# Practice Manager Learning Program

Welcome to Practice Management and to the Brisbane North PHN! We have created a suite of short introductory videos to help you become familiar with topics such as

* What is the Brisbane North PHN and how we can help you
* Leadership and Human Resources
* Quality improvement
* How to develop your practice

The table below groups the videos into categories. You can choose to view them in the suggested order or as suits you. Watch a video (they are approximately 10 minutes each) and after you have watched the video, spend a few minutes some time reflecting on the key things you learned. As a follow up, consider one activity you will try and implement in your practice and when you want to have this done by. Use the right-hand column to record your progress.

| **VIDEO** | **LENGTH** | **WHAT WERE YOUR KEY LEARNINGS?** | **WHAT ACTIVITY ARE YOU KEEN TO TRY?** | **WHEN DO YOU WANT TO DO THIS BY?** | **PROGRESS?** |
| --- | --- | --- | --- | --- | --- |
| **Welcome to Brisbane North PHN** | | | | | | |
| [**Welcome to Brisbane North PHN**](https://www.youtube.com/watch?v=KJeRTBD19RQ&list=PLxhAg0Lb4Gy6ypt10_SE2dTogvDQuV4kb&index=13) | 10 |  |  |  |  |
| [**Caring for our Community**](https://www.youtube.com/watch?v=4NAdRqypY8Y) | 15 |  |  |  |  |
| **Leadership and Human Resources** | | | | | | |
| [**Leadership in Practice**](https://www.youtube.com/watch?v=KS-7ilCziF0) | 15 |  |  |  |  |
| [**Human Resources**](https://www.youtube.com/watch?v=SjQ3HqI45w4) | 18 |  |  |  |  |
| [**Supporting staff in a time of crisis**](https://www.youtube.com/watch?v=qoXteE86J6s) | 34 |  |  |  |  |
| [**Supporting staff in a time of crisis: Banyo Clinic case study**](https://www.youtube.com/watch?v=vovSfIOctYc) | 2 |  |  |  |  |
| **Quality Improvement** | | | | | | |
| [**Quality Improvement in action**](https://www.youtube.com/watch?v=EftGaDDknIw) | 8 |  |  |  |  |
| [**Quality Improvement Overview**](https://www.youtube.com/watch?v=W3Wd98ruSpQ) | 14 |  |  |  |  |
| [**Practice Incentives Program Quality Improvement (PIP QI)**](https://www.youtube.com/watch?v=m2KXijVCZGg) | 10 |  |  |  |  |
| **Developing your Practice** | | | | | | |
| [**The 10 Building Blocks of High Performing Primary Care**](https://www.youtube.com/watch?v=KUTyMQgBd4Q) | 20 |  |  |  |  |
| [**Change Management**](https://www.youtube.com/watch?v=BZPDHwExD4Y) | 12 |  |  |  |  |
| [**Infection Control**](https://www.youtube.com/watch?v=dEmAxfhAfp4) | 32 |  |  |  |  |
| [**Pandemic Planning**](https://www.youtube.com/watch?v=_2wS-fUDQAg) | 16 |  |  |  |  |
| [**Integrated Care: Enhancing general practice**](https://www.youtube.com/watch?v=T6yrj8vr-20) | 17 |  |  |  |  |