

## How to be a High Performing Practice

The delivery of health care is a business and as such is subject to the same market factors, risks, constraints as other service industries, which require sound business principles and techniques to survive and thrive. We are running a small to medium enterprise (SME) and just happens to be in health.

In his 35 years as a Practice Manager, Gary has seen practices which outperform others. Why is this? It is because there are some common key characteristics or themes which are present. What maybe these key themes? They are in the areas of, financial performance, staff retention, systems and processes, customer service and business development.

Gary will provide you with an overview of the these characteristics of what may make a healthy high performing practice while at the same time provide you guiding tips on what you may need to do, if you are not already running a “high performing practice”.