

# PRACTICE MANAGEMENT MODULE

## PRV 801/802



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# COURSE OVERVIEW: PRV 801/802 PRACTICE MANAGEMENT



- Given as a cycle of lectures over 2 years (Year 1 and 2)
- Mode of Delivery: contact sessions with self-study
- Covers:
  - 1. Family Medicine Foundations
  - 2. Business Management (Private and Public)
  - 3. Financial Management
  - 4. Human Resources
  - 5. Leadership and Personal Development
  - 6. Ethics, and Medico-legal issues

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# SESSION 1: FAMILY MEDICINE FOUNDATIONS



## Topics:

- Family Medicine principles
  - The practice and the environment
  - NHI, PHC-Reform
  - Preparing and entry into practice
  - Career path, FM as a speciality
  - Running a practice: Private vs. Public
- 
- CONTACT TIME: 4 HOURS

# SESSION 2: BUSSINESS MANAGEMENT



## Topics:

- What is a business plan and how to do one
  - Strategic planning
  - Marketing plan
  - Doing business financials
- 
- CONTACT TIME: 4 HOURS
  - ASSIGNMENT 1: FUNDABLE BUSINESS PLAN

# SESSION 3: FINANCIAL MANAGEMENT



## Topics:

- ABC of Accounting (Accounting Principles)
  - Measuring business performance
  - Taxes, Revenues, PFMA, CPA
  - Personal Financial planning (Financial planner)
- 
- CONTACT TIME: 4 HOURS

# SESSION 4: HUMAN RESOURCE MANAGEMENT



## Topics:

- Introduction to Human Resource
  - Recruitment (Job Evaluation, Advertising, Interviews and Appointments)
  - Performance management
  - Labour relations:
    - A) LRA (BCEA, EE)
    - B) Disputes and conflict resolution
    - C) Role of Organized labour
- 
- CONTACT TIME: 6 HOURS
  - VIDEO SESSION: 2 HOURS
- Disciplinary Training guide with case studies.

# SESSION 5: LEADERSHIP AND PERSONAL DEVELOPMENT



## Topics:

- What is leadership vs. Management
  - Leadership styles and Personality Traits
  - Interpersonal relations
  - How to build high performance teams
  - Personal enrichment/development
- 
- CONTACT TIME: 4 HOURS
  - ASSIGNMENT 2:  
Personal Reflections on 7 HABITS OF HIGHLY EFFECTIVE PEOPLE by Stephen Covey

# SESSION 6: ETHICS, MEDICO-LEGAL ISSUES



## Topics:

- Principles of Ethics and law
  - Ethical issues and case discussions
  - Common medico-legal issues
  - Clinical record review, audits, principles of clinical governance
  - Adverse Events and Management
  - Root cause analysis with case studies
  - Dealing with Litigation,
  - Doctor as an expert witness
- 
- CONTACT TIME: 8 HOURS
  - VIDEO SESSION: 90 min  
Adverse event and RCA



# ASSESSMENT:



## Both Formative and Summative

- Year 1:  
Assignment: Habits of Highly Effective people
- Year 2:  
Business plan (?portfolio)
- Calculation of Summative assessment at end of year 2
  - Assignments (1/3)
  - Written Exam (1/3)
  - Oral Exam (1/3)

Thank You  
Dankie

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