

RANZCO Practice Managers' Conference - Speakers and Sponsors

DAY 1 - Saturday 29th October



Speaker: Sarah-Jane Pugh

Organisation: UNE Partnerships with AAPM

Session: Saturday 29th October 09:25 – 09:35

Background: Sarah-Jane Pugh is the Team Leader of the sales team. The Team works hard to assist anyone looking to complete a course with UNEP with anything they would like to know.

Presenting: Education pathways for Practice Managers and staff

Give away: a *Fundamentals of Practice Managers* short course valued at \$495.



Speaker: Brad Horsburgh

Organisation: Northside Eye Specialists

Session: Saturday 29th October 9:40 – 10:30

Background: Dr Brad Horsburgh has been a general ophthalmologist in private practice since 1995. He trained on the RANZCO Queensland training program before completing his training in the UK in 1994/1995.

Dr Horsburgh is a comprehensive ophthalmologist practising the full scope of ophthalmic practice, including cataract, glaucoma, and macular degeneration. He has spent 19 years as a consultant VMO at the Royal Brisbane Women's Hospital. He has enjoyed training registrars, junior doctors and medical students over that time.

He is familiar with the latest techniques in cataract surgery, the full gamut of intraocular lens choices, glaucoma surgery and glaucoma implants. He is familiar with all modern treatments for macular degeneration

Dr Horsburgh has held many leadership roles within ophthalmology, including RANZCO College President (2014 – 2016), President of the Australian Society of Ophthalmologists and currently represents Ophthalmology on the AMA Federal Council.

He has previously worked on the Sunshine Coast, both in Maroochydore and on Buderim Mountain.

Dr Horsburgh is looking forward to reacquainting himself with Caloundra as he has worked and recreated in the area for many years.

Presenting: Your practice numbers & the MBS review

Physio session 11:00-11:15



Presenting: Self-Introduction

Speaker: Mark Carmichael

Organisation: RANZCO CEO

Session: Saturday 29th October 11:15 – 11:25

Background: Mark Carmichael was appointed CEO of RANZCO in May of this year. Prior to that he was CEO of the Australian Society of Anaesthetists for 10 years and from 2008 -2012 was CEO of the Australian Society of Otolaryngology Head and Neck Surgeons. Mark has a Bachelor degree in Health Science and post graduate Masters in Business Management.



director of that development and as a technologist who has a great depth of experience in meeting the demands of both clinician and administrator, Ian can provide a rich insight into what works and how best to implement it in your practice.

Presenting: IT & Security in Your Practice

Speaker/Sponsor: Ian Yates

Organisation: Dox Oculi Software

Session: Saturday 29th October 11:25 – 11:40

Background: Ian Yates brings over twenty years of healthcare software innovation to the medical records systems from Dox software. In the last few years, his experience in ophthalmology and day hospitals has directed the development of Australia's only pure clinical records system for ophthalmology known as Dox Oculi. That software, which works alongside your billing system, has been embraced by Australia's largest practices, solo practitioners, and national ophthalmic groups. As the



He holds a Bachelor of Science degree in addition to a Master of Pharmacy, both attained through the University of Sydney..

Presenting: Where is Everybody? Growing an Ophthalmology practice in 2023

Speaker/Sponsor: William Pastega

Organisation: Inservio

Session: Saturday 29th October 11:40 – 11:50

Background: William Pastega is the Chief Operating Officer for Inservio. William has extensive pharmacy, pharmaceutical and commercial experience accumulated over a career including positions within the pharmaceutical industry as well as community pharmacy. With a substantial amount of time spend in roles servicing the ophthalmology market, it places him well to lead the operations of Inservio and understand the unique needs and challenges of ophthalmology patients and health care providers.



Speaker: Tracey Gardiner

Organisation: Health Industry Employment Services

Session: Saturday 29th October 11:50 – 12:30

Background: Tracey is a committed and dedicated health professional with over 25 years working as a registered nurse in many areas of nursing in hospitals in Queensland and internationally. Tracey has a graduate diploma and Masters degree in mental health. While working as an aggressive behaviour management instructor, with QLD Health, Tracey provided training to high-risk staff utilising scenario-based de-

escalation training and communication techniques coupled with self-defence training.

Since joining Health Industry Employment Services, as a senior training consultant, Tracey has developed and delivered education courses specifically tailored for the needs of general and specialist medical practices in Australia.

The training packages Tracey offers assist the attendees with helpful practical skills such as using body language to calm and de-escalate a situation and assess the level of aggression/anger from the subject and how to respond to these various levels of aggression. She provides suggestions and education on Preventing aggression in the workplace focusing on staff safety. The highly practical training packages include communication and de-escalation techniques, what is considered self-defence, and how staff can legally protect themselves against violence.

Tracey has delivered education courses throughout Australia both in person and virtually. Clients have included individual medical centres, specialist clinics, larger corporate medical groups and various PHNs throughout Australia.

Presenting: Confrontational Conversations

DAY 2 - Sunday 30th October



Speaker: Angela Mason-Lynch

Organisation: Avant Mutual Group

Session: Sunday 30th October 08:30 – 09:20

Background: Angela is a Risk Manager with Avant, she has extensive experience managing practices of various disciplines and size.

A past State and National AAPM President, Fellow, Life Member & Certified Practice Manager, she also has experience as a Board Member and expert committee member for multiple bodies in healthcare.

Angela has experience as an accreditation surveyor and an assessor and trainer for University of New England Partnerships, she is a Registered Nurse with a Post Grad Certificate in Nursing Management, a Diploma in Practice Management and is a Graduate of the Australian Institute of Company Directors.

Angela has a history of commitment to ensuring health care is delivered safely with quality outcomes in a financially viable environment that is a desirable place in which to work.

Presenting: Risk Management & Severing the Dr Patient Relationship



Speaker: Kylie Harris

Organisation: Nexus Hospitals

Session: Sunday 30th October 09:20 – 09:30

Background: Since beginning her healthcare career as an optometrist, Kylie has used her strong clinical background to build a skillset across numerous fields of specialist medicine, focusing on improving patient experience and outcomes. Kylie believes in the important role clear communication plays in the provision of health services, and how this can reduce patient anxiety and improve quality of care. Her role at Nexus

Hospitals as Business Development and Group Communications Director centres on surgeon recruitment and communications, and she leads the Nexus Patient Experience program.

Kylie is passionate about the opportunity to work as part of a team, with like-minded people who are committed to making a positive difference in the healthcare system. When she's away from her desk, Kylie loves to read and hike in equal measure – and cook up a storm with her young daughter.

Presenting: Why patients forget what we tell them (and how we can help them remember)



Speaker: David Wenban

Organisation: Australian Health Industry Group (AHIG)

Sessions: Sunday 30th October 09:30 – 10:30

Sunday 30th October 11:00 – 11:40

Sunday 30th October 11:50 – 12:30

Background: David is the Managing Director of the Australian Health Industry Group, a human resources business aimed at the health, community services, disability and not for profit sector delivering consulting, training, human resources, legal and corporate services to its clients

across Australia.

AHIG has previously owned and operated numerous medical clinics in both metropolitan and rural locations throughout Australia.

As a lawyer, David specializes in employment, OH&S and industrial relations law, and he is well known for his understanding of the health & community services industry's intricacies and his ability to deliver concise and pragmatic advice about most issues.

As a business consultant and mentor working with Boards of Management and the Executive teams of organisations David is well known and valued for his capacity to “keep it simple” by focussing on your customers, your people, your business strategy and its execution.

Given these features David is often in high demand as a presenter, coach, and facilitator, and he regularly writes articles and commentary for various corporate and professional newsletters journals, magazines, and websites.

Presenting: Work/Life Balance and Workplace Flexibility, Payroll Tax, Privacy & IT



Speaker/Sponsor: Inez Hsing

Organisation: Zeiss

Session: Sunday 30th October 11:40 – 11:50

Background: Inez Hsing graduated from QUT in 2008 with First Class Honours and a University Medal. She was also awarded the Optometry Australia (QLD & NT Division) Clinical Excellence Award. After graduating, Inez worked in private practice for several years and completed a Graduate Certificate in Ocular Therapeutics in 2013.

Inez has been with the OKKO Eye Specialist Centre since its conception in 2015. She has developed special interests in the clinical assessment of macular and vitreoretinal conditions, and therapeutic management of anterior segment disease and glaucoma. Inez also joined the Glaucoma Australia Optometry Committee in 2017 and is passionate about early detection and education of glaucoma in the general community.

Inez has guest lectured at numerous continuing education conferences and seminars and has authored several articles in leading industry publications. She is active in the training of optometry students and currently works as a clinical supervisor in the QUT School of Optometry's primary care clinics.

Presenting: Effective Data Management in my practice – Cataract Workflow solution (EQ)



Speaker: Tim Roberts

Organisation: University of Sydney

Session: Sunday 30th October 13:30 – 14:10

Background: Tim Roberts is Clinical Associate Professor at the University of Sydney and Consultant Ophthalmic Surgeon at the Royal North Shore Hospital. Prof. Roberts is a highly experienced cataract surgeon and glaucoma specialist, with clinical and research interests including the development and utilisation of new and innovative technologies and therapies in ophthalmology, medical ethics and education. He has published over 60 research articles, book chapters and editorials and made over 200 presentations at scientific meetings around the world.

Prof Roberts is an active member and Fellow of RANZCO, having been NSW QEC chair where he supervised ophthalmology trainees for RANZCO Board of Examiners. He is the Academic Lead for Ophthalmology within the SERT (Surgical Education, Research and Training) Institute at RNSH and currently serves as the academic coordinator at the Northern Clinical School, University of Sydney. He has held many local, regional and international positions, including editorial board member for the American Academy of Ophthalmology Lens and Cataract textbook, Cataract Section Editor for Clinical & Experimental Ophthalmology and the Asia-Pacific Journal of Ophthalmology, and member of the International Council of Ophthalmology education program. He has served as the National Medical Director of Vision Eye Institute Australia and sits on various government, industry and professional advisory boards.

Prof. Roberts has been honoured with Global Achievement Awards from the American Academy of Ophthalmology and other international societies for his contributions made to scientific and educational programs and to the field of ophthalmology.

Presenting: Marketing – Maximising Growth



Speaker: Jane Schuller

Organisation: Orthoptics Australia

Session: Sunday 30th October 14:10 – 15:00

Background: Jane Schuller has 25 years' experience in eye health care. She is a qualified orthoptist in both Australia and the USA and has had 10 years' experience in large teaching eye hospitals and private ophthalmology practices in Singapore, Bangkok and the USA. In 2019, she was selected to

join 19 other women in STEM in the inaugural WILD Program sponsored by the Australian Government and completed the Australian Institute of Company Directors, Directors Course. She is currently the President of Orthoptics Australia and a non-executive director on the Board of Vision 2020 Australia. She works at the Royal Melbourne Hospital and in several private ophthalmology practices

Presenting: Ophthalmology 101 - a guide to triaging referrals and more

DAY 3 - Monday 31st October



Speaker Panel: Peter Sumich, Jane Griffiths & Geoffrey Broadhead

Peter Sumich

Organisation: Hunter Street Eye Specialists

Session: Monday 31st October 8:30 – 9:00

Background: Dr Peter Sumich is a Cataract and Refractive Surgeon from Parramatta, Sydney. He has a special interest in refractive cataract surgery and LASIK Laser Eye Surgery for vision correction. He has performed over 7000 cataract and refractive surgery procedures and has over 20 years of surgical experience.

Dr Sumich is the President of the Australian Society of Ophthalmologists (2017-) and the Past Chairman of the Independent Ophthalmologists Association (2008-2011). He is a member of The Australian Society of Cataract and Refractive Surgeons and the American Society of Cataract and Refractive Surgeons where he was appointed as a member of their "Council of 100" which comprises 100 international thought leaders who advise on future direction and strategy.

Dr Sumich has held public hospital postings as an Associate Eye Surgeon at Sydney Eye Hospital and was previously a Consultant Eye Surgeon at Westmead Hospital where he trained Registrars in cataract surgery. He has been a Clinical Lecturer with the Sydney University Department of Ophthalmology at the Save Sight Institute.

Dr Sumich has published many scientific papers and was a Cataract Section Editor for the Journal of Clinical and Experimental Ophthalmology ('Australian Journal of

Ophthalmology') for several years. He has worked on the Blue Mountains Eye Study and in the UK was involved in research on a new drug therapy for Corneal Transplant rejection which involved collaboration with Sydney, Bristol and Nottingham University.

Presenting: ASO Panel Discussion – Send the Eagle Home



Geoffrey Broadhead

Background: Dr Geoffrey Broadhead is a medical retina specialist, oculoplastics specialist and general ophthalmologist. He completed ophthalmology training through the Royal Victorian Eye and Ear Hospital, and subsequently undertook subspeciality fellowship training in both the United States of America and the United Kingdom. Geoffrey trained in medical retina at the National Eye Institute of the National Institutes of Health in the United States, and subsequently in oculoplastics/general ophthalmology at the Royal Devon and Exeter Trust in the United Kingdom. After recently returning to Australia, he now works in Western Sydney and Western NSW.



Speaker: Jane Griffiths

Organisation: Day Hospitals Australia

Session: Monday 31st October 9:00 – 9:40

Background: Chief Executive Officer

Jane Griffiths (BAppSc(Dist), MCNA, AIMM, RN) was appointed to the inaugural CEO position on 1 July 2014. Previously she was the Day Hospitals Australia President from 2010 to 30 June 2014 and served on the Board of Directors and the former Management Committee of Day Hospitals Australia since 2008.

Previously she was the Business Manager/DON of Perth Dermatology Clinic and conducted JG Consulting. Prior to that Jane was the Business Manager of The Women's Clinic Day Hospital for 7½ years, McCourt Street Day Surgery for 7 years and Nursing Coordinator, Perioperative Services at St John of God Hospital Subiaco for 10 years. Whilst a Senior Nursing Executive at St John of God, Subiaco Jane was sent on 7-week sabbatical to the USA in 1997 to explore latest trends in same day surgery visiting Santa Barbara, California, Chicago Ill & Pittsburg Pennsylvania. In 2021 Jane was appointed as one of the three Australian representatives on the International Association of Ambulatory Surgery (IAAS) General Assembly, along with Dr John Napoli and a member from ADSNA.

Jane is passionate about same day surgery and care.

Presenting: Co-Management between Practice and Hospitals



Speaker: George Sortiris

Organisation: Health Industry Employment Services

Session: Monday 31st October 9:40 – 10:20

Background: George Sortiris is the Director of Health Industry Employment Services. He is a passionate Workplace Relations Specialist who understands the needs of private practices. Having over 14 years of health industry experience he has worked closely with medical practices, allied health practices and dentists across Australia to reduce employment risk and navigate complex challenges that businesses face with

their employees.

He believes that any successful practice is built on strong employment foundations, that support management in building professional boundaries with their staff. To accomplish this, George assists his clients in understanding the complexities of the relevant Modern Awards, Fair Work Legislation, employment contracts, policies and procedures, WHS and Privacy frameworks.

George is dedicated and driven in providing the Health Industry with workplace relations support that makes a difference.

When George is not working you will find him spending time with his wife and three beautiful children, boating and fishing, drinking coffee or eating scrumptious delicacies.

Presenting: Awards, Contracts and Payroll knowledge - Is your Practice Fair Work Compliant' - Case Study



Speaker/Sponsor: David Brand - CEO and Quality Manager

Organisation: The Wesley Pharmacy

Session: Monday 31st October 10:20 – 10:30

Background: David has been involved in pharmacy service provision to numerous healthcare facilities for 25 years. He continually drives our organisation to keep track of our mission to deliver excellence in patient focussed customer service. His passion for developing systems to eliminate preventable error means that our organisational culture is

one thoroughly committed to Quality.

He is an expert in systems implementation and change management as evidenced by successfully transitioning our unlicensed Chemotherapy compounding business into the first 100% Australian owned and operated TGA licensed manufacturer.

Sitting on Quality use of Medicines committees and Hospital Advisory Boards for more than 14 Healthcare facilities over a 25-year career as a pharmacist has facilitated the development of strong skills in clinical risk mitigation.

Brand's Ophthalmics Plus (BOP) is part of Australia's first fully Australian owned, TGA Licensed manufacturing facility. With over 30 years' experience in sterile and ophthalmic compounding, BOP are the leader in not only supplying the safest anti-VEGF medicines to ophthalmology clinics, but in the supporting of outstanding outcomes in the complete range of patient, clinic and logistic interactions. Whether it be data analysis, pharmaceutical assessment and supply, education, customer

service, compounding or even implementing the latest technology in cold chain management, then look to BOP.

Presenting: Risk reduction through BOP - Ophthalmic Support Services (Fridges/PBS Admin support/Coldchain Logistics/Monitoring)

Physio session 11:00-11:05



Speaker: Aoife Sheils

Organisation: Converge International

Session: Monday 31st October 11:05 – 11:40

Background: Aoife is a Registered Psychologist with a Masters Degree in Organisational Psychology. She has extensive experience operating within both internal and external consulting roles, working alongside clients in the public and private sectors. As a psychologist with strong roots in empirical research and evidence-based practice, Aoife prides herself on developing programs that are sustainable for organisational culture change.

Aoife has extensive experience in training and development, executive leadership coaching, measurement and evaluation and team-based support programs. She is effective in her development and facilitation of bespoke interventions that target individual, team and organisational wellbeing, adaptability, empowerment, and engagement.

Presenting: Mental health in the workplace



Speaker: Dominique Egan

Organisation: AMA NSW

Session: Monday 31st October 11:40 – 12:25

Background: Dominique is the Director of Workplace Relations and Legal Counsel at AMA(NSW) and leads the AMA(NSW) Workplace Relations Team. The Workplace Relations Team provide advice to members on a range of issues including the employment of staff, doctor contracts, industrial advice to doctors employed or contracted in the public and private hospital systems, medico-legal issues and billing.

Dominique also provides legal advice to the AMA(NSW) Board, Council and Executive in her role as Legal Counsel.

Prior to joining AMA(NSW) in 2020, Dominique worked in private legal practice for over 20 years including 14 years as a partner, advising medical practitioners on employment, industrial, commercial and disciplinary matters.

Presenting: Workplace Health and Safety



Speaker/Sponsor: Elisha Roberts

Organisation: Guide Dogs Queensland

Session: Monday 31st October 12:25 – 12:30

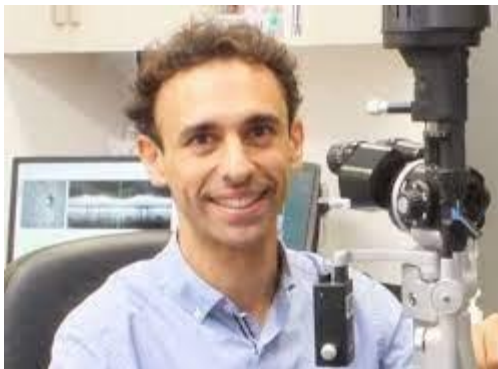
Background: Elisha is a focused and passionate senior professional with 20 years' experience in driving change through collaboration, delivering solid financial performance, and designing processes to deliver optimal business outcomes.

As the General Manager for Client Services, Elisha is using her expertise to help implement strategic processes that enable the organisation to improve on service delivery and enhance client satisfaction.

Elisha is a qualified CA who has had great success working in change management, business modelling and process improvement. She has undertaken the analysis of several business processes, and has implemented solutions for improvement. Elisha has an outstanding level of personal engagement, and understands client needs around the NDIS and within environments that have experienced funding changes.

Presenting: When to refer a client to Guide Dogs

Physio session 13:35-13:35



Speaker: Kristopher Rallah-Baker, B. MED, AMA(M), MAICD, FRANZCO

Organisation: Noosa Ophthalmology Eye Specialists

Session: Monday 31st October 13:35 – 14:10

Background: Associate Professor Kris. Rallah-Baker is Australia's first and currently only Indigenous ophthalmologist. As a proud Yuggera and Biri-Gubba man, Dr Rallah-Baker is making a permanent footprint in Noosa and

the local community.

Kris is a highly respected ophthalmologist and is one of the founding members of the Australian Indigenous Doctors Association, a Director on the Federal Board of the Royal Flying Doctors Service, technical advisor to the Fred Hollows Foundation and Chair of the Vision2020 Indigenous Committee. Kris provides comprehensive ophthalmic care delivered in a friendly, compassionate and professional manner.

Presenting: Focus on a Fellow