




Session 3

Business Processes & Systems to Safeguard your Practice

Living with COVID-19 Series
A Guide For General Practice





**In the spirit of reconciliation, HotDoc
acknowledges the Traditional Custodians of
country throughout Australia and their
connections to land, sea and community.**

**We pay our respect to their elders past and
present and extend that respect to all Aboriginal
and Torres Strait Islander peoples today.**

Meet Your Panellists



Riwka Hagen
Director at
*Medical Business
Services*



Kim Poyner
Director at
MediCoach



Chris Smeed
CEO &
Co-Founder at
Cubiko

What we will cover

- Which metrics to track for financial viability & success
- How adopting tech will increase efficiency & effectiveness
- Prepare for accreditation during the new COVID-19 climate
- Improving procedures & services for steady revenue

Which metrics to track for financial viability and success

- ☐ Look at previous data to plan for the future
- ☐ Financial reports & budgets
- ☐ Who is coming in/ who is not coming in?
- ☐ Distribution to GPs - biggest impacts on financial viability
- ☐ Know the core & revenue generating activities of the practice
- ☐ Top metrics to be tracking over time

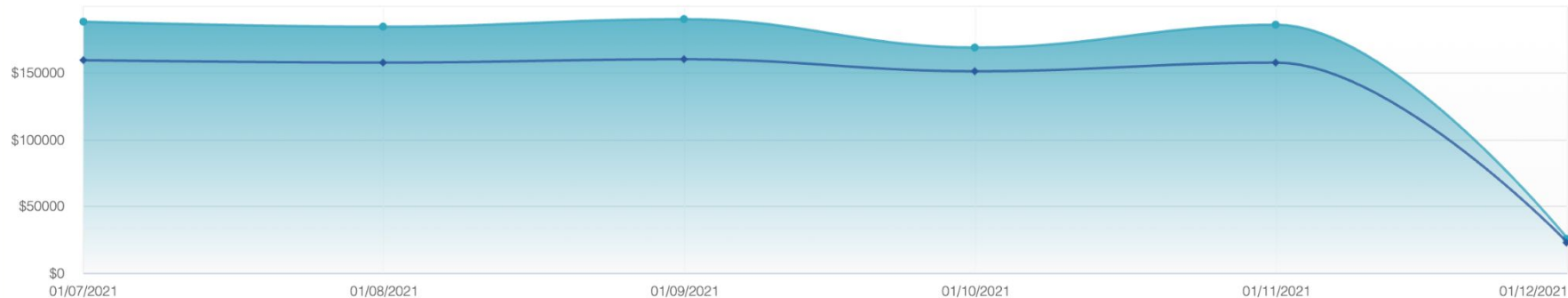
Top Metrics

Trend of billings vs. budget

Month ▼



● Billings ● Budget

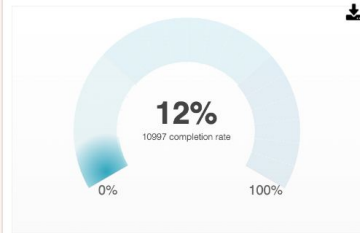


Top Metrics

Trend of CDM billings vs. the same time last year



Item 10997 completion rate



Possible item 10997 billings

\$51,025

Item 10997 fee: \$12.50 (as of Nov 2021)

Possible patients item 10997

917

4,082 eligible 10997s

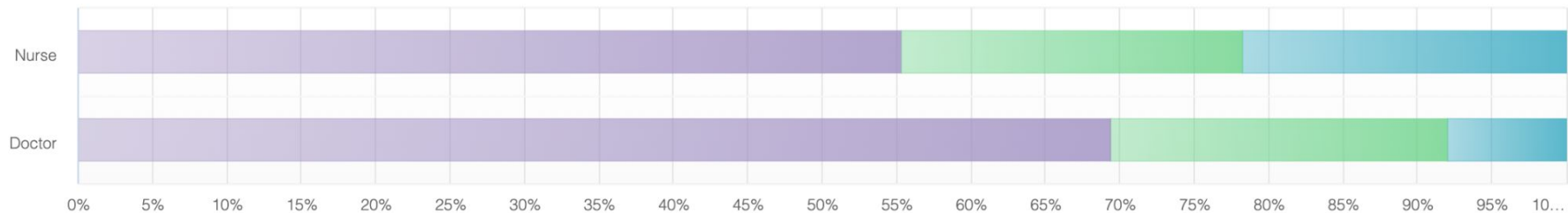
List of patient appts for possible item 10997

	Date	Time	Appt with	Appt type	Patient	Days since last 721, 7...	10997s remaining this...	10997s completion rate	Last 721, 723 or 732	Last 10997	Days since last 10997	Last Doctor
1	Totals:						3,865					
2	03/12/2021	08:00	firstname 6443 surnar	description 7283	surname 1725, firstnar	105	2	60%	23/08/2021	23/08/2021	105	name 3271

Top Metrics

Time breakdown

Consulting time Admin time Unbooked appts

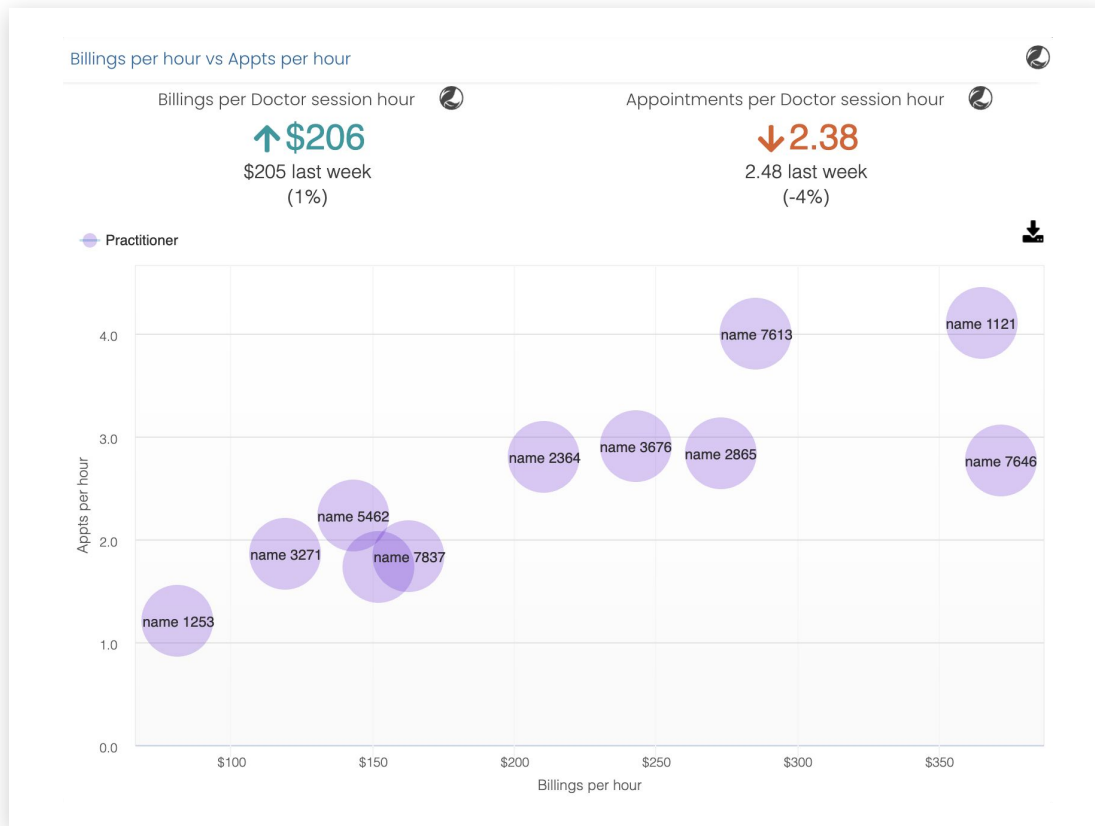


Trend of clinic utilisation

Consulting utilisation

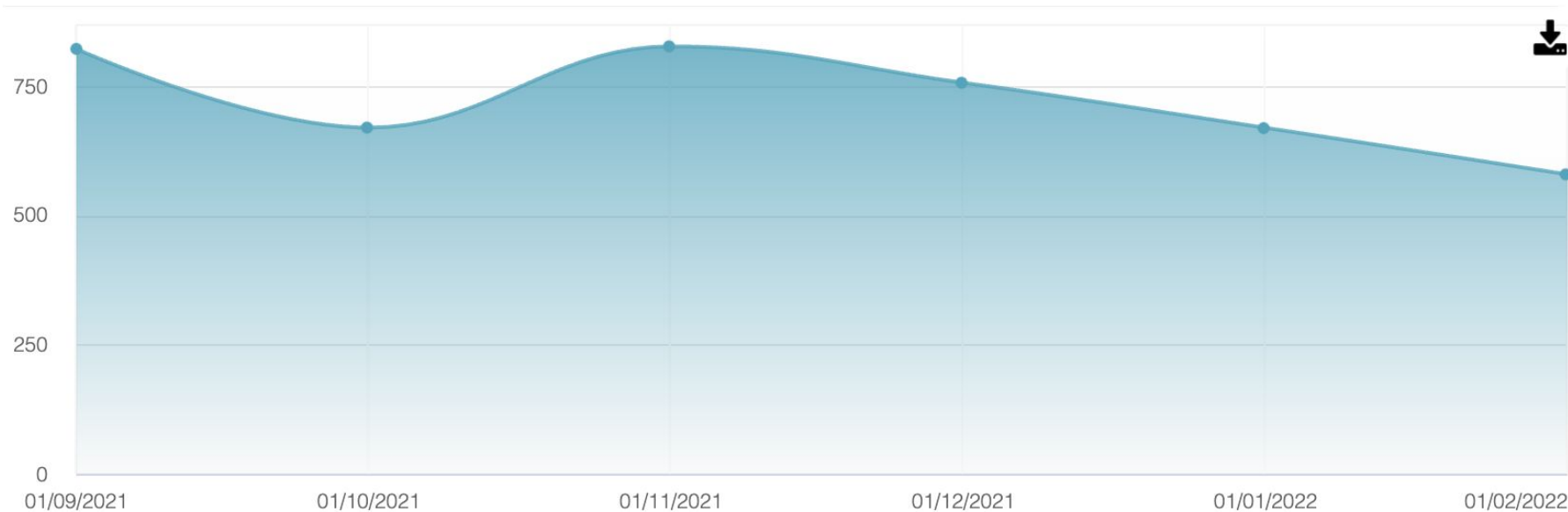


Top Metrics



Top Metrics

GP session hours and forecast



Top Metrics

My Cubiko

← Filters Reset

My Summary

My Diary

My Patients

My Billings

Billings

↑\$30,077
LY: \$25,522

CDM % of total billings

↑13%
LY: 12%
PA: 18%

Opportunities today

0
Next 5 days:
164

Urgent recalls

0
Non Urgent:
58

Pts with possible service opportunities today

	Appt date	Appt time	Appt with	Appt type	Patient	May be eligible to book for	Last seen doctor	Usual do
1	03/12/2021	08:00	firstname 8756 surname	description 5178	surname 2777, firstname 6742 (14yrs - c	1st COVID-19 vax	name 6764	firstname
2	03/12/2021	08:20	firstname 8756 surname	description 5178	surname 6872, firstname 2754 (28yrs - c	1st COVID-19 vax	name 3676	firstname
3	03/12/2021	08:40	firstname 8756 surname	description 5178	surname 6776, firstname 6832 (51yrs - c	Item 699, 1st COVID-19 vax	name 7646	firstname
4	03/12/2021	09:00	firstname 8756 surname	description 7432	surname 8436, firstname 7762 (60yrs - c	Item 721, Item 723, Item 699	name 7646	firstname
5	03/12/2021	09:10	firstname 8756 surname	description 2251	surname 3114, firstname 8871 (46yrs - c	45-49 health assessment, Item 699, 1st COVID-19 vax	name 3676	firstname
6	03/12/2021	09:30	firstname 8756 surname	description 7432	surname 4347, firstname 3453 (88yrs - c	75+ Health Assessment, Item 699, 1st COVID-19 vax, Flu vaccine	name 7646	firstname
7	03/12/2021	10:00	firstname 8756 surname	description 1264	surname 6524, firstname 4422 (49yrs - c	Item 721, Item 723, Item 10997, Item 699, 1st COVID-19 vax	name 3676	firstname

Top Metrics

Healthy practice indicators



Filters

Reset

Patients per day

133

Appointment bookings

41,432

Appointments to meet budget

433

Current bookings: 340
(-21.5%)

Did not attend rate

8.7%

11.5% of online bookings

Billings per appointment

↑\$56

Practice Target: \$41 per patient
(37.2%)

Billings per consulting hour

↑\$173

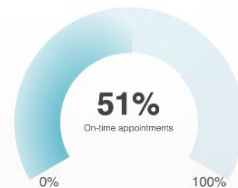
Practice Target: \$125 per hour
(38.5%)

Consulting utilisation

↓72%

Practice target: 72%
(-0.0%)

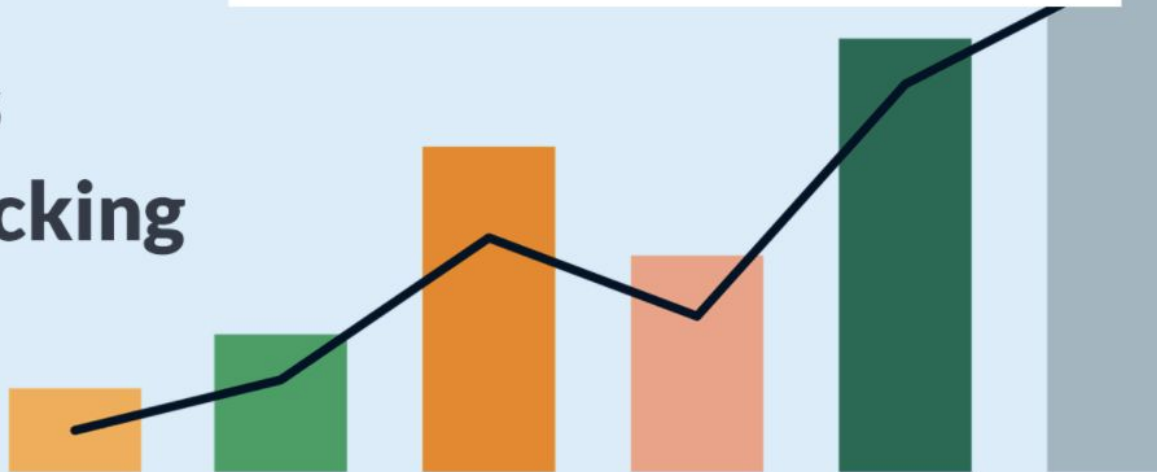
On-time appointments



Need help?

WATCH NOW

The Essential KPIs You Should Be Tracking in Your Practice



Presented by
Chris Smeed | CEO & Co-Founder at Cubiko



How adopting technology will increase efficiency & effectiveness

- ☐ Online Bookings/ Digital New Patient Forms/ Check in kiosk or mobile check in
- ☐ Proficient vaccine management system
- ☐ Streamlining recalls and reminders to alleviate pressure on staff
- ☐ Electronic timesheets & payroll streamlining
- ☐ Cloud based accounting systems
- ☐ Bank feeds for reconciliations
- ☐ Voice recognitions apps - for meetings & taking minutes
- ☐ Medicare compliance systems, TCA agreements (Check your PMS for approved partners)
- ☐ Document management systems, email & internal communication platforms
- ☐ ECG that plugs into your software & wound care cameras that link into patient records
- ☐ Security checklist before any new integration
- ☐ Cloud-based employee assistance program

How to prepare for accreditation during the new COVID-19 climate

Time management - at least 6 months out

Delegate tasks & actions out to team members

Look for digital options / try to move away from paper (PP manuals, registers, records etc)

Look at digital project management systems to manage tasks

Some activities will require more time to get done, account for the duration of each task

Do it always not once every 3 years / do as you go / regular protected time

Improving procedures and services for steady revenue

What is your practice trying to achieve? Better patient engagement ect?

Know your community and what services will resonate with your demographic

ASLM - shared medical appointments (SMA's) & “yarn ups”

Room utilisation/ your practice is an finite resource - each room is a revenue generator

What things can be done off site? With team A/ team B utilise each team

Chronic disease management/ HA - focus for 2022

Debtors - have you checked recently?

Top tips for success in 2022

Rest & Relaxation - have a break to recover over the summer break

Team resilience - communication pathways; invest in thriving employee activities

Find one thing a computer can do better for you and DO IT! Find one thing to take off your plate (turn it into your QI for accreditation)

Set a SMART & achievable for goal for 2022 that you and your team can celebrate

Traffic light - start/ stop/ keep

Hand back the monkey on your shoulder

An illustration featuring several diverse characters representing healthcare and community. On the left, a Black female nurse in a green uniform with a stethoscope stands behind a young man with orange hair in a white t-shirt, who is pointing towards the center. Below them is a young woman with blonde hair in a green sweater, also pointing. On the right, an elderly woman with white hair and glasses in a pink shirt stands behind a woman with dark hair in a green nursing uniform, who is reaching out. Below her is an elderly man in an orange sweater, also reaching out. In the center, there is a logo with two hands holding a green heart, followed by the text 'for the love of Healthcare' in a mix of script and bold sans-serif fonts.

JOIN THE CONVERSATION



Chris, Riwka & Kim will be available to answer any further questions via the **Hot Topic** post in our communities feed.

Join here <https://www.facebook.com/groups/fortheLoveofHealthcare>

COMPETITION

How Do You Decorate to Celebrate?

Win a Holiday
Hamper valued
over \$700*

Entries close 19/12/2021

*terms and conditions apply



Q&A

Be sure to watch the full series



Session 1

Preparing Your Practice ON DEMAND



Session 2

Workforce Challenges ON DEMAND