



FAMILY MEDICINE HANDBOOK

Editors

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Mohd Shaiful Ehsan Shalihin**



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CHAPTER 9

FAMILY MEDICINE PRACTICE MANAGEMENT

Mohd Shaiful Ehsan Shalihin and Abdul Hadi Said

Learning Objectives

1. Able to understand and initiate a new programme in the health clinic.
2. Able to understand the principles of clinical audit and perform the clinical audit.
3. Able to understand the different types of medical records and ways to improve the record system.
4. Able to understand the principles of managing resources including instruments, staff and medications.

Introduction

Practice Management in a clinic refers to managing day to day issues about primary care practice. Practically, it involves decisions, actions, and resource allocation to enable the provision of professional services to meet the objectives of the organisation at the clinic. It requires an understanding of the needs of health professionals, patients, non medical staff and the public. The process involves planning, finance, technology application, information and most importantly, dealing with people.