

GENERAL PRACTICE MANAGER: TEMPORARY STATUTE

Developed within the DFID “Georgia Primary Care Development Project”

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Given Statute defines the duties and responsibilities of General Practice Manager (GPM), principles and forms of his/her activities.

Chapter I. General provisions

Article 1. Definition

1. On the position of General Practice Manager (GPM) will be appointed persons who have completed special training course for GPM;
2. GPM is required to have good knowledge and appropriate understanding of health system of the country and the role of primary care in this system;
3. GPM must know the principles and philosophy of family medicine, aspects of primary care team working, peculiarities of GP/FP and GPN activities;
4. GPN should be able to demonstrate a broad understanding of management techniques and approaches and their relevance to the primary care system;
5. Professional training of GPM is carried out in the primary care environment – based on in-service and multidisciplinary training principles;
6. GPM regularly cares about self- professional development, participates in training programs of general, as well as specific aspects of management, gets familiar with and shares the experience of other countries and foreign colleagues.

Article 2. Purpose of GPM activities

Purpose of GPM activities is participation in the activities of primary care institution, support of effective utilization of intellectual and material-technical resources of the organization to provide the most appropriate care possible within the available resources.

Article 3. Subordination and guiding documents of GPM

- 1.1. During his/her activities GPM is subordinate to the General Manager (Director) of health institution;
- 1.2. In his/her activities the GPM acts within the frames of the following legal documents:
 - a) Constitution of Georgia;
 - b) Law of Georgia on "Business activities";
 - c) Georgian labour legislation;
 - d) Law of Georgia on "Health Care";
 - e) Law of Georgia on "Patient's Rights";
 - f) Law of Georgia on "Medical Activities";
 - g) Other legal documents of Georgia and international agreements and contracts
 - h) Given Statute.

Chapter II. Activities of GPM

Article 4. Support of establishment of primary care services in health institution meeting the needs of consumers.

1. GPM actively participates in assessment of consumer's health and social needs;
2. GPM regularly carries out assessment of consumer satisfaction;
3. GPM actively contributes to and participates in development of long-term strategic plan of the organisation;

4. GPM develops business plans and provides for their practical implementation, systematic review of outcomes and, if needed making corrections in action plans;

Article 5. Continuous improvement of the quality of care

1. GPM Plans and implements in the organisation the actions directed towards continuous improvement of the quality of care;
2. GPM, together with clinical colleagues, selects most acceptable for the institution instrument (method) of quality assessment and provides its effective application;
3. GPM coordinates the process of organisational, as well as clinical audit and in this way promotes the implementation of the system for quality control and continuous improvement in the organisation;

Article 6. Human resources management

1. GPM actively participates in manpower planning and selection of the human resources in the institution;
2. Proceeding from the needs of the organisation GPM coordinates the process of professional development and training of staff, providing design of main stages of this process and appropriate recommendations for their implementation;
3. GPM provides prognosing of the problems related to the human resources professional development;
4. GPM determines the need for staff evaluation, formulates its purpose and provides preparation and carrying out of this process;
5. GPM provides organisation of regular, as well as extraordinary meetings of the staff of the organisation;
6. GPM develops the schedule of leaves (holidays), determines the need for giving extraordinary leave, registers the cases of absence at work due to illness, valid or inadequate reasons;
7. GPM regulates redistribution of the work in cases of leaves of the staff members, absence at work due to illness or any other reasons;
8. GPM actively participates in development of job descriptions for the staff, controls the keeping of requirements given in these descriptions, registers and analyses the cases of their violation;

Article 7. Information systems management

1. GPM actively participates and supports development and implementation of information systems in the organisation;
2. GPM controls the process of conduction of information-registration documentation, and ensures good standards of record keeping;
3. GPM receives information from medical and non-medical personnel of the organisation about any problem or unsolved conflict situation;
4. GPM provides creation and maintenance of appropriate conditions for storage and if needed processing of the information;
5. GPM is responsible for organisation of registration, keeping and distribution of temporary disablement forms, prescription forms of narcotic substances and other documents of special registration;
6. GPM keeps a special journal and regularly updates it with the information about the structure, staffing functional characteristics and other important details;

7. GPM receives the information expressing the complaint, or satisfaction of the patient in written, or verbal form (based on personal or telephone conversation), studies and analyses this information;
8. GPM receives, sorts and forwards to the addressee the letters sent to the organisation, if necessary provides the timely reply or response to these letters;
9. GPM controls the incoming to and outgoing from the organisation information flows;

Article 8. Communication

1. GPM establishes close relations with medical and non-medical staff of the organisation;
2. GPM provides distribution of any important information among the staff of the organisation. He/she is responsible for timely informing of the staff about decrees, orders, instruction-methodic recommendations and legal-regulatory documents;
3. GPM plans and organizes the formal and informal meetings of the staff (primary care team members) of the organisation, promotes arrangement of cultural and social events in the organisation, which is quite important in regard formation of organisational culture, specifying of common values and interrelations, and encouraging participation in developing an effective organisation;
4. GPM establishes and actively maintains relations with different medical and non-medical institutions outside the organisation.

Article 9. Support for appropriate functioning of the organisation and provision of safe working environment.

1. GPM controls and supervises the process of supplying the organisation with material resources needed for its functioning;
2. GPM controls and takes care about maintenance and appropriate operation of material resources (incl. building, furniture, medical equipment and inventory);
3. GPM supervises fire safety system, following the regulations of labour protection and safety arrangements. GPM is obliged to make all staff members familiar with the regulations of labour protection and fire safety rules;

Article 10. Financial management

1. GPM ensures the provision of robust systems for recording of all financial activity and its relationship to organisational performance;
2. GPM provides the monitoring of financial-accounting activities of the organisation;
3. GPM carries out permanent supervision on effective spending of financial resources and if necessary develops the recommendations for improvement of the situation;
4. GPM carries out permanent supervision on following the conditions of contracts with different medical and non-medical institutions signed by the Chief of the organisation.