



..Working with the Australian Healthcare Industry

The healthcare industry plays a fundamental role in our economy. Statistics indicate that our total public and private expenditure on Healthcare is approximately 10% of GDP with more than \$65 billion dollars spent on Healthcare annually.

Healthcare is a multifaceted industry where patient safety is at the core of the sector. There are more than 1200 public and private sector hospitals in Australia. The majority of doctors, including GPs, are self-employed with a small percentage comprising salaried employees of Commonwealth, State or Local Governments. The import and supply of medicines and medical devices is regulated by the Australian Therapeutic Goods Administration (TGA) in order to ensure the quality, safety and effectiveness.

Due to its integral role in our economy the Healthcare industry has received significant media attention as a result of recent elections and current post-election negotiations. The Australian Healthcare and Hospitals Association has encouraged parties, as well as the Greens and independents to focus on health care, as it is an industry not without its challenges. Healthcare is a top priority issue for our community and is acknowledged as the highest political issue.

Some of the major challenges facing the industry include: provision of adequate healthcare to people that live outside our capital cities and major urban developments, in turn improving access to primary healthcare; public dental care; staff shortages; indigenous health; mental health and the private health insurance rebate.

The Healthcare industry can only overcome most of these challenges by first of all looking at the efforts and performance of the employees comprising the sector by reassessing the programs put in place in order to improve staff output. Employee performance is critical to improving the overall healthcare industry. By improving individual and team productivity; processes and planning capabilities the industry can run more efficiently and focus its emphasis on more integral issues affecting our community.

Priority Management

.....working with the Health Industry across Australia

Priority Management has worked for many years with Health Industry clients in every Australian state to help :

- ⇒ Provide skills to senior and middle management employees to manage their time more productively, manage their emails and other information more effectively and hence be more stable and less stressed;
- ⇒ Use new technology mobile devices like Blackberry's easily and effectively;
- ⇒ Manage major and minor projects on time, on budget, every time;
- ⇒ Coach their staff to improve individual and team performance, improve influencing and communication skills; and acquire negotiating skills that provide lasting win-win outcomes;
- ⇒ Improve Customer Service and a wide range of selling skills to assist in developing and improving business enterprises and customer contact areas.



What our Health Industry clients say about us...

Now that I have completed the course I will be less stressed and will meet commitments.

Brent Cox – Queensland Health

There will be more time for me to process other requests sooner rather than later

Konrad Werynski – Queensland Health

Better time management –more effective productivity

Mark Weaver- Queensland Institute of Medical Research

How to deal with deluge of emails effectively. Manage scheduling of meetings, be more efficient with regards to handling emails, contacts and tasks

Michelle Down – Queensland Institute of Medical Research

Ability to utilise time and achieve more

Graduate – Queensland Health

I am delighted with the results and believe for the skills acquired it is good value for money. Please pass on my thanks to Marc and your team for a great course which I have no hesitation in recommending to anyone who has major projects they are responsible for, almost regardless of their existing project management training level.

John Green – National Lifestyle Villages Pty Ltd

It was a very informative course and subsequent visit. Well done and thank you. My time at work is now much better managed and I feel much more in control of the day to day workload and running of my tasks. Any stress from my job is not from not being able to manage my time, it is from the stresses of my job.

Carrie Hatzel–Western Australian Institute for Medical Research

I left the seminar feeling I had worked hard and accomplished something worthwhile. And I now have a wealth of new knowledge to help me in my job and my career. In fact, a few days later I created my own Time-Scaled Dependency Chart. I needed to guide my team through the completion of a very complex project ... and it worked!

Donna Repp – AXIA Health

High ROI, Very relevant to my role, this course showed me to effectively utilise my Blackberry and better manage my workload

Ram Chandupatla – Bupa

I will now use Outlook for more than email and develop good planning/organisation practices. The course was very well presented, enjoyable and relevant to the workplace.

Lynette Cassar -ADHC

Some Healthcare organisations who have worked with Priority Management...

Alfred Health (Vic)
AXIA Health (WA)
Dept of Health & Ageing (NSW)
Health Corporate Network
Kimberley Aged & Community Svcs
NSW Department of Health
Qld Inst. of Medical Research

Australian Unity (Aus)
Bupa Australia
Dept of Health (WA)
Hospira
Medicare Australia
Prince of Wales Hospital
Royal Prince Alfred Hospital

Australian Unity
Draeger Medical
Hillview Lifestyle Village (WA)
Justice Health System (NSW)
Medtronic
Queensland Health
St Vincent's Private Hospital