

# The Ramsay Way

Ramsay Health Care Corporate Newsletter



**Ramsay**  
Health Care



The winners and the judges of the Best Case, Best Save award at the Congress of the World Society of Reconstructive Microsurgery in Barcelona.

## World-first reconstructive case earns Westmead surgeon global recognition

A world-leading reconstructive surgery performed at Westmead Private Hospital in western Sydney has received international recognition. Specialist plastic and reconstructive surgeon Dr Bish Soliman and his team winning the **Best Case, Best Save** award at the prestigious Congress of the World Society of Reconstructive Microsurgery in Barcelona.

The award-winning case involved Brigitte Do, a shark attack survivor from New Caledonia who sustained rare and life-changing injuries when she was bitten by a shark in 2023. Ms Do was transferred to Westmead Private Hospital for highly complex, multi-stage reconstructive surgery.

Over six months, Dr Soliman and his team performed 18 operations including reconstituting Ms Do's thigh using muscles from her back and arm, reconstructing her hand using a toe, and advanced nerve surgery to reduce phantom pain and prepare her for future prosthetics.

"It's very rare to see such extensive and unusual injuries," Dr Soliman said at the time. "Her case involved major nerve loss, limb reconstruction and innovative surgical planning, all delivered with a shared determination to preserve her independence and quality of life."

Dr Soliman said sharing Ms Do's story on the global stage was a proud and humbling moment.

"This was an opportunity to showcase not just the surgical complexity of the case, but the exceptional teamwork, care and innovation that happens every day at Westmead Private Hospital. We're honoured to have represented our hospital and Australia in such a meaningful way."

The Congress of the World Society for Reconstructive Microsurgery brings together renowned microsurgeons from around the world with a focus on cutting-edge scientific discourse. ■



## 100 million soft plastic items removed from landfill

Ramsay Health Care has achieved its ambitious goal of removing 100 million single-use plastic items from landfill, marking a major milestone in the organisation's sustainability journey.

Australian CEO Carmel Monaghan said the achievement was thanks to the commitment of everyone across the organisation who each day make practical and thoughtful choices to swap out single use plastics in favour of sustainable alternatives.

"This milestone shows what's possible when our people are united by purpose," Ms Monaghan said.

"We're committed to improving health and wellbeing – not just for our patients, but for our planet too. Removing 100 million plastic items from landfill is just one of the ways we're making conscious, long-term choices to support the environment."

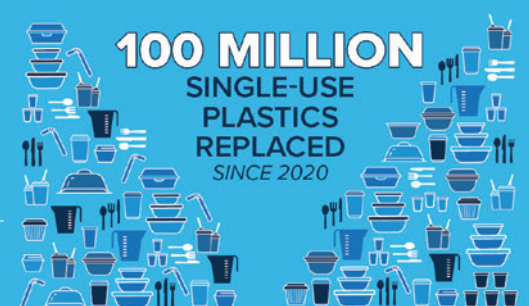
**Since launching the initiative in 2020, Ramsay has replaced millions of single-use plastic items, including:**

- more than 37 million medicine cups
- more than 19.5 million drinking cups
- almost 20 million kidney dishes.

Additionally, the company continues to replace around 6 million plastic water bottles each year with reusable jugs.

These changes are part of Ramsay Cares – the organisation's sustainability strategy that also includes efforts to reduce carbon emissions, improve energy efficiency and design greener facilities.

Ramsay Health Care has pledged to reach Net Zero greenhouse gas emissions by 2040 and continues to invest in initiatives that benefit people, the planet and communities. ■







# Farewell Ramsay

## MESSAGE FROM THE CEO

On July 1 I step down as CEO of Ramsay Australia, after five years in the role and 27 years with this great organisation.

I feel incredibly fortunate to have spent most of my career in a company that cared deeply about its people and its purpose.

When I started, Ramsay had 12 hospitals and around 4,000 staff. Today, we are a diverse organisation serving communities across the globe.

Leading this organisation over the past five years has not always been easy. We have had our fair share of challenges including Covid and its aftermath. But it's been a privilege, and I feel very humbled to have been your leader.

At the start of my term, I set out to deliver some key priorities – to strengthen our doctor partnerships, to increase our investment in workforce training and development, to improve career pathways for our people and leaders, to enhance patient care by embedding research and clinical trials, and lastly, to preserve the culture that makes Ramsay so special.

Most important to me was to continue to steward the organisation's values and its people - *The Ramsay Way*. I hope I've made a meaningful contribution on all these fronts.

Of course, at the heart of Ramsay is its people. It's been a privilege to work alongside such dedicated & compassionate people - beginning with the one who started it all - Paul Ramsay. As he always said, our people are the key to our success.

I would particularly like to thank the Australian Executive team – Robert Herkes, Berni Eather, Chanelle McEnallay, Kim Chant, Andrew Smith, Shane Kelly, Greg Kennedy, Rebekah Donaldson, Rachna Gandhi and finally but not least my superstar Executive Assistant Leisa Chisholm, without whom, I could not have done this job. They are the A-Team and I'm incredibly proud to have worked alongside them.

As I prepare to step down, I leave with full confidence in the future of Ramsay. I know the leadership team, under our new Group Managing Director and CEO, Natalie Davis, will guide you to greater heights.

Ramsay has a clear long term strategy that will ensure ongoing investment in our people, services and facilities. I look forward to hearing about your future success.

Farewell Ramsay and I wish you all the very best.

Warm regards,

**Carmel Monaghan**  
Chief Executive Officer,  
Ramsay Health Care Australia





# Breakthrough heart procedure performed at Wollongong Private Hospital – a first for New South Wales



Patients with a serious heart rhythm condition now have access to a ground-breaking treatment closer to home, with Wollongong Private Hospital becoming the first centre in New South Wales to offer Convergent Hybrid Therapy.

This pioneering, minimally invasive treatment brings new hope to people with persistent and long-standing atrial fibrillation (AF), a serious condition affecting around 2 per cent of Australians and increasing the risk of stroke and heart failure.

Until now, patients in NSW often had to travel interstate for this advanced procedure, which combines cardiac surgery and catheter-based treatment to restore normal heart rhythm.

Cardiologist Dr Jayesh Gohil and cardiothoracic surgeon Dr Mohammad Azari are delivering the dual-phase procedure, with the first two cases being successfully completed at Wollongong Private Hospital in April.

“This is a new procedure aiming to tackle a complex issue and offering new hope for patients with complex atrial fibrillation,” Dr Azari said.

“It assists chronic AF patients experiencing ongoing symptoms

and is ideal for those who have had an unsuccessful ablation in the past,” Dr Gohil added.

“We are excited that to be the first site in NSW to offer the procedure and we encourage patients with longstanding AF to speak with their GP or cardiac electrophysiologist about whether a referral for this treatment is right for them.”

Since launching its cardiac surgery program in September 2021, more than 1,200 patients have undergone cardiac surgery at Wollongong Private Hospital. The hospital now delivers comprehensive cardiac care for both public and private patients, including coronary interventions, valve

procedures, aortic surgeries, transcatheter aortic valve implantation (TAVI) and electrophysiology services.

“The introduction of this procedure is another feather in the cap for Wollongong Private Hospital’s heart service,” Dr Gohil said.

The cardiothoracic surgical unit also specialises in minimally invasive thoracic procedures including lung cancer operations.

Wollongong Private Hospital Acting CEO, Caroline Wilson, said she was proud to see the hospital offering Convergent Hybrid Therapy locally.

“It means patients can now access this world class treatment close to home,” she said.

“We’re always looking for way to innovate and improve care for our community.” ■■

# Hollywood Private Hospital expands heart services with two new cath labs

Hollywood Private Hospital will soon begin construction of two new cardiac catheterisation laboratories (cath labs), expanding its capacity to deliver life-saving heart and vascular procedures.

The expansion will increase Hollywood’s total number of cath labs to six — the most of any hospital in Perth — reinforcing the hospital’s strategic vision to be the leading cardiovascular centre in the city.

Hollywood Private Hospital Chief Executive Officer Andrew Tome said the investment follows growing demand for specialist heart care in Western Australia and builds on Hollywood’s long-standing reputation for high-quality cardiac and vascular services.

“Heart disease remains one of the leading causes of hospitalisation in Australia, and this expansion ensures we’re well placed to care for more patients when they need us most,” Mr Tome said.

“With six cath labs, we’ll have the most of any hospital in Perth — enabling us to scale up our response while maintaining the high-quality, personalised care our patients expect.”

Hollywood Private Hospital already offers some of the most comprehensive private cardiac services in the state, with 24/7 emergency cardiac care, interventional cardiology, cardiothoracic surgery, vascular, and tailored cardiac rehabilitation programs.

The hospital’s dedicated Acute Cardiac Unit, Intensive Care Unit and cardiology ward are supported by exceptional cardiologists and intensive care specialists and advanced diagnostics, including ECG, stress and exercise echocardiography.

“Our patients have access to a complete spectrum of cardiac care — from diagnosis and emergency treatment through to surgery and rehabilitation,” Mr Tome said.

“This development ensures we can continue to grow with the needs of our community.” ■■





# State-of-the-art ECT suite opens at Ramsay Clinic Adelaide

More South Australians living with severe mental health conditions will have access to critical treatment, with the opening of a new, purpose-built Electroconvulsive Therapy (ECT) suite at Ramsay Clinic Adelaide.



Psychiatrist Dr Tom Paterson said ECT had shown to be one of the most effective treatments for severe depression and the new suite was designed to offer a safe and supportive space for local patients to access the vital therapy.

“ECT is almost certainly the most effective treatment in psychiatry,” Dr Paterson said.

“In cases of major depressive disorder, response rates range from 60 to 80 percent, which is extraordinary. Given that Ramsay Clinic Adelaide is the only private psychiatric hospital in the state, it’s essential that private patients have access to what is often a life-saving treatment.”

ECT is performed under light anaesthetic, using a carefully

controlled electrical current to induce a brief, modified seizure. While the exact mechanism isn’t fully understood, it is believed to stimulate brain chemicals and even new brain cell growth – helping to relieve symptoms of severe mental illness when other treatments have failed.

Dr Paterson said the ECT suite was designed to meet growing community need for timely access to mental health treatment.

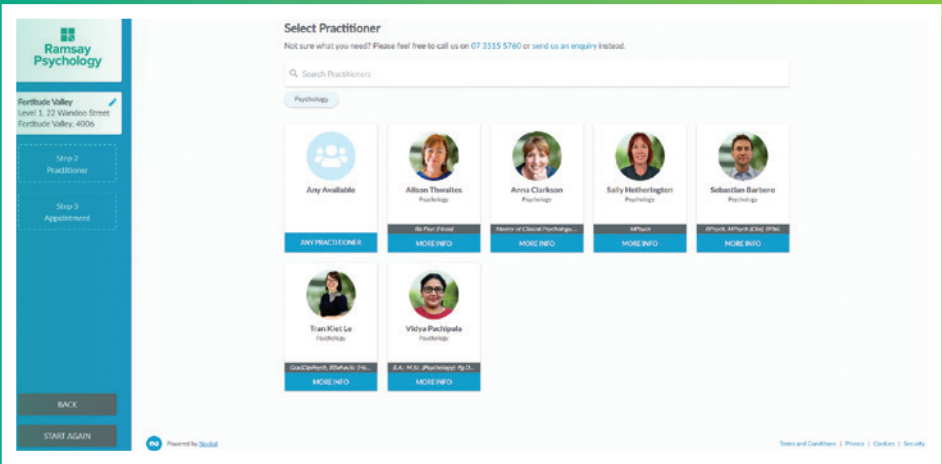
“We’ve been providing this treatment since the late 1980s but, as demand increased, the need for a modern facility became clear. This new space allows us to continue providing safe, effective ECT to patients in a purpose-built, state-of-the-art environment.”

Ramsay Clinic Adelaide CEO Tamara Priesley said the new ECT suite would improve access to evidence-based mental health treatments.

“Ramsay Clinic Adelaide is committed to supporting the mental health needs of South Australians. The opening of our new ECT suite is a testament to Ramsay’s dedication to offering leading mental health services in the region, with a focus on improving accessibility and patient outcomes.”

## Ramsay Psychology launches online bookings

Ramsay Psychology has officially launched online appointment bookings, making it easier than ever for Australians to access mental health support.



Online bookings are available via the Ramsay Psychology website and enable clients to search for their nearest clinic, choose a practitioner, and book a session in just a few clicks.

This is a significant step forward in improving the accessibility and convenience of Ramsay’s psychology services, helping to remove barriers to care and empowering individuals to take that first step toward better mental health.

“Online booking is a simple but powerful tool that puts choice and flexibility in the hands of our clients,” said Michelle Lynch, CEO – Ramsay Pharmacy & Psychology Group.

“It’s part of our commitment to making mental health support easier to access when and where it’s needed.”



## Queensland’s first Gidget House officially opens at Greenslopes Private Hospital

A new service is now available for Queensland parents experiencing perinatal depression and anxiety, with the state’s first Gidget House officially opening at Greenslopes Private Hospital.

Parents in south-east Queensland struggling with early parenthood can now access GP-referred, free, specialist perinatal counselling sessions either face-to-face or via telehealth counselling.

CEO of Greenslopes Private Hospital, Justin Greenwell, said the collaboration between Gidget Foundation Australia and Greenslopes Private Hospital is crucial to improving support for parents in Brisbane.

“We are delighted to be partnering with Gidget Foundation Australia to expand the support we provide to potential, expectant and new parents in Brisbane. Our hospital has supported the health and wellbeing of our community for over eight decades, and we understand the value of tailored support throughout the parenthood journey. It is our pleasure to be expanding our maternity services to provide increased visibility and expert clinical support for parents with perinatal anxiety and depression through this invaluable service.”



# Ramsay Health Plus launches Hunter region's first Comprehensive Concussion Clinic

Lake Macquarie Private Hospital, in NSW is now home to a Ramsay Health Plus Comprehensive Concussion Clinic - the first full multidisciplinary concussion service of its kind in the region.

Led by renowned neurologist, Professor Chris Levi, the new clinic brings together teams from neurology, psychology, physiotherapy, dietetics, speech and language therapy, occupational therapy and exercise physiology under one roof.

Harnessing the latest in evidence-based technology and innovation, the clinic offers a cutting-edge approach to concussion diagnosis, management and rehabilitation - from initial injury through to recovery.

“Concussion assessment and treatment has evolved significantly over the last 25 years and we’re proud to be at the forefront, providing comprehensive, world-class services right here in Lake Macquarie,” said Professor Levi.

This integrated model ensures that every patient receives a tailored, holistic recovery plan, targeting not just symptoms but overall health, function and quality of life following a concussion.



## White Coat Ceremonies welcome 2025 Pharmacy Interns

Ramsay Pharmacy recently welcomed its 2025 intern cohort with White Coat Ceremonies held across Brisbane, Sydney and Melbourne.

The events marked an important milestone for the incoming interns, featuring orientation sessions, Q&As with Ramsay team members, and the symbolic presentation of their white coats.

CEO – Ramsay Pharmacy & Psychology Group, Michelle Lynch said the ceremonies reflected Ramsay’s commitment to nurturing the next generation of pharmacists.

“The White Coat Ceremony is more than just a tradition — it’s the start of a meaningful journey into the profession,” Michelle said.

“We’re proud to support our interns as they grow into confident, capable pharmacists who make a real difference to patient care.”

Ramsay Pharmacy congratulates all new interns and looks forward to supporting their development in the years ahead.

# Ramsay Connect and HCF partner to help patients with heart failure

Ramsay Connect has partnered with health insurer HCF to offer more Australians access to its Virtual Heart Failure Service. The service is designed to keep patients out of hospital for longer and improve their quality of life via hi-tech, remote monitoring of their heart health.

As part of the program, heart failure patients receive technology and wearable devices to monitor their blood pressure, pulse, oxygen levels and weight from home. Ramsay cardiovascular nurses can then remotely monitor their vital signs to detect any changes.

Ramsay Connect CEO Ian Galvin said he was thrilled that through this new partnership, the Virtual Heart Failure Service was now available to HCF’s two million members.

“The Virtual Heart Failure Service is about empowering patients to better manage their condition and understand their symptoms, as well as early detection of changes to their heart health,” Mr Galvin said.

“We know patients want flexibility in their care and through this partnership with HCF, more Australians now have access to this important program backed by advanced technology and a team of clinicians to provide the care they need at home.”

Virtual Heart Failure Service patients are also offered regular, virtual consultation with specialist nurses and allied health professionals to help them manage their medication, diet, exercise and mental health.

The Virtual Heart Failure Service first launched in October 2023 to Bupa health insurance members.





# Professor Colleen Loo recognised with research award and multi-million dollar grant



Professor Colleen Loo (seated) with her neurostimulation team at Ramsay Clinic Northside.

## Professor Loo awarded top psychiatry research honour

Congratulations to Professor Colleen Loo, Regional Medical Director of ECT and Interventional Psychiatry at Ramsay Clinic Northside, who has been awarded the 2025 RANZCP Senior Research Award.

The award recognises excellence in psychiatric research across Australia and New Zealand. Established in 1978, the Senior Research Award is presented annually to a psychiatrist whose work has had a major impact over the past five years.

In a letter to Professor Loo, RANZCP President Elizabeth Moore noted the strength of this year’s field and commended her “extensive research and contributions to the field of neurostimulation.”

Ramsay Clinic Northside’s Clinical Trials and Research Manager Mayra Ouriques said: “This is well-deserved recognition of Colleen’s ongoing commitment to research and innovation. Prof Loo’s enormous contribution to science is undoubtedly improving patient outcomes and shaping the landscape in mental health.”

Research Assistant Dr Clara M Tuneu added:

“Having a mentor in the field who not only teaches you how to practise evidence-based psychiatry, but also imparts the value of humanity and the importance of bridging clinical practice and research, has been truly inspiring. It is such a privilege to work with Professor Loo.”

Ramsay congratulates Professor Loo on this outstanding achievement. ■■

## Professor Loo awarded multi-million dollar grant

Further congratulations to Professor Loo who has separately been awarded a \$3 million National Health and Medical Research Council grant for “improving treatments for severe and treatment-resistant depression”.

Professor Loo will explore the use of new forms of brain stimulation, including ketamine and psychedelic medications combined with therapy to target difficult-to-treat depression. The research program will also seek to establish a world-first “platform trial” that can rapidly assess the range of interventions for depression.

The cost-effectiveness of these new interventions will be assessed to help build the case for public and private funding, supporting more affordable and equitable access to mental health care.

“Mental health affects everyone differently, some patients simply won’t respond to traditional antidepressant and therapy approaches, but we have seen people do well with these new interventions,” Professor Loo said.

“Psychedelic assisted psychotherapy can be effective and safe when administered by skilled clinicians in a proper clinical setting and I see these therapies being increasingly used in the future. It’s essential that novel treatments for mental ill health become more accessible and affordable.” ■■



Professor Colleen Loo.



Associate Professor Ravisha Srinivasjois with trial participants Shelley Hayward and baby Autumn.

# Premature babies' health boost with 'golden minute'

Delaying cord clamping - one of the critical procedures undertaken on newborns immediately after birth - can set babies up for better health outcomes in childhood and all through life.

And now, research is underway at Joondalup Health Campus (JHC) to determine whether waiting a minute or more before clamping the umbilical cords of premature babies 32 weeks' gestation and older has long lasting health benefits.

The science of delayed cord clamping – to a clinically safe maximum duration - has been recognised for a number of years with benefits including reduced need for iron supplements and infusions in iron deficient babies and toddlers, reduced risk of anaemia, and improved iron stores in infancy - which can translate to better neurodevelopmental outcomes.

JHC Head of Neonatology, Associate Professor Ravisha Srinivasjois, said research involving a cohort of premature babies under 32 weeks had already been carried out at other Australian hospitals, and now attention was turning to premature babies born at 32 weeks and older.

Babies at the JHC Special Care Nursery must be 32 weeks' gestation or older, making JHC suitable to participate in the *Wait a Minute or More* trial, being coordinated by the University of Sydney.

The study has set out to find barriers and enablers for increasing cord clamping for more than 30 seconds, which is common practice at JHC, as well as overall rates of delayed cord clamping.

"We believe that delaying cord clamping at birth for more than 60 seconds – or what we often call the 'golden minute' – is an easy, practical and preventative intervention used to set up preterm babies for a better start in their journey of development," Associate Professor Ravisha Srinivasjois said.

"Data from the landmark longitudinal study, ORIGINS, using a cohort of 10,000 babies born at Joondalup Health Campus, has shown low iron levels can potentially affect a child's mental health and neurological development.

"And delayed cord clamping may act as a preventative measure against that low iron level.

"The decision to delay clamping has to be balanced against other needs the baby may have at the time of birth."

"Although the idea of delaying cord clamping is not new, we want to test it in the older cohort and work to raise awareness among the community and critically, make it standard practice within our hospital and across Australia," Associate Professor Srinivasjois said.

Despite the benefits, not all babies, including those who may need resuscitation after birth, are suitable for the procedure.

"Whether or not an infant is suitable for delayed cord clamping is a decision made by the obstetric and neonatal team in the seconds after birth, and balances the support required for the infant and the potential benefits of cord clamping," Associate Professor Srinivasjois said.

Trial participant Shelley Hayward said her sixth baby, who had her cords clamped after 170 seconds, was thriving. ■■



Ms Nicola Ware (CEO Ramsay Hospital Research Foundation & Head of Research, Innovation and Integrated Care, Ramsay Health Care), Dr Yordanka Krastev (Research Operations Manager, RHRF), Ms Alexandra Bartholomew (Stakeholder Engagement and Research Communications, Project Officer, RHRF), Dr Smita Khandelwal (Senior Officer, Research Grants and Projects Administration, RHRF).

## RHRF partners with ANZUP

Ramsay Hospital Research Foundation (RHRF) has officially signed a Memorandum of Understanding (MoU) with the Australian and New Zealand Urogenital and Prostate Cancer Trials Group.

This MoU marks the beginning of a dynamic and impactful partnership aimed at fostering, identifying, investigating, and acting upon opportunities to establish and deliver cutting-edge clinical trials in the field of genitourinary oncology. The collaboration will strive to accelerate the development of innovative treatments and significantly improve patient outcomes for those affected by prostate, bladder, kidney, testicular, and other below-the-belt cancers.

Beyond clinical trials, the partnership will provide a wealth of opportunities, including grant funding, pioneering research initiatives, and the generation of new ideas to not only enhance the understanding of genitourinary cancers but also lead to the development of more effective treatments. ■■

## Medical Research Future Fund supports ORIGINS research

ORIGINS, a collaboration between Ramsay Health Care's Joondalup Health Campus and The Kids Research Institute Australia, recently secured a \$746,051 grant from the Medical Research Future Fund (MRFF) to co-design a new tool to address gaps in early intervention for children's mental health.

ORIGINS is one of Australia's largest longitudinal birth cohort studies, following 10,000 children and their families over a decade to investigate the origins of chronic disease.

The MRFF grant will help fund The Flourishing Child, an ORIGINS sub-project. The project will develop a "Flourishing Assessment and Pathway Tool" aimed at reducing social and emotional delays in children by improving parental efficacy in identifying childhood flourishing, increasing parental confidence in knowing when and how to seek help and increasing the uptake of existing support services. ■■





Dr K. Sivanesan with the Da Vinci surgical robot at St Andrew's Ipswich Private Hospital.



# Robotic gynaecology expands at St Andrew's Ipswich

St Andrew's Ipswich Private Hospital in Queensland is expanding the use of its Da Vinci surgical robot to gynaecological procedures such as hysterectomy and prolapse surgery.

The system provides surgeons with 3D vision, precision control, and greater dexterity — designed to reduce blood loss, minimise complications and shorten hospital stays.

The growing use of robotics at St Andrew's reflects a broader focus on innovation and continual improvement — ensuring patients in the Ipswich region benefit from leading-edge surgical options close to home. ■■

## 500 robotic surgeries and counting at Nowra

**Congratulations to Nowra Private Hospital orthopaedic surgeon, Dr David Cossetto, who recently completed his 500th Velys robotic-assisted joint replacement.**

In just two years, Dr Cossetto and the surgical team have provided hundreds of patients with access to advanced joint replacement surgery close to home.

CEO Simon McDermott praised the achievement, saying: "This milestone reflects the skill of Dr Cossetto and our theatre team, as well as our commitment to bringing world-class care to the Nowra community."

Nowra Private Hospital was one of the first regional hospitals in New South Wales to introduce the Velys system, offering patients the latest in robotic-assisted surgical technology without the need to travel to a major city. ■■



Danni McCallum (theatre nurse), Jade smith (theatre nurse), Dr Cosetto and Lisa Perritt (Depuy rep).



Dr Mark Baker and Dr Rupert Snyman.

## Port Macquarie Private Hospital doctors celebrate significant surgery milestones

**Two orthopaedic surgeons at Port Macquarie Private Hospital, in NSW have been celebrated for each reaching the remarkable milestone of completing 1,000 total knee replacements procedures.**

Dr Mark Baker and Dr Rupert Snyman each surpassed the milestone after years of dedicated care to the people of Port Macquarie and surrounding regions.

Dr Baker has been caring for local patients for 30 years, with his 1,000 total knee replacements only part of his story. Dr Baker has also performed more than 10,000 other orthopaedic procedures locally.

"I feel honoured to have been part of the teams that have helped so many patients in our community," Dr Baker said.

Dr Rupert Snyman said it was a nice surprise to be told he'd reached the significant milestone, with his focus firmly on his patients.

"It's been a privilege to help so many local people regain their mobility and enjoy life with less pain," Dr Snyman said.

"I'd really like to thank the excellent team at Port Macquarie Private Hospital for their support and professionalism. I've really enjoyed the first 1,000 knees and look forward to helping many more patients."

Port Macquarie Private Hospital CEO, Moira Finch, congratulated both doctors for reaching the impressive milestone.

"This significant achievement underscores their exceptional skill, dedication, and commitment to improving patients' mobility and quality of life." ■■

## Milestone moment at North West Private Hospital

**North West Private Hospital, in Qld has reached a surgical milestone, with 1,000 procedures performed using the hospital's Da Vinci surgical robot.**

The surgical robot is used across multiple specialties — including general surgery, colorectal, urology and gynaecology — designed to support minimally invasive procedures with greater precision and faster recovery times for patients.

A special congratulations goes to colorectal surgeon, Dr Brian Meade and his team, who performed both the hospital's first and 1,000th procedure using the Da Vinci system. ■■



North West Private Hospital surgical team including Dr Brian Meade and NUM Karen Crane.



Dr Felicity Adams.

# Noosa Hospital unveils cutting-edge breast cancer treatment

Sunshine Coast breast cancer patients now have access to advanced treatment at Noosa Hospital that is designed for improved surgical precision and recovery.

Breast and Endocrine Surgeon, Dr Felicity Adams, said the new SCOUT system, which uses radar technology, would significantly lift the standard of care available to local patients.

“The SCOUT system is designed to help a surgeon more precisely locate tumours. A tiny device, the size of a grain of rice, called a reflector is placed within the target tissue prior to surgery - possibly weeks in advance,” Dr Adams said.

“During the surgery, the surgeon uses a probe which can detect the reflector with millimetre accuracy, providing real-time distance measurements. The system is designed to remove tumours precisely, while helping to preserve as much healthy tissue as possible.

“Offering local patients access to the SCOUT system right here on the Sunshine Coast is incredibly rewarding.”

Noosa Hospital CEO, Dr Karl van der Merwe, said he hoped the new technology would make treatment a little easier for local patients with breast cancer.



Gilly Davy (centre) and members of the Donvale Allied Health Team.

## New program supporting MS patients

Donvale Rehabilitation Hospital in Victoria is expanding support for people living with Multiple Sclerosis (MS) through a new evidence-based education and exercise program.

In late 2024, Donvale’s allied health team received a scholarship through Ramsay’s National Scholarship Program to implement *MS-Get a Head Start (MS-GHS)* — a six-week multidisciplinary program founded by specialist physiotherapist Gilly Davy.

Ten staff, including physiotherapists, exercise physiologists and occupational therapists, completed comprehensive training on the MS-GHS program. Soon after, Donvale hosted the *Ultimate Mobility Course*, led by Gilly Davy, where three patients volunteered for live assessment and treatment, allowing the team to apply their knowledge in a practical setting.

Donvale Rehabilitation Hospital CEO and Director of Clinical Services, Caroline Andrew, praised the team’s commitment.

“This program reflects the team’s drive to deliver person-centred, evidence-based care for people with MS. It’s an exciting step forward,” Caroline said.

Donvale plans to integrate MS-GHS into its Day Rehab services and involve patient volunteers to help shape its future delivery.

## Sunshine Coast doc marks 30,000 patient milestone

Rehabilitation physician, Dr Catherine Macintosh, has reached an extraordinary milestone — admitting more than 30,000 patients across Noosa Hospital and Nambour Selangor Private Hospital.

Since joining Ramsay in 2016, Dr Macintosh has been a valued part of the Sunshine Coast team, known for her compassionate, team-based approach to care. Working closely with allied health professionals and fellow specialists, she has supported thousands of patients through their rehabilitation journeys.

Noosa Hospital’s Allied Health Manager, Kate Taylor, said the milestone is a testament to Dr Macintosh’s dedication and professionalism.

“Cath is not only a skilled physician but a supportive and collaborative colleague. It’s a privilege to work alongside her.”

Ramsay congratulates Dr Macintosh on this remarkable achievement and thanks her for her ongoing contribution to the health and wellbeing of her community.



Dr Catherine Macintosh and Noosa Hospital CEO, Karl van der Merwe.



# New WA Minister for Health visits Joondalup Health Campus

The newly appointed Western Australian Minister for Health and Mental Health, the Hon. Meredith Hammat MLA was recently welcomed by Joondalup Health Campus (JHC) Chief Executive Officer (CEO) Renaud Mazy, other members of the JHC Executive team, and North Metropolitan Health Service Chief Executive Robert Toms to tour the site.

The group visited the Emergency Department, which is among the busiest in Australia with 97,000 presentations a year, including 23,000 children, and visited projects completed as part of the \$283.9 million expansion of JHC funded by the State and Australian governments.

JHC CEO Renaud Mazy said the site was rapidly expanding with more beds and theatre capacity through the public works and \$190 million Joondalup Private Hospital expansion.

“In the future, the site will have close to 1,000 beds for public and private patients and 19 theatres to support elective and emergency procedures,” said Mr Mazy.

Perth’s nearest tertiary hospitals are more than 20 kilometres from JHC and we offer a range of medical and surgical services to care for patients, from pregnancy and birth through to seniors in the fast-growing norther corridor.

“The additional public and private capacity will enable us to meet the growing demands and build on the services we provide,” Mr Mazy said.

JHC also welcomed Australian Medical Association (AMA) President Dr Danielle McMullen; AMA Vice President A/ Prof Julian Rait; CEO Natalia Centellas; General Manager of Advocacy Luke Toy; and General Manager of Policy Warwick Hough for a site tour and meeting with JHC’s leadership team, heads of departments, and doctors in training.



North Metropolitan Health Service Chief Executive Robert Toms; JHC Director of Clinical Services Mary Ferrier; Minister for Health and Mental Health the Hon. Meredith Hammat MLA; JHC Chief Executive Officer Renaud Mazy; and JHC Director of Medical Services Dr Kevin Hartley.



Paul Woolfe (Director of finance), David Moore-Jones (Maintenance Manager), Skye O'Callaghan, (Administration Manager), Bree Brown (Director of Clinical Services), Alex Cox (Allied Health Manager), Hayley Cook, (Rehabilitation Unit manager) and Moira Finch, (Chief Executive Officer) at Port Macquarie Private Hospital, NSW.

# Port Macquarie Private Hospital announces \$10 million expansion

**Port Macquarie residents will soon have access to even more leading private health care services, with Port Macquarie Private Hospital set to undergo a \$10 million expansion.**

Construction of stage one of the project is scheduled to begin in June 2025 and will include a range of upgrades including a new operating theatre. Onsite radiology services will be introduced to enhance diagnostic capabilities and offer the community more health care services under one roof.

The project will also include:

- the renovation and extension of ensuites in 12 existing patient rooms
- expansion of the day surgery admission area
- a new lobby and main reception area developed
- additional parking to increase hospital accessibility
- a new central sterilising area.

Port Macquarie Private Hospital CEO, Moira Finch, highlighted the importance of the expansion for meeting the needs of the local community.

"I'm excited to be expanding Port Macquarie Private Hospital to offer much-needed health care services to the growing Port Macquarie region," Ms. Finch said.

"The new operating theatre will increase our total to seven, allowing us to extend our existing surgical offerings. The upgraded rooms and patient admission area will improve the comfort and experience for those receiving care and the additional onsite parking will make it easier and more convenient for patients and their visitors to attend the hospital."

Stage one of the redevelopment is expected to be completed in April 2026.



The JHC Business Intelligence Team (L-R): Marcus Edwards, Charlie Hobbs, Stacy Hu.

# Data-driven care improving the Ramsay patient experience

**Ramsay Health Care is using data in new and innovative ways to improve care and enhance the patient experience across its hospitals.**

Through the Ramsay Data Hub, teams can now access real-time insights that help streamline care, reduce delays and better support recovery.

At Joondalup Health Campus in Western Australia, the local data team has direct access to the Ramsay Data Hub — enabling them to track patient journeys and identify opportunities for improvement.

“We can now analyse trends across the hospital – from emergency department admissions to bed transfers – and work with over 150 team leaders to make changes that improve care,” said Charlie Hobbs, Senior Data & Reporting Analyst.

“For example, we can use timestamp data to help reduce wait times between the emergency department and ward admission, ensuring patients get the right care, faster.”

Meanwhile, at Lake Macquarie Private Hospital in NSW, the Data Hub is powering a new Robotics Insights tool — giving clinical teams access to information about the robotic-assisted procedures being performed, including which robots are used, how often, and by whom.

“Knowledge is power,” said Sharon Rewitt, CEO of Lake Macquarie Private, Warners Bay Private and Berkeley Vale Private Hospitals.

“With Robotics Insights, we can empower doctors with data that helps them plan procedures and better support patients.”

By putting trusted data in the hands of clinicians and leaders, Ramsay is helping improve patient outcomes, streamline hospital care, and ensure people receive the right treatment at the right time.



Lake Macquarie Private Hospital surgical team with the Da Vinci surgical robot.



Wayne Venables (consumer representative), Caroline Wilson (acting CEO), Aunty Marie (KKAC), Tracy Smith (Allied Health Manager), Belinda Clifford (DCS), Aunty Odette (KKAC).

Team members from Figtree Private Hospital's Higgins Ward.

# Figtree unveils Aboriginal totem in celebration of culture and connection

**Figtree Private Hospital in NSW recently unveiled a new Aboriginal totem, recognising and celebrating the rich cultural heritage of Aboriginal and Torres Strait Islander peoples.**

The totem was crafted by Aunty Marie and Aunty Odette from the KKAC Koori Kulcha Aboriginal Corporation.

The design reflects deep cultural symbolism, featuring inspiration from saltwater people, whales and the ocean; footprints symbolising walking on Country and working across the community; and visual representations of the islands, coastline and diverse communities of Wollongong. Figtree staff were invited to add their handprints to the base of the totem, creating a lasting symbol of connection and commitment to cultural respect.

Now standing proudly at the hospital entrance, the totem serves as a meaningful and permanent welcome — a sign of Figtree Private Hospital’s continued journey toward cultural inclusion and reconciliation.



# Rockhampton welcomes record number of new grads

Hillcrest Rockhampton Private Hospital in Queensland has welcomed a record 11 new graduate nurses to the team.

The group has completed orientation and will now begin their clinical placements across a range of specialties within the hospital including the perioperative *Transition to Specialty Practice* program, mental health, and surgical and medical wards.

Graduate Coordinator, Lyn Neill said the team was proud to support the next generation of nurses.

“We’re thrilled to welcome such a talented and enthusiastic group to Hillcrest,” Lyn said.

“On behalf of the whole team, I wish you all the very best as you begin your journey in nursing — we’re so pleased to have you here.”

Lyn Neill - Education Manager and Graduate Coordinator (top left), Krissy Kelly - DCS (top row, middle) and Fiona Hebbard - CEO (top row, 4<sup>th</sup> from right) with this year's graduate nurses.



# Ramsay and Bupa expand partnership to deliver more connected care

**Ramsay Health Care and one of the country’s biggest health insurers, Bupa, have signed a new agreement that strengthens their long-standing partnership and supports more flexible, connected care for patients across Australia.**

The agreement ensures continued access to Ramsay’s 76 hospitals for Bupa’s customers. It also invests in new ways of delivering care to support patient recovery after a hospital stay.

Ramsay Health Care Australia CEO Carmel Monaghan said the agreement reflects a shared focus on quality and innovation.

“Our hospitals remain the foundation of our business and we’re proud of the high-quality care Ramsay provides every day,” Ms Monaghan said.

“But recovery doesn’t stop when a patient goes home. Through this partnership with Bupa, we’re offering more follow-up care at home, in the community and online, so people continue to get the support they need in a way that fits their lives.”

The agreement includes piloting expanded out-of-hospital care for eligible patients. These services include:

- Care at home for conditions such as infections, wound care, chronic illness and palliative care.
- A new rehabilitation program delivered in the home or virtually after surgery or illness.
- Structured follow-up care in the community, including a new mental health initiative.

# Movements and Appointments

**KRISTY ACREMAN** has been appointed as Director of Clinical Services\ General Manager of Ramsay Surgical Centre Charlestown. Kristy most recently served as Assistance Director of Clinical Services at Warringal Private Hospital in Victoria. Kristy is a senior nurse leader with extensive experience in acute care settings, perioperative, and day hospital environments including leading teams in fertility services and day surgery environments. Kristy is passionate about building capable and resilient teams while ensuring patient-centered care remains a priority.

**ADRIAN BAUTISTA** has been appointed Director of Corporate Services and Contracts at Joondalup Health Campus in Western Australia. Adrian has most recently served as CEO at Wollongong and Figtree Private Hospitals in NSW. Adrian has experience forging strong relationships with doctors and executives and helped strengthen Wollongong’s public private cardiac services. During his time in Wollongong Adrian also focussed strongly on performance acceleration initiatives.

**TANIA BIDDLE** has joined Ramsay as Director of Clinical Services for Dudley Private Hospital and Ramsay Surgical Centre Orange. Tania has a Bachelor of Nursing Degree, Graduate Certificate in Healthcare Management, and Cert IV in Training and Assessment. Tania began her career with Ramsay in Queensland, spending seven years at Greenslopes Private Hospital before relocating to Western NSW. Most recently, Tania served as the Quality and Safety Partner for Western NSW Local Health District. Tania has extensive experience managing various health services, including Cowra Hospital, Grenfell Multi Purpose Service, and Western NSW Health’s V-Care.

**MATT CAMBOURN** has been appointed to the role of Director of Clinical Services at Berkeley Vale Private Hospital in NSW. Matt has been acting in the role since December 2024, after having previously worked as Assistant Director of Clinical Services at Warners Bay Private Hospital. Matt has been with Ramsay since 2009, joining as a new graduate. As a member of the inaugural cohort of the Nurse Leaders of Tomorrow program, Matt has demonstrated exceptional performance in every leadership position he has held.

**BELINDA CLIFFORD** has been appointed as Director of Clinical Services at Figtree Private Hospital, after acting in this role since November 2024. Before joining the team at Figtree, Belinda held hospital operational co-ordinator roles at Wollongong Private Hospital since 2022. Belinda has more than 28 years’ experience in clinical and managerial roles both in Australia and internationally. Belinda has completed her Masters in Health Management and Leadership at Wollongong University.

**KAYLIA DAVIS** has been appointed National Coordinator Nursing & Midwifery Academy - Mental Health Lead. Kaylia is moving into the role have spent 11 years at Ramsay Clinic Albert Road in Victoria, where she has held many leadership positions including Nurse Unit Manager and most recently Director of Clinical Services. Kaylia is a Registered Nurse and holds a Master of Mental Health and has an extensive and varied background across all areas of mental health. Kaylia’s role will include developing a comprehensive upskilling pathway for Ramsay’s mental health nurses, new and existing.

**ANISSA DRENNAN** has been appointed to the role of Director of Clinical Services (DCS) at Warners Bay Private Hospital in NSW. Anissa has been acting in the role since December 2024, having previously served as DCS at Berkeley Vale Private Hospital. Anissa joined Ramsay in 2020 and has more than 30 years’ nursing experience. Anissa previously spent 12 years as a Nurse Unit Manager working in post-operative surgical and medical wards and spent two years as Assistant DCS at a large private hospital in Sydney.

**PAVLA FORD** has been appointed as Director of Finance for Ramsay Pharmacy. Pavla joins Ramsay from Lendlease where she served as Head of Finance for their green field development business. Pavla previously worked at Coles and BHP following ten years at Big4. Pavla has a strong finance background and at BHP also spent time in operational roles, providing her with a good understanding of safety aspects and operational risks. Pavla’s experience and values align strongly with our Ramsay’s including her commitment to ‘people caring for people’.

**CHRISTINE GEE AM** has joined Ramsay as Director of Ramsay Mental Health and CEO at Ramsay Clinic New Farm. Chriss is an exceptional leader who brings to Ramsay a wealth of experience and a profound passion for mental health advocacy. Chriss holds several Board appointments, including the Australian Commission for Safety and Quality in Health Care where she chairs the Private Hospital Sector Committee and she is the current President of the Australian Private Hospitals Association (APHA). Chriss is also a community member of the Medical Board of Australia. During her almost 40-year career in public and private acute health care, Chriss has received many accolades for her contribution to healthcare including an AM of the Order of Australia.

**OLIVIA HOWDEN** has joined Ramsay in the role of GM Hospital Engagement (Procurement). Olivia joins Ramsay from Stryker where she spent 11 years, most recently in the role of National Sales & Project Manager Communications. Olivia has a strong background in communications and driving value at the front line in healthcare. Olivia will lead the Procurement Clinical Implementation Leads and work closely with executives at each of the sites and her colleagues in procurement, to help deliver existing procurement opportunities, identify new ones, and leverage best practice procurement across sites.

**BRIAN MARSHALL** has been appointed Director of Finance at Armidale Private Hospital, and will also continue in his role as Director of Finance at Baringa Private Hospital and Ramsay Surgical Centre Coffs Harbour. Brian has been with Ramsay since 2022, and has a strong background in leadership and finance. Brian has previously worked as a Chief Financial Officer, Head Teacher of Finance at Tafe NSW and served as a board member at Coffs Harbour Employment and Support Services.

**ANDREW SPILLANE** has been appointed CEO at Westmead Private Hospital in NSW. Andrew has more than 12 years’ experience in senior management roles across varied healthcare providers, most recently serving as the Chief Commercial Officer at Adventist Healthcare Sydney. Andrew has experience in health fund negotiations, growing surgical activity, and process enhancements in hospitals. Andrew previously worked as the Chief Operating Officer at Northern Beaches Hospital, and Financial Controller at St Vincents Private Hospital. Andrew holds a Bachelor of Commerce degree, a Masters of Business Administration from London Business School, and is a graduate of the INSEAD Executive presence and Leadership course.

**RACHAEL WATSON** has returned to Ramsay and taken up the role of Business Development Manager for the Gold Coast region. Rachael previously served as a Business Development Manager with Ramsay for three years from 2021. Rachael has a wealth of experience in healthcare and business development. Rachael’s strategic insights and innovative approach are sure to drive growth and enhance our services in the region.





Jamie Cope and Angie Monk.

# Midwife reunites with baby she delivered 24 years ago

Angie Monk delivered hundreds of babies in her long career as a Midwife. But the now Clinical Nurse Consultant never imagined one of those babies would grow up and work alongside her at Joondalup Health Campus (JHC).

During a busy shift earlier this year, JHC Enrolled Nurse Jamie Cope approached Angie asking if she had been a midwife at the hospital 24 years earlier. It turned out that Angie had delivered him, and he recognised her name from his baby book.

The pair now work side by side in the same place he was born.

Angie said this was the first time she had met a former newborn, now grown up and sharing in her passion of working in the health care industry.

“Midwifery is a special profession,” she said. “When you deliver a baby, you become part of the family’s story. I’m so proud to have delivered such a lovely and caring nurse who I know will go on to do great things in the health care industry.”

Jamie was equally thrilled about the connection.

“I couldn’t believe she was still here after 24 years,” said Jamie. “Angie has a reputation as one of the top nurses to learn from, and I had known of her since joining JHC, but to meet her as the woman who had delivered me was unbelievable.”

Jamie says the reunion reinforced the profound connection health care professionals share with their communities. “My mum has never forgotten her. That really goes to show the compassion and impact that health care professionals have on the community.”

“You never know where life will take you, but if you treat people with kindness, those connections can come back in ways you never expect.” ■■

## Ramsay doc featured in new book on heart health

Hollywood Private Hospital cardiologist, Dr Kushwin Rajamani, has played a key role in a new book aimed at raising awareness about heart disease and saving lives.



Dr Kushwin Rajaman with author Rachel Jayne Cassidy.

Dr Rajamani is featured in *In A Heartbeat* by Rachel Jayne Cassidy — a powerful collection of patient stories and expert insights on heart health. Dr Rajamani contributed to the book over two years, reviewing content and sharing his own journey from Sri Lanka to Australia, and his passion for improving early detection of atrial fibrillation.

“It’s an honour to be part of something that I believe will genuinely save lives,” Dr Rajamani said.

“This book fills a massive void — it brings together real stories and expert context in one volume, making it relatable and accessible to patients.

“We have so much information out there, but not always in a form that people engage with. This book changes that. It gives people ownership over their heart health in a way that inspires sustained action.

“By investing in heart health, the reward is priceless — life. This book helps make that investment possible for more people.” ■■

# Heart-warming reunion for JHC patient and nurse

Joondalup Health Campus (JHC) patient Kay Barrett has shared a special reunion with JHC Registered Nurse Tina Montgomery, who rushed to provide assistance when 76-year-old Kay collapsed at the pair’s local supermarket.



Jamie Cope and Angie Monk.

Reunited in the hospital’s Cardiac Care Unit where Kay has been recovering, the pair shared a warm embrace as Kay’s family thanked Tina for rendering assistance and calling to alert them to Kay’s collapse.

Kay said she hadn’t been feeling particularly well but had no idea her heart was so compromised.

“I had been having dizzy spells and as I reached out for the noodles at the supermarket I was overcome and knew I was about to faint. After that, I remember waking up to Tina kneeling down with me providing care and reassurance and people standing around looking worried,” said Kay.

Tina put bags of rice under Kay’s head to act as a pillow while supermarket staff provided towels to use as blankets and called for an ambulance.

“I knew she’d be taken to JHC to be treated by my colleagues and that she’d get excellent care, I just needed to keep her calm and support her until the ambos arrived,” Tina said.

“It’s nice to have the skills to provide assistance and I’m so glad Kay is recovering so well.”

Kay was diagnosed with bradycardia — a slow heart rate from complete heart block where electrical signals fail to reach the heart- and has since had a pacemaker fitted. ■■