

Essential Business Skills for Health Professionals

A GUIDE TO MANAGING A COST CENTRE

The South Pacific / January 2020



NURSES FOR
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NETWORK



EDUCATION *at* SEA

The Nurses for Nurses Network

07 4153 4215

enquiries@nfnn.com.au

www.nfnn.com.au

Education at Sea

02 6674 2577

enquiries@educationatsea.com.au

www.educationatsea.com.au

ESSENTIAL BUSINESS SKILLS FOR HEALTH PROFESSIONALS

A guide to managing a cost centre

Becoming a Cost Centre Manager seemed like a good idea at the time. Now, as a skilled clinician or health professional somehow you are now in charge of people and money. Often neither do what you expect or need them to do!

Ever wondered how the top performing cost centre managers in your health service make the job look so effortless, spending minimal time behind the desk but always seem to make budget? Ever wondered about their secret of retaining the best and happiest staff that work together as a team to exceed their Key Performance Indicators?

This tailor-made course (developed in partnership with clinicians and finance teams over many years) will provide clinicians, and anyone with financial delegation, the knowledge and skills required to understand their role when committing resources to deliver quality patient care – and be financially sustainable.

For the majority of clinicians managing a cost centre is difficult. With little or no finance training they have become responsible for day-to-day financial decisions, including managing budgets, rosters and financial internal controls. Often they don't know who to ask for help or even where to start to understand finance and the role of Cost Centre Manager.

This targeted health services manager training is delivered in a high energy and interactive environment and has received outstanding feedback from clinical and operational staff alike. Delegates who attend the program are more confident with new skills which empower them to make better choices to achieve the best outcomes.

Essential Business Skills for Health Professionals is relevant for both the experienced cost centre manager (who often remark "I wish I had this training ten years ago") as well as the clinician who wants to gain the specific skills to make the next step into management – and nail that interview!

Conference Learning Outcomes:

- Understand what the myriad of accounting terms and concepts used in health care mean and how to communicate confidently with your finance staff.
- Learn how to maximise revenue and identify and remove costs that don't belong in your cost centre
- Understand how your health service is funded and how your decisions impact financial sustainability
- Get maximum Return on Investment (ROI) from your team by identifying how to best relate to their personality type, manage meeting, and conduct performance reviews – and more



THE PRESENTERS:

John is a Certified Practicing Accountant with over 20 years' experience in the hospital and health services environment. Whilst in senior and executive finance roles he worked with clinicians who were passionate and exceptionally skilled practitioners but floundered when trying to understanding the intricacies of budgets and management. There was definitely an untapped niche for a course solely for health sector cost centre managers. Unable to source a training program he developed a tailor made program in partnership with Elizabeth Wilmot after extensive consultation with clinicians about what they needed to know to perform their job.

JOHN ALLEN



Finding he was experiencing similar frustrations as clinicians watched their budgets being cut and external consultants recommending reducing staff and removing benefits staff valued just lead to a reduction in morale. "Essential Business Skills for Health Professionals" was developed to rethink how financial improvement training can be delivered.

John's motto is a training course has to be "entertaining AND informative" and this program shows clinicians where financial improvements (not cuts) can be made that improve both the health care experience for patients and staff morale and motivation.

ELIZABETH WILMOT



Elizabeth has been involved in education for over 30 years. Her experience includes teaching primary secondary, adult literacy, tutoring, executive professional development, coaching and developing high performing teams. Over the last 10+ years, Elizabeth has focused on developing individual and teams across the health sector to achieve their potential through exploring the benefits of diversity in thinking preferences, managing for mutual outcomes and challenging the status quo.

Previous roles as a manager highlighted that too often staff are not engaged in the business and have significant misconceptions about the challenges facing the organisation. Communication to employees, particularly around change, is regularly not clearly articulated to those responsible for implementing the change - with resulting frustrations for both management and staff.

Armed with the firm conviction that workplace training should always be directly linked to the organisation's objectives, Elizabeth strives to develop and present quality, relevant and entertaining training with a clear focus on increasing capability, effectiveness and sustainability

CONFERENCE ONLINE LIBRARY AND INFOBANK:

We have established this Information Bank so that you have access to the most up to date information regarding the program for this Conference.

You will also have access to pre-reading and recorded webinar sessions to support Conference content prior to the commencement of the Conference program.



CONFERENCE PROGRAM:

The program content is provided by expert Nurse Educators with extensive clinical and education experience. The education content provided in this program meets the same exacting standards as anything offered in an Australian land-based program. No matter what conference you attend you always need accommodation a cruise ship provides a great all-inclusive (excluding beverage packages) accommodation option to enhance your Conference experience.

The Nurses for Nurses Network combines great education with fabulous travel adventures. We have taken a holistic approach to Nursing Continuing Professional Development (CPD) to ensure you get the most out of your education-travel experience.

DAY 1

22 JAN 2020 / DEPART SYDNEY



Make sure you are up on deck to be a part of the "setting sail" festivities as we say farewell to Los Angeles.

Evening: Enjoy this opportunity to mingle with the other attendees at the complimentary drinks and Conference Registration function.
(Venue and Time: TBA)

All delegates are required to attend the conference registration session in order to collect their conference pack & confirm registration details to ensure the correct issuing of their CPD certificate.

DAY 2

23 JAN 2020 / AT SEA / 6 CPD Hours

Session One: Introduction to Accounting | Venue & Time: TBA

Traditional finance training just doesn't hit the mark for clinicians as it is dry and doesn't hold their attention. Training Capability recognises this and has a unique health sector focused finance module that is as engaging as it is informative ensuring delegates quickly understand basic accounting concepts that are necessary to be a successful cost centre manager. By the end of this module, delegates will understand the financial implications of their decisions, understand how accrual adjustments such as accrued expenses are calculated and impact on your financial statements. The ultimate goal is that delegates will be able to confidently navigate an expenditure report and identify labour and non labour expense variances.

Session Two: How Health Services are Funded - An Overview | Venue & Time: TBA

It is much easier to get a dollar into a health service than stop a dollar leaving the health service and this session shows you how to maximise funding for your cost centre and your health service. Using everyday language, we break down how Activity Based Funding works, the importance of length of stay and how quality costing and coding of activity can give your cost centre a revenue boost.

Session Three: Communication for Improved Outcomes | Venue & Time: TBA

More than 70% of healthcare budgets are labour costs, therefore, managing for improved effectiveness and efficiency is vital for cost control and return on your staffing investment.

Explore how individual thinking and differences in leadership styles impact team performance and organisational outcomes. This session is incredibly entertaining and ultimately shows how you can be that gifted healthcare leader who understands different thinking preferences and subtly change your communication style to get the best outcomes from both your staff and your managers and directors above you.

DAY 3

24 JAN 2020 | AT SEA | 6 CPD Hours

Session One: Internal Controls and Fraud Awareness | Venue & Time: TBA

Good people don't need Code of Conduct training because they will always do the right thing when no one is watching, however when you become a manager you are responsible for all of your staff actions. So how do you protect yourself from the actions of a fraudulent staff member?

Prepare to be taken on a fascinating journey where we will show you case studies of some of the health service frauds in Australia using videos of news stories. Using these case studies, we will reverse engineer how these health service frauds were perpetrated and what you need to do to protect yourself as a manager. The part you can't miss is the workshop where we show you how 5% of your budget that can potentially disappear from a myriad of small frauds happening every day in your cost centre. We give you unique tools so you can workshop this with your own team when you get back to your health service and make savings your staff will admire you for.

Session Two: Strategy and Business Cases | Venue & Time: TBA

"If you've always done what you've always done you will always get what you've always got"

This session gives you the opportunity to rethink how you can make ongoing improvements in your cost centre by rethinking how you deliver your service. Share ideas with fellow conference delegates to gain new insights. To gain approval for your innovation, you may need a well-thought-out business case that will instil confidence with the decision makers. A good business case should capture the reasoning for initiating a project or service. It should be presented in a well-structured written document but may also sometimes come with the opportunity to deliver a short verbal presentation. The purpose of the business case is, whenever resources such as money or effort are consumed, it should be in support of a specific business need. Increase your chances of success and learn best practice for researching, writing and presenting your next business case. Use the communication styles learnt in the early session to target different audiences.



DAY 4

25 JAN 2020 | ONSHORE MARE ISLAND, NEW CALEDONIA

Spend the day exploring at your own leisure - Maré is an island where the singular beauty of the unspoilt landscapes echoes the traditions preserved by its inhabitants. Maré is a place to be discovered with the heart. This island's character may sometimes appear mysterious, but it also boasts an exceptionally rich history that confers it such a strong identity.

Evening: Optional Activity - Want to see how easy online CPD can be? | Venue & Time: TBA (included in Conference fee)

A presentation on the Nursing CPD Institutes online platform. See how a live webinar works, test a recorded webinar, review a CPD quiz, check out the download library, and explore the Evidence portfolio.

Free giveaways and lucky door prize.



DAY 5



26 JAN 2020 / ONSHORE LIFOU, NEW CALEDONIA

A day to yourself to explore this island gem, with its long, white sandy beaches, caves and cliffs bathed in beautiful crystalline water, Lifou offers spectacular diving spots and hiking paths.

Evening: Optional Activity Nursing Trivia Night | Venue & Time: TBA | Book at the conference cruise desk (included in conference fee)

Get your team together and test your Nursing Trivia as teams battle it out for the ultimate prize and Title of Nurse Trivia Champion Team

DAY 6



27 JAN 2020 / ONSHORE PORT VILLA, VANUATU

Explore at your leisure – Vanuatu is, first and foremost, a beautifully untouched South Pacific nation. Decorated by the volcanic mountain ranges that are so common in the region, there are plenty of natural wonders to see and experience during this port of call.

Evening: Optional Course

Public Speaking Sucks: Lessons for Risk Managing your Next Presentation

Presenter: Elizabeth Wilmot, BA, Grad Dip Ed, GCM, GAICD, FILP

Cost: \$60 – Please Note: Cost includes a signed copy of Elizabeth's book

Grab yourself a beverage, while Elizabeth takes this opportunity to discuss her latest book and the experience that led her to put pen to paper. You will receive a signed copy of the book at this session.

Do you sit in meetings, waiting for that “let’s go around the room and introduce ourselves” moment? Dreading when it’s your turn. Sweaty palms and pounding heart.

You’ve probably been at weddings where the father of the bride talks way too long or the best man gets it just so wrong (cringe worthy).

Often daunting and devastatingly stressful, speaking in public really isn’t easy for most people. Even if you do it regularly by virtue of your profession.

Everyone gets nervous, even professionals (they just don’t want you to know). Some audiences are tough, others easy. Sometimes you feel confident, other days not so much.

The Truth about Public Speaking is for anyone called on to speak as

- A subject matter expert at a conference or meeting
- At a wedding or funeral
- Farewells, thank you, and more

and dreads it.

Share Elizabeth’s journey into the unforgiving world of public speaking. Discover her top tips for risk managing your next public speaking engagement. You will discover how important it is to

1. Have a clear objective
2. Understand your audience (please don’t imagine them in their underwear, it’s distracting)
3. Structure the content (less is most definitely more)
4. Prepare the visual content – to account for poor eyesight, bad hearing, headaches, and those blocked by a person in front and, occasionally, “attitude”.

Remember, pretty much everyone in the room is glad it isn’t them up the front of the room! Want to know more? Book for this optional course when you register for the Conference.

Go from sweaty palms to relative calm with this light-hearted view of presenting in public.

DAY 7



28 JAN 2020 | ONSHORE ISLE OF PINES, NEW CALEDONIA

Spend the day exploring this stunning port of call. This gem of southern New Caledonia quite rightly lays claim to the title of “the closest island to paradise,” a description often attributed to its northern counterpart, Ouvéa. Bathed in crystalline waters, l’Île des Pins is also an ocean of light with floating outrigger canoes that are the pride of its inhabitants, the Kuniés. Close your eyes and breathe deeply. No, you’re not dreaming – you really are on l’Île des Pins!

Evening: Optional Activity - Want to see where your CPD can take you? | Venue & Time: TBA (included in Conference fee)

Join us for a presentation on upcoming travel CPD tours and ask questions of our travel gurus “Education at Sea”. Lucky door prize and giveaways. Plus the chance to save on future conference registration fees.

DAY 8

29 JAN 2020 | AT SEA | 6 CPD Hours

Session One: Improvement Through Key Performance Indicators (KPIs) | Venue & Time: TBA

“What is measured is what is managed” – and nowhere is this more important than in health care. Traditionally health service funding was “input-based” but with the pressure on the health dollar, it is “output based” which means health services and cost centres are now funded on what they deliver. To achieve maximum funding we show managers how to develop their own set of KPI’s and how to involve their staff in the process to get maximum buy-in to give you the best chance of exceeding these KPI’s.

Session Two: Budgeting and Financial Reports | Venue & Time: TBA

This budgeting module demystifies how budgets are prepared in the hospital and health care system. We show the importance of why you as a manager needs to be an advocate for your cost centre and how to be best involved in the preparation of your budget to achieve maximum funding to enable you to deliver your services. Often cost centre managers exceed budget because it wasn’t calculated correctly in the first place so we go into depth to show you what you need to ensure is included. We finish this session by reviewing another expenditure report to show you the link between actual expenses and budget expenses to give you greater confidence in variance analysis.

Session Three: Improving Individual and Team Performance | Venue & Time: TBA

Staff are expensive. Approximately 70% of costs are staff costs in health services. Employees who understand the role they play in the success, of the organisation build higher performing teams who make a positive contribution to the organisations KPIs.

This module consists of three parts:

- Run Effective Meetings
- Conduct Effective Performance and Development Sessions
- How to deal with that difficult staff member or manager



DAY 9

30 JAN 2020 | AT SEA | 6 CPD HOURS

Session One: Decision-Making, Innovation and Change | Venue & Time: TBA

Change is a constant – but for Hospital and Health Services the rate of change has been rapid and challenging. This module increases awareness on how individuals can contribute to better use of resources through Participants explore how to develop long term team goals and align with organisational strategy in the context of a rapidly changing economic and social environment.

We also provide tools to assist in facilitating team strategy sessions:

- Understanding responsibility vs accountability
- Developing problem-solving skills
- Encouraging and supporting innovation
- Managing change and transition
- Helping others understand the need for change

Session Two: Risk Management in Hospitals | Venue & Time: TBA

Risk Management is an essential skill a hospital manager needs to understand, but where to start and how do you save money from knowing this essential skill? This module shows how to apply the Risk Management standard AS/NZS ISO 31000 in your hospital using everyday language. This module will guide you through the seven steps of the risk management process through a workshop using examples specific to your cost centre. It's an entertaining session using unique videos relating to communicating risk while also being a practical session you can implement directly back to your cost centre.

Evening: Farewell Function | Time & Venue: TBA

Conference farewell drinks and canapes session

DAY 10



30 JAN 2020 | DISEMBARK SYDNEY

Morning: Disembark Sydney - safe travels!



THE FINER DETAILS

REGISTRATION

Conference Registration Cost: \$990.00

What's Included:

- An extensive Conference program based on current best practice
- Education content that meets the same exacting standards as anything offered in an Australian land-based program
- Conference Presenters that are recognised experts in their field and are excited to be able to share their skill, knowledge, and passion with Conference Attendees
- An online Conference library filled to the brim with educational content that allows you to create your own learning experience by completing pre-conference education activities
- A Registration Reception including complimentary drinks where you can meet other Conference Attendees and network with Conference Convenors and Conference Presenter/s
- Editable electronic note pages that can be downloaded to your device of choice
- A Conference satchel that includes a notepad, pen, lanyard (this is important on a cruise ship to attach your room key which becomes your lifeline on a ship) and additional information to support a fantastic Conference experience
- The opportunity to meet as a group in various Conference open forums, in one of the many fabulous locations on the ship
- A complimentary Farewell Drinks and Canapes Function held on the last night of the Conference to celebrate new friendships and information gained
- There will be an opportunity to attend a number of open forum networking sessions and a group dinner. Details will be advised on board.
- A Conference Transcript that identifies each session held at the Conference including the session synopsis, session presenter, and CPD allocation
- A Certificate of Completion identifying the CPD hours attached to the Conference Program for you to include in your CPD Evidence Portfolio
- A dedicated Conference cruise desk open daily to address any questions and provide information as required

What's Not Included:

- Travel costs
- Cabin costs
- Travel insurance

You don't have to worry about...

- Housework
- Cooking
- The Boss

ENQUIRIES

BOOKINGS

Education at Sea | 02 6674 2577 | enquiries@educationatsea.com.au



EDUCATION at SEA

All enquiries and bookings regarding the travel component of this cruise including Conference registration are being handled by the friendly team at Education at Sea

Contact Helen or Jason if you have any questions.

EDUCATION

The Nurses for Nurses Network | 07 4153 4215 | enquiries@nfnn.com.au



**NURSES FOR
NURSES
NETWORK**

All enquiries regarding the education component of this cruise including the Conference program, CPD sessions and Presenters are being handled by the Nurses for Nurses Network.

Contact us if you have any questions.

DISCLAIMER

Disclaimer: The opinions and statements of facts expressed by the Presenters in these proceedings are those of the Presenters and do not necessarily represent those of the Nurses for Nurses Network, the editors, the organising committee or the supporters of this Study Tour. No responsibility can be accepted by the Study Tour organisers for errors or omissions in the individual presentations. Sessions are correct at time of publication. Sessions are subject to change without notice due to circumstances beyond the control of the Conference organisers.

ADVICE

The Nurses for Nurses Network strongly recommends customers take out travel insurance at the time of registration for an event, to cover any unforeseen circumstances that may prevent them attending and thus incur any financial loss.

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