



HUNTER

POSTGRADUATE MEDICAL INSTITUTE

HPMI PRACTICE ADMINISTRATION CPD

MEASURING WHAT MATTERS: KEY PERFORMANCE INDICATORS FOR PRACTICE ADMINISTRATION

Course Content

- ✚ **Understand the role of KPIs in general practice administration:** Recognise how KPIs support decision-making, efficiency, and overall practice viability.
- ✚ **Identify practical and relevant KPIs:** Learn which indicators matter most for patient service, operational efficiency, billing accuracy, and compliance.
- ✚ **Measure and monitor KPIs effectively:** Explore simple tools, reporting functions, and methods for tracking progress without creating extra workload.
- ✚ **Link admin KPIs to outcomes:** See the direct connection between administrative performance and improvements in practice sustainability, patient experience, and staff efficiency.

Course Details

Suitable for:	Practice Administration and Practice Manager
Meeting Date:	Thursday, 25 September 2025
Presenter:	CORRINA NIVEN , Practice Viability Officer, Hunter New England and Central Coast Primary Health Network
Time:	6.30 pm - 7.30 pm
Venue:	Live Streaming Zoom link will be emailed on the day of the webinar
Cost:	Free for HPMI Members \$88 (GST inclusive) non members Payment is required to confirm registration CLICK HERE TO PAY ONLINE
RSVP:	Tuesday 23 September 2025
Refund Policy:	No refunds will be considered for live streaming and recording (if a recording is available)



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Registration Details

Title:	
Given Name:	
Surname:	
Profession: RACGP / ACRRM Number	
Surgery Address:	
Email Address:	
Mobile Phone: Required for meeting notification only	
Scan to Register:	

REDUCED 2025 Individual Membership Fees

\$200	Reduced Allied Health Professional <i>Suitable for Nurses, Administration staff and AHP</i>
\$400	Reduced General Practitioner
\$275	Reduced Specialist
Complimentary:	FREE Complimentary Membership <i>Available to GP Registrars, Health Students and JMOs</i>
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