Achieving Financial Sustainability: Workflows for your practice

In an era of stagnant Medicare rebates and a sharp increase to wage and consumable costs, running a financially sustainable General Practice is paramount.

Financial sustainability plays a key role in a practice being able to deliver high-quality health care services, while enabling medical professionals to maintain a skilled workforce and uphold exceptional standards of care.

Moreover, these practices play a pivotal role in enhancing patient accessibility, ensuring that healthcare remains affordable and accessible to all, thus bolstering the overall health and vitality of the community it serves.

In this workflow we'll outline the key steps you can take to ensure that you are running a financially sustainable practice.

It's important to note that this process isn't static; expenses fluctuate, billings and income vary – it operates in a continuous cycle.

Step 1
The first step is to conduct a thorough examination of your existing operational costs.

This entails delving into every aspect of your practice's financial framework, from rent and utility bills to wages, service fees, medical supplies/consumables, and other administrative expenses. Everything it costs you to run a practice.

The goal here is to gain a comprehensive understanding of where your financial resources are allocated and to identify areas where cost optimisation or reduction may be possible.
You may need to reach out to your accountant for assistance if you do not have all of this information at your fingertips.

This initial review sets the stage for informed decision-making and lays the foundation for a more financially resilient practice.

Step 2
Once you have meticulously reviewed your practice's existing operating expenses, the next step is to enter the information into Cubiko & set budgets.

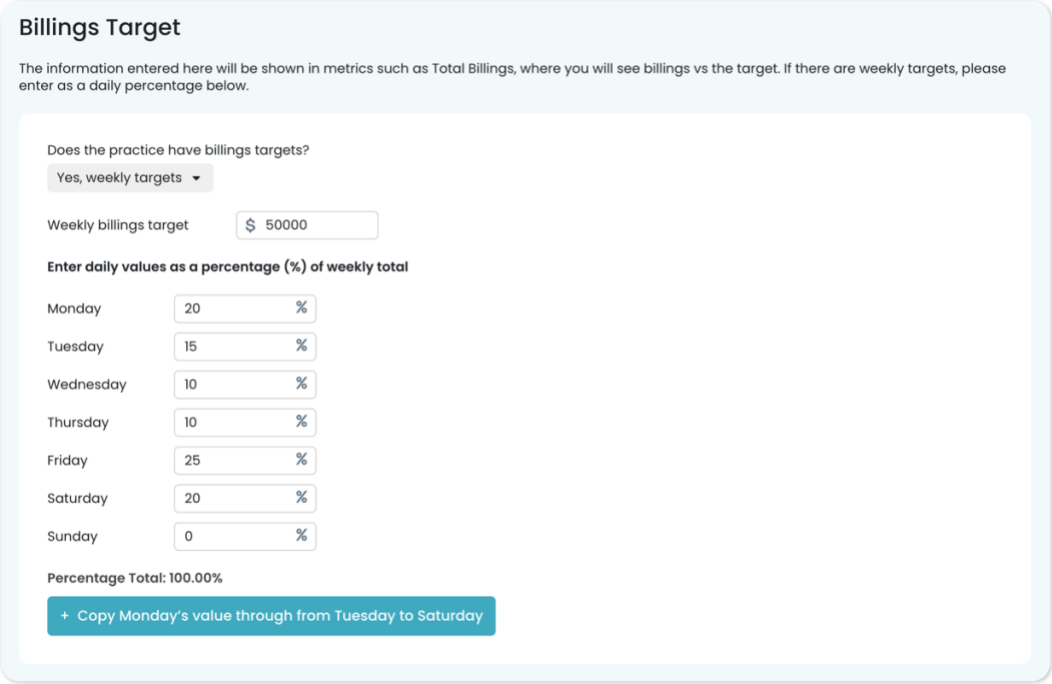
Top Tip! If you use Xero as your accounting software, we recommend getting this up in Cubiko. Look up Setting up Xero on our Knowledge Base for more information on how you can do this.

You can do this via **Cubiko's Settings > Advanced**.

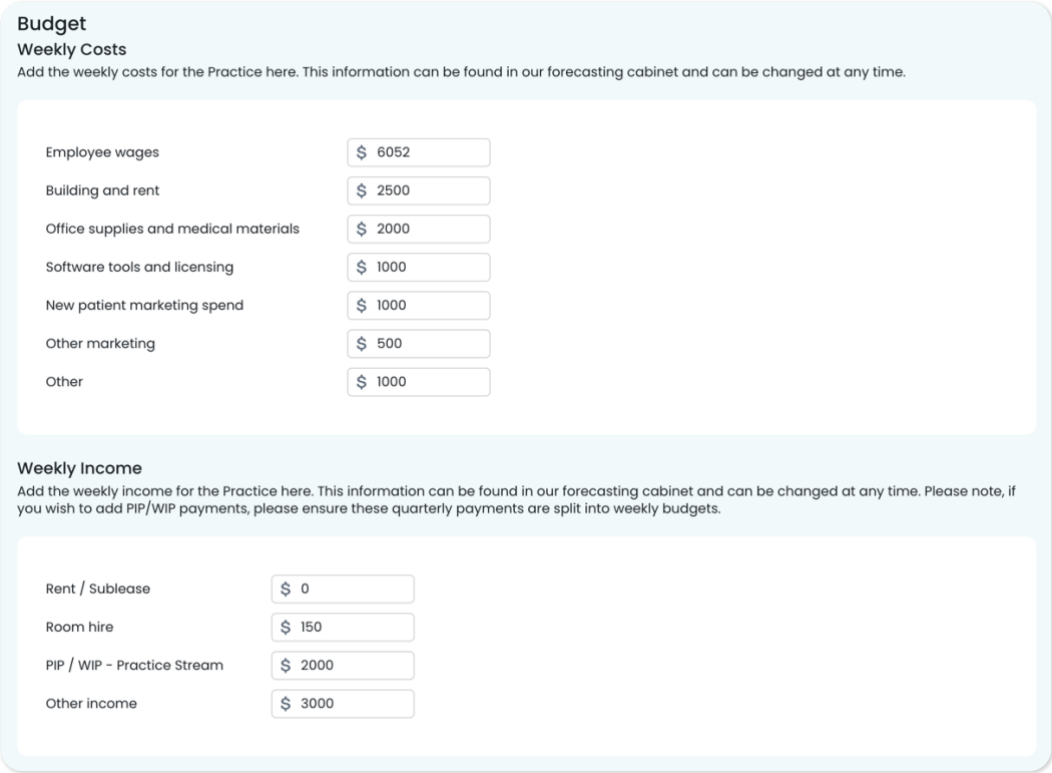
- **User Targets**
  Here you can set user targets based on their role within the practice, or by user. Regularly reviewing and having conversations with Practitioners is important to ensure that targets are continuing to align with the overall financial goals of the Practitioner and the practice.

- **Billing targets**
  Once you've established what your practice needs to be generating

to achieve financial sustainability. We're then going to integrate this information into Cubiko by setting up the practice's financial goals in Cubiko Settings. This will allow you to track your practice's progress and gauge whether you're on target to meet your financial goals.



- Budget (Location within Billings Target)



For more information on how to set up your practice's budgets and targets, please search for Setting Targets and Budgets in our Knowledge Base.

Step 3
Conduct a comprehensive analysis of the number of appointments, sessions, and billings required to achieve a break-even point.

This assessment helps you determine the threshold at which your practice covers all its expenses, paving the way for profitability. By understanding these key metrics, you gain valuable insights into the volume of patient care and billing activity needed to maintain financial sustainability.

Step 4
Use Cubiko to uncover both the potential opportunities and essential necessities for your practice.

Cubiko's can provide a clear picture of what's achievable and what's necessary to thrive financially. By analysing trends, patient flow, and billing data, you can identify areas for improvement, optimise resource allocation, and ensure your practice is not only sustainable but also poised for growth.

Step 5

Now that you've gathered all the information needed to make informed decisions, it's time to take decisive action. Implement the necessary changes and improvements identified in the previous steps.

Remember, financial management in a General Practice is not a one-time task; it's an ongoing process. It's crucial to continuously monitor your practice's financial health. Regularly review whether your costs have changed, billing targets are being met, and whether you're progressing toward your financial goals.

If necessary, make further adjustments to ensure the sustainability and growth of your practice.

Check List:

Update Settings:

- [ ] Complete your Billings Targets **(Settings > Advanced > Billings Target)**
- [ ] Complete your Budget **(Settings > Advanced > Billings Target)**
- [ ] Complete your Service % **(Settings > Users)**

Analyse your Data:

- [ ] Confirm your Billings Target and Billings Needed to Break-even align. **(My Dashboard > Financial Sustainability)**
- [ ] Complete the Achieving Financial Sustainability Service Analysis Spreadsheet included with this download
- [ ] Determine the key patients to target for My Medicare enrolment
- [ ] Review your Bulk Billing process

Action:

- [ ] Use Cubiko to ensure Unbooked appointments are filled **(Clinic Insights > Future Clinic Metrics > Unbooked Appointments)**

Empower your team:

- [ ] Create Cubiko Viewer access
- [ ] Provide workflows