



STRIVE TO THRIVE

PPM 2024

FRIDAY 17-5-24

9:00-9:30am	Registration
9:30-11:00am	HR The Challenges We Face PPM COUNCIL
11-11:30am	Morning Tea
	METRICS MATTER -The Keys to a Successful Practice-
11:30am-12:00pm	Practice Metrics - A Template for Success LIZ WASHINGTON
12:00-12:30pm	Marketing Metrics How to Actually Measure ROI DREW HANKIN
12:30-1:30pm	Networking and Lunch
1:30-5:30pm	Train the Trainer Workshop JAMES MACMILLAN LEADING TEAMS
5:30-7:30pm	Cocktails and Catchups

SATURDAY 18-5-24

8:00am	Registration
8:30am	Welcome - Kim Hanna CEO - ASPS
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
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
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
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 PPM COUNCIL
7:00pm Start	GALA DINNER BACK TO THE FUTURE

SUNDAY 19-5-24

9:00am	Registration
	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