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
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: BUSINESS 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