

PodiatryNZ

to advance the quality of and access to podiatry

Conference 2018 – the journey continues

As more and more funders of health services move towards health providers needing to demonstrate improved and better-quality systems, PodiatryNZ CEO, Jennifer Pelvin spoke with Resonance Podiatry Founder and Clinical Director, Lisa Whiteman about their motivation to become Certified to the Allied Health Services Standard AS 8171.



Lisa Whiteman

Q. Tell me about your entry into Podiatry and where you are now.

Lisa: We all have our own personal reasons for entering a health profession full of diversity and challenges, and for many of us the original reason we chose podiatry is quite different to the reason we are still in the game. Like many, my initial draw was the ability to make a significant positive difference in people's lives, and to develop a healthy business at the same time.



Q. And how do you feel about Podiatry almost three decades in?

Lisa: With almost three decades of podiatry under my belt, much of it focused in biomechanics both as a clinician and teacher, I am amazed and at times frustrated at the apparent lack of change or development in the profession over much of this time. However, I really believe the tide has turned and the future of our profession has never looked more exciting!

Q. What has kept you going?

Lisa: Every patient has a goal to be able to live their life without pain, functioning the best they possibly can. I'm really passionate about gaining knowledge and research that leads to better outcomes for patients. Having taken the time to be involved in independent research, education and lecturing, this allows me to provide clinical support to our team, to assist them in their day to day practice.

"It doesn't matter how fast or how far you run—if you don't underpin what you do with quality systems, you will never reach your desired destination."

Q. You have quite a unique business model, tell me a little about how your business operates.

Lisa: Resonance is a cooperative group structure underpinned by a robust legal partnership, where the podiatrist business owner is supported to develop a strong business model, alongside providing high quality podiatry patient care, with the support of the Resonance team, its systems and processes.

Q. What made you embark on the journey to Certification - Allied Health Services Standard NZS 8171?

Lisa: When PodiatryNZ released the Clinic Handbook, we recognised that Resonance would benefit from implementing vigorous, recognised and measurable quality systems. Striving for excellence is a foundation principle both personally and professionally; and having a recognised standard of high quality to test our business, governance and clinical systems against was both challenging and rewarding.

Q. Given you have a number of clinic locations; how did you implement this across your network?

Lisa: The power of the internet! We are all now experts in Skype, Yammer, and SharePoint. The checklists from the PodiatryNZ clinic handbook were a godsend! Right from the outset we identified that we needed to create a digital 'living' Resonance Handbook that reflected both the policies of the group as well as the individual Resonance businesses. As a team we dedicated significant hours and resources over 12 months to ensure we have 'futureproofed' our quality systems, that they are easily reproducible, and that the hard work has all been done!

Q. I understand the Certification Auditor, when talking about your team, said it was evident they set and meet high standards and that they not only know the values of the organisation, they demonstrate them in every aspect of their work. How does that make you feel about the Resonance team?

Lisa: I am extremely proud of the whole Resonance team, from business owners and clinicians, to admin, IT and marketing; I am incredibly grateful to be surrounded by such a dedicated, passionate and wonderful group of humans.

Q. What have you learned through this process?

Lisa: It doesn't matter how fast or how far you run—if you don't underpin what you do with quality systems, you will never reach your desired destination. I am confident, that there is no limit to how far we can travel or what we can accomplish—together—as a team.



Auditors, Jen McKinlay-Birkin & Michaela Wakelin

Q. Knowing you like a challenge, what's your next move?

Lisa: My vision continues to be to develop, support and grow excellence throughout every aspect of podiatric practice and business. With having prepared for and achieved Allied Health Standard accreditation, Resonance is ready for the next stage in our journey; working with other like-minded podiatrists who believe in advancing quality, excellence and collaboration in this rewarding profession.

