

AAPM Qld committee

President Pam Hendry

Pam works at Granite Belt Medical Services, Stanthorpe, located two and a half hours from Brisbane on the New England Highway. The area is renowned for cold winters, apples, stone fruit, grapes, and of course wine. For the past 13 years, she has managed a practice consisting of five GPs, one physiotherapist, four nurses and six part-time reception staff. Pam has been a member of AAPM since 1996, and has been on the committee for the past four years. She was elected state president in 2005 to current.

Vice-president Desley Fricke

Desley manages Northside Endoscopy Service which is a day endoscopy unit, and a cardiology group called Northside Cardiology Service. She is a fellow of AAPM, having joined in 1989. She started attending AAPM workshops at the College of Surgeons building in that year. Currently she is on the National Board. Desley is also a registered nurse. In her spare time (what little there is), she is a volunteer with Qld Frog Society, Amnesty International, and her local tourism group, and she supports animal welfare groups.

Secretary Jill Knapp

Jill is practice manager of Carseldine Clinic, a general practice consisting of five reception staff (part-time and casual) and five doctors. She has been a member of AAPM for four years.



The new AAPM Qld committee (L to R): Colleen Sullivan, Jan Ford, Clare Tuti, Pam Hendry (seated), Desley Fricke, Janis Backwell, Jan Chaffey, Beverley Ruscoe. Missing from the photo are Jill Knapp, Jenne Turner, Carmel Brown, Rhonda Rose.

Treasurer Bev Ruscoe

Bev has been practice manager of her husband Peter's solo rural general practice in Kingaroy for 25 years. Peter also practised obstetrics and anaesthetics to 2001. To supplement the general practice, they have developed aviation, occupational, and travel medicine services over the past 10 years (10% of the practice). Preventive healthcare is also an important part of the practice now. Bev joined AAPM in 1988 and says she has appreciated the many informative educational sessions, newsletters, the opportunity to network, etc., provided by AAPM. This has allowed her to develop systems in the practice in a timely manner to keep abreast of the constant changes and ever-increasing complex processes which need to be implemented for best practice management (changes such as Workchoices). She says she is pleased that, as a committee member, she can now give something back to AAPM.

Board rep Jan Chaffey

Jan is senior practice manager at Camp Hill Medical Centre, a general practice with 17 doctors, two practice managers, one assistant practice manager, five practice nurses including two clinical nurses, two practice, community nurses, and one diabetes educator. There are nine reception staff, as well as visiting allied health practitioners including podiatrist, dietitian, psychologist, and speech therapist. Jan has been an AAPM member since 1994. She has been on the Qld committee since 1996 and was state president 1998-2000. When the national conference was held in Brisbane in 2001, Jan was conference convenor. She was chair of the National Membership Committee 2000-2003 and chair of the National Member Focus Committee 2003-2004. In 2003-2004, she was national vice-president, before being elected national president in 2004, a position she has held since then.

Sue Ellen Toms Award 2005

Leith Macmillan, from Montserrat Day Hospitals, was the inaugural winner of the Sue Ellen Toms Award for excellence in practice management. The award was presented at the August 2004 conference of AAPM Qld. Here is an edited version of her address to the August 2006 conference.

My first step in the preparation for this speech was to do a performance analysis and review the progress, both personally and professionally, I have made since August 2004.

My second step was to ensure that my notes were two font sizes larger, to cater for the fact that I am now two years older and can't see so well.

I reviewed the criteria for the award and the process of the award, went through the photographs of August 14, 2004, and read some of the articles that I wrote after receiving the award. The outcome of this review was the opportunity to reflect on my career and set future targets and personal goals.

In 2004, I was CEO of Montserrat Day Hospitals, and was responsible for the functioning of three licensed freestanding day hospitals, and managing 45 staff. My career had taken me from a nurse, to nurse manager, to office manager, practice manager, and then CEO over a 10-year period.

My receiving this award had a positive effect on our staff, and encouraged them to take advantage of the generous educational opportunities that are offered and promoted to them at Montserrat. We are extremely fortunate to have such a focus of continuing education.

New doors opened for me not long after receiving the award in 2004. I took the role of business development manager for Montserrat Day Hospitals to focus more on the strategic direction and growth of the business and to build and strengthen the failing Australasian Day Surgery Association – much to my executive director's, Dr Peter Stephenson's, horror! This has taken me to new grounds and around Australia (also much more to his horror) – setting up state committees

and uniting the 260 day hospitals within the nation. I am working closely with organisations such as the Australian Private Hospitals Association, the Private Hospitals Association of Queensland, and the Australian Council on Healthcare Standards. So I have moved to another level, yet again, in my career.

In these last two years, I have always remembered a quote that I utilise in my everyday work environment. It was from Jan Chaffey, who said in one of her presentations in 2004: "happiness in doing what you are doing, and this brings successes".

I had so many opportunities to learn along this journey. The AAPM has played a major role in this. The Association gave me the basis to learn all aspects of running a practice and business. It also gave me the teachings and tools that were needed to grow the people and the business. For this, I am grateful.

The Association provides such a strong, positive role through these teachings, and most importantly through these people who make up the Association and the hard work and dedication they continually show. Networking and sharing of information is critical in this industry.

It was an honour to have received the inaugural Sue-Ellen Toms Award for excellence in practice management.

Sue Ellen was one of these dedicated, professionals as a practice manager,



L to R: Leith Macmillan, Margaret Toms, Deborah Jepson, Jenne Turner

AAPM member, and past Queensland president. Sue-Ellen's achievements demonstrate to me what exceptional leadership is – commitment to the profession, continuing education, determination, growth, and development, whilst still maintaining a sense of humour. It is with these qualities that she excelled in her role as practice manager, and in her duties in the AAPM. When I was informed about her career path, I saw a strong resemblance to my own career. An RN, who strived to become a leader in the field, and dedicated supporter of AAPM. I thank Sue Ellen's mum, Margaret, and her family for the provision of this prestigious award and the privilege of having received it.

I encourage my philosophies to you all who work in this environment

- Always persist
- Learn what you can
- Make the most of every opportunity
- Work hard and have fun.

I wish the 2006 recipient of the Sue Ellen Toms Award for excellence in practice management, every success, and hope she/he too has the opportunity to keep on growing and learning in this specialised area of the health industry.

- LEITH MACMILLAN