



Australian Government

Department of Education, Employment and Workplace Relations

HLTMAP405B Coordinate effective functioning of a medical practice

Release: 1

HLTMAMP405B Coordinate effective functioning of a medical practice

Modification History

Not Applicable

Unit Descriptor

Descriptor

This competency unit describes the skills and knowledge required to coordinate functions of a small to medium size medical practice

Application of the Unit

Application

All skills and knowledge described in this competency unit are to be applied in line with duty of care, taking responsibility for priority of client safety and with due compliance to legal and ethical requirements, including client privacy and confidentiality

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

1. Promote effective teamwork

PERFORMANCE CRITERIA

- 1.1 Demonstrate understanding of different roles and functions within the team
- 1.2 Obtain and customise templates for contracts, position descriptions and duty statements at the request of appropriate *personnel*
- 1.3 Notify appropriate personnel of personal training needs
- 1.4 Participate in performance reviews as per practice protocols, providing and receiving feedback constructively
- 1.5 Participate in recruitment and induction training as requested
- 1.6 Prepare staff rosters in line with state award requirements
- 1.7 Encourage active participation in team meetings
- 1.8 Assist with conflict resolution, where required

ELEMENT**PERFORMANCE CRITERIA**

2. Conduct *financial administration*
 - 2.1 Apply principles of basic accounting and proper documentation to undertake financial administration tasks, as required
 - 2.2 Remain abreast of and facilitate access to available government incentives

3. Utilise data to measure practice performance
 - 3.1 Apply methods and tools to measure performance of the practice
 - 3.2 Compare performance of the practice against relevant benchmarking tools
 - 3.3 Provide business data to practice principals and other appropriate personnel to enable monitoring and improvement in practice performance

4. Promote innovation and change for improved outcomes
 - 4.1 Identify opportunities for improved work practices in line with practice goals
 - 4.2 Encourage participation in change processes by seeking opinions and suggestions of others in the work team
 - 4.3 Clearly communicate goals and objectives of change
 - 4.4 Evaluate change in conjunction with the practice team to ensure goal is achieved

ELEMENT**PERFORMANCE CRITERIA**

5. Monitor systems and promote risk reduction strategies

- 5.1 Ensure client queries, feedback and complaints are addressed courteously and followed up carefully
- 5.2 Ensure results of *follow up* are provided to client in timely and sensitive manner
- 5.3 Monitor practice systems to ensure their adequacy for intended task
- 5.4 Monitor application of practice protocols to ensure they are clear, in keeping with legislative requirements and industry standards and that they are followed consistently
- 5.5 Bring areas of potential risk to the attention of appropriate personnel, including adverse incidents
- 5.6 Bring identified training needs to the attention of appropriate personnel
- 5.7 Participate in the improvement of systems and monitor for ongoing risk reduction
- 5.8 Monitor adequacy of indemnity/insurance policies in line with practice policies

6. Facilitate practice accreditation

- 6.1 Access current information regarding accreditation requirements
- 6.2 Facilitate practice accreditation processes
- 6.3 Promote compliance with practice accreditation requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Basic human resource management and organisation behaviour principles
- Change management processes
- Demonstrated understanding of risk management concepts, including essential role of good communication skills
- Practice accreditation requirements and processes
- Practice protocols
- RACGP Standards for General Practices
- Relevant legislation and industry standards and codes of practice
- Scope of own medical assisting role
- Sources of income for practices including government incentive programs
- Working knowledge of accounting software

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Analyse data and situations and recommend improvements to systems and performance
- Extract and utilise data to measure performance
- Handle client complaints effectively
- Process financial accounts accurately
- Suggest improvements and/or participate in continuous quality improvement efforts
- Use computers for accounting and data extraction
- Use communication skills to:

REQUIRED SKILLS AND KNOWLEDGE

- communicate clearly
- demonstrate respect for cultural and religious differences
- document information appropriately in medical records
- interact appropriately with members of the health care team as well as with clients from a range of social, cultural and religious backgrounds and physical and mental abilities
- interpret practice protocols correctly
- relay information, using appropriate medical terminology and grammar
- Use problem-solving skills to:
 - listen and ensure thorough understanding of potentially complex issues
 - respond appropriately and with attention to proper protocols
- Use numeracy skills to:
 - analyse statistics
 - conduct cost-benefit analyses
 - perform accounting and book-keeping tasks
- Work within a team and use leadership skills when appropriate

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

EVIDENCE GUIDE

Method of assessment:

- Assessment should involve written and/or oral examination as well as simulation, demonstration and production of simulated work samples.
- Students are also to be assessed during practice placement through supervisor reports, self-reflective journals and observation

Resource implications

Assessment requires access to:

- Scope of own medical assisting role
- RACGP Standards for General Practices
- National Health Privacy Principles
- Legislation related to confidentiality, privacy and security of client information
- Sample indemnity/insurance policies
- Examples of employment contracts, position descriptions, duty statements, performance review templates, state employment awards
- Computers and accounting software package(s)
- Sample accounts
- Sample performance benchmarking tools

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Roles may refer to:

- Tasks required to perform
- Influence and/or authority of position
- Personal style/characteristics
- Ability to relate to others in the team

Financial administration tasks may include:

- Handle banking and accounts reconciliation
- Manage accounts payable and accounts receivable
- Age outstanding accounts and follow up as per practice protocols
- Manage petty cash

Government incentives may include:

- Practice Incentive Program (PIP)
- Service Incentive Payments (SIP)
- General Practice Immunisation Incentive (GPII)
- Outer metropolitan program
- Rural general practice incentives
- Practice Nurse incentive

RANGE STATEMENT*Business data may include:*

- Financial reports
- Practice statistics
- Service uptake
- Customer satisfaction ratings
- Staff satisfaction ratings
- Data demonstrating systems performance including compliance with legislation and standards

Follow up may include:

- Relaying information to appropriate personnel and ensuring response is obtained
- Obtaining further information for client

Personnel may include:

- Practice principal
- Doctors in practice
- Practice nurse
- Practice manager
- Practice staff
- Medical assistant
- Receptionist
- Supervisor
- Other health care professionals
- Medical Defense Organisation

Systems may include:

- Recall
- Reminder
- Follow-up of non-compliant clients
- Records storage
- Prioritisation of clients
- Privacy
- Confidentiality
- Security
- Appointment scheduling
- Customer service
- Infection control
- Billing

Unit Sector(s)

Not Applicable