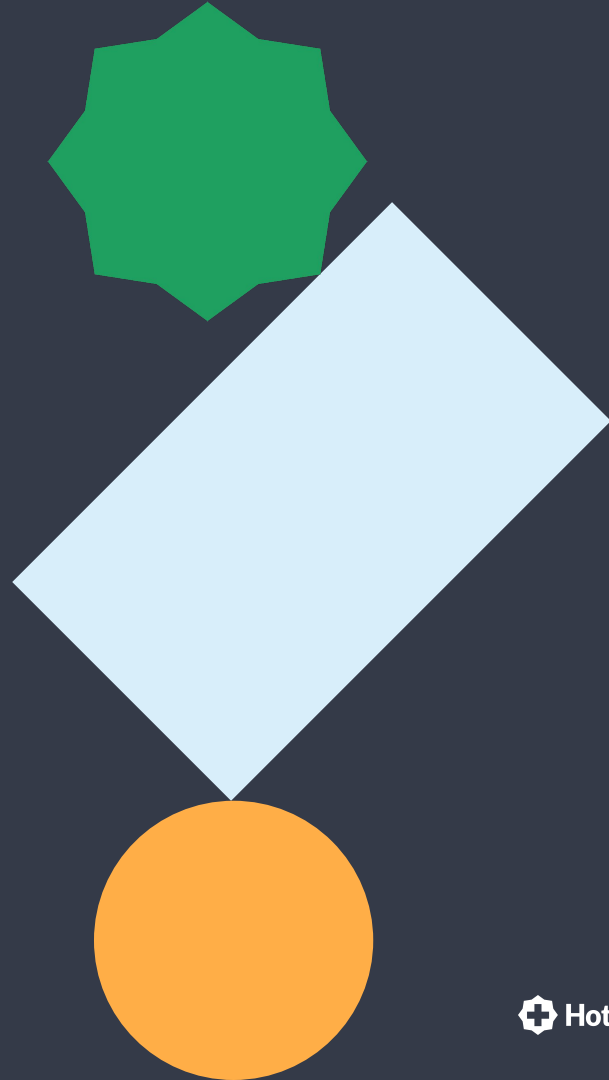
HOW MIGHT THE PM ADDRESS THE ISSUE(S)?

Drop your answer in the Q&A section

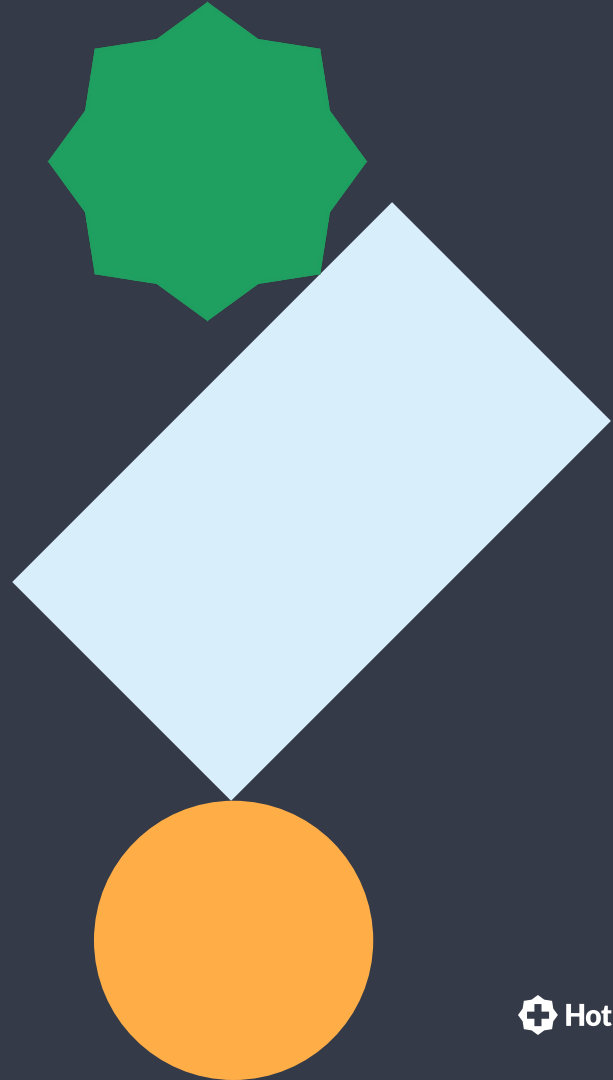




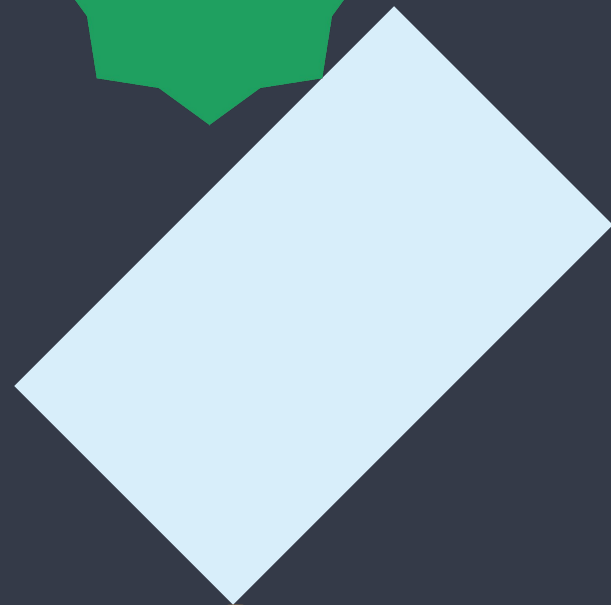
What do we do?



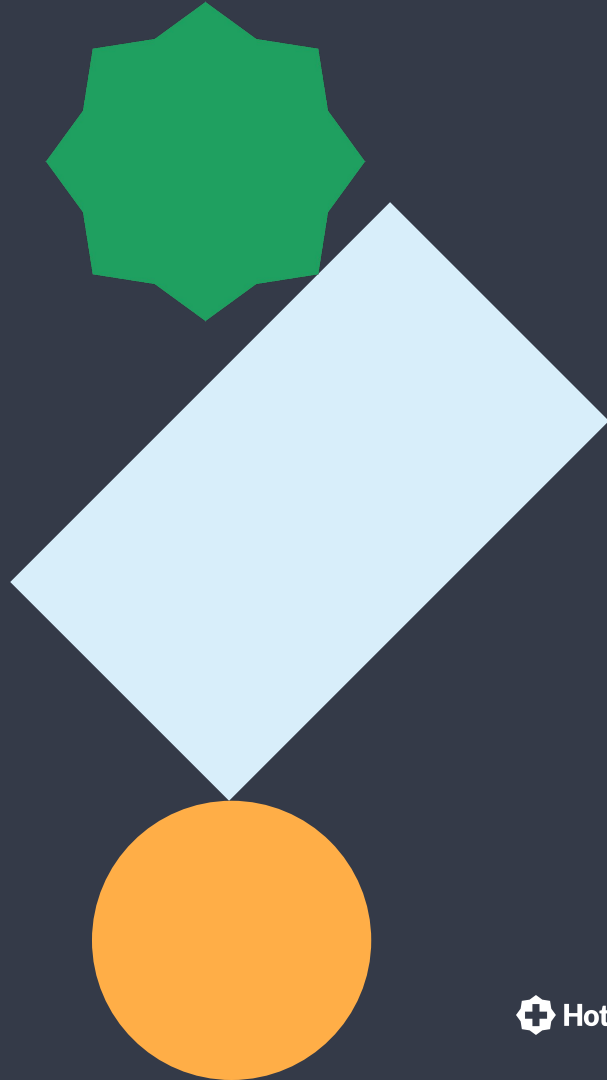
How will we
succeed?



What is most
important right
now?

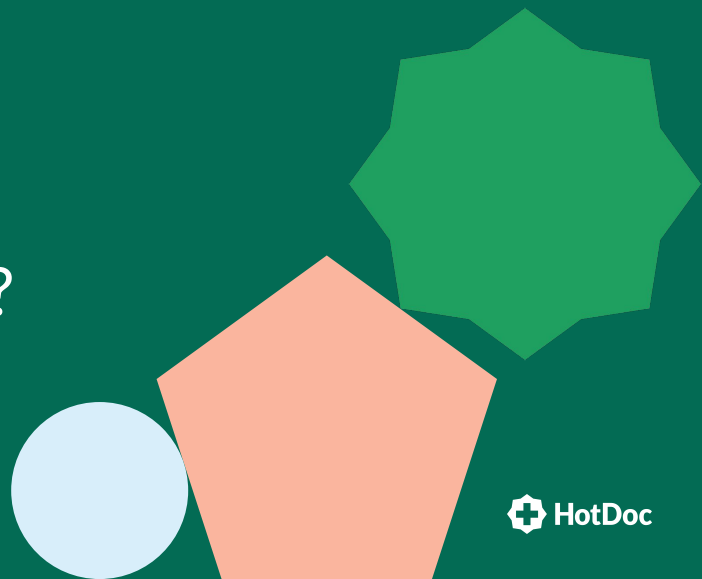


Who must do what?



Summary

- Why do we exist?
- How do we behave?
- What do we do?
- How will we succeed?
- What's most important right now?
- Who must do what?



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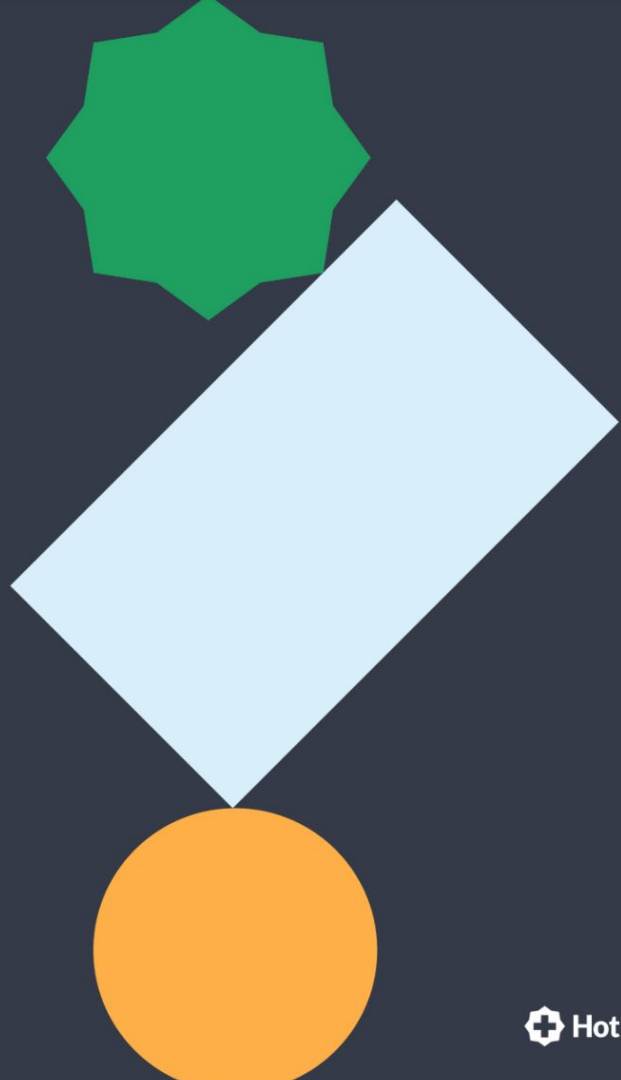
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Thursday
31st October
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Questions





Thanks for watching

Contact Us
info@hotdoc.com.au