

# The Ramsay Way

Ramsay Health Care Corporate Newsletter



**Ramsay**  
Health Care

## 'People Caring For People' values shine during second COVID-19 wave

Ramsay Health Care has responded to an unprecedented call-to-arms to assist with the COVID-19 pandemic response in Victoria.

COVID-19

Escalating impacts of the second wave of COVID-19 in Victoria have forced the state government to declare both a state of emergency and a state of disaster.

The COVID-19 crisis in Victoria's residential aged care facilities led the Department of Health and Human Services to coordinate the transfer of some aged care residents to acute hospitals.

To help free up beds and staff, the Victorian Premier also announced a temporary suspension of non-urgent elective surgery.

As part of a pandemic agreement with the Victorian Government, Ramsay Health Care has taken an 'all-hands-on-deck' approach to fight the virus, with a special focus on assisting vulnerable aged care residents.

Ramsay's resources have been mobilised in the following way:

- Dozens of aged care residents have been admitted to several Ramsay hospitals in Victoria, with our workforce providing care to these vulnerable people.
- Ramsay employees have been redeployed to work shifts at other health care facilities in Victoria, including residential aged care facilities and hospitals (both Ramsay and non-Ramsay sites).
- Admitting public patients to our hospitals

Operations Executive Manager of the Southern Region, Greg Hall, said Ramsay has constantly been reviewing its processes, procedures and policies to ensure the safety and wellbeing of health care workers and patients at all times.

"In addition to our comprehensive pandemic plans in all our Australian facilities, we have developed a management plan to further protect our people who are moving across health services to provide essential care during this time."

Ramsay also continues to ensure staff are appropriately trained and to review the modelling of personal protective equipment to ensure there are adequate supplies to keep everybody safe.

"We have been facing unique circumstances and I can't tell you how appreciative I am of our people being willing to take

on different shifts and roles at short notice, sending us text messages and emails to enquire about how they can help, and offering assistance to other colleagues," Mr Hall said.

"I would like to thank everybody for adapting to these challenges and new ways of working – from the cleaners who are keeping our facilities in excellent condition, to the staff who are transporting our patients who require scans or other services in our hospitals, to the nursing staff who continue to provide treatment to all those in our care, and the food services teams who are preparing and delivering meals."

Ramsay Australia CEO, Danny Sims, said Victorian staff were working proactively in very challenging environments.

"I continue to be humbled by the strong show of support by our colleagues who are coming forward to assist with the response, undertaking work that may be very different to their usual duties. It really shows that we are a network of people caring for people," Mr Sims said.

Mr Sims said while the main COVID-19 concern in Australia has most recently been in Victoria, Ramsay has also been closely monitoring the situation in other states.

"We continue to update our visitor guidelines, screening questions and PPE requirements in response to local developments, to ensure the safety and wellbeing of everyone in our facilities," Mr Sims said.

"We are also in constant communication with the relevant local authorities regarding adjustments to public health directives such as border restrictions, business activities, quarantine requirements, and any other areas which could have implications for our workforce or patients."



**Thank you to the Ramsay employees and doctors who have directly assisted with the COVID-19 response in Victoria, with a particular focus on helping aged care residents. We are proud of our people for making a positive difference to the vulnerable people in their care. Here is a selection of comments from some of our wonderful staff and local community:**

"Today I stepped way outside my comfort zone and stood alongside some amazing nurses to help the frail, vulnerable and scared. I will never be able to describe exactly what I saw as it was heartbreaking. These people are someone's mum, dad or grandparent nobody should be put in this situation. But I am going to go back tomorrow because I know I made a difference."  
~ Ramsay employee

"I arrived [at an aged care facility] for night shift to find a facility in absolute crisis. It was hard, it was a shock and it was something I did not want to go back to due to the dire nature of the situation. In my days off afterward I came to realise that the cause of the situation was because not many wanted to go, and so, I did go back. I returned for the first of four more night shifts and it was the best thing I could have done. I found a complete turn around. In fact, I saw that every single issue my colleague and I had reported from that first shift had been answered into in a strategic and healthy way ... As a result, on my last shift I looked around and saw an ordered, safe, friendly environment where residents and staff were fully supported. Being a Ramsay staff member I have felt incredibly supported since the day I joined the company. Until now, I had assumed it was just our own beautiful Hospital and the management team there. I now realise this is Ramsay wide culture of which I am so very proud to be a part."  
~ Ramsay employee

"The Ramsay Health Care nurses have been outstanding. They have worked in an open and collegiate manner with our wonderful staff here at Jewish Care, helping us to continue to provide the best possible care and support to elders and their families during an extremely challenging time. It is often said that adversity builds character, but in my mind, it reveals one's true character. We are eternally grateful for the extraordinary efforts of each of your staff at a time we needed less politics and more tangible support. We needed people to stand up, and that is exactly what you and the Ramsay Health Care team have done."  
~ Chief Executive Officer of Jewish Care Victoria

"It was so rewarding to see the massive improvement that has been made to these residents in 36 hours since we left the facility. If we all work together, we will continue to make a difference in these residents' lives."  
~ Ramsay employee

I am willing to go and work in these homes for our vulnerable and be what I am, a nurse before a manager. My view is the quicker we can get in and help, the quicker we can resume some form of normality, for us all."  
~ Ramsay employee

"Working with the team from the Austin has been such a great positive and shared experience. I have felt supported by nurses I don't know."  
~ Ramsay employee

"I am first and foremost a nurse and love my job no matter how difficult it can be at times."  
~ Ramsay employee

"To all the staff at Glenferrie Private Hospital, Thank you for taking on the care of the residents of St Basil's or any other aged care residents during this difficult time. As a local Hawthorn resident, I am so thankful that you have taken on the extra challenge of looking after these patients... You are all amazing!"  
~ Local Hawthorn resident

# RAMSAY AUSTRALIA CEO MESSAGE

I would like to dedicate this edition of The Ramsay Way to our amazing hospital workforce who have stepped up in response to the COVID-19 situation across Australia. From our cleaners and nurses to our food service personnel and supply managers – everyone is playing their part in keeping our patients safe, ensuring our patients are properly cared for, maintaining a safe working environment and looking after other work colleagues. Every job in our hospitals is vitally important, and I would like to sincerely thank you for all your efforts to date. You have shown great resilience, flexibility and commitment to our patients, while also maintaining a positive spirit and “can do” attitude throughout this time. Through all of this, we learn, we adapt and we move forward.



The crisis in Victoria’s residential aged care sector has recently created a distressing environment for the vulnerable residents, their families and the staff working there. Several of our Victorian sites have been assisting with the COVID-19 response by looking after residents in our hospitals, and redeploying Ramsay staff to work in residential aged care facilities. These are extraordinary times, and it is inspiring to see so many of our people making a significant effort to think and act accordingly – with dedication and empathy. Thank you Team Victoria for continuing to think of others, extending yourself beyond your usual duties and being willing to assist those in need.

While the restrictions imposed by the Victorian Government are affecting our patient volumes in our Victorian hospitals, our facilities in other states are proceeding with all categories of elective surgery procedures. The increase in our surgical activity levels is a positive step forward, but we still need to practise social distancing, which will have an impact on patient flow in our hospitals. We will also keep monitoring our PPE supplies, undertake extra cleaning and continue to ensure that only people who have been properly screened can enter our hospitals.

Our updates and improvements to policies and procedures over the past few months during the pandemic means we are well-prepared to manage future challenges associated with this virus. The situation in Victoria is also a reminder that we must continue to be vigilant across Australia, despite the overall numbers of the virus remaining relatively low.

In this edition of The Ramsay Way, you will see that despite the pandemic, we remain committed to investing in new technologies, equipment and research to improve patient outcomes. We are also committed to, when required, expanding our facilities and services to cater for the growing health care demands of our communities. And it is more important than ever to celebrate our people by acknowledging their significant achievements and milestones.

Finally, I would like to share with you some images taken by Ramsay teams for their Victorian colleagues. The photos are intended to serve as a reminder that “we stand with you”, “you are not alone” and “we are still here for you”. If we can continue to support one another, we will meet the challenges of the COVID-19 situation together.

Danny Sims  
CEO, Ramsay Health  
Care – Australia



# Supporting Ramsay’s people through COVID-19

In response to the peaks and troughs associated with the COVID-19 situation we are all faced with, Ramsay Health Care has implemented some effective strategies to support its people, particularly frontline health care workers.

Live webinars on mental health and wellbeing have been viewed more than 2,000 times, while resilience team-building sessions and leadership in crisis tools and resources have been well-received.

As Australia continues to face more intense challenges, the teams are working together to ensure resources and access to support are developed and put into place.

The psychological wellbeing of everyone is a key priority and Ramsay’s mental health care service line is working closely with the National COVID-19 Team to ensure we provide the best support at the right time.



# Safety at the heart of new COVID-19 video for patients & visitors

Ramsay Health Care Australia has created a video for patients and visitors to help explain some of the changes they may notice when they go to a hospital, clinic, pharmacy or day surgery, due to the COVID-19 pandemic.

The video is presented by some real faces of Ramsay – including a physiotherapist, doctor, nurse, infection control coordinator, environmental services team leader, and pharmacist.

John Flynn Private Hospital physiotherapist, Allan Chan, said when you visit a Ramsay site, “your safety and wellbeing is our number one priority”.

“We’re completely committed to providing you with high quality, effective services and treatment in a safe and comfortable environment,” he said.

Ramsay has made a few changes to protect patients, visitors and health care workers from the potential impacts of COVID-19.

Pindara Private Hospital registered nurse, Beth McEwan, said: “The first thing you’ll notice when you arrive are some changes to our entry points. We’ll ask you a series of screening questions, and in some cases take your temperature, to identify anybody who’s at potential risk of having COVID-19.”

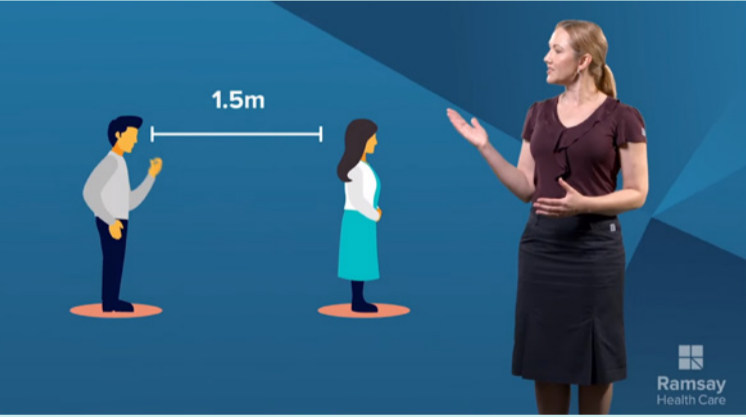
“We recommend you arrive a little earlier than planned in case there is a short queue during this process. This is a really important strategy to help keep you safe, so we thank you for your cooperation and understanding,” she said.

Greenslopes Private Hospital infection control coordinator, Alex Abandowitz, said: “Once you’re inside, please keep an eye out for additional signage on display which contains important information for our patients and visitors.”

“During your time here, we ask you to practise good hand hygiene by using the hand gel provided and cough and sneeze etiquette by using your elbow, as well as social distancing – also referred to as physical distancing,” she said.

“Leaving a space of 1.5 metres between one another is a really important way to prevent the spread of COVID-19. You’ll see signs to indicate where you should stand if you’re in a queue, and you may notice some chairs are marked to indicate which ones you can sit on.”

Obstetrician and gynaecologist, Dr Brad Robinson, said to avoid large groups of people gathering together, Ramsay is staggering admission times for patients and temporarily reducing the number of visitors.



“Wherever possible, we encourage you to consider keeping in touch with your loved ones via digital devices such as your phone, rather than arranging a face-to-face visit,” he said.

Pindara Private Hospital environmental services team leader, Alison Edwards, said: “We’re constantly monitoring our supplies of personal protective equipment such as face masks and gloves, as part of our strict infection control and prevention protocols. And we’ve also increased our cleaning of high-touch areas, such as door handles, lift buttons and benchtops.”

Brisbane pharmacist, Cindy Teoh, said Ramsay’s focus “has been – and will always be – on people caring for people; it’s at the centre of everything.”

# Ramsay launches new COVID-19 screening tool

Ramsay Health Care has launched a new smartphone tool which is designed to streamline the COVID-19 screening process for visitors, patients and health care workers at its Australian hospitals, clinics and day surgeries.

The robust screening system requires a person to scan a unique QR code – using the camera function on their smart phone – before they enter the facility.

They will be asked to answer some simple questions about any possible exposure to COVID-19, such as:

- Have you been cleared following a positive COVID-19 test?
- Have you been in contact with a confirmed COVID-19 case in the past 14 days?
- Have you been formally identified as a close contact of a confirmed case?
- Are you unwell with any cold or flu like symptoms including: fevers, cough, vomiting, diarrhoea, night sweats or chills, or acute respiratory infection including cough shortness of breath or sore throat?
- Have you travelled to an identified hotspot, returned from overseas or from a cruise in the last 14 days?

Once they have answered all questions, their phone will display either a green or amber colour:

- If the scan returns a green colour, the person can show a Ramsay staff member their result and enter the facility.
- If the scan returns an amber colour, the person will need to speak to a staff member to determine why they have received that result and whether it is safe for them to enter the facility.

The screening tool is designed to help stop the spread of COVID-19, minimise disruptions and streamline the entry process for patients, visitors, doctors and staff alike.

Previously patients and visitors had to be individually interviewed at each Ramsay facility about their possible exposure to COVID-19, and this had unfortunately led to some delays.

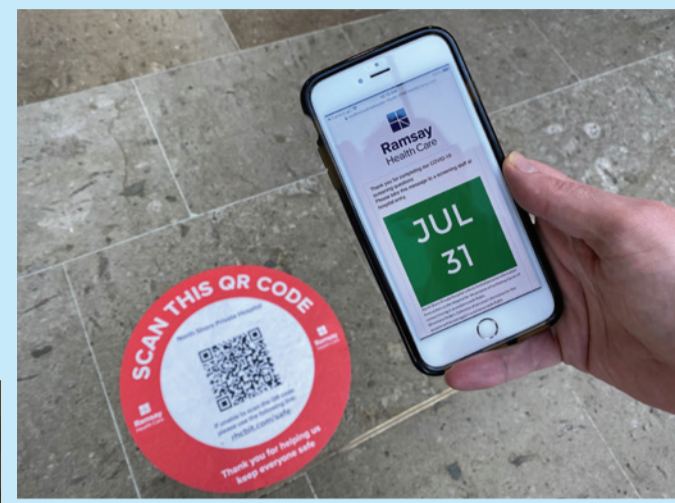
Ramsay’s IT team has been working hard to roll out the technology quickly, given the recent spike in COVID-19 cases, particularly in Victoria and New South Wales.

The questions and instructions are also currently being translated into five other languages to assist people for

whom English is not their first language. They are: Chinese, French, Arabic, Vietnamese and Italian.

The COVID-19 screening tool is also a great asset for Ramsay Health Care heading into the future, with visitor numbers expected to increase as elective surgery capacity improves.

Each Ramsay facility across the country will have its own unique QR scan code and patient and visitor data will be stored safely and securely. The QR code will be displayed on signage outside the entry points of all Ramsay facilities.



## Fond farewell as final cruise ship patient leaves Joondalup Health Campus

Jürgen Schreyek — one of the sickest passengers aboard the cruise ship Artania — has won the battle against COVID making a miraculous recovery and finally heading home to Germany on Monday 25 May.

Staff were in tears, clapping and cheering on Mr Schreyek who was given a guard of honour as he was discharged.

Mr Schreyek was the final Artania patient at JHC, having arrived at the hospital on March 30 with his wife Christina, who made a quicker recovery and flew home several weeks ago. He spent two weeks in ICU and a further six weeks on the COVID ward and a rehabilitation ward, forming strong bonds with staff at every stage of his journey.

Speaking through a translator — Joondalup Health Campus registered nurse and fellow German Anne Karow — the 70-year-old said he considered himself incredibly lucky to be able to walk out of the hospital and go home.

But he also said it was somewhat heartbreaking because he now considered some of the staff, including Ms Karow, as being like family.

Jürgen and Christina Schreyek are experienced cruise passengers and were looking forward to a month-long tour that would encompass Australia and New Zealand before island-hopping across the South-Pacific to Peru, from where the pair intended to fly home to Munich.

Their long-awaited holiday was not to be.

When they boarded the Artania mid-March, they were told the journey could not continue.

The reasons behind it wasn’t specified, but they faced a decision: Stay on board on the presumption the vessel would return to Germany; or disembark and fly home — relying on an increasingly chaotic air travel environment.

They decided to stay.

By the time the Artania arrived in Fremantle for what was expected to be a short re-supply stop-over, cruise ships had become the hot-potato of the pandemic in Australia.

“When we arrived in Fremantle, we couldn’t enter the harbor. [The ship was] supposed to go directly to Europe again,” Christina said through a translator.

Onboard, people were increasingly falling ill and eventually the vessel was able to dock in Fremantle. “It was getting worse and worse, we were at the doctor every day because



the disease had spread so much,” Christina said. For his part, Jürgen was very unwell and required the support of a ventilator while still on board.

Their fate was confirmed when the repatriation of as many passengers as possible was underway, and their names were called as people identified as being too unwell to fly.

“I already knew, like many others, that I’d been sick somehow — probably with Coronavirus. And when we left the ship, there were two police buses outside... with emergency lights on. They drove us at high speed. I didn’t know what was going on, or where I was going.”

Christina watched as her husband lost consciousness during the bus ride to Joondalup Health Campus.

Neither of them can clearly recall arriving at the hospital as they were in the grips of the virus, but Christina does remember being told her beloved husband needed support of a heart-lung machine.

“The rest I cannot remember, it is gone. The next day or so I thought clearly about it and asked where my husband was — he was in the intensive care unit.”

Two weeks later both they were recovering in hospital and full of praise for the quality of care they received at Joondalup Health Campus.

“I knew it was severe. With his [Jürgen’s] heart and the lungs and I cried a lot and I was hugged and they cried with me. Everyone, no matter who it was, showed me so much love. It’s something that you cannot describe. I will never forget in my life this,” Christina said.

The couple have been reporting home to friends and family that no one would believe the quality of care.

“I write every day to our friends in Germany and yesterday I wrote “you cannot imagine how we are treated; I think in Germany not even Angela Merkel is treated like this.” It’s really like that, we are happy,” Christina said.

## ED upgrade at Peel Health Campus gets underway

Work on the \$5million upgrade to the Peel Health Campus (PHC) Emergency Department (ED) is now underway after being postponed as part of the WA Government's COVID-19 preparations.

Visiting PHC in June to announce the recommencement of the works, WA Deputy Premier and Health Minister Roger Cook MLA said the significant improvement in the COVID-19 situation in WA meant it was now appropriate for the ED project to commence.

"This expansion and upgrade of the emergency department will ensure the Peel Health Campus can continue to deliver hospital services to the Peel region and is able to respond to the needs of the growing local community," the Minister said.

The building works include an expansion of the current waiting room, and reconfiguration of the triage area to improve patient privacy and comfort and to facilitate early senior medical review.

A new fast-track ambulatory area and an additional seven short stay beds will help improve patient flow, while new holding bays will be built to enhance privacy for patients waiting to be admitted.

The building work will be carried out by Western Australian business, Devlyn Construction. An estimated 100 subcontractors, including subcontractors from the Peel region, are expected to be employed on the project.

In addition to these works, a 225 bay car park expansion has recently been completed at the campus.

The carpark project forms part of a \$4.4 million investment by the WA Government, which also includes an improved nurse call system, increased security systems and a range of building maintenance projects at the hospital. ■■



## Joondalup Health Campus expansion underway

Early works are underway to relocate the Emergency Department's (ED) administration offices to a new location to make room for an expansion of the main department, which is set to include 12 new patient bays.

In addition to the ED works, the \$256.7 million project will also include 30 new mental health inpatient beds, 90 inpatient beds to meet future demand, six new critical care beds, a new operating theatre and cardiac catheter laboratory, an urgent care clinic to treat drug and alcohol affected emergency department patients, and increased parking bays for the public and staff.

Builders Multiplex, Lendlease, Georgiou and Built were recently announced as the four builders short-listed to progress through to the tendering stage for the major component of the project, with a decision on the successful bidder expected around October.

The entire build is scheduled for completion by late 2025 and WA Health Minister Roger Cook said the expansion would create jobs and deliver a world-class public hospital. ■■



Construction has started to expand Joondalup Health Campus with Member for Joondalup Emily Hamilton paying a visit to site on 22 July to check progress.

# North West Private Hospital completes major expansion

A major expansion at North West Private Hospital is set to dramatically boost health care treatment options for patients on Brisbane’s northside.



The \$55 million project will vastly improve capacity – expanding the hospital from 101 to 150 beds, enlarging the infusion/ oncology service from six to 10 chairs, increasing the number of theatres and procedure rooms from nine to 14 and including the commissioning of a new six-bed Intensive Care Unit.

North West Private Hospital Chief Executive Officer, Chris Murphy, said the development was great news for residents of Brisbane’s northern suburbs.

“We are experiencing huge population growth in this region and being just nine kilometres from the CBD, North West Private provides an excellent choice for residents wanting world class private health facilities close to home,” Mr Murphy said.

“This project not only expands and modernises our existing facilities, but also includes the construction of a new multi-storey building which will house a 32-bed surgical ward, an Early Parenting Centre (mother and baby unit) plus a new Day Rehabilitation Centre with therapy areas and gym. A new cafe and Ramsay Retail Pharmacy are also located on Level 1.”

Further great news for patients and doctors is the expansion of existing car parking facilities which means there will now be more than 350 free carparks available on site.

“It was important to us to maintain free parking here at North West Private Hospital because it’s just one less thing patients and their families need to worry about - we’d rather they focus on their health,” Mr Murphy said.

Two of the new operating theatres are equipped with the latest Stryker Advanced Imaging technology – a first for any hospital in Queensland.

“Our highly specialised orthopaedic team recently had the opportunity to christen one of the Stryker Advanced Imaging Theatres and they were thrilled with the technology,” Mr Murphy said.

“These are the first theatres in Queensland to combine the market-leading technology of 4K fluorescence visualisation with an improved image process flow.

“It means the surgeon is able to visualise anatomy in a way they have not been able to before and will really enhance the patient’s experience,” he said.

The North West Private Hospital will soon celebrate the new expansion with an official opening. ■■



# Greenslopes’ expansion supports local jobs

A massive expansion and redevelopment project at Greenslopes Private Hospital is helping to boost local jobs, with hundreds of tradies and subcontractors hired from within southeast Queensland.

According to new figures provided by construction company John Holland Pty Ltd, 252 tradespeople working on the project live within 125 kilometres of Greenslopes Private Hospital, and 185 of them come from within the Greater Brisbane Area.

Greenslopes Private Hospital Chief Executive Officer Chris Went said the figures were a welcome boost during a challenging time.

“There’s no doubt we’re excited about this expansion for Greenslopes Private Hospital and as the community navigates the COVID-19 pandemic, it’s wonderful that this project is also keeping Queenslanders in work,” Ms Went said.

“To know that we have 47 local trades represented here, with 98% of workers living in the area, is really welcome news in what’s been a difficult time for so many people.”

The \$72 million project will add a new three-storey building to the Greenslopes’ campus to cater for future growth in operating theatres, day surgery procedures and expanded intensive care capabilities.

A second new building will be fitted out with 64 private ensuite rooms over two levels, and the existing emergency department will be refurbished to include seven new bays for improved patient privacy.

“There is currently a high demand for inpatient beds and with both the expansion of the emergency department and the additional operating theatres, the new beds will allow us to service this increased capacity,” Ms Went said.

The expansion and redevelopment project is one of the biggest in Greenslopes’ 78-year history. It’s expected to be completed by December 2021. ■■





Mental health has been a hot topic of conversation amidst the COVID pandemic so Joondalup Health Campus (JHC) took action recently to provide health staff with extra support.

## Joondalup shines a light on mental wellbeing

The hospital hosted an R U Okay? COVID mental health special weekend recently where staff were invited to drop into the staff dining room for a chat with experts and to get resources to support their mental wellbeing.

Deputy CEO Benjamin Irish said the pandemic had the potential to take its toll on health professionals and that Ramsay's People caring for People had taken on even greater importance in the workplace.

"Ramsay Health Care has also recognised this and implemented some terrific tools including webinars for all staff to share the learnings from overseas and teaching strategies such as mindfulness practice."

"At a local level, we thought it was important to support staff with initiatives like the R U Okay? Mental health special weekend, in addition to things like our staff wellness program which provides a safe place for staff to talk about their difficult experiences without fear of judgement."

## NSW-first for adolescents at Northside Group St Leonards Clinic

Northside Group St Leonards Clinic is due to expand in July 2021 with the creation of 23 additional mental health beds, including a new 13-bed adolescent unit to support young people.



Northside Group CEO, Anne Mortimer, said: "This specialised adolescent unit will be the first private

facility of its kind in New South Wales. Under the direction of Dr John Kasinathan, the unit will accept inpatients between the ages of 14 to 18 and will complement our existing specialised young adult inpatient and day patient service which caters for patients aged 18 to 25 year."

"Current demand for mental health services for this age group is high and the Northside Group is committed to reducing the burden by providing high quality and quickly-accessible services."

"Also, as part of the expansion project, we will also grow our Young Adult Mental Health beds as well as introducing a new VIP Suite in our acute services offering an additional level of service and comfort."

## New Northside Group psychiatrist urges mental strength check

One of Australia's leading psychiatrists has urged men to check in on their mental strength, not just their physical strength, as part of Men's Health Week.



Dr Mark Cross – who was recently appointed to the role of Principal Psychiatrist of the Easy Access Service at Northside Group Cremorne Clinic – is known throughout the country for his role in the acclaimed ABC TV series *Changing Minds*.

He said focusing on men's mental health is important, because men aren't the best at looking after themselves.

"We tend to ignore things and not want to accept weakness and in terms of our mental health, that's even worse because it's seen to be a weakness," Dr Cross said.

"Statistically three-quarters of suicides are still men so something needs to change."

In Australia, 1 in 8 men will experience depression and 1 in 5 will experience anxiety at some stage of their lives. Men are also two times more likely to have a substance use disorder than women.

Dr Cross, who has written two books, including the 2016 best seller *Changing Minds*, says a surprise positive out of the COVID-19 pandemic is that more people are talking about mental health.

"Mental health is more on the radar now than ever before. We see a lot more people are feeling out of sorts and have had to acknowledge stress, with job losses and changes in circumstance. I hope that will lead to more understanding," Dr Cross said.

"We need to get men to relinquish that hunter-gatherer, toxic masculinity where they think they have to be tough and strong. It's actually a sign of strength to acknowledge what's going on and take positive steps. Because you don't then want to hit the bottle or hit your wife. Getting help is not a sign of weakness."

Dr Cross said a great first step to improving men's mental health is to talk – to anybody.

"Reach out, chat to each other. There are some great support networks out there, like Mr Perfect or Mates in Construction, or your GP can discuss some of your options such as the services we provide at the Northside Group," Dr Cross said.

"And maybe give the women or the partners in your life a bit of a break. If they're telling you, 'you seem out of sorts', don't just assume they're nagging you. Take it as a positive step because it's not a non-masculine thing to say, maybe they're right."

# Minister for Health officially opens major expansion of The Hollywood Clinic

The Deputy Premier and Minister Mental Health, the Honourable Roger Cook MLA has officially opened a major expansion of mental health services at Hollywood Private Hospital.



The establishment of a new 31-bed ward will bring the total number of inpatient mental health beds at The Hollywood Clinic to 101, making it one of the largest private mental health facilities in the state.

The expansion also includes a new purpose built mental health day hospital with five group therapy rooms and a day procedure unit with a neuro-stimulation suite.

The Hollywood Clinic offers a range of inpatient and day programs to treat a number of mental health conditions, some of which include mood disorders, such as depression and anxiety, eating disorders, alcohol and substance misuse and trauma.

Hollywood Private Hospital Chief Executive Officer, Peter Mott, said it was the third major expansion of The Hollywood Clinic since it first opened in 1997.

“There has been an 85 per cent rise in psychiatric admissions at the hospital since 2013,” Mr Mott said. “The significant growth in our mental health admissions, and resulting expansions, can largely be attributed to the success of our programs.

“We also know there has been a reduction in stigma around mental health and more people are seeking help for their issues.”

With capacity to treat about 120 patients a day, Mr Mott said the new mental health day hospital would significantly increase Hollywood’s capacity to treat people who wanted to remain in the community while they were receiving treatment.

“The new facilities are spacious, light and comfortable, and have been especially designed to create a therapeutic and healing environment for patients.

“We have also built a 310 square meter landscaped courtyard with gardens for patients to enjoy the sunshine while sitting, reading or participating in group therapy,” Mr Mott said.

The opening of The Hollywood Clinic expansion is one of the final stages of a \$200 million expansion plan by Ramsay Health Care. ■■

# Ramsay launches new mental health service

**Ramsay Health Care is strengthening its commitment to mental health services with the launch of a dedicated psychology service.**

The first ‘Ramsay Psychology’ has opened in Sydney and is a unique haven for patients seeking psychology services and support with a broad range of experienced psychologists under the one roof.

Ramsay Health Care Mental Health Service Line Director, David McGrath said patients could get help for conditions including anxiety, depression, general mood disorders, trauma and addictions.

“People know and trust the Ramsay brand because we’ve been in the business of mental health care since 1964 so, by launching Ramsay Psychology, our clients know they’re getting access to the best care,” Mr McGrath said.

“Ramsay Psychology also has linkages back to all of Ramsay’s facilities meaning, if required, we have rapid assessment for people who may require access to our Consultant Psychiatrists or other mental health services.

“Our purposely-designed triage questionnaire, along with our group of psychologists experienced in a range of special interest, means we are able to expertly match clients with the clinician who is best suited to their needs.”

Clients can access the service privately or with a Mental Health Care Plan from their GP and sessions are offered face-to-face or via video conferencing technology to suit the client’s lifestyle and condition. We are also able to service regional and remote areas.

The launch of Ramsay Psychology comes at a time when mental health services are in more demand than ever before, with people experiencing anxiety and depression as a result of the isolation and uncertainty caused by the COVID-19 pandemic.

Northside Group CEO, Anne Mortimer, said that the opening the first Ramsay Psychology onsite at Northside Group St Leonards Clinic, has allowed collaboration between the experienced team at Northside and the Ramsay Psychology team to create more choice for the patient and their referring doctor.

“We want to use our expertise and the strong Ramsay reputation to expand our services into the community ensuring people have increased access to psychology services at a time when they are needing it.”

New Ramsay Psychology practices are due to open throughout New South Wales and Queensland before the end of 2020.

For more information phone Ramsay Psychology on 1300 171 715 or visit the website [www.ramsaypsychology.com.au](http://www.ramsaypsychology.com.au) ■■

# Southport Private opens new mental health redevelopment

The Southport Private Hospital’s new mental health ward is winning praise from staff and patients alike, after opening its doors on the Gold Coast.

The \$8 million facility was designed to cater for a growth in demand for mental health services in the region – with the number of beds available doubling from 24 to 48.

The Southport Private Hospital’s Director of Clinical Services, Athol Webb, said the overwhelming feedback from patients was that they loved the new facilities.

“It’s the extra things we offer, like our modern gym, art classes and music room that really set us apart from other mental health services on the Gold Coast,” Mr Webb said.

“We are thrilled to open the new ward to patients under the fantastic leadership of our new director Dr Sandra Fang along with serval other new psychiatrists who have joined us at The Southport Private Hospital. We now also offer our inpatients a number of complementary therapies including yoga classes and exercise physiology.”

“Our recently commenced private Electroconvulsive Therapy (ECT) service is the only one of its kind on the Gold

Coast and will save locals from having to travel to Brisbane to access this service,” he said.

The redevelopment also includes space for a sensory modulation area, which is a space where the environment can be controlled to reduce levels of distress.

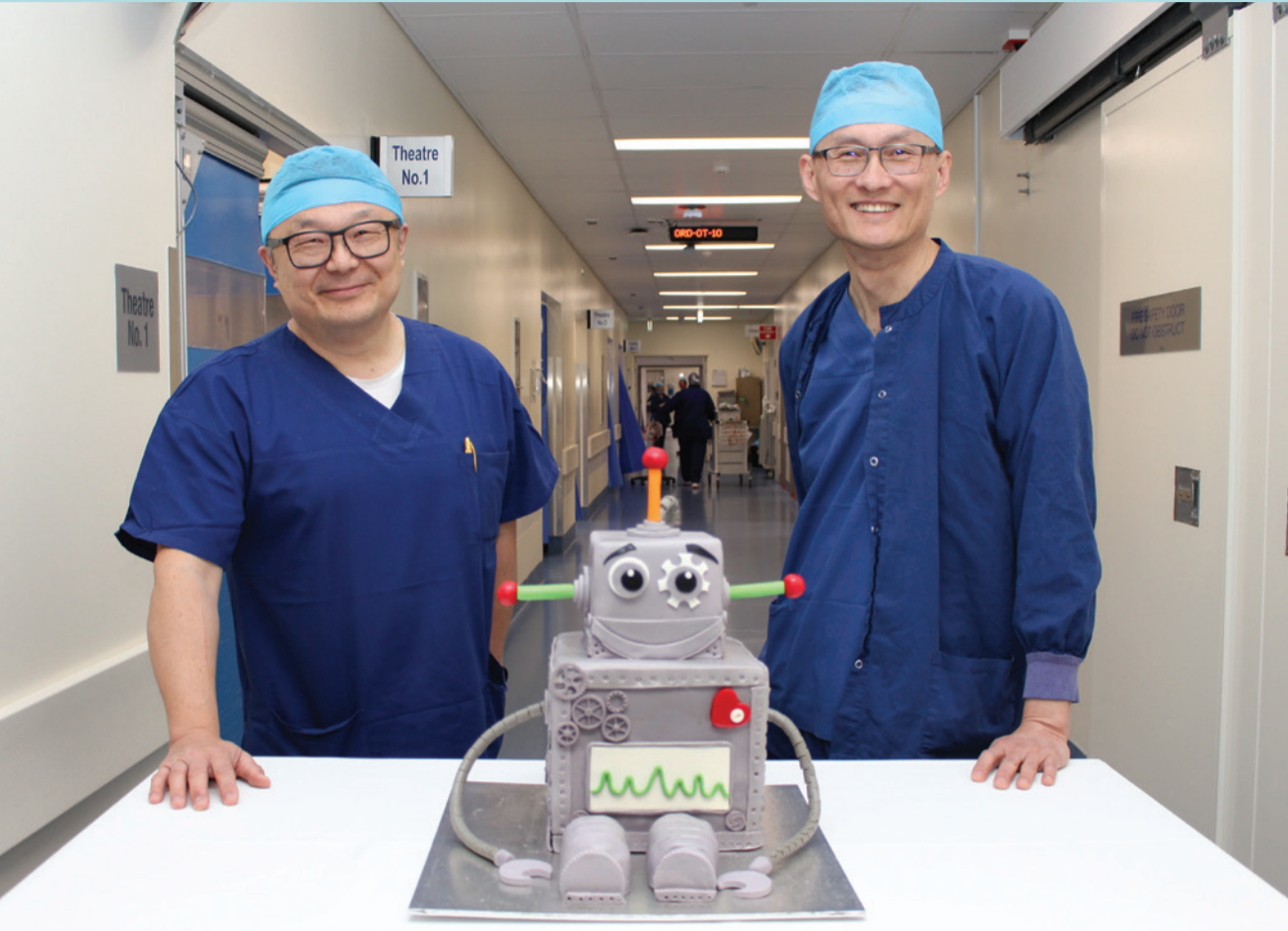
“It has low level lighting, strategic sight, sounds, smells, movement and items such as weighted blankets and massage chairs to complement existing therapies and further reduce stress and anxiety,” Mr Webb said.

The Southport Private Hospital can now provide specialist care for patients with eating disorders, addiction, post-natal depression and anxiety disorders - in addition to general mental health services. ■■



# New surgical robot a first for Western Sydney

Westmead Private Hospital has made a quantum leap in surgical technology - investing in the latest robotic system to provide the very best in patient care.



Surgeons say the da Vinci Xi robot is ‘like an extension of their hands’, giving them an advanced set of instruments to perform many different types of complex surgery.

Gynaecologist at Westmead Private Hospital, Associate Professor Felix Chan, said it has never been so exciting to practise as a surgeon.

“This machine is a fantastic surgical tool. It’s like an extension of your arm or hands and it’s exciting for surgeons to be able to use this technology and look at higher definition, 3D camera imaging while we are operating.”

Reviews of published studies suggest patients operated on with the da Vinci technology experienced fewer overall complications, a shorter stay in hospital and less pain than those who had open surgery.

Professor Chan said since using the da Vinci Xi robot for complex gynaecological procedures, 90% of his patients were able to go home within 24 hours and 15% were able to go home the same day.

“Westmead Private is really leading the way because no other hospital in the Western Sydney region has this,” Professor Chan said.

“The population is growing rapidly and by having the latest technology to work with, surgeons can work more efficiently and that opens up the potential to serve more of our community.”

Urologist Professor Howard Lau said the da Vinci Xi robot can be used for a range of complex procedures including urology, kidney, prostate, gynaecological, bowel, cardiothoracic, head & neck, bariatric, pancreatic and upper gastrointestinal tract surgeries.

“Our surgeons are very experienced in robotic surgery and we’ve been able to adapt to this upgraded equipment very, very quickly,” Professor Lau said.

“This latest generation of robot really takes surgery to the next level, because it is a safer option than open surgery and allows patients to recover more quickly.”

Westmead Private Hospital has led the way with robotic surgeries in Western Sydney, with earlier models including the da Vinci Si surgical system and the ROSA robot. The hospital was the first in Australia to offer single site incision capabilities and performed Australia’s first partial nephrectomy using firefly imaging.

“The da Vinci Xi robot is cutting edge technology and Westmead Private, and Ramsay Health Care, really need to be congratulated for keeping in touch with the latest medical facilities so that surgeons can use them to produce the best outcome for patients,” Professor Chan said.



# New robot technology a first for Waverley Private

Mount Waverley residents will no longer need to travel to neighbouring suburbs to access robotic surgery for knee replacements, after Waverley Private Hospital invested in the latest Mako robot technology.

The Mako system is a highly advanced, surgeon-controlled robotic arm that may help to increase the accuracy of total and partial knee replacements.

It constructs a 3D model using a pre-operative CT scan and generates a plan around minute variations in a patient’s anatomy.

When the surgeon prepares the bone for implant, the robotic arm is designed to guide the surgeon within a pre-defined area to ensure placement accuracy, alignment of the implant and minimal disruption to the soft tissue.

Orthopaedic surgeon, Mr Andrew Tang, said a potential benefit of the Mako technology was its improved accuracy.

“We know that when it comes to knee replacements accuracy equals longevity and the Mako system allows the surgeon to be within one degree of where you want to place the implant,” Mr Tang said.

“The group where robotic navigation makes the biggest difference is in males under the age of 68 having knee replacements, so having this technology at Waverley Private is great news for those members of the community.”

Waverley Private Chief Executive Officer, Lisa McFadden, said the Mako was a great investment for the hospital.

“The Mako robot broadens the options that our patients have here at Waverley Private,” Ms McFadden said.

“Previously they had to travel to other suburbs to access robotic surgery but now they can remain in their local area with their surgeon of choice.”

The Mako system is also expected to be used for hip replacements in the future.

# Port Macquarie Private celebrates robotic surgery milestone

The dedicated urology team at Port Macquarie Private Hospital has just completed its 10th case using the da Vinci robotic surgical system.

Surgeons have so far used this cutting-edge technology to perform prostatectomy and bladder diverticulectomy procedures.

Port Macquarie Private Hospital CEO, Connie Porter, said having the da Vinci robot available locally reduced the need for both doctors and patients to travel to a metropolitan centre for this type of surgery.

“We are thrilled with the investment that Ramsay Health Care has made as it not only benefits the hospital but also the people in our local community,” she said.

“It has also made training for other surgeons more accessible and we look forward to more doctors progressing their interests in robotic surgery.”



# Peninsula Private Hospital now offers neurosurgery

Residents of Victoria’s Mornington Peninsula now have convenient local access to neurosurgery.

Ramsay Health Care’s Peninsula Private Hospital in Frankston this week commenced its neurosurgery service, featuring the world’s best brain surgery technology and leading neuroscience specialists.

Neurosurgeon Associate Professor Jin Tee said Peninsula Private’s new service would be hugely beneficial for the Mornington Peninsula.

“In the past patients requiring neurosurgery were required to travel to the city for tests and surgery. Now they can stay close to home which is a huge benefit for the patients and their families at a stressful time,” A/Prof Jin said.

The neurosurgery team at Peninsula Private Hospital can now work closely with all other doctors at the hospital, particularly the oncology experts, general physicians, geriatricians and

emergency specialists to provide the best possible care. All staff have received training to deal with neurosurgery patients.

The hospital has acquired the latest cranial neuro-navigation equipment from 7D Surgical, which is a GPS-based device to aid surgical accuracy and improve outcomes.

Main procedures offered are in patients with traumatic bleeds, metastatic and primary brain tumours, spinal tumours and hydrocephalus. The inaugural operation was to remove a metastatic brain tumour.

The neurosurgery service will treat patients aged from 18, with the majority of patients expected to be aged from 45 to 75.

A/Prof Jin also expects the new service to be particularly valuable in testing patients who show dementia-type symptoms, possibly caused by brain bleeds.

“This particular age group is expected to increase significantly in coming years and the Peninsula’s older demographic make this new clinic very important.”

Peninsula Private Hospital Chief Executive Michelle Henderson said the start of the neurology service was an important addition for the hospital which has undergone tremendous recent growth to provide better service to the local Mornington Peninsula community.

Peninsula Private Hospital earlier this year launched a major revamp which delivered cutting edge technology.

The multimillion injection has seen the hospital’s total bed count grow close to 350 along with 18 day oncology chairs, 11 intensive care unit beds, eight operating theatres and an emergency department. 🏥



# St Andrew’s Ipswich Private Hospital expands with new operating theatre

St Andrew’s Ipswich Private Hospital is continuing its impressive expansion, with the opening of a new operating theatre set to improve treatment options for patients in Ipswich.

Chief Executive Officer, Claire Thurwood, said the new theatre would help St Andrew’s Ipswich to attract more specialists to the area, plus increase the number of surgeries performed.

“The opening of this theatre allows us to increase our surgical throughput and attract new surgeons. We’ve already seen an increase in plastics, oral max, orthopaedics and general surgery,” Ms Thurwood said.

“It’s great news for the whole region really, because it also increases our ability to support the West Moreton Health Service with its public surgical waitlist management, and attract patients from surrounding areas like Springfield and Brisbane’s western suburbs.”

“The opening of this theatre has also created more jobs and we are currently on a recruitment drive for skilled peri-operative staff to join the team,” she said.

Specialist orthopaedic surgeon, Dr David Morgan, said the new theatre was world-class.

“I travel all around the world for my work and this new theatre at St Andrew’s Ipswich is as good as, if not better than any I have seen,” Dr Morgan said.

“The theatre has all the capabilities for endoscopic surgery, which not only benefits orthopaedics, but also urology, gastroenterology and gynaecology too.

“It is a large, modern theatre that has amazing audio-visual facilities which we can use to educate nurses and medical students,” Dr Morgan said.

The new theatre marks another important milestone for the hospital following the \$64 million redevelopment of the site, which was completed in 2018. It took St Andrew’s Ipswich from a small, 97 bed facility to a 175 bed, medium-sized hospital.

The hospital now boasts eight operating theatres plus a dedicated Cardiac Catheterisation Lab.

“St Andrew’s Ipswich is the only private hospital in the centre of Ipswich and residents no longer need to travel to Brisbane for acute care. We have an Intensive Care Unit and a Critical Care Unit,” Ms Thurwood said.

Dr Morgan agreed St Andrew’s Ipswich Private Hospital had become a medical destination in its own right.

“When I started back in the early 1990s there were only 4 operating theatres but fast forward to 2020 and we have an outstanding hospital that has evolved into a multi-disciplinary centre of excellence, offering a broad range of specialties including cancer care and renal medicine,” Dr Morgan said.

The hospital will commission another operating theatre and new patient ward in 2021. 🏥

# Ramsay Connect’s in-home rehabilitation and hospital care services now available nationwide

More than 500 patients have now accessed Ramsay Connect’s high-quality rehabilitation and hospital care services in the comfort of their own home since the service launched in March.

Access to these services has been warmly embraced by patients, doctors and health professionals across the Ramsay network, with over 35 hospitals nationwide now supporting their patients to access in-home care.

Ramsay Connect Chief Executive Officer Ian Galvin said it is extremely encouraging to see a strong uptake of in-home care solutions being driven by patients and their treating doctors.

“Patients are actively involved in the decision making regarding their care plan in collaboration with their doctor, hospital and in-home care team. The quality of clinical handover and subsequent care is greatly enhanced, with everyone working together as one service to benefit the patient and their loved ones,” said Mr Galvin.

Ramsay Connect’s experienced team of care coordinators support patients throughout their in-home healthcare journey and provide an integral link with Ramsay hospitals.

“Our Care Coordinators have spoken of the clear benefits of these services being integrated into Ramsay’s hospital network,” said Mr Galvin.

“Patients are achieving the outcomes they and their doctors expect, whilst benefiting from being home with their family and support networks sooner.”

The ease of access to services, the caring nature of staff and the coordination of the program, are key aspects of the Ramsay Connect programs experienced by patients.

“We have always been adamant that patients and their healthcare team are best placed to determine the most appropriate care setting.”

“We have received really positive feedback from patients and the past few months have demonstrated that enabling and empowering patients and their doctors to access a broader range of services is the right approach,” Mr Galvin said.

Mr Galvin also noted, it is important to acknowledge and thank our health fund partners for supporting us in developing these new services.

“They have provided their members with an ability to choose where they receive their care, in collaboration with their treating healthcare team,” he said.

Building on the success of in-home services for rehabilitation, IV therapies and complex wound care, Ramsay Connect will be commencing a cancer survivorship pilot program in September.

The program will be delivered in collaboration with a number of hospital sites and will be accessible for people transitioning from active treatment to the survivorship phase. 🏥

# Waverley Private celebrates ‘VenaSeal’ first

A recent innovation for treating varicose veins has been used for the first time at Waverley Private Hospital.



‘VenaSeal’ is a new minimally invasive treatment option that uses medical grade superglue to seal off the saphenous vein, which is the most common cause of varicose veins.

Waverley Private Hospital CEO, Lisa McFadden, said it was an exciting advancement for the hospital.

“Our vascular surgeon, Dr Raj Rangarajan, and the operating team at Waverley Private are highly skilled in these treatment modalities and conduct a high volume of endo-venous ablation therapies for venous insufficiency,” Ms McFadden said.

“It was wonderful to have the procedure performed for the first time here at Waverley, and the team is looking forward to providing patients with this treatment option into the future.”

“With VenaSeal, the glue essentially sticks the offending vein shut, so that the abnormal refill of blood into the vein

is stopped. This leads to a reduction in the high venous pressure in the leg, which may reduce the signs and symptoms of varicose veins,” she said.

Using the VenaSeal treatment, a small amount of local anaesthetic is applied before a fine tube is threaded into the abnormal vein. A very small amount of medical grade glue is then inserted and the vein walls are pressed together while the glue sets. This process is repeated every three centimetres down the full length of the vein to be treated.

The VenaSeal device is supplied by Medtronic, which is one of the leading suppliers of vascular prostheses.

Dr Raj Rangarajan is a vascular surgeon in the Yarra Vascular group, and consults regularly at Waverley Private Hospital. ■■

# Westmead Private gastroenterologist performs first ERCP procedure

Westmead Private Hospital is celebrating another surgical milestone with the first Endoscopic Retrograde Cholangio-Pancreatography (ERCP) procedure being performed this month.



The complex ERCP was led by gastroenterologist Professor Michael Bourke and is an important advancement for Westmead Private, as the procedure was previously only performed at public hospitals.

ERCP allows doctors to see the pancreatic and bile ducts inside a patient’s body. It can help identify the cause of a problem, whether a patient needs surgery and, if so, which surgery is best.

Chief Executive Officer Mike Flatley said the ERCP was another example of Westmead Private’s commitment to surgical excellence and providing patients with access to the very latest technology.

“We are thrilled Professor Bourke and his team were able to perform the ERCP right here at Westmead Private, in one of our state of the art operating theatres,” Mr Flatley said.

“Private patients in Western Sydney can now access this procedure in a private hospital – with the excellent standard of care they know to expect with Ramsay Health Care.”

“Westmead Private remains committed to providing the very best in health care, and this is further demonstrated by our continued expansion with the Westmead Health Precinct.”

The most common reasons for ERCP include jaundice, light stool and dark urine, stones in the bile or pancreas duct, or a lesion or tumour in the pancreas, gallbladder, or liver. ■■

# New endoscopy equipment for patients in Cairns

Endoscopy equipment has been upgraded at Cairns Private Hospital and Cairns Day Surgery to provide safer procedures for patients and better imaging technology for specialists.



Gastroenterologist, Dr Bernard Chin, who practises at both Cairns Private Hospital and Cairns Day Surgery, said: “The latest endoscopy video equipment allows the doctor to make the correct diagnosis and potentially treat the pathology at the same time, avoiding invasive surgery.”

“Endoscopy is a technology that allows doctors to peer into the insides of hollow organs such as the stomach and intestines without making incisions in the skin or muscles.

“Clearer vision means our ability to pick up subtle but dangerous pathology will be enhanced – for instance, picking up precancerous polyps in the large bowel means effectively preventing bowel cancer,” Dr Chin said.

Dr Chin has also urged locals to have a bowel cancer test in June for Bowel Cancer Awareness Month.

He said bowel cancer is the second leading cause of cancer related deaths in Australia but, if it is picked up early, survival rates can be higher than 95 per cent.

“80 Australians per week die from bowel cancer, but it is one of only a few cancers which are almost entirely preventable if picked up early,” Dr Chin said.

“Remember that bowel cancer is very common and preventable so don’t die of embarrassment, get off your bum and do your bowel cancer test!” he said.

Dr Chin said the COVID-19 pandemic had been very disruptive to all cancer surveillance programs, with some experts predicting the number of preventable cancer deaths over the next five years will exceed the projected deaths from COVID-19.

“This is a sobering statistic. The public need to attend to their cancer screening and surveillance during this disruptive period, which is expected to last many months to come, if not years.” ■■

# Ramsay Health Plus launches on the Gold Coast

Gold Coast residents can now access more allied health services with the launch of Ramsay Health Plus clinics at The Southport Private Hospital and John Flynn Private Hospital.

Ramsay Health Plus is a new service that supports patients with chronic and acute health conditions, with experts in physiotherapy, occupational therapy, dietetics and speech pathology. Treatments available include lymphoedema management, men's and women's health physiotherapy, and nutrition support for cancer patients.

At John Flynn Private Hospital, the brand-new Ramsay Health Plus clinic includes an exercise space, private consulting suites and a lung function testing centre.

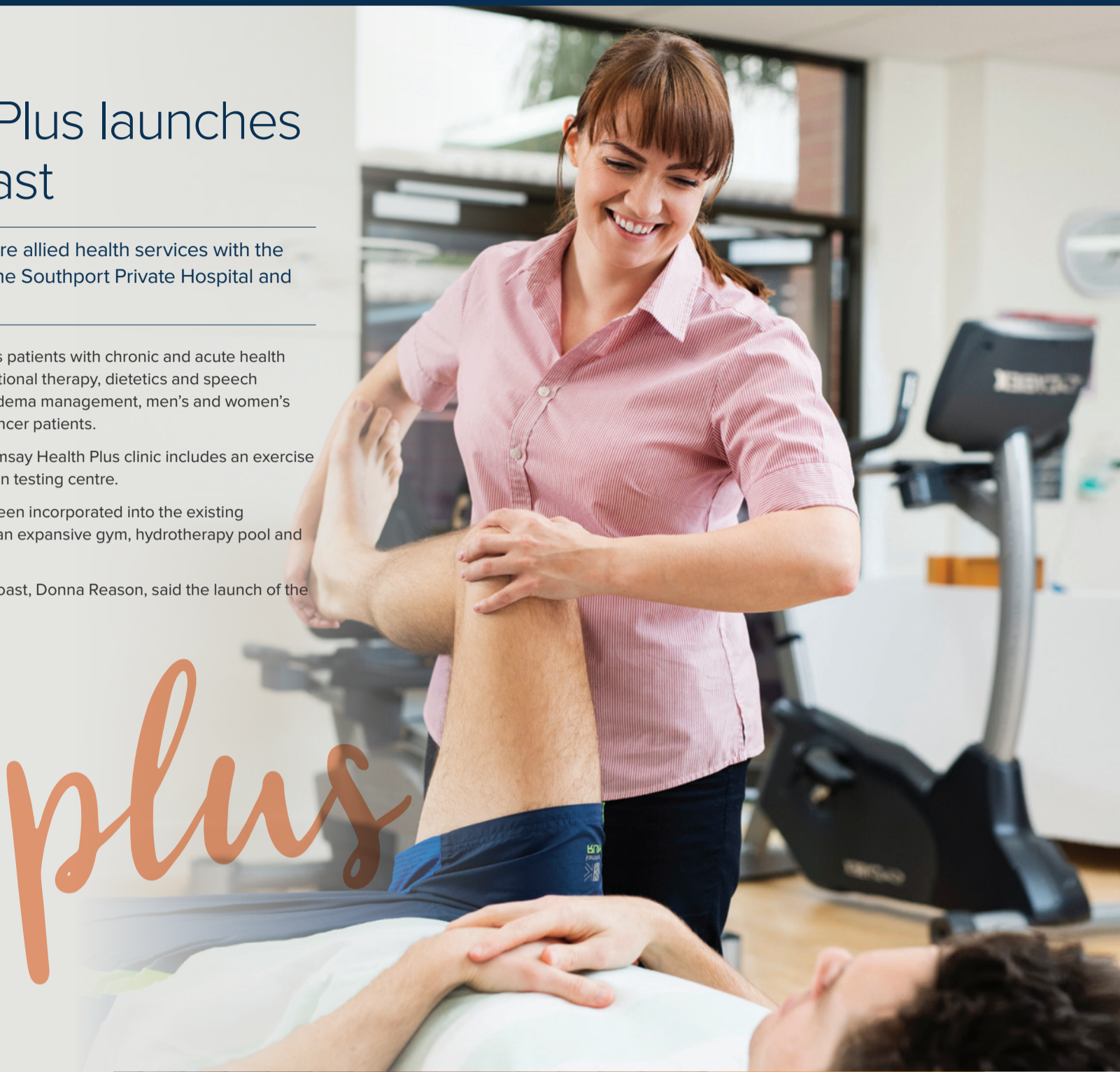
The clinic at The Southport Private Hospital has been incorporated into the existing rehabilitation service, where patients can access an expansive gym, hydrotherapy pool and private consulting suites.

Ramsay Health Plus Regional Lead for the Gold Coast, Donna Reason, said the launch of the two clinics was fantastic news for residents.

"These new services will help such a broad range of our local community because people may choose to come here as part of a pre-admission program, after surgery and treatment at a Ramsay Hospital, or they can even choose to attend the Ramsay Health Plus clinics for treatment without any prior engagement with the hospital," Ms Reason said.

"The Southport clinic is conveniently located for residents on the northern and central Gold Coast, while the John Flynn clinic will cater to residents on the southern Gold Coast and Tweed regions."

For more information or to make an appointment visit [www.ramsayhealthplus.com.au](http://www.ramsayhealthplus.com.au) or phone Southport Clinic (07) 5671 8000 or John Flynn Clinic (07) 5586 5622.



# Ramsay Health Plus opens at Donvale Rehabilitation Hospital

Donvale Rehabilitation Hospital has opened Ramsay Health Plus to help people bounce back faster from injury or illness.

Ramsay Health Plus services include purpose-built consultation rooms and a gym for individual and group-based physiotherapy, exercise physiology, dietetics, psychology, speech pathology, occupational therapy and strength and conditioning classes.

One of the first Ramsay Health Plus clients when it officially opened was 104-year-old Betty, a long-term client of Ramsay Health Care's Donvale Rehabilitation Hospital.

Betty attributes regular exercise as a secret to her longevity and helping her recovering from a shoulder injury.

Under the watchful eye of her physiotherapist, Betty's exercise regime consists of physio sessions focusing on strength, balance and general fitness. You will often see Betty on the Scifit or with a pair of light weights in her hands.

Ramsay Health Plus Donvale is the first of its kind to be located within a shopping centre, and the first located next to a Ramsay Pharmacy. Ramsay Health Plus Tunstall Square is located directly across the road from Donvale Rehabilitation Hospital.

The new Health Hub aims to offer a full complement of allied health services, whether you are an existing Donvale patient looking to continue your rehabilitation journey or a new patient wanting to access services.



## Cardiologist ‘heads home’ to deliver expert health care

An interventional cardiologist has returned to his home town of Coffs Harbour to implant the first pacemaker for the mid-north coast of New South Wales.

Dr Austin May, who was born and raised in Coffs Harbour, has recently joined the team at Baringa Private Hospital as an interventional cardiologist and cardiac devices specialist.

“Before Baringa Private Hospital’s new services, people could not receive a pacemaker anywhere between Newcastle and the Gold Coast,” Dr May said.

“The local cardiology services were excellent but for pacemakers, the Coffs residents had been travelling to Newcastle or Sydney and it’s a long way for people to go, especially the elderly.”

“I’m excited that we can now offer the latest pacemaker and defibrillator services in Coffs Harbour,” he said.

Dr May returns to Coffs Harbour with his wife and their two young sons. Growing up, he had witnessed people travelling for health care and felt he could provide something back to the community – but knew it would take dedication and long-term commitment.

Dr May studied medicine as part of the Rural Clinical School Program which encourages doctors to return to



regional areas. He said he hopes by introducing new specialist services to the Coffs Harbour community, he is a testament to the success of that program. ■■



## New tool to help doctors & nurses upskill

**A Ramsay intensive care specialist has devised an exciting new web-based portfolio to help doctors and nurses track their learning and further their education.**

Dr Todd Fraser, a visiting medical officer at Noosa Hospital, created Osler Community – an online portfolio now accessed by thousands of health professionals around the world.

Osler Community is filled with free online learning content across a range of specialties, including hundreds of modules, journal reviews, simulations, data interpretation plus insightful podcast interviews.

The resources have recently been circulated to all Ramsay hospital educators as a great way for staff to upskill from their own homes, particularly during the COVID-19 pandemic.

Dr Fraser said he was excited to receive a wealth of positive feedback from his colleagues.

“As medical professionals we are always learning and we need to be able to capture this data. It might be a self-reflective moment, it might be something you’ve picked up in a handover chat with your colleague. But where do you put that and how do you learn from that,” Dr Fraser said.

“Osler Community is effectively a place where you can go to organise your learning. If you’re already skilled at something, you can record that and access it for your personalised career development plan.

“Or you can use Osler Community to access free online content and complete modules to further your Continuing Professional Development points.

“We’re all very busy and very time poor but we need to be able to prove that we’re trained and always learning – and this portfolio does exactly that,” Dr Fraser said.

Another strength of Osler Community is that it places doctors and nurses in the driving seat of their own learning – rather than being focused on the education institution.

“In health care we generally struggle to maintain good records of our own but users can access a self reflection diary, personalised career development plan, feedback forms to give patients and peers – these all become part of your ongoing journey,” he said.

Doctors, nurses and healthcare professionals can access the online learning modules for free. An advanced version including the diary, feedback app, logbook and self reflection journal can be accessed when you subscribe to the portfolio for a fee. ■■

## Avocado farmer part of heart team’s milestone at Sunshine Coast University Private Hospital

A 90-year old avocado farmer from the Sunshine Coast is one of the first 100 people to be treated with an innovative artificial heart valve at Sunshine Coast University Private Hospital.

The procedure – Transcatheter Aortic Valve Implantation (TAVI) – is a minimally invasive, catheter-based procedure to replace the aortic valve. It is a treatment option for certain patients with severe aortic stenosis who may have increased risk associated with surgical aortic valve implantation (open heart surgery).

Severe aortic stenosis can happen when the aortic valve becomes diseased. The valve leaflets become stiff and thickened and have a difficult time opening and closing. This makes the patient’s heart work harder to pump blood to the rest of the body. If left untreated, severe aortic stenosis can result in heart failure.

The ‘heart team’ at Sunshine Coast University Private Hospital (SCUPH) has performed its 100th TAVI procedure, within 12 months of launching the potentially life-saving treatment.

Cardiologist Dr Peter Larsen said 102 patients had been treated in the first 12 months at Sunshine Coast University Private Hospital.

“In the past year, our data shows approximately one in four TAVI patients were able to leave hospital the following morning, the average length of stay in hospital was three days, and the average stay in the intensive care unit was 20 hours,” Dr Larsen said.

The TAVI program involves close collaboration between the patients, their GP and the ‘heart team’, with every patient reviewed by a multidisciplinary team.

This streamlined model of care in the one location aims to reduce anxiety and stress for patients and their families, removing the need for them to travel beyond the Sunshine Coast for this procedure.

In Australia, more than 50,000 Australians are currently living with some form of severe aortic stenosis and it is estimated that 1 in 8 older patients is currently living with the aortic stenosis.

### About Sunshine Coast University Private Hospital’s cardiac service:

SCUPH has the Sunshine Coast’s only comprehensive cardiac service, with onsite cardiac surgery and heart specialists providing 24/7 integrated cardiac care.

### The multidisciplinary TAVI team includes:

- Interventional cardiologists: Dr Peter Larsen and Dr Stuart Butterly
- Imaging cardiologist: Dr Mark Johnson
- Cardiac anaesthetist: Dr Rae Duffy
- Cardiac surgeons: Dr Robert Tam and Dr Graham Hart
- Geriatrician: Dr Sanmarie Duddridge
- TAVI coordinator: Melinda Taylor ■■



# Paul Ramsay Foundation targets intergenerational poverty

The Paul Ramsay Foundation is seeking to address some forlorn and troubling realities of intergenerational poverty through a new partnership with the Queensland Government and the Griffith Criminology Institute based in south-east Queensland.



According to the Griffith Criminology Institute: “Maternal imprisonment often arises from and results in a devastating lifecycle of intergenerational disadvantage. Although women in custody and their children are among the most vulnerable groups in society, they are also an often ‘invisible’ sector of the community ... the rising number of women in prison puts growing pressure on correctional and community service providers to meet the needs of this often highly disadvantaged group.”

The Transforming Corrections to Transform Lives partnership is a collaboration to improve the lives and possibilities of mothers in custody and their children.

The program seeks to demonstrate improved and integrated service provision will better support these vulnerable people. The hope is that this can later be scaled-up by governments.

The Griffith Criminology Institute has already connected with mothers with lived experience of imprisonment and their families, community service providers, policy makers and Queensland Corrective Services.

This partnership with the Institute signals additional priorities for the Paul Ramsay Foundation to address cycles of disadvantage through criminal justice initiatives.

The Foundation is funding another program which seeks to support First Nations Australians to receive full access to services that give them not just a headstart to employment, but a real start.

Up to 200,000 Aboriginal Australians are excluded from basic employment and services because they do not have a birth certificate. For poorer Australians, the cost of a birth certificate is high and the interaction required with

government to receive it is formidable for those with deep memories of the Stolen Generation. A person without proof of identity cannot apply for a bank account, driver’s licence, tax file number or any other form of identification.

Consequently, the Paul Ramsay Foundation has allocated up to \$1 million to the National Aboriginal Birth Certificate Program led by a NSW-based not-for-profit, Pathfinders.

Beginning with First Nations peoples in prison, this program will help secure birth certificates for those who have never had one before. In doing so, the program ensures its participants have the opportunity to fully participate in society by obtaining a driver’s licence, a tax file number and a Medicare card. ■■

## Ramsay continues to invest in reducing carbon footprint

**Ramsay Health Care Australia has announced it will continue to provide important funding to support its facilities undertake projects that reduce carbon emissions.**

Following a successful first 12 months of the Ramsay Environmental Sustainability Fund, Ramsay Health Care Australia CEO, Danny Sims, said he was delighted to allocate an additional \$1.5 million this financial year.

Mr Sims said the establishment of the Environmental Sustainability Fund in 2019 was part of the company’s commitment to making a positive impact on the environment to improve the lives of patients and people, as well as society as a whole.

“Our sites can apply for this funding for a range of projects such as upgrading to energy efficient lighting, purchasing items to help phase out single-use plastic water bottles, and other innovative environmental sustainability initiatives,” Mr Sims said.

Last financial year, the fund assisted with projects like LED lighting upgrades, UV filtration of a rehabilitation pool, and installing dishwashers to assist with replacement of plastic water bottles.

Sites can apply for funding of up to \$100,000 per project and all eligible applications will be considered and approved on a ‘first-come, first-served’ basis. ■■



# Screen time research at Joondalup Health Campus

As we spend more time indoors, either due to lock-down or simply because winter is upon us, many parents may begin to look at their child’s screen time and wonder if it will, in fact, turn their eyes square.

A possible link between a rise in conditions such as obesity and Attention Deficit Disorder (ADD) and the use of computers and smartphones is the focus of an ORIGINS Project sub-project into the effects of technology on children’s development.

Joondalup Health Campus’s Head of Paediatrics and Origins Project co-lead investigator Professor Desiree Silva said it is still unclear whether digital technology is contributing to the worsening of such conditions, but it was very important to find out and understand this more.

“We know technology has affected language development, and what we’re concerned about is whether excessive technology use might be creating a problem,” she said.

She added that parents’ use of technology was just as important a factor as children’s.

“Sometimes we see now in waiting rooms parents are on their smartphones or tablets rather than looking at their child and they are increasingly using smartphones and tablets as babysitters,” she said.

“And if the parent uses technology excessively, usually the child does as well.”

Mother-of-three Jamee Brien, who is taking part in the study, said keeping her eldest child Cooper, aged four, away from his tablet was a challenge for both of them, but she had been making a conscious effort to put the devices aside and engage with her children on a more regular basis.

The ORIGINS Project is a unique research collaboration between the Telethon Kids Institute and Joondalup Health Campus, following 10,000 families over the next decade to improve child and adult health. ■■



# Australian-first study to improve outcomes for frail patients

An exciting new research project, backed by the Ramsay Hospital Research Foundation, is examining how a nurse-led volunteer program could help improve outcomes for frail patients in hospital.

As evidence shows persistent pain can lead to functional disability, depression, and social isolation, it has been hypothesised the burden of pain leaves older adults less capable to compensate, which increases the likelihood of frailty.

A team of 12 researchers (from five Australian universities), led by Dr Rosemary Saunders from the School of Nursing and Midwifery at Edith Cowan University, is investigating different ways of minimising or stopping the progression of frailty in hospital patients.

Dr Saunders said researchers will first investigate the prevalence of frailty across the hospital and then trialing interventions to address the magnitude of the problem.

As part of the study, a group of frail patients at Hollywood Private Hospital in Western Australia will receive a volunteer support care plan tailored to their individual needs.

“It could be a volunteer assisting someone with their meals or helping them to go for a walk to improve their mobility,” she said.

“Other studies have found patients eat more or increase their weight when required, just by having a volunteer engaged in specific activities at meal times.”

The study will also use new technology called PainChek®, an observational pain assessment system that includes a point-of-care app which utilises artificial intelligence (facial recognition and analysis) in combination with smart automation, to provide a valid, reliable and accurate means of assessing pain in people who cannot verbalise their pain.

This will be the first Australian study examining PainChek’s application in a hospital.

PainChek’s Chief Scientific Officer, Prof Jeff Hughes, said: “The PainChek and Volunteer Frailty Study provides a great opportunity to evaluate the impact of technology enabled pain assessment on frailty progression associated with acute hospital admissions.”

“Acknowledging that frailty is often the result of multiple contributors, it is hoped the use of PainChek® will facilitate better pain control, hence mitigating its contribution to frailty.”

The researchers will determine the effectiveness of the volunteer intervention program, the use of PainChek®, plus the use of the two methods combined.

The frailty project was made possible thanks to a \$734,000 grant from the Ramsay Hospital Research Foundation.

Dr Saunders said it was a timely and important research project “given the ageing population not only in Australia, but globally.”

“To receive the funding is a really exciting opportunity because we have a highly experienced, multi-disciplinary research team and this is a study that can actually improve patient wellbeing and maximise their function in hospital and after discharge,” Dr Saunders said.

Director of Clinical Services at Hollywood Private Hospital, Karen Gullick, said it was another example of Ramsay’s commitment to research to help improve patient outcomes.

“As we see more elderly people coming through it’s really important that we understand the impact of frailty on the patient and how we can translate that into providing the best care in our hospitals,” Ms Gullick said.

Associate Dean Research in the School of Nursing and Midwifery at Edith Cowan University, Professor Lisa Whitehead, said the project reflects the strength and value of the partnership between Hollywood Private Hospital and ECU.

“It is a valuable example of how working together to identify key clinical areas of need can lead to the development and funding of significant studies such as this one with major potential to improve the quality of care for a vulnerable population.”

The findings from the two-year study could be used to guide and implement volunteer programs and pain assessment interventions across other Ramsay hospitals. ■■

# RHRF helps pioneer early parenting research

The success of Australia’s Early Parenting Centres will be studied for the first time thanks to a new research grant from Ramsay Hospital Research Foundation.

Professor Jane Fisher, Clinical Psychologist at Masada Private Hospital’s Early Parenting Centre will examine the ongoing impact of the program on women and their babies, after they’ve completed the structured 5-night inpatient program.

Professor Fisher, who has worked at Masada’s Early Parenting Centre for more than two decades, says she was thrilled her two-year research project had been awarded RHRF funding.

“We were absolutely delighted and really very grateful in this highly competitive environment to have been awarded this grant,” Professor Fisher said.

“We think it’s a huge testament to Ramsay that they invest in independent research as a way of ensuring very high quality care, and I think in the area of early parenting services, Ramsay really is the only group providing this service in the private sector.”

Masada Private Hospital’s Early Parenting Centre provides a well-structured, evidence-informed residential program for women experiencing mild to moderate mental health problems, or whose babies are unsettled.

Professor Fisher said the most common problems include babies being difficult to soothe and settle and waking frequently after short sleeps, which then lead to prolonged crying and feeding difficulties. In this situation women become exhausted and anxious and can feel really uncertain about what to do to make things better.

“At Masada, we admit more than 1,000 mothers and babies every year. We rarely have an empty bed which I think is an indicator of the serious need for these services for women and infants in our community,” Professor Fisher said.

“This research project is about measuring the impact of this program. We want to understand the characteristics of mothers and babies for whom this program works well, and the characteristics of those who might need more help,” she said.

“We are also keen to learn from women what aspects of the program are the most helpful to them and to their babies.”

“We already know there’s very high satisfaction from the women we see but we want to see if there’s a measurable

difference between how women tell us they are feeling and their baby is behaving before the admission and six weeks after they go home.”

Professor Fisher’s research will be based on the experience of women at Masada Private Hospital’s Early Parenting Centre but the findings could help structure care at early parenting centres across the country.

Women complete a detailed pre-admission form before they come into the program, and, rather than asking for more information, the research team will be able to link this information with details from the medical notes and a follow up questionnaire six weeks after they go home.

“It’s very generous for women to contribute their experiences of health and health care to research. We will be able to combine the experiences of 1,000 women and babies so that we can understand how to make residential early parenting programs as effective as possible; benchmark to maintain a high quality of care and inform families and health professionals who might seek our services in the future.” ■■





# Ramsay Pharmacy Wishart recognised for community contribution

Ramsay Pharmacy Wishart has received recognition from two local organisations for its continued contribution to the community.



State Member for Mansfield, Corrine McMillan, presented the Ramsay Pharmacy Wishart team with the "Business of the Month" award for July.

Ms McMillan expressed her gratitude for all the hard work and care the pharmacy team has provided to the community over the years and especially in the last few months with the challenges of working in a COVID environment.

The pharmacy had been nominated by members of their local community to receive this award.

Pharmacist Manager, Sarah Chambers, was also personally awarded the Rotary 'Pride of

Workmanship' award which was presented by Sue Ellis (President of Rotary Club of Wishart) in the pharmacy.

Sarah said it was a "pleasant surprise and a great honour to be recognised by the Rotary."

Ramsay Pharmacy's General Manager of Operations, Michelle Lynch, echoed the contribution and recognition of these awards to the team and Sarah personally.

"We are very proud of the team and Sarah's achievements and echo the recognition of their service and contribution to the community," she said.

# Ramsay Pharmacy stays kind in July

The Ramsay Pharmacy team has set their own challenge of performing 31 simple acts of kindness during the 31 days of July, as part of the Kind July campaign.

Kind July is an initiative of Stay Kind, a movement that promotes and encourages more kindness in everyday life.

Acts of kindness included:

- Leaving a cupcake for a colleague
- Buying a coffee for a team member having a tough day
- Sending care packages from Queensland to NSW and Victoria where colleagues have experienced more severe COVID-19 restrictions

Ramsay Pharmacy's General Manager of Operations, Michelle Lynch, said 2020 has been a trying year with communities first experiencing bushfires and then grappling with the impacts of COVID-19.

"We are super proud of the Ramsay Pharmacy team who wanted to recognise the need for us to be kind to one another – now more than ever," she said.



# 'Click & Collect' gives pharmacy customers more choice

Customers can now order their favourite pharmacy products from the comfort of their own couch with the launch of Ramsay Pharmacy Group's new 'Click & Collect' service.

Click & Collect allows customers to purchase items from the latest Ramsay Pharmacy digital catalogue, without having to physically attend the store to browse what's on offer.

[www.ramsaypharmacy.com.au/click-and-collect](http://www.ramsaypharmacy.com.au/click-and-collect)

To further improve the customer's experience, they won't have to wait around for their order to be prepared, and will instead receive a phone call or text message from their chosen Ramsay or Malouf pharmacy to let them know their order is ready to collect.

During the COVID-19 pandemic, many people were finding it difficult to make it into their favourite Ramsay Pharmacy to buy

the things they needed, so a service has been developed to make it as easy as possible for customers.

The Click & Collect service is not only more convenient for customers, but it also means they can browse the catalogue at their leisure from their own home, which was an important consideration for many people trying to avoid germs or illness.

Customers are still able to pay for their order over the counter when they collect their purchase. Home delivery of medications can also be arranged at select Ramsay pharmacies.



# Westmead Private celebrates breastfeeding as a climate smart decision

Westmead Private Hospital has celebrated breastfeeding mums this August to honour their contribution to fostering a healthier planet.



As part of World Breastfeeding Week 2020, the community was urged to support breastfeeding mothers and recognise how breastfeeding can improve the environment and climate change by reducing waste.

Westmead Private Hospital’s senior lactation consultant Leonie Turner said breastfeeding needs to be recognised as a climate smart decision.

“Artificial feeding leaves a huge imprint on greenhouse gases, not to mention bottles, teats and packaging that all end up as landfill,” Ms Turner said.

“We need to make breastfeeding more widely accepted in the community not only for the incredible health benefits it provides for mum and baby alike, but also its environmental benefits.”

Westmead Private Hospital’s midwives and lactation consultants wore special breastfeeding week t-shirts throughout August, to spark conversations not only with pregnant women and new mums but also their partners, family members and the broader community.

“Most women who come into the hospital are of the mindset that they want to breastfeed their baby but they need the

support of the people around them to make that possible,” Ms Turner said.

“As they say it takes a village to raise a baby – well, it’s the same concept with breastfeeding.”

Westmead Private is Australia’s only private hospital to twice win the International Board of Lactation Consultation’s ‘Care Award’ for excellence in breastfeeding and maternal support.

During their stay women can access the 24-hour Infant Feeding and Support Centre which is a women’s-only area staffed by lactation consultants and senior midwives. New mothers also receive two visits with a lactation consultant within the first six weeks after discharge.

There is also support for women even before they have their baby. The Support Clinic for New Mothers can help women with antenatal expression and breastfeeding advice.

World Breastfeeding Week is coordinated by the World Alliance for Breastfeeding Action and is held each year from 1st – 7th August.

For more information on Westmead Private Hospital’s maternity services visit [www.westmeadprivate.com.au](http://www.westmeadprivate.com.au) 📄

# Greenslopes obstetrician brings antenatal scans to life with 3D printer

While 3D scans are a routine part of a visit to the obstetrician, Greenslopes Obstetrics and Gynaecology’s Dr Ken Law has taken it to the next level.



Dr Law has started offering his patients a 3D mould of their babies’ faces, made using a 3D printer, and it has proved very popular with parents-to-be.

“Just like a normal scan, the baby has to be in a good position in order to capture a good 3D image,” Dr Law said.

“It’s a bit more realistic when you can print something that the parents can actually hold onto, and a 3D mould of a baby’s face is a unique memento of the pregnancy.”

The technology was initially created for vision-impaired expectant mothers, and it takes about three hours to print the 3D model of the baby’s face.

Brisbane mum, Nikki Aylward, who gave birth to her third daughter in early August, jumped at the chance to get a sneak peak of her daughter’s face.

“We wanted to see what she looked like, so when Dr Law said he could print a mould, we thought ‘why not’,” Mrs Aylward said.

“And because I wasn’t able to take my husband, Josh, or my other daughters with me to the appointments [due to COVID-19], it was wonderful be able to show family and friends the mould before she arrived.” 📄

# Masada helps new mums seeking assistance during COVID-19 crisis

Isolation associated with the COVID-19 crisis has led to a 30% increase in new mothers seeking help from Masada Early Parenting Centre in Melbourne.

Masada EPC takes babies from six weeks to two years of age for issues with sleep and settling, feeding support and adjustment to parenting for new parents since 1996.

Masada nurse unit manager, Patsy Thean, said: “There’s been an increase in mothers needing our help because their other supports from Maternal Child Health Centres and other parent services are not running or on reduced services right now. They’re missing out on vital family support, as well as support from other parents in the form of mothers groups or time out for a coffee with friends.”

“We’re spending 70% of our time on the phone supporting patients with problems settling and feeding their babies. We’re taking about 30 calls a day from anxious parents. The problems they’re experiencing are only made worse by being at home all the time.”

“We are admitting infants from four weeks old, as well as a number of six, eight and 10 week old babies, since COVID-19 hit.”

“I think the hardest thing has been the isolation of people’s villages. Many couldn’t have even their own parents in to help at home, which while necessary was very hard.”

Seaford mum, Emma Crowle, sought help from Masada as soon as Melbourne’s first lockdown was over.

She has two daughters, one-year-old Ruby and three-year-old Elouise. With her husband working from home, limited social access and a baby who would not nap during the day and woke every three hours at night, Emma was at her wits’ end.

“It felt so intense at home. Everyone was there, 24/7 and our house is really small. I put pressure on myself to keep Ruby quiet at night, so we weren’t all tired during the day, but with no sleep I was feeling worse and worse,” Ms Crowle said.

“I was apprehensive about what would happen next with the virus, and if further lockdowns were going to be put in place. I knew I had to get help for Ruby if we were to make it through another lockdown with our sanity.”

The Masada EPC provides personalised assistance for a range of needs including:

- Feeding difficulties
- Infant sleep disorders
- Irritability
- Reflux and colic
- Maternal exhaustion
- Maternal anxiety
- Adjusting to parenting 📄

# Know the ‘4 Ts’ this National Diabetes Week

Parents are being urged to know the ‘4 Ts’ of type 1 diabetes, with research showing many would fail to recognise the symptoms in their children.

Leading endocrinologist and diabetes specialist Dr Gaurav Puri, from Cairns Private Hospital, said it was important to educate families especially as the nation marked National Diabetes Week.

“A simple tool for parents to remember is to look for the ‘4 Ts’; Thirst, Toilet, Tired and Thinner. If you’re noticing your child is increasingly thirsty, heading to the toilet more often or is inexplicably tired or losing weight, you should take them to see a doctor,” Dr Puri said.

“It’s very important to raise awareness about type 1 diabetes because the research conducted by the International Diabetes Foundation found that despite the majority of people surveyed having a family member with diabetes, 4 in 5 parents would have trouble recognising the warning signs and 1 in 3 parents wouldn’t spot them at all.”

According to Diabetes Australia, every year 640 children and adults are admitted to hospital because the early warning signs of type 1 diabetes are missed. If not diagnosed in time, type 1 diabetes can be fatal.

Dr Puri said the role of families was important in tackling diabetes, not only in helping to recognise type 1 symptoms, but also in stemming the rising number of type 2 cases in Australia.

“Eighty percent of type 2 cases are preventable, and families that adopt a healthy lifestyle together are much more likely to not develop the condition,” Dr Puri said.

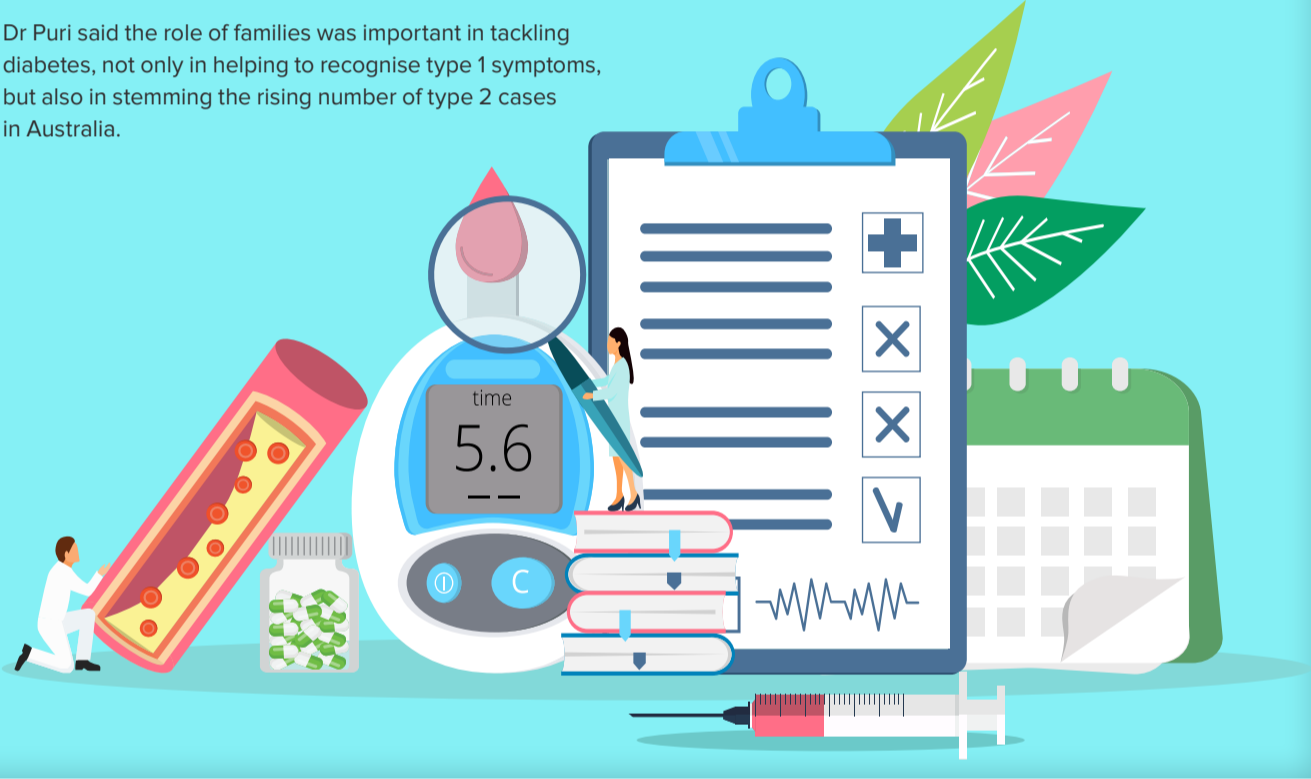
“Risk reduction starts at home, so eat a balanced diet, get some exercise and maintain a healthy weight and you’ll be giving your family the best chance at staying diabetes-free.”

Globally, it’s estimated one in two people live with undiagnosed diabetes and it remains the leading cause of stroke, heart disease, blindness, kidney failure and lower limb amputation.

For those who have already been diagnosed with diabetes, Dr Puri said there are three ways to reverse the condition:

“Weight loss, weight loss and weight loss. It’s so important to maintain a healthy weight so consult with your health professional to find out what range is healthy for you,” he said.

This year National Diabetes Week ran from 12 – 18th July with a focus on supporting the emotional and mental health wellbeing of people living with diabetes. ■■



## Ramsay’s new Digital Contact Centre boosts responsiveness

Customers wanting to know more about Ramsay Health Care services and specialists now have access to a dedicated ‘one stop shop’ for information – with the launch of the national Digital Contact Centre.

The Digital Contact Centre is a central point of contact for all enquiries lodged through Ramsay websites across Australia. It utilises new Salesforce Customer Relationship Management (CRM) technology to track and categorise enquiries.

In an age where consumers are taking greater control over their health care, and competition between health care providers is growing, Ramsay wanted to provide a more streamlined and responsive service. Research shows online enquiries are expected to grow significantly over the coming years as potential patients seek out more information on their health care options.

The dedicated team in the Digital Contact Centre is aiming to deliver prompt responses to enquiries and provide a better depth of understanding of Ramsay services and specialists to the consumer.

The Digital Contact Centre is also expected to make it easier for General Practitioners to access timely and relevant information regarding referrals for Ramsay Health Care services. ■■

# Waverley Private Hospital’s new all-female breast care service

Four female breast cancer specialists have come together to open a new Breast Care Service at Waverley Private Hospital to ease the stress on patients.

Ramsay Health Care’s all-women specialist service is designed to help improve the experience for patients by keeping all the essential services they need to fight the disease in the one location.

Surgeons Dr Sarah Birks and Ms Suat Li Ng, plastic surgeon Dr Sally Ng and oncologist Dr Alysso Wann are all mothers with young families and all live close to Waverley Private Hospital.

The all-female team is rare, and the specialists hope patients will find it reassuring.

“For female problems a lot of women prefer to talk to a woman doctor,” said Dr Birks.

Dr Birks was inspired to help women by her uncle who ran the local breast screening centre in a regional Victorian town.

“I like helping patients through their whole journey,” Dr Birks said.

Streamlining is the key to the success of the new Breast Care Service, which launched in June. GPs refer their patients to the breast surgeon, imaging will be organised with radiology who are onsite at Waverley, and if necessary, oncology treatment is organised at Waverley and surgery is performed in the hospital.

“The patient is managed through the one location, reducing the stress upon the patient,” said Ms Suat Ng, who for six years helped support her mother when she was diagnosed with breast cancer.

“What I learnt through my mother’s experience was that patients really need to trust you. It’s a long-term relationship between doctor and patient with 10 years of surveillance follow-up.”

Waverley Private Hospital Chief Executive Lisa McFadden said she was very supportive of this new service being on site and streamlining support services to reduce the stress placed on patients at a difficult time in their life. ■■



## MOVEMENTS & APPOINTMENTS

### ANTHONY (TONY) ALLITT

has been appointed to the Commercial Business Partner role for the Eastern Region. Tony comes with over 12 years' finance-related experience including four and a half years in professional services (KPMG – corporate audit and deal advisory) and eight years in finance roles in the construction, real estate (McGrath Estate Agents) and most recently travel (Carnival Australia) industries. He has had exposure to, and advised businesses in retail, financial management and corporate governance, hospitality and manufacturing industries. He has a Master's in Accounting and a Bachelor Degree in Human Resource Management.

### ROCHELLE BIANCOTTI

has successfully been appointed to the role of Director of Clinical Services for Cairns Private Hospital. Rochelle joined the hospital in 2006 as a Registered Nurse in the Orthopaedic Unit. Over the past 15 years, she has undertaken various clinical and management roles including Regional Quality Manager, Nurse Unit Manager of the Orthopaedic Unit, After Hours Manager and Workplace Health and Safety Manager. More recently, Rochelle has been the Assistant Director of Clinical Services at Cairns Private Hospital and led the operational response to COVID-19 across the three facilities in Cairns.

### MANDY RUTHERFORD

has been appointed to the role of Director of Finance and Support Services at Dudley Private Hospital. Mandy is a qualified Chartered Accountant and has held senior executive roles in mining, banking and manufacturing over the past 18 years.

### SIOBHAN LEACH

has commenced at Ramsay Health Care in the newly created role of Group Sustainability Officer. Siobhan has worked in sustainability and environmental management for more than 20 years and has a wide range of experience in sustainability strategy, reporting and governance. She was most recently the Senior Manager for Sustainability and Environment at the NRMA, and has served on various sustainability boards and committees. She has a Bachelor of Science, a Master of Environmental Engineering Science and a Master of Environmental Law. Siobhan will assist with implementing environmental and social sustainability programs and driving the company's overall sustainability strategy, with the aim of developing stronger communities, healthier people and a greener planet.

### LISA MCFADDEN

has been appointed to the role of CEO of the South Metro Melbourne network of hospitals which includes The Avenue Hospital, Masada Private Hospital and Glenferrie Private Hospital. Lisa first joined Ramsay Health Care in 1995 as a Nurse Unit Manager at John Flynn Private Hospital in Queensland where she worked until 2003 when she moved to Melbourne. After a short period outside of the organisation, Lisa returned to Ramsay at Linacre Private Hospital in November 2004. Since being appointed as the Director of Clinical Services of The Avenue in 2008, Lisa has been a key part of the Victorian Hospital Executive Team, working as the CEO/DCS at Glenferrie Private, then the CEO of Waverley Private in 2017 before also taking on Mitcham Private Hospital as a multi-site CEO in January 2019.

### ROWANN O'MULLANE

has been appointed to the CEO/DCS role for Strathfield Private Hospital. Rowann comes with more than 11 years' experience in senior hospital management roles with her most recent position as Hospital Director of President Private Hospital. Prior to this, Rowann has been a Peri-operative Services Manager and a Director of Nursing. She started her nursing career at St George Private Hospital and interestingly was the first AIN to be recruited at this facility. Rowann then achieved her RN qualification and completed her graduate program also with St George.

### EMMA QUOY

has been appointed to the role of Commercial Manager at North Shore Private Hospital, Castlecrag Private Hospital and Hunters Hill Private Hospital. During Emma's previous role as Ramsay's Commercial Business Partner for the Eastern region, she also contributed to the maternity service line and procurement steering committee. Her energy and ability to undertake multiple projects will make her a great addition to the executive team at these three hospitals.

### BENJAMIN YEH

has been appointed to the role of Director of Clinical Services at Northside Group Wentworthville Clinic. Ben has previously held the roles of Regional Governance, Risk and Compliance Manager and Unit Manager. He is an experienced mental health clinician and manager, and his deep understanding of quality and compliance will be a great asset to the hospital and the Northside Group.

### PETRA GLARE

has been appointed to the role of CEO of Albert Road Clinic. With a background in psychiatric and acute care nursing, including education and quality portfolios, Petra joined Ramsay Health Care in 2015 as the Quality and Risk Manager at Frances Perry House before taking on the Director of Clinical Services role there in 2018 and joining the National Clinical Governance Committee. Petra has greatly assisted the organisation by acting in the CEO role at Albert Road in recent times and has demonstrated strong leadership, building relationships with staff and doctors.

### MAREE MENDOLA

has been appointed to the role of CEO of both Mitcham Private Hospital and Waverley Private Hospital. Maree is well-known to Ramsay Health Care, having previously been the Director of Clinical Services at Frances Perry House until 2017. After gaining experience as a General Manager at St Vincent's, we are pleased to welcome Maree back to Ramsay on 16 September.

### NATALIE KING

has been appointed to the role of Director of Clinical Services at Northside Group Macarthur Clinic. Natalie started her nursing career at Sydney Children's Hospital and then moved on to the Neonatal Intensive Care Unit at Liverpool Hospital. In 2014 Natalie decided to pursue a career in mental health and started at Northside Group Macarthur Clinic where she has progressed through the roles of Registered Nurse, Acting Nurse Unit Manager, Acting Director of Clinical Services and Senior Nurse Unit Manager.

## Greenslopes thanks two retiring doctors for their service to health care

**Two long-standing medical specialists at Greenslopes Private Hospital have announced their retirement after stellar careers in the health care sector: Professor Hugh Bartholomeusz and Associate Professor Charles Steadman.**

Plastic and reconstructive surgeon Professor Hugh Bartholomeusz has retired after a 44-year history with the hospital located on Brisbane's southside.

However, this won't be the end of his association with Greenslopes, as the Professor is keen to strengthen ties with Ramsay Health Care for future generations of medical students in his new role as Dean for Australia within Oceania University of Medicine.

Professor Bartholomeusz started at Greenslopes Private Hospital in 1976 as a final year medical student. It was here he fostered his love, not only for surgery, but in life – meeting his future wife, Helga, who was studying nursing at the time.

"We met at Greenslopes in 1978, we were married in 1979 and we went on to run my practice together for more than 35 years. I believe we really are a great partnership," he said.

"I've always loved Greenslopes. I love the Ramsay Way, and I have an enormous respect for Paul Ramsay. His philosophy, that if you always put the patients, staff and VMOs first, everything else will follow, was the basis for the group's success.

Professor Bartholomeusz also holds the rank of Air Vice-Marshall (Retd) in the Royal Australian Air Force. He is a former Surgeon General of the Australian Defence Force Reserves and was invited to recite the Ode at Anzac Day services at Greenslopes Private Hospital for several years.

"I was really so pleased to recite that Ode. I just think it's the most solemn part of the service, and to perform it in uniform at Greenslopes, a hospital with such strong military links, is an honour."

Looking back on his exceptional career at Greenslopes, Professor Bartholomeusz said the hospital's positive culture is what he'll miss the most.

"The camaraderie, I'll miss my colleagues, I'll miss the nursing and ancillary staff that I've got to know very, very well," he said.

In addition to his part-time role with the University, Prof. Bartholomeusz will continue as a Deputy Director of the Commonwealth Government Professional Services Review, and as a Board Member of the Australasian Foundation for Plastic Surgery.

Associate Professor Charles Steadman, a well-known gastroenterologist and hepatologist, has been connected with Greenslopes for more than 26 years, and was first based there in the 1970s as a medical student.

"Of all the different places I've worked, Greenslopes is where I've worked the longest. On a personal level, I've loved the engagement the hospital has with its Visiting Medical Officers and it is a great source of comfort that patients are always the priority," Dr Steadman said.

"It's been wonderful working with my colleagues and building Queensland Gastroenterology into the biggest gastro clinic in Queensland. Our group developed it with the support of Ramsay Health Care and that's been a great thing."

Dr Steadman also served with the Australian Army in Tarin Kowt, Afghanistan as an Army Medical Officer at the end of 2008 and into 2009.



Professor Bartholomeusz

Associate Professor Steadman

He has always appreciated Greenslopes' military links, as his grandfather, who was also a veteran, was a patient there in the 1960s.

Reflecting on his time with Greenslopes, Dr Steadman said there was one particular instance he'll never forget – when a routine weekend patient check took him by surprise.

"It was a lady from the Gold Coast and she had all the manners of a movie star. All of a sudden her bed came to life and started barking at me," he said with a laugh.

"The patient had hidden her dog inside her bed, it was one of those fluffy things that was tucked in the sheets. You certainly don't expect to be greeted by a dog in a hospital bed."

Dr Steadman and his wife Jenny have now moved to the Gold Coast and are looking forward to playing golf, visiting museums and travelling. ■■



## JOONDALUP HEALTH CAMPUS HELPS KIDS ENTERING FOSTER CARE

Staff from Joondalup Health Campus's Telethon Children's Ward recently celebrated National Pyjama Day (July 17) to provide resources and create awareness of supporting children in foster care.

JHC staff donated 43 full bags for children entering foster care aged from 0–16 as well as a box of extra donations that will be used to make up or top up other donated bags.

The "Care Bags" were given to a locally founded community initiative which provides much needed essential supplies to children in foster care.

Sandy Clancy, founding member of Care Bags – Because children in care matter, said organisations like JHC had helped support more than 1000 children in foster care since the charity started in 2018. ■



## NURSE PRACTITIONER NOTCHES UP 35 YEARS AT PORT MACQUARIE

A nurse practitioner who works with orthopaedic patients is celebrating an admirable 35 years of service at Port Macquarie Private Hospital.

Sandra MacIntyre is currently Ramsay's longest-serving nurse practitioner in NSW. She has been an instrumental part of the facility and has held various positions during her tenure.

She said the great variety of health care work has kept her professional life interesting.

Port Macquarie Private Hospital CEO, Connie Porter, thanked Sandra for the contribution she has made to ensuring patients receive the best possible care. ■



## THE AVENUE'S 'BIG FAMILY' CELEBRATES STAFF CITIZENSHIP

Offices were decked out with Aussie decorations and there were plenty of lamingtons to go around as The Avenue Private Hospital celebrated the citizenship of three loyal staff members.

Environmental Services Manager Susan Murray, Nurse Unit Manager Jennifer Lavin and Patient Liaison Officer Carol Mischefski have worked for Ramsay Health Care for more than 35 years combined, and were thrilled to share their Australian Citizenship not only with each other, but all of The Avenue Hospital.

"We are like one big family because once you start working here you don't want to leave. Finding our handover room decorated with Aussie treats was confirmation of this," Ms Mischefski said.

"I also snuck into Sue's office the night before her ceremony to deck it out. She was so excited just as Jen and I were. We felt really special all three of us."

Susan Murray moved to Australia from the United Kingdom and has worked for Ramsay Health Care for more than 13 years, with tenures at The Avenue, Mitcham and Linacre.

"I'm very proud to be an Australian and everyone at work has made me feel so special," Ms Murray said.

Carol Mischefski moved to Australia from New Zealand and has also worked for Ramsay for more than 13 years, while Jennifer Lavin was born in Ireland and has been with the company for nine years.

The ladies say they were thrilled to share such a special moment with their colleagues.

"It was quite a defining time for us as we had the same common goal to become citizens as we had all left our native countries. It really was very special," Ms Mischefski said. ■



## GREENSLOPES DELIVERS 100TH SET OF TWINS

There were some extra special tears of excitement in the Greenslopes Maternity Ward when the hospital's 100th set of twins were delivered to first time parents Amanda and Phil Hindmarsh.

Born on 27 July, little Liam and Thomas were welcomed into the world by obstetrician Hayley Peckston, much to the excitement not only of their parents, but the entire Greenslopes Private Hospital midwifery team.

Maternity Unit Manager Raechel Frost said it was such a beautiful milestone for the hospital to achieve.

"All of our babies are special and it's always very exciting when we have twins delivered, but there was something extra special about these little guys," Ms Frost said.

"These are Amanda and Phil's first children so we waited a little bit of time before we let them know they were our 100th set of twins."

The new parents were presented with a beautiful bunch of flowers to mark the special milestone and shared some cake with the midwifery team before heading home with their new family.

It was a special moment for midwife Rebecca Lloyd too, as Liam and Thomas were the first twins she has helped to deliver.

"The feeling in that room was just beautiful," Rebecca recalled.

"Those parents were absolutely delightful and they were so, so happy especially when the boys came out and we heard their cries. It was just wonderful to be a part of. I feel very privileged," she said.

Greenslopes Private Hospital is fast becoming the private maternity service of choice for many Brisbane families with its state-of-the-art facilities, expert medical and midwifery care and hotel style environment. ■

## Westmead and Cairns go silly for a serious cause

Doctors and staff at Westmead Private Hospital and Cairns Private Hospital have sported big, bright red noses in August to mark Red Nose Day.



Held annually since 1988, Red Nose Day has helped save the lives of more than 10,000 Australian babies and children, by teaching parents safe sleeping techniques.

However sadly, nine Australian children still die suddenly and unexpectedly every day.

Westmead Private Hospital paediatrician Dr Neil Ginsberg said while incredible strides had been made in reducing Sudden Infant Death Syndrome (SIDS), parents cannot be complacent.

"This is an opportunity to continue to educate parents on safe sleeping habits for their children and that's why, even 30 years on, Red Nose Day is still so important," Dr Ginsberg said.

"The Back to Sleep message is crucial for all parents because when the numbers go down everybody thinks

there isn't an issue, but children are still dying from SIDS every day".

Dr Ginsberg said many cases of SIDS occurred when exhausted parents co-sleep with their babies in a desperate attempt to get more sleep.

"The message is clear, don't do it. Don't resort to it because unfortunately it becomes the quick fix and in many cases the quick fix will be safe and without complications, but there will be those that end in disaster," he said.

Both Cairns Private Hospital and Westmead Private Hospital and were proud to support Red Nose Day to share the safe sleeping message.



Money raised from Red Nose Day helps to provide safe sleeping education, research and bereavement support services. ■■

## Lake Macquarie patient a special link to hospital's past

At the age of 101, Arthur Balks was already a very memorable patient for the staff at Lake Macquarie Private Hospital.

But when he started speaking about his grandmother, Granny Cain, his special link to the hospital really came to light.

It turns out, Lake Macquarie Private Hospital's Cain Ward was named after Arthur's 'Granny Cain' as a tribute to her incredible work delivering babies in Gateshead and its surrounding suburbs in New South Wales.

It is estimated Granny Cain delivered more than 1,000 babies in their homes during her 52 years as a midwife – including 11 of her own grandchildren.

During the Great Depression, Granny Cain opened up her home to malnourished children and would look after them until they were well to be sent back to their own homes. Since cars weren't popular, she often attended the births on foot – irrespective of whether it was day or night.

The Cain Ward is a key ward at Lake Macquarie – caring for cardiac and cardiothoracic patients.

Lake Macquarie Private Hospital staff were thrilled to hear Arthur affectionately recall his stories about Granny Cain, providing a touching and personal link to the hospital's past. ■■

