



Helping you deliver safe,
effective, sustainable care
while finding joy in
your work.



Deloitte.



Our team



Dr. Chris Bollen



Rod Buchecker

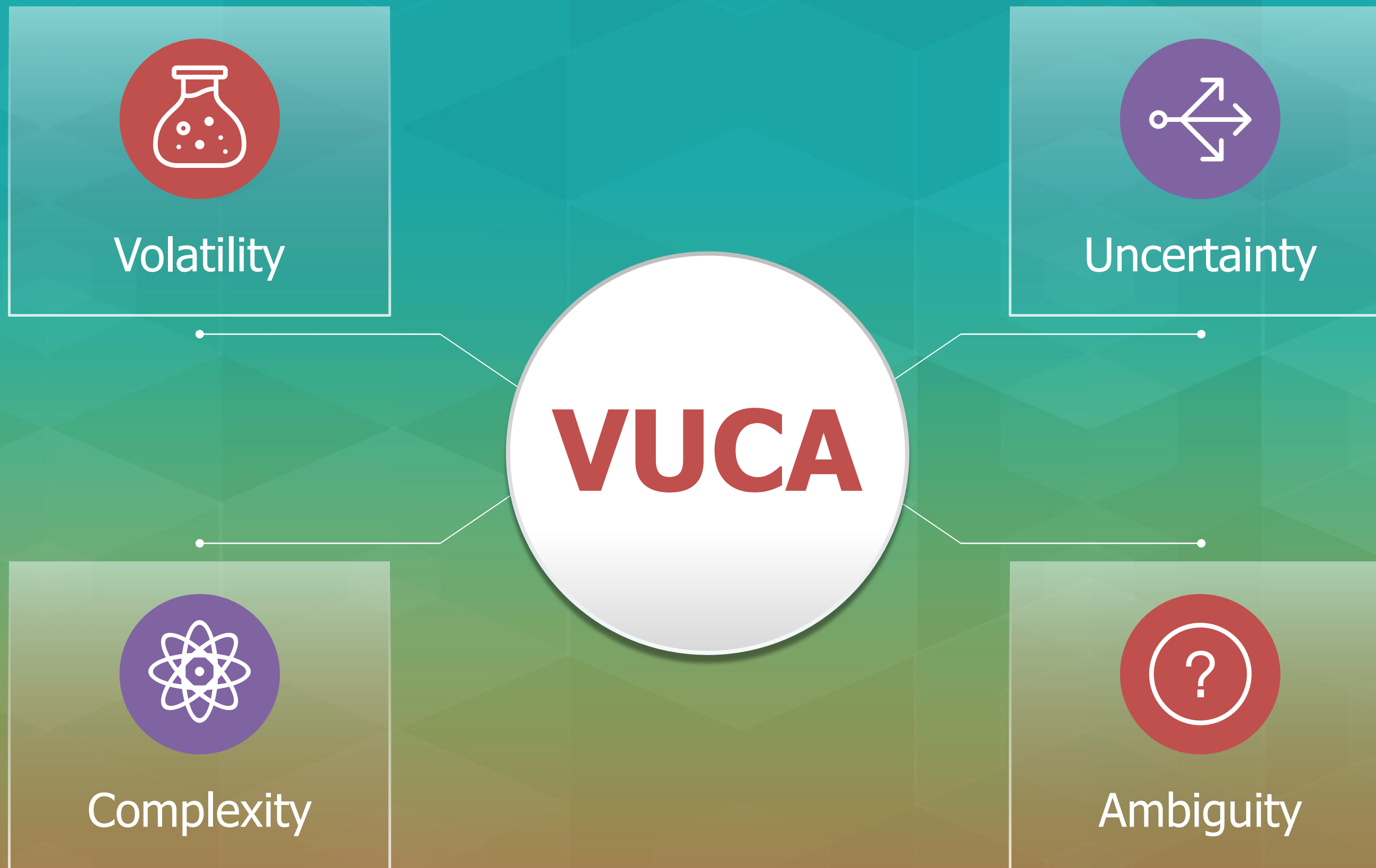


Jane Bollen

Making a difference in the care of people



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They live in a VUCA world



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High Performing Primary Care



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The Model of Care must change!



MIND THE GAP!



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We talked a bit
We listened a lot
We coached
We played games!

Practice Leadership Advantage

- Key features of a High Performing Practice
- What is the “Quadruple Aim”?
- Reducing the risk of burnout
- Why engaged leadership makes a difference?
- Making data matter to everyone!

The Reciprocal Domains of Practice Team Well-Being



Features to **enhance** Adaptive Reserve

- Facilitative **Leadership**
- **Time** to Reflect
- Ability to **Improvise**
- **Learning** Culture
- Communication
- **Relationships**

The Quadruple Aim of Effective Primary Care



IMPROVED PATIENT
EXPERIENCE



IMPROVED
POPULATION HEALTH



SUSTAINABLE
COST



IMPROVED PROVIDER
EXPERIENCE

'effective' in improving leadership knowledge and abilities.



96.5%

increased their ability to identify, analyse and solve problems in their general practice.



96%

recommend the program to their colleagues.



100%

increased respondent confidence and abilities in Team Building.



improved abilities to strategically plan for community care in their general practice.



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“

Knowing your numbers is a key leadership demand. It applies to your health and wellness as much as it does to your business. If you're not match fit, you will not last the distance.

”



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The Practice Leadership Advantage program

- increased GP **engagement** with PHNs
- better **connections**
- increased requests for **support**
- highlighted **opportunities** for future support from PHNs

“This was the best thing I have done since finishing my medical degree”.

“The workshop was an opportunity for reflection: Pace + empathy + Poor delegation equals burnout in today’s general practice. A really insightful meeting.”

“Genuinely one of the best workshops I have attended. Thank you so much for the training”



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Thank you

Dr Chris Bollen
chris.bollen@bmpconsulting.com
M: 0412952043



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