



STRIVE TO THRIVE

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FRIDAY 17-5-24
PRACTICE MANAGERS EXCLUSIVE

8:30am Start

8:30am-1:00pm **Train the Trainer Workshop**
JAMES MACMILLAN LEADING TEAMS

1:00-2:00pm Networking and Lunch

METRICS MATTER
-The Keys to a Successful Practice-

2:00-2:45pm **Practice Metrics - A Template for Success**
LIZ WASHINGTON

2:45-3:30pm **Marketing Metrics**
How to Actually Measure ROI
DREW HANKIN AZURI GROUP

1:00-2:00pm Networking and Lunch

3:30-5:00pm **HR**
The Challenges We Face
PPM COUNCIL

Cocktails and Catchups

SATURDAY 18-5-24
ALL DELEGATES

8:30am Welcome - Kim Hanna

8:45 - 9:15am **ASPS - Plastic Surgery Update**
What to Expect in 2024
DR DAVID MORGAN
PLASTIC SURGEON/ASPS VICE PRESIDENT

9:15-9:45am **Medicare Quiz/Item Number Updates**
BRENDA CRUZ ASPS

9:45-10:15am **Back to Basics - Billing Tips and Tricks**
NICOLE KEEGAN - PRACTICE MANAGER

10:15-10:45am Morning Tea

10:45-11:15am **AHPRA**
An Update from the Cosmetic Surgery Enforcement Unit
JASON MCHEYZER AHPRA NATIONAL DIRECTOR - COSMETIC
SURGERY ENFORCEMENT UNIT

11:15am-12:00pm **AHPRA Compliance, Explained Properly**
DREW HANKIN AZURI GROUP

12:00-12:30pm **Panel of Morning Speakers**

12:30-1:30pm Networking and Lunch with Sponsors

PATIENT JOURNEYS

-From Enquiry to Surgery - Exploring the Patient Pathways-

1:30-2:00pm **Patient Coordinator - From Enquiry to Sales**
BROOKLYN STAUGHTON - AESTHETIC CONSULTANT

2:00-2:45pm **Patient Journey - Three Practices**
Guy Watts Plastic Surgery - Perth
KARA LINKE - PATIENT LIASON
Horizon Plastic Surgery - Melbourne
ALIESHA PEARSON - BUSINESS DEV MANAGER
Ashton Plastic Surgery - Melbourne
CINDY BOURKE - PRACTICE MANAGER

2:45-3:15pm **Group Panel Q&A**

3:15-3:45pm Afternoon Tea

3:45-5:00pm **Greatest Challenges For Our Teams**
JODIE PENDER - PRACTICE MANAGER

GALA DINNER
BACK TO THE FUTURE

SUNDAY 19-5-24
ALL DELEGATES

9:00am Start

PRACTICE INNOVATIONS
-What's new - Ideas to consider for your Practice-

9:00-9:20am **The Paperless Office**
LIZ WASHINGTON

9:20-9:40am **Communicating with Patients**
NAVID MOHAGHEGH PANTEYA

9:40-10:00am **AI in Healthcare - What It Looks Like**
UMAIR MASOOD CONSULTNOTE AI

10:00-10:20am **Group Panel Q&A**

10:30-11:00am Morning Tea

11:30am-12:00pm **Let's Talk About Money**
The Difficult Conversation Around IFC
LILY VRTIK

12:00-12:30pm **Handling a Clinical Emergency**
JOSH PENDER

12:30-1:00pm **Wrap Up Q&A - Questions from the Floor**
PPM COUNCIL

1:00pm Lunch

*The workshops and discussions listed are subject to change.