

The Ramsay Way

Ramsay Health Care Corporate Newsletter



Ramsay
Health Care

COVID-19

Ramsay looks to the future after key role in Australia's COVID-19 health response

Ramsay Health Care has released a national overview of its significant contributions to tackle the COVID-19 pandemic in conjunction with the public health system.

Ramsay Health Care's COVID-19 Pandemic Response brochure highlights the ways Ramsay assisted with the effort across every aspect of the business, its learnings from COVID-19, looking to the future, and case studies from around the country.

Ramsay stepped up when the COVID-19 pandemic hit, answering the Australian Government's call to temporarily integrate into the country's public health care systems, making its infrastructure, essential equipment, supplies, workforce and additional resources available to state and territory hospital systems and the Federal Government.

Ramsay's overwhelming primary focus during the pandemic was to protect the safety and wellbeing of patients, staff and doctors.

Through this partnership, Ramsay created the extra capacity to support the public system in the fight against COVID-19, including more than 30,000 additional staff and 9,000 hospital beds across the country. More than 28,000 procedures were performed on public patients across a range of specialties (including at the public hospitals Ramsay operates).

Ramsay's Melbourne hospitals and clinics assisted the Victorian Government's pandemic response by redeploying staff to work more than 1,500 shifts in 8 residential aged care homes to assist with COVID-19 outbreaks and caring for 85 vulnerable aged care residents. These facilities admitted 72 COVID-positive patients, mostly older Australians who had been evacuated from residential aged care facilities.

Ramsay's Joondalup Health Campus treated more than 40 COVID-positive patients without any staff transmission. This included 30 COVID-19 positive patients from cruise ship, the Artania.

Ramsay also offered free training and resources to more than 100 external aged care providers in Queensland and New South Wales to equip them with skills to minimise the risk of COVID-19 outbreaks in their facilities.

Ramsay's community pharmacy network supported the Federal Government's Home Medicines Service during the pandemic by delivering medications to more than 3,800 vulnerable Australians, reducing their potential exposure to the virus by making sure they could access essential medicines without leaving home. Ramsay Pharmacy also administered almost 17,000 flu vaccinations, an increase of more than 400 percent compared to 2019.

In addition to the health response, Ramsay also contributed to addressing the devastating economic consequences of the pandemic. Despite challenging conditions, Ramsay supported hundreds of local construction jobs by continuing with 11 development projects across the country worth a total of \$267 million. This included millions of dollars' worth of investments in Brisbane, Perth and Western Sydney and millions more in regional Australia in Orange and Nowra.

Ramsay Australia CEO, Carmel Monaghan, said the partnership between public and private hospitals during the COVID-19 pandemic demonstrates the benefits of Australia's hybrid model of care, featuring a strong public health system supplemented by a strong private hospital sector.

"This hybrid system offers patients more choice in ordinary times and vital extra capacity to support public patients in extraordinary times. It is this hybrid model which, we believe, helps to make Australia's hospital system one of the best in the world," Ms Monaghan said.

Ms Monaghan said Ramsay remains committed to leveraging its experience and expertise in delivering health care services to rural and regional areas to ensure these communities have access to the same high-quality health care treatments as their city counterparts.

The pandemic has highlighted the appetite for accessing in-home rehabilitation and hospital care services, and Ramsay will continue to focus on this integrated care delivery model.

"The impacts of COVID-19 on the mental wellbeing of Australians means mental health service delivery will play an even greater role in our society into the future. Excellent, accessible mental health care will be another key focus for Ramsay which has a 56-year history of providing high quality mental health treatments."

To view the full brochure, please visit [ramsaynews.com.au](https://www.ramsaynews.com.au)

Developed a new national QR code screening system to streamline the visitor entry process at Ramsay sites.

More than
100,000
people per week were screened to identify anybody at risk of having COVID-19.

Despite challenging conditions, Ramsay supported hundreds of local construction jobs by continuing with
11
development projects, totalling a capital investment of
\$267m
nationally. Notable investments in metropolitan areas at Greenslopes in Brisbane (\$72.3m), Hollywood in Perth (\$67.7m) and Westmead in Western Sydney (\$29.5m) continued through COVID restrictions, including Ramsay's deep commitment to regional areas through investments at Dudley in Orange (\$7.8m) and Nowra (\$9.6m).

Financially supported at least
42
struggling Australian businesses during lockdown by purchasing food from local restaurants, cafés, suppliers and bakeries for Ramsay health care workers.



12
of Ramsay's Melbourne hospitals and clinics assisted the Victorian Government's pandemic response by: Redeploying Ramsay staff to work more than
1,500
shifts in
8
residential aged care facilities to assist with COVID-19 outbreaks. Admitting about
1,500
public patients (surgical and non-surgical) to Ramsay facilities to ensure Victorians received the treatments they needed.

Caring for
85
vulnerable aged care residents and supporting residential services residents during a distressing time for them and their loved ones. Admitting
72
COVID-positive patients (mostly aged care residents) to Warringal Private Hospital, Glenferrie Private Hospital, and Peninsula Private Hospital, while ensuring safety remained our top priority for staff, doctors and patients.



Each month, hosted more than
500
telehealth meetings to support more than
2,500
participants who could not attend hospital due to COVID-19 restrictions:
Antenatal classes and midwife consultations
Mental health therapy sessions and group day programs
Day rehabilitation sessions

Ramsay's GP Liaison Officers pivoted to support doctors by hosting
153
RACGP-accredited virtual GP education events, featuring 239 medical specialists, attended by almost
4,500
GPs across Australia.

Almost
87,000
public patients were admitted to Ramsay hospitals across Australia from February to September 2020.

More than
28,000
procedures across a range of specialties were performed on these public patients. Ramsay facilities also accepted emergency patients, mental health patients and rehabilitation patients from the public system.*
*Data includes the public hospitals which Ramsay operates



Provided free training and resources to external aged care providers in New South Wales and Queensland to equip them with skills to minimise the risk of COVID-19 outbreaks in their facilities.

Added more than
30,000
Ramsay staff and
9,000
hospital beds to Australia's public health system to assist in the fight against COVID-19, while ensuring no Ramsay staff were stood down due to the pandemic.

Joondalup Health Campus, located in Western Australia, treated more than
40
COVID-positive patients without any staff transmission. This included
30
COVID-positive patients from cruise ship, the Artania.



Ramsay Pharmacy administered almost
17,000
flu vaccinations through its pharmacies – an increase of almost
400%
compared to 2019.



Ramsay's community pharmacy network supported the Federal Government's Home Medicines Service during the pandemic, by delivering medications to the homes of more than
3,800
vulnerable people, reducing their potential exposure to the virus.



RAMSAY AUSTRALIA CEO MESSAGE

I'm delighted to be the new CEO of Ramsay Health Care Australia and I thank everybody who has reached out with messages of support since I commenced in the role in October 2020.

I was very privileged to work with our founder Paul Ramsay for many years and I share his 'people caring for people' philosophy. At the 50 year celebrations of the company, Paul famously said – "The golden years are not behind us, they are before us". To that end, I am really excited to be building on his amazing legacy.

Since commencing in the role, I have been meeting with leaders and teams from across our business, as well as with our external stakeholders and partners, discussing both short-term and long-term strategies for emerging out of the COVID-19 pandemic and operating successfully into the future.

COVID-19, in addition to other drivers, has challenged us to rethink the way we deliver care. As the health care system evolves, my focus will be on delivering world-class patient care and customer experience, while developing and empowering our people. We will continue to actively embed education and research into our organisation, implement a range of quality initiatives across the business, and expand our health care offerings both in and out of hospital.

I plan to use my extensive experience and understanding of health care operations and strategy to grow our hospital business in Australia and prioritise regional health care to ensure all Australians have access to quality health care. I'm also interested in building our expertise in the mental health sector, to help our hospitals become leading complex centres of excellence, supporting patients with care in their homes, and providing virtual health care solutions in a digital age.

In this edition of The Ramsay Way, you will read about our contributions to fighting coronavirus on a national level – across all areas of the business.

I'm also particularly excited about the work we are doing in the sustainability space. We have recently launched our Ramsay Cares program which is centred on creating a greener planet, healthier people and stronger communities. In Australia, we are already making fantastic progress in reducing our carbon footprint and you can read more about this on pages 10 and 11.

We are also focused on offering patients the option of receiving some treatments in their own homes, which will provide them with greater choice and convenience.

One of my first priorities as CEO has been to connect face-to-face – wherever possible – with employees and doctors from our hospitals, day surgeries, clinics and pharmacies.

We are a great company with wonderful people and I am looking forward to meeting as many of our teams as possible throughout 2021.

Despite the challenges of the pandemic, we have rallied together across Australia and shown we are a group of people caring for people. I'm so proud of all we have achieved together and I wish you a safe, healthy and prosperous new year.

Warm regards,

Carmel Monaghan
Chief Executive Officer, Ramsay Health Care Australia

New Ramsay Australia CEO shares strategic aims during hospital tour

Ramsay Australia's new CEO has shared some of her strategic aims for the business during a tour of hospitals, day surgeries and pharmacies in regional New South Wales.

Carmel Monaghan, who has worked at Ramsay Health Care for 22 years, commenced in the CEO role in October 2020.

Ms Monaghan said one of her goals was to increasingly deliver more health care services in the home, to provide patients with greater choice and convenience regarding how they access their treatments.

She also identified talent development and empowering employees as a key future focus.



"I am really interested in investing in our people – in terms of education, training and development – to ensure we have a health care workforce fit for the future," she said.

Being a leader in delivering outstanding patient care and customer experience is also a high priority for Ms Monaghan.

"We will focus on actively embedding research, clinical trials and strong academic partnerships into our

organisation using evidence-based medicine and data quality outcomes to improve outcomes for both current and future generations."

Ms Monaghan said it was important to visit Ramsay-operated sites to better understand their future development needs and to meet as many doctors and staff as possible. ■■



Ramsay to pilot short stay arthroplasty

Ramsay Australia will pilot a new short stay model of care, giving doctors a greater say in how their patients receive care.

The 'Short Stay Arthroplasty Pilot', which has been adapted for Australia, aims to give patients and doctors the support and confidence needed to recover at home after a total knee or hip arthroplasty.

Eligible patients receive education, home based support and enrolment in a clinical pathway designed specifically for home based recovery within 23-47 hours of surgery.

Chairman of the Department of Orthopaedic Surgery at St George Private Hospital, Dr Samuel MacDessi said the pilot was being established to ensure it was a safe and efficient option for surgeons to use for their patients in the future.

"There is now evidence that overnight stay is at least as safe as a prolonged stay in hospital for appropriately selected patients and this pilot will provide surgeons with another option for managing their patients in the comfort of their own home," Dr MacDessi said.

"We will only be doing this for patients who are suitable - they will need to reach all their discharge milestone and have someone at home who can help. The ability to access a Ramsay program offering in-home nursing and physiotherapy for rehabilitation will minimise the length of stay for patients who really want to be at home."

Dr MacDessi said day surgery was becoming a standard of care for arthroplasty and more patients wanted to access this alternative option for their post-operative care.

"There are some patients who want a prolonged stay in hospital but more and more, people are wanting to recover and rehabilitate at home. This pilot gives them access to nursing and physiotherapy services at home that are equal to what they would receive in the hospital environment," he said.

The Short Stay Arthroplasty Pilot was designed with contribution from Ramsay's global teams and input from orthopaedic surgeons, arthroplasty nurses and allied health. The model of care has been designed with the needs of patients and their safety as a key priority.

Elements of success were identified, including patient selection, anaesthesia and pain management, patient education and preparation for surgery, standardisation of perioperative processes, and staff education and acceptance of the model.

Ramsay Australia's extensive hospital and community-based workforce and expertise provide the company with the ability to deliver this short stay model of care throughout Australia.

The Short Stay Arthroplasty Pilot Project will be overseen by the Orthopaedic Advisory Panel and the National Clinical Governance Unit. A National Working Group - consisting of orthopaedic surgeons, anaesthetists, nursing, and physiotherapy representatives who are experienced in the development and implementation of enhanced recovery programs has been assembled to provide input into the development of the model of care and to be involved in the pilot phase of this initiative. ■■



Dudley Private Hospital opens new mental health unit

A new purpose-built mental health unit has opened at Dudley Private Hospital in Orange, offering more options for patients in the Central West region of New South Wales.

The Dudley Clinic accounts for the majority of an \$8 million extension to the existing Dudley Private Hospital. It is a 15-bed private mental health unit that boasts consulting rooms, a dining room, group therapy/lounge room, a designated Transcranial Magnetic Stimulation (TMS) room, outdoor areas, day group therapy areas, a gymnasium and sensory room.

Dudley Private Hospital CEO Paul McKenna said it was important to continue to invest and grow regional health care services.

“We want to make a positive difference in the lives of those we treat. Providing our patients with the very best care and every opportunity to maximise their health and life potential is how we will achieve this goal,” Mr McKenna said.

“The Dudley Clinic has a really good feel to it,” Mr McKenna said. “It has a lovely aspect and is light-filled and spacious that considers the comfort of the patients and staff. The clinic will have a private entrance at the rear of the existing hospital, to ensure patient privacy is maintained.”

The Dudley Clinic is a private mental health unit providing modern expertise and caring professionalism in a welcoming and relaxing environment for the treatment of anxiety disorders, mood disorders, psychosis and other mental health conditions.

“We offer outpatient programs to give patients the best possible outcomes after what is commonly a one to three week stay at the Dudley Clinic.”

For a one-call triage service to arrange timely assessment and/or admission of a patient, please phone EasyAccess on 1300 855 249. ■■



Mt Wilga Private Hospital earns world-leader crown

Mt Wilga Private Hospital in Hornsby has been awarded global recognition as a Conservative Care Centre of Excellence in the diagnosis and treatment of lymphatic diseases.

The prestigious title was granted by the Lymphatic Education & Research Network after a rigorous vetting process by some of the world’s leading lymphatic medicine specialists.

Rehabilitation consultant, Dr Helen Mackie, who helped create the Lymphoedema Clinic at Mt Wilga Private Hospital in 1992, said the announcement recognised the hospital as a world-leader in non-surgical treatments for lymphoedema.

She said the hospital had worked with patients suffering the most severe and complex cases of lymphoedema for more than 30 years.

“We are the only service in Australia to be awarded this level of accreditation for this specialty,” she said.

“Our treatment program is based on world’s best practice and provides a much-needed service to people across NSW and interstate suffering from lymphoedema.”

Lymphoedema is a chronic and progressive condition that occurs when when a build-up of lymph fluid in the body’s soft tissues causes swelling. Around one person in every 6000 will develop Primary Lymphoedema, while approximately 20 per cent of patients treated for breast, melanoma, gynaecological or prostate cancers will develop secondary lymphoedema¹.

“Apart from severe and complex cases, our therapists also monitor people at risk of developing the condition, such as breast cancer patients,” said Dr Mackie.

She said Mt Wilga Private Hospital treats around 200 lymphoedema patients a year, with 60-100 new patients referred each year.

Catherine Ireland, 73, has been a patient at the Mt Wilga Lymphoedema Clinic for more than ten years. She said the treatment had given her back in independence and prevented her condition from getting worse.

“I developed lymphoedema in both arms after treatment for breast cancer and initially wore compression garments on both arms and hands. It made it almost impossible to do day-to-day tasks like cleaning the house and I stopped the things I love – like dancing.

“Working with the doctors and therapists at Mt Wilga, I no longer need to wear a garment on my left arm and hand and my right arm is almost back to normal I am hopeful that within the next six months I will only have to wear a compression gauntlet on my right hand and a compression garment on my right forearm,” Mrs Ireland said.

“The care and support provided by the staff at the clinic has been wonderful and even in between visits, if I have any concerns, I know that help is just a phone call away.”

Mt Wilga Private Hospital CEO Lorrie Mohsen said the title was an honour for all doctors, lymphoedema therapists and staff associated with the Lymphoedema Clinic.

“Our staff have worked extremely hard to establish this service, which is one of a kind in Australia,” she said.

“It’s incredibly humbling to see all of our hard work rewarded with such a prestigious recognition.” ■■

¹<https://www.lymphoedema.org.au/about-lymphoedema/what-is-lymphoedema/>



St George Private Hospital opens new cancer and infusion centre

Patients requiring chemotherapy treatment or infusion services can now access a spacious and modern day oncology and infusion unit in Sydney’s south.

Located in the recently completed St George Private Hospital Medical Suites, the new centre is connected by a link bridge to the private hospital.

As well as almost doubling patient capacity, the new centre has a nature-focused design, with a large area to view the outdoors. Patients will have plenty of personal space as they undergo treatment or chat to the clinical team. The layout of the room also allows nurses to watch over patients from a distance, so patients feel as comfortable and relaxed as possible.

St George Private Hospital CEO, Peter Ridley, said the new purpose-built day oncology and infusion Centre builds upon the facility’s comprehensive cancer care offering.

“We know nature has a wonderfully soothing effect on all of us, so we wanted to make sure it took centre stage in the new design. As well as outdoor views, we have also worked in photos from local artists on beautiful beach and ocean scenes across the unit.

“Coming to hospital for treatment can be a stressful and anxious time so we have created a space promoting tranquillity. We wanted the space to dissipate the stress often associated with chemotherapy and other infusions,” Mr Ridley said.

One of the patients who has experienced the upgraded unit is Kim Honeyman, a Sydney-sider and mother of three who has been with St George Private Hospital for the past

10 years. Kim was diagnosed with breast cancer while pregnant with her third child and began treatment right away.

“The new space is beautiful and had a profound impact on my mood when I visited for my infusion this week,” Kim said.

“Having been a patient with St George Private for ten years, I know the importance of a calm environment in the midst of what can often be a chaotic time.”

Kim has been looked after by the same team throughout her treatment to ensure continuity of care.

Delivering a consistency in treatment and care is a key priority for the team, which has led them to roll out a Cancer Care Navigator (CCN) program. The program works by connecting cancer patients with a ‘navigator’ who guides them through their cancer treatment - from initial diagnosis right through to post treatment and into survivorship.

St George Private Hospital’s cancer care navigator, Julie Ward, said: “Many of my patients and carers comment how appreciative they are of having a dedicated Cancer Care Navigator with them as they undergo treatment here at St George Private.”

“My role ensures they always have a ‘constant’ throughout the complex pathway to provide information and assist with their changing needs and emotions. It’s also a great support for doctors who benefit from knowing their patients are being guided throughout their entire journey.” ■■

Virtual education and treatment solutions in a COVID world

GP Liaison Officers (GPLOs) from around Australia have pivoted to support Ramsay's network of medical specialists during the COVID-19 pandemic.

After quickly recognising the need to offer virtual GP education sessions – rather than the traditional face-to-face events – the GPLOs began to facilitate these meetings via Zoom and other platforms.

In just six months, they have hosted 153 RACGP-accredited GP education events, featuring hundreds of medical specialists and attended by almost 4,500 GPs across Australia.

Doctor Engagement and Marketing Manager, Taren King Koi, said the virtual GP education sessions helped to foster relationships and referral pathways between community GPs and medical specialists at a time when social distancing measures and other restrictions prevented large gatherings of GPs.

"Data shows attendance numbers for our virtual GP education events have been increasing and there are a few reasons for this," Ms King Koi said.

She said GPs like having the option to log in from the comfort of their own homes or offices to access interesting and relevant content.

Chair of Ramsay's GP Education Committee, Dr Sue Gray, agreed, saying GPs no longer need to factor in travel time and location into their plans and can do many of the 'always-on' education videos in their own time.

"In a post-COVID world, we would anticipate offering a combination of both virtual and face-to-face education events for GPs," Dr Gray said.



Many of Ramsay's hospital teams have also been using virtual health services to provide care for patients since the onset of the pandemic.

These services have been developed by Ramsay's IT, medical and legal departments to cater for those who could not attend hospital due to COVID-19 restrictions.

In just one month, more than 500 telehealth meetings were hosted to support more than 2,600 participants through antenatal classes and midwife consultations, mental health therapy sessions and group day programs, and day rehabilitation sessions.

Hospitals such as Warringal Private Hospital and The Avenue Hospital have also hosted virtual information sessions direct to consumers.

An event on managing chronic pain was led by Dr Nick Christelis and Dr Stiofan O'Conghaile, attracting almost 300 participants who dialled in from across Melbourne.

This has not only provided insights into the patient journey, but the need for more consumer education events moving forward. ■■

North Shore Private Hospital assists tumour patients from public health sector

COVID-19
CASE STUDY

During the early stages of the COVID-19 pandemic, North Shore Private Hospital reached an agreement with Sydney local Health District to admit and operate on public tumour patients who normally receive treatment at Royal Prince Alfred Hospital in Sydney.

This agreement allowed the surgeons of the Bone and Soft Tissue Sarcoma Unit to access theatre lists, which enabled time-critical operations to proceed, such as major surgeries with multiple surgeons and post-operative ICU requirements, as well as smaller procedures such as biopsies. It also avoided treatment delays for patients with chemotherapy treatment schedules.

A 28-year-old woman with osteosarcoma of the pelvis was one of the public patients who received treatment at North Shore Private Hospital during the pandemic.

She required general and orthopaedic surgeons to perform hemipelvic resection with a custom-made 3D printed titanium pelvic implant. This allowed for immediate stability, pain relief and return to walking. Any delay could have compromised her pelvis, or allowed for spread of the tumour to other sites.

Surgeons of the NSW Bone and Soft Tissue Sarcoma Unit (Paul Stalley, Richard Boyle, Maurice Guzman and Daniel Franks) said: "Access via North Shore Private Hospital has been absolutely critical for our patients, not just with bone tumours or sarcoma, but other cancers requiring urgent surgical care. Quite simply, patients' lives would have been affected terribly without this access and we thank all involved for its inception." ■■

COVID-19
CASE STUDY

St Andrew's Ipswich Private Hospital dials up COVID-19 safety measures

Staff at St Andrew's Ipswich Private Hospital Emergency Department have enhanced safety measures in response to changes in public health guidelines, and in light of COVID-19 cases in the region.

Emergency Department Physician, Dr Graham Ireland, is encouraging the Ipswich community to seek medical attention should they need it.

"There is a perception amongst the community that waiting rooms will be overly busy because of the Ipswich cluster and the pandemic in general, but I want to reassure the community that we have sufficient room and robust processes for patient assessment allowing us to see our patients quickly.

"I understand this is an unnerving time for people, particularly those in a vulnerable situation, but caring for our health is vital. We need to remember that our case numbers are low, and we can continue to get through this," Dr Ireland said.

To abide by public health guidelines, visitors cannot enter the Emergency Department unless caring for a paediatric patient or confused elderly patient, however, the Emergency Department has introduced a text-messaging service so family can stay up to date on patient progression.

St Andrew's Ipswich Private Hospital is part of Australia's largest private hospital group Ramsay Health Care, which has implemented comprehensive screening of all people who enter the hospital, as well as additional support measures for frontline workers to support them during this challenging time.

Dr Ireland, who has worked at St Andrew's Ipswich Private for almost two years, said the Emergency Department continues to care for a wide variety of patients, including general medical and surgical, to paediatric, child injury, sporting injury, senior falls and sometimes those with critically ill conditions.

The experienced Emergency Department team at St Andrew's Ipswich offer a personal service to the 1,000 patients who come through the doors each month. With incoming emergency department patients coming from over half an hour away, the department carries all the x-ray, CT scanner and blood testing requirements on site to ensure prompt assessment and treatment. ■■



Proactive preparations for future aged care COVID-19 outbreaks



Ramsay Health Care has offered free training and resources to external aged care providers as part of a plan to reduce the potential for future outbreaks of COVID-19 in their residential facilities.

Given the company’s experience in responding to outbreaks in the aged care sector in Victoria, Ramsay has proactively reached out to local aged care providers in New South Wales and Queensland to offer assistance in carrying out risk assessments and providing training in the use of PPE, including donning and doffing competencies.

Ramsay made the decision to share its expertise, resources and guidelines, and provide on-site training to aged care workers in the hope that it may assist those staff in minimising risk and the potential for COVID-19 outbreaks in aged care facilities.

In Western Australia, Joondalup Health Campus (JHC) experts have also coordinated a workshop with WA’s Department of Health (DoH) and residential aged care facilities to prepare for future outbreaks of the virus.

JHC Interim CEO Dr Amanda Ling said WA was lucky because

the WA Health Department had already developed a COVID-19 Residential Aged Care Facilities (RACF) Outbreak Plan.

“JHC staff, having successfully treated more than 40 COVID-positive patients since the start of the pandemic, were also able to share lessons learned and engage with the aged care sector proactively.”

JHC Emergency Management Coordinator Mary McConnell agreed plans are paramount and added the devil is in the detail around what is going to work when a plan is actually rolled out.

“Every plan is a live document that should constantly evolve and be updated, quickly incorporating lessons learned,” she said. “Today is about sharing some of the lessons we’ve already had both here at JHC and also over in Victoria.”

The JHC event also attracted local GPs, nurse practitioners and representatives from local government who joined the 50-strong audience. ■■



Donvale Rehabilitation adopts new strategies for COVID-19 care

Donvale Rehabilitation Hospital has stepped up to assist with the pandemic response during Victoria’s second wave by caring for 29 aged care residents, including many who had contracted coronavirus.

Part of the hospital’s strategy to care for these vulnerable patients involved allied health employees temporarily pivoting to work as assistants in nursing (AINs).

COVID-19 rehabilitation is an emerging area, with research suggesting approximately 20 per cent of coronavirus sufferers will have a protracted recovery period.

The most common symptoms are breathing difficulties and fatigue, but there are also many documented cases of other body systems being mildly to severely impaired.

The full recovery period for patients with long-term COVID-19 symptoms remains unknown.

Staff at Donvale Rehabilitation Hospital have been focusing on how best to help patients who develop longer-term symptoms from the virus.

Current evidence suggests a thorough assessment, identification of impairments and an individualised treatment plan is essential for a beneficial outcome.

Donvale’s teams have been collaborating with other multidisciplinary members of the national Ramsay rehabilitation network to ensure their patients receive the best care.

This included actively collating COVID-19 rehabilitation guidelines based on existing published research material to help allied health clinicians prioritise treatment plans for patients most in need. ■■

An open letter to Donvale Rehabilitation Hospital team members

By Lidia Zampetti, Acting Nurse Unit Manager of the ‘Tully’ ward

As we continue to transition our residents back to their original care facilities or to alternative accommodation, I would like to express with you all, a few of my thoughts over the last 5 weeks.

I have never in my 30 plus year nursing career, seen such a coming together of a hospital team, as I have in recent weeks. All disciplines working as a collective and cohesive group, for the sole benefit of delivering compassionate, supportive and loving care to such a fragile group of people, displaced from their homes and loved ones.

I came to the role of Acting NUM of Tully with a little trepidation of what lay ahead in caring for these people. I won’t lie, it has been a considerable change in how we have nursed and collaborated with colleagues in the past. Yet, what an affirming time it has been.

Of course, we work together daily, supporting patients with our own individual skills to achieve the best possible outcomes. The last five weeks has seen us blend our roles to support each other and what a visible impact this has had on these residents.

A lady who came in with such fear in her eyes, unsettled, agitated and crying out for her children; now calm, freely walking in the corridor, greeting staff with “Hello koukla” (doll in Greek).

A reserved and self-isolating man who has now left our ward, danced the Zorba in the corridor and played table tennis with a spring in his step, winning against much younger rivals.

Some bed bound residents, contorted and resistive of movement on arrival are now asking to get dressed and leave their beds or walking with the support of team members.

Residents re-discovering the pleasure of food and eating with such satisfaction.

Allied staff members sitting by a resident’s side, slowly shaving coarse bristles with care or assisting nursing staff to care for a resident’s most basic personal care needs.

Keeping our residents connected to their families, reassuring and giving them confidence in our care of their loved ones.

So many witnessed, wonderful moments. I could go on and on.

A patient’s age should not define the level of care we should or shouldn’t give. All people who come into our care should be given the dignity of getting the best care from all of us. Every life has purpose and every interaction we have with people has value. Never underestimate the impact of positive and caring human connection.

Again, I would like to thank everyone who has contributed to the wellbeing of our “Tully” residents from every department. Your support, ideas, bilingual skills, eager collaboration, strength, empathy and above all laughter and kindness has been immense.

This time has made my heart sing and I have never in my working life felt such immense pride more than in the last five weeks on Tully. Also, to Austin, Caroline, Carol, Michael, Louise, Sue, Marg, Sharon, Doug, my fellow ANUMs, Tully nursing colleagues and HODs of every department who has given advice, encouragement and support so willingly.

Thank you.

With much appreciation,
Lidia Zampetti



Shepparton man ‘back on track’ after lockdown injury

A Shepparton man who waited a month before getting surgery on two damaged discs in his back, has warned others not to avoid seeking medical help because of COVID-19.

Karate expert and hospital theatre technician Greg Olver, 60, injured his L4-L5 discs when he bent down to touch something on the ground. Over the coming days the pain in his left side got worse until he was unable to move his leg without assistance.

Mr Olver said he avoided going to see a doctor because he didn't want to have surgery in Melbourne during the stage 4 lockdown.

“Being on restrictions in Shepparton, I wasn't exercising for the first time in years. Like a lot of people, I put on a bit of weight and wasn't as healthy as I should have been. I think this contributed to the injury,” said Mr Olver.

A theatre technician at Shepparton Private Hospital, Mr Olver said he should have known better than to wait.

After seeing a specialist, Mr Olver had surgery to repair his damaged back in Melbourne last month, before returning to Shepparton Private Hospital to recover.

Mr Olver also runs a successful Karate studio in

Shepparton, Goju Ryu Genku-Kai, which was temporarily forced to close its doors when COVID hit earlier this year.

Shepparton Private Hospital Allied Health Manager, Mutian Zhang said they'd seen many patients who put off seeing a medical professional during lockdown.

“We are now seeing people in rehabilitation who hurt their back, like Greg, shoulder or knee and were nervous to get the help they needed to fix their injury.”

“We know people are anxious about COVID-19, but we take every precaution to protect our patients and we hate to think anyone is sitting at home in pain, and potentially making injuries worse.”

Mr Zhang said it was common for a small incident to trigger a back injury, and that any kind of severe pain should never be ignored.

“It's always better to be safe than sorry. You don't want to leave an injury that could potentially get worse without treatment,” he said. ■

WA nurses helping hand to sister Ramsay site

Joondalup Health Campus (JHC) registered nurses Abby Geddes and Rachel Wellborn volunteered to fly to the aid of staff at Ramsay Health Care's (RHC) Peninsula Private Hospital in September.

The pair spent three weeks working on wards supporting aged care residents who required hospitalisation.

Abby, said she and Rachel both felt they needed to go help the elderly who are sick and in need of comfort, those who are well but may not have had enough care in their aged care homes due to staffing.

“We are also wanting to help the nurses who are having to constantly wear masks to protect themselves while they care for others. We know they need a break and we hope to be of assistance in providing relief, even it just allows some staff to take a much-needed breather,” she said.

Rachel said the trip was being considered a pilot, so the company could receive feedback on the nurses experience and refine the processes should any RHC facility – including JHC - need relief staffing in the future because of the pandemic.

“We will be making notes and sharing feedback that will inform a plan whereby we could call on staff to volunteer from other hospitals should there be a second wave and we are hit hard,” she said. ■



Nurses Abby Geddes (right) and Rachel Wellborn

Ramsay's Melbourne facilities rally to fight COVID-19 in unprecedented circumstances

In July 2020, a continued rise in COVID-19 case numbers in the greater Melbourne area prompted the Department of Health and Human Services to request Ramsay Health Care to re-start its pandemic agreement in Victoria. Ramsay's significant size in terms of bed numbers, workforce capacity, and locations across Victoria meant it played a key role in helping the public hospital system respond to the second wave of COVID-19.

COVID-19
CASE STUDY

Ramsay acted quickly to redeploy staff to work more than 1500 shifts in eight residential aged care facilities. As well as caring for these vulnerable people in their homes, five of Ramsay's Victorian sites admitted 85 aged care residents and supported residential services residents into their facilities.

64 of these aged care residents were among the 72 COVID positive patients who were admitted to Peninsula Private Hospital, Warrigal Private Hospital and Glenferrie Hospital. Ramsay constantly reviewed its processes and PPE supplies to ensure the safety of its people and set up a comprehensive asymptomatic testing program for employees in Victoria who managed COVID patients.

Ramsay staff from across Melbourne worked shifts at Peninsula Private Hospital as they responded to provide public services following the closure of a number of wards and the furloughing of more than 700 public staff

at Frankston Hospital. Impressively, Ramsay staff from other hospitals filled at least 40 shifts per day for Peninsula Private Hospital.

As well as caring for COVID patients and aged care residents, Ramsay's Victorian sites have admitted approximately 1,500 public patients since the start of the pandemic for both medical and surgical treatments.

The Deputy Secretary of the Health and Wellbeing division of Victoria's Department of Health and Human Services, Terry Symonds, said: “It's been inspiring to watch your staff and management teams respond in a heartbeat to the needs of the most vulnerable members of the community. I know the circumstances in aged care facilities have been far from ideal and it must be incredibly challenging for the staff on the floor. I just wanted to say thank you. I am in awe of the work of your teams.” ■

3D holographic technology used in shoulder surgery

Mixed reality technology most commonly associated with the gaming industry has helped a Brisbane orthopaedic surgeon perform a complex shoulder reconstruction at Greenslopes Private Hospital.

In what's believed to be an Australian first, Dr Ashish Gupta and his team of engineers have used mixed reality technology to create a 3D hologram of the patient's shoulder, which he used to guide his surgery.

Just like in gaming, Dr Gupta wore a headset with 3D goggles to view the patient's shoulder hologram, which allowed him to see parts of the anatomy he would otherwise be unable to see.

"The hologram allows you to see what is beyond the surgical field of view and going forward it could be really significant in other fields of medicine such as neurological surgery," Dr Gupta said.

Unlike playing a game in virtual reality - where you don't know what's going on outside the simulated environment, Dr Gupta said with mixed reality you are still very aware of your surroundings. Augmented reality is regularly employed in the manufacturing and aerospace industries.

"Think of it like GPS in a car - but it's a holographic GPS. The surgeon is always in control; we can overlay the hologram onto the patient's bones or anatomy and use the hologram to guide our surgery," Dr Gupta said.

The mixed reality technology was used to treat a 19 year old patient who had suffered a traumatic shoulder dislocation with large residual bone defect. The surgery was performed at Greenslopes Private Hospital in August 2020.

Previously, Dr Gupta and his team would pre-plan complex surgeries using computer modelling and 3D printing, but Research and Development Engineer Marine Launay said the use and integration of mixed-reality technology allowed them to take a different approach.

"Previously all the preplanning work would have been done and Dr Gupta would have taken his printed plans or 3D print models into surgery. By using mixed reality, he has the

potential to see, interact and manipulate the pre-planned hologram during surgery before he makes decisions about the patient," Ms Launay said.

"Mixed reality can help the surgeon guide their positioning because when you're doing a shoulder surgery the field of view is really restricted. But if you can see the 3D hologram of the scapula at the same time, the surgeon can see things he may otherwise be unable to see without mixed reality technology; it's like being able to see what lies behind a wall".

Greenslopes Private Hospital Chief Executive Officer Chris Went said the hospital was committed to supporting improvements in technology that can offer patients a wider range of treatment options.

"This is such an exciting medical milestone which further illustrates Greenslopes' commitment to research and development to help deliver excellent health care for our patients," Ms Went said.

Dr Gupta is a sub specialist orthopaedic shoulder surgeon based at Greenslopes Private Hospital, and is also the Director of the Queensland Unit for Advanced Shoulder Research (QUASR), at Queensland University of Technology in Brisbane.

"The immersive technology is being used under an ethically approved clinical trial and the technology is being validated by the biomedical engineering team at QUASR," Dr Gupta said.

QUASR is a dedicated, multi-skilled and transformational shoulder research facility with more than 40 researchers working on bio-mechanical, computational, modelling, robotics, neuromuscular and gait projects alongside a dedicated cadaveric lab. ■■



Spinal surgery arrives at Nowra Private Hospital

Spinal surgery is now available in Nowra for the first time, meaning south coast residents no longer need to travel to Wollongong or Sydney for operations.

A new, specialised theatre has also been built for the hospital's surgeons to utilise.

Orthopaedic spine surgeon Dr Geoffrey Rosenberg has joined Nowra Private Hospital's growing list of specialist consultants.

Specialising in adult degenerative spinal conditions and complex reconstruction, revision and minimally invasive surgery, Dr Rosenberg has been operating for more than 25 years.

Dr Rosenberg operates on conditions such as slipped or prolapsed discs and spinal stenosis.



"Before now, there haven't been a lot of options for spinal surgery in the region. If you've ever had a spinal injury or condition, you know how painful it is, so any reduction in travel time for patients is a big win," Dr Rosenberg said.

"Nowra is a beautiful community and I've been a regular visitor for 20 years. It's lovely working in a small community where everyone knows each other."

"I think I have the most rewarding profession in the world."

Dr Rosenberg has volunteered extensively overseas, performing spinal surgery in the Pacific and Africa.

Nowra Private Hospital now has four theatres for surgery.

Nowra Private Hospital CEO, Prue Buist, said: "The hospital has purchased new specialised equipment used for spinal surgery, including a 'Jackson Table' which is a specially designed operating table used for spinal surgeries. This will allow specialists to undertake complex surgical procedures in Nowra."

"We want to provide our community with access to all their specialist medical needs, so they don't need to worry about travelling to see different doctors." ■■

Orthopaedic robot a Central Queensland first



Hillcrest Rockhampton Private Hospital has invested in a two-million-dollar robot, removing the need for Central Queensland residents undergoing partial or total knee replacement or total hip replacement to travel to South East Queensland to access the technology.

Hospital CEO Fiona Hebbard said the innovative technology is part of the hospital's commitment to being the orthopaedic centre of excellence for Central Queensland.

"This is a huge win for regional Queenslanders, with world-leading technology now available locally for robotic-assisted total hip replacements and total knee and partial knee replacements," Ms Hebbard said.

Part of Australia's largest private hospital group Ramsay Health Care, Hillcrest is conducting the first surgeries using the robotic technology today, a full knee and a full hip replacement.

In town to mark the significant milestone, Ramsay Northern Operations Executive Samantha Dodd said the investment reflected Ramsay's commitment to regional areas.

"It is exciting to provide local surgeons with world-class technology so locals do not have to travel to Brisbane hospitals," Ms Dodd said.

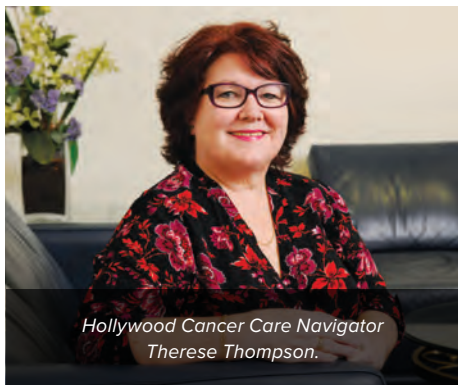
The robotic system is designed to assist surgeons, with data collected before and during surgery including CT-based 3D planning to help enhance pre-operative planning. During the procedure, the surgeon can make adjustments if required, based on insights gained using the technology, for dynamic joint balancing.

The arrival of the Mako robot adds to Hillcrest's suite of surgical options for orthopaedic patients, ensuring Central Queenslanders have access to a range of treatments to suit their needs.

The Hospital also has Hillcrest Specialist Centres in Gladstone and Emerald, giving rural patients local access to orthopaedic specialists pre-operatively and post-operatively.

About Hillcrest Rockhampton Private Hospital

Hillcrest Rockhampton Private Hospital has gone from strength to strength since it was first established more than 100 years ago. The hospital, located at 4 Talford Street, is a 66-bed medical, surgical and mental health hospital offering a holistic approach to health care. Hillcrest Rockhampton Private Hospital specialises in orthopaedics, ophthalmology, general surgery, urology, gynaecology, IVF, general medicine and mental health. ■■



"People caring for people" put into practice at Hollywood Private Hospital

Hollywood Private Hospital in Perth's western suburb of Nedlands has launched its Cancer Care Navigation service, which provides newly diagnosed cancer patients the opportunity of meeting with a senior registered nurse who can guide them through their treatment.

Ramsay Service Line Director for Cancer Care, Sue Sinclair, said the program was the essence of Ramsay's "people caring for people" slogan and offered patients the best experience in cancer care.

"When a patient is first diagnosed with cancer, they have dozens of questions about the path ahead. But we know many of them don't think their questions are important enough to ask their specialists. The navigators can answer those questions."

Hollywood Cancer Care Navigator Therese Thompson, who

has been nursing for more than 30 years, said her new role as a navigator helped create the best outcome for patients.

"The major benefits for patients are that we are there for them as a point of contact over multiple admissions," Ms. Thompson said.

"When I reflect on a busy day, I love the feeling that I have given the patient all the information they required and linked them to the services they need, so that they and their family are supported - and that is very satisfying." ■■

Young breast cancer survivor creates care packages for Wollongong patients

A young breast cancer survivor who didn't want other patients to feel alone has handmade care packages for women undergoing chemotherapy at Wollongong Private Hospital.

Elle Veitch was 27 when she went to her GP with breast cancer symptoms. She had an 11cm mass of cancer and underwent a lumpectomy and then a double mastectomy.

Ms Veitch, who lives in Dapto, came to Wollongong Private Hospital after her surgery to work with a Breast Care Nurse, who is supporting her through on-going treatment.

"It's scary to know you can get cancer so young. Even though I have a family history it was still a huge shock," said Ms Veitch.

"After I was diagnosed it was like a whirlwind. When I came out of surgery I was looking at this body I didn't recognise, and it takes a huge toll on you emotionally."

Wanting to provide comfort to other women in the same situation, Ms Veitch started making care packages for cancer patients containing chocolate, moisturiser, nail polish and other treats in a handmade bag.

"I wanted other women to wake up from surgery and see that someone was thinking about them, and they weren't alone," Ms Veitch said.

Wollongong Private Hospital Breast Care Nurse Ann Morgan cares for Ms Veitch and others like her, to support them through their cancer treatment. She provides clinical care and supportive care, alongside the patient's doctors.

"Before they start treatment I always call and say, 'I'm here. You're not alone'. I take them all the way through their journey so they have a constant support anytime they need me," said Ms Morgan.

"It makes such a huge difference just knowing there's someone a phone call away."

Ms Veitch will have reconstructive surgery in January. ■■



New skin cancer treatment for Illawarra patients

A unique treatment designed to remove skin cancers from delicate and difficult areas, where pathology specimens are viewed under a microscope in 'real time' to show the area is cancer-free, is now available in Wollongong.

Mohs surgery is a combination of dermatology and pathology, where a dermatologist removes the skin cancer in stages, using a microscope to examine the tissue for cancer cells as they go. Layers of skin are removed and examined until there are no more cancer cells present.

The treatment aims to completely remove cancerous cells, which allows for the highest cure rate. The procedure also aims to preserve as much healthy tissue as possible.

Plastic surgeon, Professor Anand Deva, said skin cancers are often found on delicate areas of the body, such as lips, eyelids, fingers and ears, so care must be taken to preserve the healthy tissue and minimise scarring, whilst still removing all the cancer.

"The roots of the skin cancer may extend beyond the visible portion of the tumour. If the roots are not removed, the cancer could recur," said Prof Deva.

The procedure is done under local anaesthetic and patients wait while the specialist analyses the removed tissue. The steps are repeated until the cancer has been removed. This can take several hours in complex cases. Patients get their results on the day, meaning they don't have an anxious wait to discover if their cancer is gone.

"This is the only skin cancer removal where cancerous tissue is examined in real time," said Prof Deva.

"The reconstruction is as important as the removal of the cancer, especially on the face. The Mohs technique is designed to allow a precise removal of the cancer, which is important because every millimetre of tissue you lose on the face makes a difference."

Local patients have previously travelled to Sydney or Miranda for this treatment.

Consultation for Mohs surgery is at Integrated Specialist Healthcare, which is newly located at Figtree Private Hospital. The procedure takes place at nearby Wollongong Private Hospital.

Ramsay launches new cancer support program at Lake Macquarie and Wollongong Private Hospitals

Ramsay Health Care is trialing a new post-treatment support program to help cancer patients navigate and better understand their 'new normal' following cancer treatment.

Ramsay Connect Cancer Care aims to provide clients with a seamless, clinician-led transition of care between hospital and their home.

The Ramsay Connect Cancer Care program was developed after research with patients revealed a majority of them felt there was a 'post treatment void' and adjusting to their 'new normal' was difficult.

Ramsay Health Care Service Line Director, Sue Sinclair, said the new program was being trialed through Wollongong and Lake Macquarie Private Hospitals.

The Ramsay Connect Cancer Care program is built on a strong evidence base and creating connected and integrated pathways for patients, from screening right through to survivorship beyond the hospital walls," Ms Sinclair said.

"There's a lot of published evidence that supports why we're doing this and we've designed this program based on the feedback from our own patients, plus expert clinical advice."

Under Ramsay's Connect Cancer Care, patients will receive a personalised program to help them support a healthy lifestyle with health coaching and psychosocial support aiming for good mental health.

The focus is on lifestyle risk factors after treatment to minimise the reoccurrence of cancers, better manage co-morbidities, symptoms and side effects from treatment.

Ramsay Connect Cancer Care was developed in consultation with Ramsay Health Care and Remedy medical specialists to ensure high quality information is provided to patients throughout the program.

"We're identifying patients who are more at risk or may have high levels of unmet needs and chronic care requiring ongoing co-ordination and health coaching," Ms Sinclair said.

"The patients are transitioned from our clinical staff in hospital to our community staff and it's very much a warm handover with the health coach. They meet with the health coach and their program is really tailored around their



personalised needs".

Ramsay Connect National Integrated Care Manager Breanna Ellis, said another strength of the program was the ability to connect patients back to allied health care if needed, through Ramsay Health Plus (Ramsay's allied health service provided through outpatient clinics).

For more information, visit www.ramsayhealth.com.au/Find-a-Service/Cancer ■■

New robotic surgery choice for Port Macquarie

Mid North Coast residents can now access the latest robotic surgery options close to home thanks to a major investment at Port Macquarie Private Hospital.



The new da Vinci Si robot arrived at the hospital in May and has already been used in more than 20 urology procedures.

Port Macquarie Private Hospital Urologist, Dr Nader Awad, described the da Vinci Si robot as ‘an extension of your hands inside the patient’ which allowed surgeons to perform a more consistent operation over a broader range of patients.

“I think the benefits of the technology are that patients can recover more quickly and they can be out of hospital within two days, there’s certainly less blood loss with robotic procedures than open surgery,” Dr Awad said.

“It’s wonderful to give people access to what residents get in a big city - that’s the aim for our urology department here at Port Macquarie Private Hospital, we like to be able to offer the latest techniques and technology. Regional patients shouldn’t be missing out.”

Chief Executive Officer Connie Porter said the technology was a huge win for Port Macquarie residents, because they no longer needed to travel long distances to access robotic surgery.

“We’re really excited to be able to offer this option to our patients because previously they had to travel to Sydney or Brisbane. It’s wonderful to provide locals with robotic technology right here in Port Macquarie,” Ms Porter said.

“So far this cutting edge technology has been used to perform prostate and kidney cancer surgery, as well as complex bladder procedures, but we’re getting more and more interest from other fields of medicine such as gynaecology and general surgery as well.”

Coffs Harbour resident Jonathon Hart recently underwent a radical prostatectomy, with Dr Awad using the da Vinci Si robot for the procedure.

“Having the robot there at Port Macquarie was the deciding factor, my brother had it done in Brisbane and the research my wife and I did confirmed that was the way we wanted to go. So when we heard the robot was in Port Macquarie, we went for it,” Mr Hart said.

“I have family in Brisbane and Sydney so I could have travelled there but we really heard great things about Port Macquarie Private Hospital and the Port Macquarie Urology Centre and once we were there, meeting with Dr Awad and his staff, we were so happy to be close to home.”

Dr Awad had been travelling to Sydney for more than three years to train in robotic surgery techniques and said having the da Vinci Si robot at Port Macquarie was also important for local surgeons.

“If regional centres don’t embrace technology they won’t be able to attract good surgeons. This helps us recruit that next generation of urologist because if you want doctors to leave the big cities you need to offer them this sort of technology,” Dr Awad said. ■■



Skin cancer ‘no joke’ as comedian Dave Hughes has surgery at Masada Private Hospital

Comedian Dave Hughes has undergone surgery to successfully remove skin cancers from his shoulder and arm at Masada Private Hospital.

It’s the second procedure for Mr Hughes, who had a skin cancer excised from his back in 2016.

The popular radio host had his skin cancers removed by Masada Private Hospital dermatologist, Dr Jeremy Banky, on 19 October 2020.

Mr Hughes has also had treatment for his ‘sun damaged facial skin’ to help prevent skin cancers from developing on his face.

Dr Banky said many people have put off coming to see a doctor about possible skin cancers during Victoria’s hard lockdown.

“It is important people do not ignore their medical conditions during the current pandemic. Skin cancer can be fatal if it’s not identified and treated. It’s one of the most common cancers in Australia,” Dr Banky said.

“Seeing your doctor for a skin check identifies the skin cancer earlier, leading to better prevention and more successful treatment.”

“In Victoria there has been a significant decrease in people seeing their doctor for treatment because of restrictions. In many cases patients didn’t think their treatment was urgent, but if you’re worried about a skin lesion, then you should always see a doctor.”

Mr Hughes has urged other Melburnians to get their skin checked ahead of summer. ■■



Noosa Hospital celebrates eye care anniversary

Noosa Hospital is celebrating an important milestone with more than 1,000 local residents accessing its ophthalmology services in the past year.

Private ophthalmology services recommenced at Noosa Hospital in August 2019, giving residents the latest eye surgeries, right in their own shire.

Chief Executive Officer Justin Greenwell said it was wonderful residents no longer needed to travel for the treatments.

“It’s so important to have this service close to home because when we’re talking about people’s sight, it’s vital that they get any problems sorted quickly,” Mr Greenwell said.

“We are so fortunate to have such skilled surgeons performing these procedures out of Noosa Hospital and we’re pleased to provide them with the latest technology to do their work. It’s all about aiming to provide the very best health care to Noosa residents.”

In the past year, Noosa Hospital’s private ophthalmology services have included cataract surgery, minimally invasive glaucoma surgery, eyelid surgeries, laser treatment for glaucoma, and injections for diabetic eye disease and age-related macular degeneration.

Approximately 50 per cent of patients underwent cataract surgery.

Associate Professor Kristopher Rallah-Baker said the Noosa Hospital facilities allowed locals to be treated quickly.

“A diagnosis like macular degeneration needs to be treated

quite rapidly to prevent permanent vision loss and we know timely cataract surgery reduces the risk of falls, broken hips and extended hospital stays so it’s important people are seen quickly,” Assoc. Prof. Rallah-Baker said.

“A lot of people hold off because they’re frightened of surgery but people shouldn’t be afraid. The surgical team is absolutely fantastic, they’re patient-focused and my patients are always thrilled with the level of care they receive.”

Dr Madeleine Adams is a refractive cataract surgeon who also provides a service for glaucoma and medical retina. She said Noosa Hospital offered great convenience for locals.

“Many patients have expressed how happy they are to be able to have eye surgery and consultations close to home, removing the need to drive or take taxis for long distances,” Dr Adams said.

“I really enjoy operating at Noosa Hospital - the members of the theatre team truly care about their patients and have a great depth of talent with extensive experience in eye surgery.”

“Ramsay has invested in good technology as well and that really does make the difference. We have cutting edge technology here and continuing that investment will maintain Noosa’s position as a top ophthalmology provider,” Dr Adams said. ■■

Ramsay dialysis donation headed to Port Moresby

Fifteen dialysis machines are leaving the Sunshine Coast for Papua New Guinea with help from Rotary Clubs, after being donated by Sunshine Coast University Private Hospital and Nambour Selangor Private Hospital.

The hospitals are part of Ramsay Health Care, which has a long-term partnership with Rotary to donate medical equipment and goods which are no longer needed in its hospitals to disadvantaged countries around the globe.

Ramsay Health Care's Sunshine Coast Hospital Network CEO Justin Greenwell said as the only provider of private renal dialysis services on the Sunshine Coast, they've recently upgraded to the latest technology for patients.

"With the donation of all these machines that are no longer needed here, it's wonderful that we can support people that are less fortunate in other communities, that would have less access to these technologies."

A team from Mooloolaba Rotary Club arranged transport of nine dialysis machines from Nambour Selangor Private Hospital, in addition to the six dialysis machines they collected from Sunshine Coast University Private Hospital, to Rotary's Donations In Kind warehouse in Brisbane.

Rotary's Donations In Kind receives, packs and ships redundant but reusable items including hospital and school equipment to developing nations in the Pacific, with transport funded by various Rotary Clubs and sponsors.

Mooloolaba Rotary Club International Director Peter Webb who helped move the machines from the Coast said they're headed for Port Moresby: "I truly believe they'll save lives." ■■



Nambour Selangor Private Hospital Maintenance Technician Max Reed and Hospital CEO Justin Greenwell with some of the donated machines.

Westmead Private donates hospital supplies to Papua New Guinea

Westmead Private Hospital has donated a shipping container of blue storage containers to a hospital in Papua New Guinea, as part of an ongoing initiative to provide medical equipment and supplies to disadvantaged communities.



The new storage solutions will make a difference to the working environment for staff at Sopas District Hospital, which had previously been using cardboard boxes.

Sopas District Hospital is located in one of the highest provinces in the highlands of PNG.

The hospital's Medical Superintendent and surgeon, Dr Elvis Biofa Japhleth, said: "Donation of various medical equipments and supplies by Westmead Private Hospital to Sopas District Hospital has indeed assisted the hospital in a huge scale."

"Through these donations, the standard of care and the quality of services we provided have exceptionally improved and attracted more patients than ever before. Before Sopas District Hospital used to see around 500 patients per annum. This year we have seen a total 14,651 patients, evidence of quality of services we provided," Dr Japhleth said.

"Your donations have been a great blessing to us and our patients. The donations that you have done has changed the lives of many people. Thank you from the bottom of our hearts."

Westmead Private Hospital endoscopy room coordinator, Kathryn Bloomfield, facilitated the donation. Westmead Private Hospital will also be donating some endoscopy processing units at the end of 2020. ■■

Ramsay on track for national recycling target

Ramsay Australia's mission to remove 24 million single use plastic items per year was launched on World Environment Day in June 2020, with sites around the country taking on the challenge to cut back on plastics.

Just four months into the program, by 30 September 2020, an incredible 5,147,333 plastic items had been saved from landfill. This includes items such as drinking cups and lids, cutlery, plates, stirrers, straws, kidney dishes and most medication cups.

Hollywood Private Hospital and Joondalup Health Campus in Western Australia are among those to have made the move away from single use plastic water bottles to reusable jugs and cups. They join more than 30 other facilities that already provide sustainable drinking water alternatives.

These two hospitals have collectively saved 830,000 single-use plastic water bottles from being produced, transported and disposed of, which equates to almost

22,000 kilograms of plastic waste not ending up in landfill each year.

Sustainability Ambassador at Joondalup Health Campus Calum McLeod said employees and patients had embraced the program.

"It's one of those things we knew we needed to do and I think there's been a real shift where people seem to more engaged with what happens to our waste, there's definitely an appetite for change," Mr McLeod said.

"Our people could see Ramsay Australia was committed to making the change and people have been really accepting and want to do the right thing by removing those single-use plastic water bottles.

"830,000 - that's a lot of bottles of water!" he said. ■■

Ramsay Cares sustainability strategy launched through global impact report

Ramsay Health Care has released its global impact report for 2020, which outlines Ramsay’s approach to being a sustainable and responsible business.



This document highlights some of the amazing sustainability initiatives Ramsay is rolling out around the world, including a focus in Australia on reducing single use plastics items.

This report also launches the global *Ramsay Cares* sustainability strategy, which is based on the company’s commitment to making a meaningful, positive difference for current and future generations.

Ramsay Cares is centred on three key pillars: delivering stronger communities, healthier people and a thriving planet.

Ramsay is committed to fostering a caring and inclusive culture, supporting the mental health and wellbeing of its people, and empowering, developing and training staff.

It is also focused delivering high-quality, safe and effective clinical care in a comfortable environment, striving for excellent patient outcomes and customer satisfaction.

When it comes to the environment, Ramsay is pursuing a global path towards reducing its carbon footprint and creating a healthier planet.

The benefits of environmental protection are clear and reducing unnecessary waste and minimising consumption is increasingly becoming an expectation of customers, employees and health care partners.

Ramsay Australia is already making inroads in reducing greenhouse gas emissions, energy and water use, slashing our use of unnecessary plastics and increasing recycling and sustainability initiatives.

Ramsay also recognises the important role it plays in the local communities in which it operates. The business is committed to investing not only in large-scale causes, but also in local projects close to its hospitals, clinics, day surgeries and pharmacies.

The company also believe in investing in medical research, clinical teaching and training across the organisation.

Earlier this year Ramsay staff from around the country were involved in a global project to review Ramsay’s sustainability strategy. This resulted in a renewed focus on sustainability across the company including the appointment of a Global Sustainability Officer who will be focused on this strategy into the future. ■■

Electric shuttle bus at Caboolture a win for patients and planet

Patients at Caboolture Private Hospital are travelling in style thanks to the purchase of a new and more environmentally friendly electric shuttle bus.

Caboolture Private’s main carpark was recently moved because the neighbouring Caboolture Public Hospital is undergoing significant renovations.

With private patients now needing to park approximately 400 metres away, Ramsay Health Care wanted to offer them a practical and sustainable solution for getting to hospital.

Caboolture Private Hospital’s Commercial Manager Karen Steen said patients and staff love the new electric shuttle bus service.

“The relocation of our carpark could have made things very difficult for our patients and doctors, but this new shuttle bus means we’re offering them a concierge experience and they’re entering our hospital with a smile on their face,” Ms Steen said.

“We’re getting such great feedback, the bus is lovely and in Ramsay blue of course! Our shuttle drivers often overhear patients saying ‘we feel like we’re on holidays’.”

“Patients also love the fact that once they have been dropped at the hospital they can simply advise our receptionist that they’re ready to return to their cars and the shuttle will come pick them up.”

A team of four highly experienced customer service officers operate the bus and say they love taking turns to be the shuttle driver.

The vehicle is fully electric and plugs into a standard power point to charge overnight.

Ramsay Health Care’s National Environment Manager Sue Panuccio said the decision to purchase an electric vehicle for Caboolture Private Hospital was part of the organisation’s commitment to reduce its environmental footprint.

“Electric vehicles produce zero greenhouse gas emissions and that’s a huge boost for air quality,” Ms Panuccio said.

“Across Ramsay Australia we have more than 150 cars, buses, utes and vans so, given the success of Caboolture Private’s electric shuttle bus, we believe there is a great opportunity to switch to more electric vehicles across our fleet in the future.” ■■



Ramsay donations to help developing nations

Some of the world’s poorest countries are set to receive much-needed hospital equipment thanks to Ramsay Health Care Australia’s ongoing partnership with the Rotary Club of Berrima District.

Under the partnership, which first started in 2010, Ramsay donates medical equipment and goods which are no longer needed in its hospitals to disadvantaged countries around the globe.

Ramsay Health Care Australia’s CEO, Carmel Monaghan, said she was proud to announce the donation of 70 electrocardiogram (ECG) machines to Rotary’s Medical Aid for Oceania and Worldwide (MAFO) project.

“ECG Machines are an important piece of equipment to monitor heart health and this initiative ensures the responsible and ethical donation of equipment and supplies to other communities around the world,” Ms Monaghan said.

“Our hospitals which have donated the machines are North Shore Private, Strathfield Private, St George Private, Kareena Private, Westmead Private, Wollongong Private, Port Macquarie Private and Sunshine Coast University Private.”



Berrima Rotary’s International Director Barry Barford said the equipment would be put to good use in several developing nations.

“These ECG machines will be going to Pacific Island nations like the Solomon Islands, Papua New Guinea, as well as East Timor in South East Asia. There’s also a consignment going to the Democratic Republic of Congo, Nepal and we’ve just had a request from a new customer in Afghanistan so it will be great to assist that nation as well because that’s a new area for us,” Mr Barford said.

“In developing countries, they really do rely on donated equipment like this. They have very poor infrastructure and very limited budgets. We can always rely on Ramsay Health Care to supply equipment that is first class and in good working order which is so important.” ■■

Meeting the demand of COVID-19 related mental health issues

Patients seeking day programs to treat eating disorders and substance abuse are leading a surge in demand for mental health services at one of Western Australia's biggest private mental health facilities.



Hollywood Private Hospital Chief Executive Officer, Peter Mott, said a major expansion of Ramsay's Hollywood Clinic had been completed in May - just in time to meet the growing need for mental health services driven by the impact of the COVID-19 pandemic.

Mr Mott said without the opening of the Fenwick Day Unit at Hollywood Clinic, hundreds of patients with serious mental illness could have been left struggling to find much-needed treatment in a suitable day facility.

"Being able to remain in the community connected to families and loved ones is a major reason our day hospital programs are so popular, as people can get the care they need while staying connected with their support networks," Mr Mott said.

"In the context of COVID-19, so many people are already feeling disconnected and isolated. The Fenwick Day Unit has the capacity to treat 120 patients every day and has been a much-needed resource to address these types of concerns without requiring people to be admitted to the hospital."

Hollywood Private Hospital is in the final stages of a \$200 million expansion, which includes a \$67 million Emergency Department project that will see Hollywood open the first purpose-built private ED north of the river, expected to be completed in September next year. ■■

R U OK?

By Len Newey
Environmental
Services Assistant
Sunshine Coast
University Private
Hospital

Don't you think that sometimes
We're all focused to achieve;
We must try and better ourselves,
It is what we all believe.

But what about those others,
The ones who fall behind?
Do you think they don't have
A successful life in mind?

You see, they have a different goal,
Just to make it through the day;
The constant battle of rejection,
Where things are not ok.

Being an under achiever
Is not a burden or a curse;
It's just a moment in their lives,
When things are in reverse.

Try to keep that in mind,
Don't treat them with contempt;
As under achievers are everywhere
And you are not exempt.

R U okay ?
That is what we should ask.
How's your mate or friend
Who's hiding behind that mask?

A simple little gesture,
That's worth its weight in gold;
I'm sure they have some stories
Waiting to be told.

So today and every day,
Put a smile upon their face.
Share a joke or yarn,
It will be a better place.



Thousands join Ramsay's mental health challenge

A new initiative to boost people's awareness of good mental health habits has been a great success with more than 2,500 people signing up to Ramsay Health Care's inaugural Mental Health Week Challenge.

The seven day campaign was designed to provide Ramsay employees and the general public with some simple tips that can help sustain and boost people's mental health.

From Stress Free Saturday to Feel Good Friday, subscribers were sent a daily email with some activities and a challenge to pay attention to good mental health.

The daily activities included shouting a stranger a coffee on Thoughtful Thursday or making note of the great things in your life on Three Good Things Tuesday.

Not only did the campaign get people thinking about their own mental wellbeing, it also sparked a 34% increase in traffic to the mental health sections of Ramsay's Australian websites.

The 7-day Mental Health Week Challenge was most popular along the east coast, with Queensland, New South Wales and Victoria representing 85% of participants.

The Mental Health Week Challenge was a reminder of the importance of checking in on our own mental health and how doing so gives us more energy to help others. ■■

Hope, Resilience, Growth: Northside Group's Virtual Art Gallery

In recognition of Mental Health Month in October, the Northside Group shone a spotlight on the therapeutic value of art therapy in the promotion of good mental health. Involving patients, staff and the community, the Northside Group called for submissions for its Virtual Art Gallery, with the theme of hope, resilience and growth specifically chosen to reflect this challenging year.

The Northside Group's Facebook page became a daily feast of colour and expression, reflecting different experiences, emotions, and artistic expression, as well as written submissions from Northside Group patients of the importance of art therapy as part of their holistic mental health care and journey.

A highlight of the month was the appearance of Northside Group St Leonards Clinic's Art Therapist, Helen Cameron, and former Northside Group Macarthur Clinic patient, Giulia, on Studio Ten, leading and participating in a live art therapy session.

To view the gallery, please visit: <http://bit.ly/NorthsideArtGallery2020> ■■



Positively snap happy for R U OK? Day

R U OK? Day aims to break down the stigma surrounding mental health, focus on suicide prevention, and make a positive difference in the lives of others.

Ramsay has always been a strong supporter of the R U OK? Day message: our genesis as a health care company began with a mental health facility, and we are also the largest provider of private mental health services in Australia. As well as raising awareness and encouraging action, it's also a chance to celebrate all the ways Ramsay employees show genuine care and compassion in their day-to-day activities. Here are some of the ways our Ramsay people have marked R U OK? Day in 2020.

Olympic star inspires Ramsay staff on R U OK? Day

Olympic swimming champion Brooke Hanson OAM has praised the amazing work of Ramsay Health Care workers during the COVID-19 pandemic, as part of an inspiring webinar to mark R U OK? Day.

The national day of action encourages Australians to ask friends, family and colleagues R U OK? if someone in their world is struggling with life's ups and downs.

Ms Hanson told the hundreds of Ramsay staff who joined the webinar, it was important people take time out for themselves and celebrate their small achievements, not only the big ones.

"You have all gone above and beyond during this COVID-19 pandemic and you've done so much for our country," Ms Hanson said.

"You won't always get credit but know that you are loved and supported by so many Australians and we wouldn't have gotten through this without you.

"So many times you've done fantastic things at work but you may not take time out with colleagues to pat yourselves on the back and say well done. You really need to reach out to each other and celebrate - it can just be as simple as saying 'hey, well done'."

Ms Hanson, an Olympic gold and silver medallist, world champion and former world record holder, delivered an inspirational hour-long presentation, where she spoke of the

immense challenges she has faced - not only in pursuing her sporting dream, but also in her private life, with the loss of her second child Jack at just nine months old.

"There have been times where I haven't been ok," the 42 year old said. "I held my son Jack for his last breath and it showed me how precious and short life can be.

"I'd give all my Olympic achievements, all those medals, away if I could have just one more cuddle with my little man. We had to say goodbye to him and that was the saddest day of my life," Ms Hanson said.

"The essential thing is not to have conquered, but to have fought well. We're all going to struggle with mental health at some point and we all have to conquer and support each other. It's why R U OK? Day is so important."

Ms Hanson spoke of the importance of self-love and self-care - which included a healthy diet, exercise and getting plenty of sleep.

"It's one of those magical things, exercise, healthy living and eating can make a big difference," she said.

The link to Ms Hanson's powerful webinar will be available to the Ramsay workforce on the intranet to watch at a time convenient for them.

She has also written a book, *When Silver is Gold*, with all profits from the sale of each copy donated to *Life's Little Treasures Foundation* in memory of her son Jack.





Midwife honoured for COVID antenatal classes

A Gold Coast midwife who helped establish virtual antenatal classes for pregnant women during the COVID-19 pandemic has been honoured with this year’s Early Career Award by the Queensland Nurses and Midwifery Union.

John Flynn Private Hospital’s Christine Sutton took out the top honour from an impressive field of candidates, with the judges praising her passion for her work each and every day.

“Christine was able to facilitate a connection with mothers during a very trying time, adapting to new ways of working and displaying outstanding leadership skills,” the judges commented.

During the early stages of the COVID-19 pandemic, in-person antenatal classes at John Flynn Private Hospital were forced to stop due to government restrictions - which meant women weren’t able to come to the facility for any birth preparation.

Knowing the importance of supporting women and families not only during the stresses of pregnancy, but also during a global pandemic, Christine was one of the founding midwives who planned, initiated and taught antenatal education classes online, via Zoom.

This consisted of interactive virtual classes with midwives so patients could ask the questions they wanted to, and take a tour of John Flynn’s birth suites - all from the comfort of their own lounge room.

“We adapted and we got some laptops on wheels and we were able to virtually walk them through our facility so they could still experience it all,” Ms Sutton said.

“I feel so lucky to have won this award and it will just open

so many doors to further education for me - which means I can support new mums even more.”

Ms Sutton decided to become a midwife after the birth of her first son, as she had found the post-natal period very daunting and wanted to help other women during that difficult time.

“My interest came from the fact that I felt that we could do more to support women and their families during that new aspect of their life of becoming a parent,” Ms Sutton said.

“I felt like I would have liked more help in that post-natal period and I realised I would love to help other women too.”

The COVID-19 pandemic has presented personal challenges for Ms Sutton too, as she lives in northern New South Wales and could only travel into Queensland for her shifts at John Flynn Private Hospital.

Christine was first nominated for the QNMU Early Career Award by her Nurse Unit Manager Gaylene Hardwick, who praised her skills as a future leader in health care.

“Christine encompasses all the qualities that you look for in a student and the next generation of midwives - dedication, enthusiasm, compassion, patient-focused care and a willingness to learn,” Ms Hardwick said.

During her career as a midwife, Christine has recognised the vital importance of antenatal education, birth preparation and support for women and families. ■■

Pindara staff hit the fast lane for baby’s birth

Baby Audrey Pither made a speedy entry into the world at Pindara Private Hospital in September, following in the footsteps of her supercar driver dad, Chris Pither.

Audrey’s early arrival, via emergency caesarean at 34 weeks gestation, capped off a hectic few months for mum Georgia Moorfield and dad Chris, after the couple relocated from their home in Victoria to the Gold Coast so that Chris could continue to drive in the Supercar series during COVID-19.

“It hasn’t been an ideal situation, but it’s been a blessing to be in Queensland,” Georgia said.

“Audrey spent one month in the Special Care Nursery and the Pindara Maternity Team went over and above for us as first-time parents. It wasn’t easy leaving Audrey in the nursery, however the staff were amazing and made this process a lot easier,” Georgia said.

Chris was in Townsville preparing for the Robson Civil Projects Townsville SuperSprint when news came through that baby’s arrival was imminent. He managed to grab an afternoon flight to the Gold Coast and was present for the birth.



“It was a bit of a shock to the system to be honest, baby was due in the middle of October and we knew it was going to be earlier than that but not as early as it was,” Chris said.

“It was nice to get back again and spend a couple of nights at the hospital and see how everything was going there.

“After having a few challenges along the way, it was nice to finally have it all happen safely and have a happy little girl,” Chris said. ■■



Victorian mums help deliver their own twins

In a Victorian first, two mums have each helped deliver their own twins through maternally-assisted caesareans at Frances Perry House.

Connor and Damian Kennedy from Altona celebrated the birth of twin boys, their first children.

Caitlin Walker and partner Steven Brumley from East Gippsland delivered a boy and a girl, a brother and sister for their son.

Maternally-assisted caesareans are designed to enhance a woman’s interaction with the birth process by allowing a mother to reach down and bring her newborn immediately onto her chest.

Obstetrician Dr Peter Jurcevic, who first started doing maternally assisted caesarians at Frances Perry House two years ago, said delivering both set of twins could be incredibly satisfying for all involved.

“Where a normal delivery isn’t an option, some mothers choose this method as a very close second,” Dr Jurcevic said.

Frances Perry House Chief Executive Shaune Gillespie congratulated both families.

“Seeing the joy a maternal assisted caesarean birth brings a mother and their partner is very emotional and rewarding for everyone involved,” Mr Gillespie said. ■■

Back to the future for John Flynn midwifery team

Some of the midwives at John Flynn Private Hospital may have thought they'd entered a time machine when they helped a lovely couple bring their baby into the world last month.

Their 'back to the future' moment was sparked when Gold Coast couple Lauren Wood and Jason Kelly started antenatal classes ahead of the birth of their first child in October. 25 years earlier both Lauren and Jason's parents had attended the same antenatal classes and formed a decades-long friendship after their chance meeting back in 1995. Despite drifting apart over time, the antenatal class of 1995 held a reunion 16 years later, and that's when Lauren and Jason's love story flourished.

"We were both attracted to each other pretty quickly. We'd arrange our own little catch ups and then here we are nine years after that reunion, we're engaged and have welcomed our son Leo into the world," Lauren said.

"It was an obvious choice for us to have our child at John Flynn, the staff and facilities are incredible and I'm so happy that this is where Leo's life journey has started. Leo is doing so well, he was born at 9 pounds, 14 ounces which was a surprise for everyone but we're loving it and Jason is the most amazing dad," she said.

Rhonda Wood said seeing her daughter Lauren give birth supported by the same midwives who'd helped her deliver her three daughters in the 1990s was a moment she'll never forget.

"Of all the midwives I remember Gaylene Hardwick the most and I knew her face straight away. John Flynn is just so special to me and it was wonderful to see my daughter experience the same amazing care," Mrs Wood said.

Ms Hardwick said the family's connection with John Flynn brought tears to her eyes.

"It's absolutely a privilege to be part of a family's story and part of a birth, and this was just the loveliest love story, it really touched my heart. It's so incredible how people meet and here we are, in the middle of COVID, this beautiful family just made our whole team so happy," Ms Hardwick said.

Gaylene Hardwick is now the Nurse Unit Manager of John Flynn's Maternity Unit. For more information about the hospital's incredible maternity facilities head to www.johnflynnprivate.com.au/maternity



Mitcham Private Hospital encourages mothers to seek help in lockdown

A psychiatrist at Mitcham Private Hospital has warned new mothers may have been delaying seeing a doctor for postnatal depression during Melbourne's lockdown because of fears around visiting hospital or leaving home.

Dr Ruvanya Illesinghe, a perinatal psychiatrist at Mitcham Private Hospital's Perinatal Unit, said she has also seen patients presenting for the first time in the context of the pandemic.

"We wouldn't say that the pandemic is the cause of these issues, but there is no doubt patients' wellbeing is deteriorating because of the restrictions they're under. We have been worried about women trying to 'hang in there' and ride out the restrictions. But we would much rather see someone early than when their symptoms become overwhelming," Dr Illesinghe said.

The perinatal unit at Mitcham Private Hospital is a six-bed inpatient facility that focuses on treating mood disorders in women from late pregnancy to the first year post-partum. There is a strong focus on the connection between mothers and their babies, and most mothers will have their infant with them throughout their admission.

Patients receive around-the-clock nursing support, targeted mental health treatment and development of practical solutions for sleep, settling and feeding difficulties with their infant. There is a group educational program (including a weekly session for fathers) and access to social workers, lactation consultants and a paediatrician. A range of post-discharge outpatient supports are also available.

Dr Illesinghe said: "This is an unprecedented time for Victoria. All the normal rhythms of society are suspended. Mother's groups, informal coffees, story time at libraries, gyms- these are all opportunities for mums to share their experiences. Without those outlets, emotional issues can quickly escalate."

"A lot of new mums think they should be able to get on with it and manage no matter what. But it's okay to ask for help."

Berkeley Vale Private Hospital launches hydrotherapy exercise class for pregnant women

Expectant mums wanting to stay fit and active during their pregnancy can now access prenatal hydrotherapy classes at Berkeley Vale Private Hospital.

Launching in November, the hydrotherapy classes are part of a range of new initiatives targeting women's health.

Berkeley Vale Private Hospital has a wonderful team of allied health professionals, and its two physiotherapists have a special interest in Women's Health.

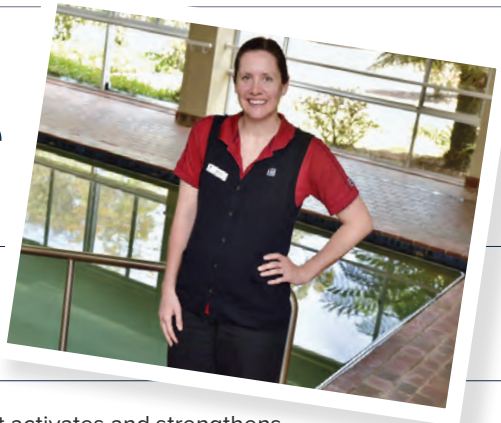
Physiotherapist Rebecca Jepson said she was excited to be launching the prenatal hydrotherapy classes.

"Hydrotherapy is a safe way of keeping active during pregnancy because it's low impact, maintains aerobic

fitness and it activates and strengthens your core and pelvic floor muscles," Ms Jepson said.

"Graded exercise during pregnancy is so important and it helps improve outcomes for mum and baby, as well as lowering the risk or impact of gestational diabetes. We really think local women will love these new classes."

The prenatal hydrotherapy classes will remain small to ensure ladies receive individual attention in a welcoming and encouraging environment.



Frances Perry House celebrates 50th birthday

Frances Perry House's first baby has returned to the hospital for a milestone 50th birthday celebration.



The Melbourne maternity hospital has seen an estimated 190,000 births since its opening on November 2, 1970, but for Carmen Puli it will always be special for the arrival of her first child, David.

Frances Perry was the wife of the first Anglican Bishop of Melbourne. From 1856 to 1876, Mrs Perry was the President of the Royal Women's Hospital in Melbourne.

Frances Perry House, which is part of Ramsay Health Care, first opened in 1970 as the private wing of the Royal Women's Hospital. In 1997 Health Care of Australia was awarded the tender to redevelop, lease and operate Frances Perry House as an independent private hospital, co-located with the Royal Women's Hospital.

David Puli, whose birth on November 6, 1970, was celebrated in The Sun newspaper, said: "I grew up knowing I was the first baby born at Frances Perry House. Any time we happened to visit the hospital we would always call past the nurses' station and look at the commemorative plaque.

"So when we decided to start a family, Frances Perry was where we wanted to go. It was still in Grattan St at that time. Obviously a lot had changed from the time mum had me but the care we received was wonderful. My second daughter Lauren was also born there in 2007," David said.

David's mother, Carmen, said: "David was due on 24 October but thankfully he was late because Frances Perry was not finished by my due date. On 4 November I was admitted to Frances Perry and I remember walking in and there were nurses were waiting for patients. The care was amazing. David was born about 4am on November 6."

Carmen's experience was so good that she also had her second son Adam at Frances Perry in January 1974 and many other family members also subsequently gave birth at the hospital.

Frances Perry House Chief Executive Shaune Gillespie said: "We are very proud to be carrying on the 50-year tradition of providing the best experience for our families."



Ramsay doctor examines pain management through virtual reality

A Sydney anaesthetist is examining how virtual reality (VR) technology could help patients manage acute and chronic pain.

Associate Professor Alwin Chuan, a Visiting Medical Officer at both Kareena and Westmead Private Hospitals, recently evaluated clinical studies that used virtual reality to treat adult pain. His review was published by the Association of Anaesthetists.

Assoc. Prof. Chuan said VR technology is evolving and the outlook is promising.

“Virtual Reality has a long history in engineering and in the military and we need to think of it in new ways in medicine,” Assoc. Prof. Chuan said.

“In pain management, it’s about giving patients a distraction; for example when you have a child who needs

a vaccination you can show them something interesting and they don’t even notice the jab.”

“The reason VR works is because it’s so immersive, you can put a head-mounted display on the patient’s head and remove all the external cues they have and replace it with something really enjoyable.”

“It’s not only fun and entertaining but it appears the immersion activates alternate pathways in the brain - it really is a very exciting field,” he said.

As part of his current research, using Guided Pain Visualisation, patients are given a VR headset that takes them to an island destination. They are able to move around

the island and navigate different therapy rooms.

“The idea is that life goes on and pain will be there, but let’s look at pain from a different perspective. Accept the pain and realise it shouldn’t impede your ability to get on with life,” he said.

“We also have Progressive Muscle Relaxation where we take the patient into another virtual world and teach them different exercises to relax certain muscle groups. It’s a form of psychological therapy to treat pain.

“People living with chronic pain have to go to bed with pain, then they wake up and it’s still there and it’s very difficult to manage. But this research could change that,” he said.



Rare tetanus infection treated at St Andrew’s Ipswich Private hospital

A 69-year-old man has been discharged from St Andrew’s Ipswich Private Hospital after contracting tetanus, an extremely rare bacterial infection that affects the central nervous system.

The patient spent more than six months in ICU and rehabilitation after developing systemic tetanus and critical illness myo-neuropathy, a disease affecting the central nervous system, occurring as a complication of severe trauma or infection.

Widespread vaccinations against tetanus were introduced in Australia nearly 70 years ago, with infections rarely presenting in Australian hospitals. In fact, just an average of ten cases are reported each year, with two-thirds (62%) being in people aged 65 and older.

At the start of the pandemic and after spending time on his brother’s farm, a local man presented to the hospital unable to eat (dysphagia) with symptoms resembling gastroenteritis.

It was after two weeks in ICU that leading intensive care specialists Professor Jeffrey Lipman and Dr Satnam Solanki diagnosed the patient with tetanus.

The patient received intensive care for 60 days with five weeks on a ventilator at the hospital which has an 18-bed critical care unit. Allied health therapists at the rehabilitation unit worked with the patient for three months to redevelop his speech and basic motor skills.

While bacterial infections such as tetanus are extremely rare, Australians are reminded that if they experience any unusual speech or motor issues to seek medical advice immediately.

RHRF champions nurse-led research

The Ramsay Hospital Research Foundation (RHRF) is shining a light on research projects instigated and led by nurses, saying they were vital to improving the care and safety of patients.

RHRF Chief Executive Officer Nicola Ware said she was thrilled several nurse-led projects had received funding in the latest round of research grants, especially during 2020 which has been declared the International Year of the Nurse and Midwife.

Hollywood Private Hospital in Western Australia is among those leading the way for Ramsay Health Care, having established a strong culture of supporting nurse-led research.

Director of Clinical Services, Adjunct Associate Professor Karen Gullick, said nursing research was important not only for improving patient outcomes, but also key to influencing the evidence base for nursing practice.

“The translation of research to practice is a critical component of nursing research. It’s exciting to see changes in practice that have come from the work we have done. Our nurses are engaged in the process of refining and developing new knowledge” Ms Gullick said.

“Apart from the positive impact on our patients, there have also been opportunities to work with our colleagues from allied health and medicine in some of the projects undertaken, and this emphasises the importance of a team approach in health care.

She also paid tribute to the collaboration between Edith Cowan University’s School of Nursing and Midwifery at Hollywood Private Hospital in enabling the development of a research plan and governance structures to support this over the last five years.

Professor Lisa Whitehead, Associate Dean Research in the School of Nursing and Midwifery at Edith Cowan University said: “The collaborative relationship between Hollywood Private Hospital and the School of Nursing and Midwifery models how a successful partnership can create outcomes that benefit both patients and staff through innovative programs of work.”

Nursing academic Dr Rosemary Saunders from the School of Nursing and Midwifery at Edith Cowan University is leading one of the RHRF-backed projects at Hollywood to examine how to improve outcomes for frail patients.

Dr Saunders said Hollywood’s strategic partnership with universities was vital to the collaborative research success

and also providing opportunities for students to engage in research at the hospital.

“By having a commitment to research within the hospital, it actually empowers nurses in their role to want to be part of the research journey, to undertake their research and then apply that to their patient care,” Dr Saunders said.

Some of the nurse-led research projects at Hollywood have investigated end-of-life care from the perspectives of both bereaved family and clinical staff, the patient’s perspective of discharge planning; a virtual recovery program for total hip replacement patients, and the non-technical skills of rapid response teams.

“Hospital staff have been able to see the benefits of the research through the translation of the findings into changes in clinical practice.”

“For the nurses who’ve been involved in these projects, they’ve then been able to present their findings to other health professionals at nursing conferences. It’s making a difference not only locally but also nationally as well,” Dr Saunders said.

“The end of life study is very important because many Ramsay hospitals could learn from that,” Ms Gullick said.

“We’ve involved family members of people who’ve passed away, how they perceived the care and support their loved ones received and also the impact on staff - did they have enough support when they were caring for someone who was dying.”

Dr Saunders said research can have a profound impact on the nurses involved.

“One nurse researcher said to me the whole experience had changed her practice in the way she provided end of life care and how she approached families and patients. It really impacted on her and triggered her desire to share the research and her experience as researcher with other staff,” Dr Saunders said.

Hollywood was recently awarded a Ramsay Hospital Research Foundation Enabling Grant which will further increase the hospital’s nurse-led research capabilities. ■■

Clinical trial for advanced lung cancer patients at Greenslopes Private Hospital

Patients diagnosed with metastatic lung cancer which has spread to the brain will now have the opportunity to participate in a clinical trial within Greenslopes Private Hospital, following the launch of the Trans Tasman Radiation Oncology Group (TROG) trial OUTRUN at Icon Cancer Centre Greenslopes.

The randomised phase II trial will compare the effects of cancer drug osimertinib alone and in combination with stereotactic radiosurgery for patients with advanced EGFR mutated non-small cell lung cancer (NSCLC) which has metastasised (spread) to the brain.

Stereotactic radiosurgery is a cutting-edge technique used to treat brain metastases, including the 20-40% of NSCLC patients who develop brain metastases during the course of their disease. As part of the OUTRUN trial, up to 80 patients will be randomised to receive oral osimertinib (80mg, taken once daily) alone or following upfront stereotactic radiosurgery. Patients who are newly diagnosed or have progressed on other EGFR inhibitors may be eligible to participate.

Icon Radiation Oncologist A/Prof Mark Pinkham says that the team at Icon Greenslopes are delighted to provide advanced lung cancer patients with the opportunity to access the latest in cancer treatment.

“At Icon Greenslopes, we are always looking for new ways to deliver the best care possible for our patients. We’re proud to provide the radiation therapy component of this trial at Greenslopes whilst also leveraging access to this important study through the Icon network at South Brisbane and North Lakes sites,” A/Prof Pinkham said.

Icon Cancer Centre Greenslopes has proudly delivered cancer care within the Greenslopes Private Hospital since opening in 2017. The centre offers the latest radiation therapy techniques including stereotactic radiation therapy, an advanced technique used to precisely treat small, well-defined tumours with high doses of radiation. ■■

Greenslopes radiographer wins research award

A Greenslopes radiographer whose research has helped protect theatre nurses from radiation exposure has won an international graduate research competition.

Kelly Wilson-Stewart was named the winner of the Visualise Your Thesis competition - where graduate research students have just one minute to communicate their post graduate research to a general audience.

Mrs Wilson-Stewart said it was a great way for nurses, doctors and health professionals to become involved in important research across the globe.

“Radiation is invisible and if you don’t know there’s a problem, you don’t know how to address it. I want to get the word out to all the forgotten nurses who get exposed because they’re in the theatre all day, every day.”

Mrs Wilson-Stewart has been a radiographer at Greenslopes Private Hospital for more than 17 years. As a direct result of her research, Greenslopes has increased its PPE to better protect theatre nurses with enough lead goggles and caps to go around. Staff are also more aware of the need to position themselves and protective shields appropriately.

“I would definitely give a shout out to the management team at Greenslopes because that PPE is expensive but they know the importance of keeping our team safe,” she said.

“I’m also so grateful to the staff at Greenslopes because they’ve been supporting my research for four years now and I couldn’t have done it without them.”

For more information on Kelly’s research and related articles, head to her website at <https://itsallinyourhead.co/> ■■



Strathfield breast centre offers women expert care

Women in Sydney’s inner-west have access to unique breast cancer care services thanks to the expert teams at The Strathfield Breast Centre and Healthcare Imaging.

Surgeon, Dr Laurence Gluch, highlighted the relationship between the surgeons and the Imaging Centre, explaining that it allows patients to be seen and imaged on the same day and if required a biopsy can be expedited. He went on to say: “Many of us have worked together for a considerable length of time and this familiarity enhances our capacity to deliver optimal care.”

Dr Gluch and chief radiographer at Healthcare Imaging, Marie Sahyoun, collaborated on a research paper ‘*The Brilliance of Contrast Enhanced Spectral Mammography (CESM)*’, which was published earlier this year in the Journal of General Surgery. The paper raised awareness of CESM being an affordable and accessible alternative to MRI in determining the size of cancers.

“We found access to breast MRI to be costly and restricted with waiting times up to a few weeks not unusual. CESM is a relatively new development in breast imaging and we would encourage our colleagues to adopt CESM, which we have found to be an indispensable, rapid and readily available tool in the managing of breast cancer.”

Dr Gluch is urging women over the age of 40 to be screened regularly.

“The incidence of breast cancer has risen dramatically over the past century. The best ‘guarantee’ is early detection so I always encourage annual screening from the earlier of the age of 40, or 10-15 years younger than the age at which a close relative was diagnosed with breast cancer.”

For more information visit www.strathfieldprivate.com.au ■■



Clinical Nurse Educator, Matthew Brown, Cardiac-Thoracic Clinical Nurse, Prasuna Somarouthu, Biomedical Team Leader, Christopher Ang.

Hollywood Private Hospital launches a new cardiothoracic service

Hollywood Private Hospital brings Ramsay Health Care’s 25 years of experience in cardiothoracic surgery to Perth with a new service.

The multi-million-dollar, purpose-built theatre was unveiled in October and has already started performing life-saving bypass and valve replacement surgeries.

Hollywood Private Hospital Chief Executive Officer, Peter Mott, said this is the latest service that moves Hollywood towards delivering a comprehensive facility for heart health, which will be completed when the new emergency department opens next year.

“The new theatre will provide a vital service to those who present at the emergency department with symptoms and are then referred to a cardiothoracic surgeon,” Mr Mott said.

The facility also boasts the latest technology, including the HemoSphere advanced cardiac monitoring system and the Medistim MiraQ Cardiac – an advanced ultrasound device that is used during surgery. The cardiothoracic service also uses the ClotPro which rapidly analyses patients’ blood to ensure they receive the best treatment in the timeliest fashion.

This exciting new service for Hollywood will mean patients from around the state can be treated for all their cardiac needs at one place – taking the total number of hospitals offering this service around Australia to 10.

Team all heart at Warringal

Two teams of cardiac surgeons at Warringal Private Hospital have worked together to perform an unusual heart operation on a 72 year old man described as a ‘ticking time bomb’ by his daughter.

After Govindasamy Arumugam suffered multiple black-outs, and then a heart attack, his daughter Shantini Govindasamy, who is a GP, knew her father needed to see a heart specialist quickly.

Mr Arumugam had severe pulmonary hypertension, which affects blood flow to the lungs and right side of the heart, along with a tight left main coronary artery stenosis, which is a relatively uncommon cause of coronary artery disease.

These two complicating factors meant surgeons were unable to perform open heart surgery as the risks to the patient were too great.

Instead, one team of cardiologists bypassed Mr Arumugam’s heart via the femoral artery in his leg, while a second team inserted a stent into his heart’s left artery.

Rather than undergo general anaesthetic, which was also a risk for Mr Arumugam, surgeons were able to keep him awake and pain-free during the procedure. Mr Arumugam went home 48 hours later.

Professor Jai Raman, a cardiothoracic surgeon at Warringal Private Hospital, said: “Bypassing the heart via the leg and groin is technically more difficult and is not done often.”

The patient, who is from Malaysia, has been in Australia since early this year visiting his daughter and was unable to get home because of the pandemic.



Dr Niles Mehta, Dr Matias Yudi, Dr Jai Raman with patient

New ticketing system in Emergency Department

A new queueing management system, known as SMARTQUEUE®, was introduced to the Joondalup Health Campus Emergency Department in September and is already improving the experience of patients, lessening the frustration that can come with waiting.



The hospital has one of the busiest emergency departments in the country, treating around 97,000 patients last financial year.

The new system sees patients take a ticket and a seat. Then, on several screens within the waiting room, patients can then see when their number is called and how far progressed they are in the queue. It is pointed out that numbers may not always be called in order, given that the sickest patients must get seen the quickest.

Any critically ill patients are prioritised through the triage process and do not require a ticket.

Staff have also embraced the new system, with feedback revealing it has improved workflow. ED clerical and nursing staff triage close to 300 patients a day.

Patients and visitors provided feedback on the challenges of navigating the hospital’s waiting room service over the past year and this helped to inform JHC’s decision to invest in the new system. Using consumer experiences to implement the system was also extremely valuable in ensuring a consumer-centric solution.



JHC Obstetrics & Gynaecology service registrar and new mum Dr Erin Stanes makes use of dedicated breastfeeding facilities at work.

JOONDALUP JUNIOR DOCTORS RATE FAMILY-FRIENDLY WORKPLACE

The Australian Medical Association of WA's annual junior doctor report card rated Joondalup Health Campus for culture and morale – and for being a family-friendly workplace.

Results of the 2020 Hospital Health Check survey of more than 800 doctors in training scored JHC 82 per cent for culture and 75 per cent for morale.

The hospital ranked particularly well in the category 'Part-time and access to breastfeeding facilities,' with a score of 83 per cent.

Joondalup Health Campus emergency physician and Deputy Director of Medical Services Dr Cassandra Host believes it is the little things that make the biggest difference for all junior doctors.

"The small stuff actually is the big stuff," she said. "Things like the fact that we make an effort to accommodate working hours that suit the individual, wherever possible."

"Making that extra effort is a very Ramsay Health Care thing and aligns with our philosophy of people caring for people."

"We have part-time RMO and registrar roles on offer and this is because we understand there is demand for part-time work."

"We also have a very active casual doctor pool which has been extremely popular as it provides flexibility and the option for people to pick and choose when they work."

In addition, the hospital, which has always been a breastfeeding friendly workplace, officially opened a dedicated staff breastfeeding room in June this year.

For the likes of Obstetrics & Gynaecology service registrar and new mum Dr Erin Stanes (pictured) this has provided a wonderfully private and fully equipped space.

"As a mother, I know just how important this room is for working mums," she said. "We have already had a lot of positive feedback and it does signal to staff that we are an inclusive and supportive workplace."

Dr Host explained the hospital had also introduced a junior doctor's support hotline last year, where senior doctors, who are known to be supportive and understanding, share a roster and make themselves available any time to talk with junior doctors in need.

"It is important for them to know if they are really stressed about anything, in need of advice, or just wanting to debrief, there is always someone at the end of the phone who will understand and can help," she said.

"This year in particular, with COVID, we've expected a lot of our junior doctors and we really appreciate that they have gone above and beyond to look after our patients."

"Our junior doctors are an asset to our organisation, so it is vital for us to look after them as much as we can. We try to be as flexible as possible to accommodate their requests."

COMMUNITY KICK-START COVID-19 RECOVERY GRANTS

Peel Health Campus launched a new community grants program to support local organisations to get back on their feet following the impact of COVID-19 this year.

Called "Community Kick-Start", the grants scheme provides one-off grants to community groups, clubs, events and organisations that need a helping hand to get back up and going.

Grants can fund repairs, support organisations to make adjustments to accommodate COVID-19 distancing measures, help with equipment, or just go towards continuing to support the Peel community.

PHC Chief Executive Officer Andrew Tome, said the initiative was inspired by the Ramsay Way, which is underpinned by the philosophy of "people caring for people".

"We were blown away by how our community supported the hospital during COVID-19. We received letters, food, and notes of support which lifted the spirits of our staff.

This is a way we can give back to the community groups who supported our staff who were working in an increasingly stressful and uncertain environment. We know how important connection and belonging is to our community, and the important role clubs, organisations and events play in that. We're committed to our community."



ABORIGINAL COMMUNITY ENGAGEMENT AT JOONDALUP

Joondalup Health Campus (JHC) has hosted an Aboriginal community engagement session to allow consultation on the co-design for the hospital's public and private entry areas, including and welcome statements.

The highlight of the full day event was a smoking ceremony performed by Dr Noel Nannup, which attracted staff from



Sharon Deen, an infection control nurse at Peel Health Campus, with Mandurah Catholic College student Chantelle Stevens

PEEL HEALTH CAMPUS OPENS FOR WORK EXPERIENCE TO BOLSTER JOB PROSPECTS FOR YOUNG PEOPLE

Western Australia's Peel Health Campus (PHC) has rebooted its work experience program to bring high school-aged students on site to benefit from real-world mentoring alongside Ramsay's experienced clinicians, catering, finance and administrative staff.

The first young person to undertake the 10-week work experience program was year 11 Mandurah Catholic College student Chantelle Stevens, who has aspirations to undertake study in health care.

Chantelle spent one day per week at PHC rotating through all areas of the hospital.

"We have almost 900 staff at our hospital which includes not just doctors and nurses but allied health, finance, administration, and services like engineering, cleaning and catering," PHC Chief Executive Officer Andrew Tome said.

"For example, we deliver 32,000 plus meals to patients every year, which makes our kitchen one of the busiest in Mandurah, so there is a lot young people can learn from us."

"Chantelle was a perfect test-case because she approached us directly and was polite, but persistent. She proved just how much young people in Peel have to give and it is because of her we will be working to continue the program," Mr Tome said.

Mr Tome said PHC would work with local schools to offer work experience placements during the 2021 school year.

around the hospital who were eager to participate and develop their understanding of Aboriginal culture.

It was a very significant event for the Aboriginal community and a meaningful way for JHC to move forward in the provision of culturally safe care and a welcoming environment for the whole community.

A brighter experience for patients with dementia

The rooms of patients with cognitive impairment are brighter at Peel Health Campus in Western Australia, as the Ramsay hospital introduced the 'sunflower tool' to improve and personalise care for those living with dementia.



Designed to better understand patients and alleviate their anxieties, patients with low communication abilities answer a number of short questions on a sunflower picture to allow staff to better understand their interests, needs and preferences.

PHC Chief Executive Officer Andrew Tome said the new tool allowed for a more comfortable journey for patients.

"The flower will identify what the patient's preferred name is, hobbies they enjoy, music they listen to and even their preference of tea or coffee," Mr Tome said.

Mr Tome added the introduction of the sunflower tool in other hospitals has demonstrated its usefulness in alleviating anxieties of patients who often have language and communication difficulties.

Local Mandurah business Nom Nom Cakes kindly supplied sunflower cakes for the event which coincided with Dementia Action Week. ■■



Getting ready for golf after lockdown

A new dedicated fitness program has started to help Melburnians get their bodies ready for golf after the long COVID-19 lockdown.

After many months unable to swing a club, the back-to-golf program at Ramsay Health Plus in Donvale is designed to recover from injuries, prevent injuries and hopefully cut patients' golf handicaps.

It is believed to be the first dedicated program of its kind in Victoria and has been driven by the unique circumstances of 2020.

Physiotherapist Matthew Blair, who developed the course, said demand had been strong for the program which reflects Melbourne's love for the game.

The program originally began by helping patients who were recovering from surgery such as knee, hip, back and shoulder. Mr Blair obtained a qualification from the United States that has guided the program development to appeal to a broader demographic.

"The COVID-19 lockdowns have meant golfers may not have played since March, increasing the risk of injury when they return," Mr Blair said.

The program starts with a video of the players' swing and is designed to improve the body's movement and technique in the gym.

Michael Ardley, 62, was one of the first patients to join the program while recovering from a knee replacement.

Before his surgery he was playing 2-3 times a week, but wasn't able to play or do much exercise during lockdown to work on his 19 handicap.

"The program combines improving my fitness with the mechanics of golf," Mr Ardley said. "It has already helped me loosen up and I'm looking forward to hitting the course now that the restrictions have eased." ■■

Pharmacists last line of defence against medicine misadventure

Pharmacists have a vital role to play as the last line of defence against "medicine misadventures" which are responsible for more than 250,000 people being admitted to hospital every year.

Ramsay Pharmacy General Manager, Michelle Lynch, said taking the wrong dose, not taking medication correctly or taking it with incompatible medicines, resulted in 400,000 presentations to emergency departments every year.

"On World Pharmacists Day we wanted to highlight the important role that pharmacists play in being that last line of defence in the community and in a hospital setting. About 50 per cent of hospital admissions from medicine misadventure can be prevented," Ms Lynch said.

"Pharmacists are not just there to dispense medication; they ensure patients have a full understanding of the correct dosage they should take and can discuss any potentially dangerous drug interactions."

Ms Lynch said pharmacists worked closely with doctors and other health professionals every day to ensure the best outcomes possible for their patients.

"Our pharmacists have excellent working relationships with the patients local GPs or our medical team within our hospitals, to ensure the patient's wellbeing is always at the centre of any decision or recommendation being made."

Ramsay Pharmacy conducted more than 26,000 medicine interventions a year, helping to identify a range of issues and prevent minor to potentially fatal problems relating to medication use.

"Pharmacists need to ensure when they hand over that medication that the patient has a full understanding of the

correct dosage they should take and the possibility of any dangerous drug interactions," she said.

"Sometimes patients don't realise that even the over the counter preparations they take regularly can interfere with medications they have been prescribed by their doctor. That's where a well-trained pharmacist comes in. When patients are admitted or discharged from Ramsay Private Hospitals we go through a comprehensive medication reconciliation and how to best take their medication. This helps reduce any mishaps significantly."

Ms Lynch said the COVID-19 pandemic had highlighted the essential role pharmacists play within the community by not only ensuring the equitable supply of medicines but also providing vaccinations and valuable health advice. ■■

Don't miss your dream career

Join the Ramsay Health Care Talent Community and you will never miss an opportunity to find your dream career.

Talent community members are the first to receive direct emails when a position matching their preferred location, work type and position becomes available.

It is easy to join too – just head to the link below, enter your details and preferences and we will do the rest!

You can also keep up-to-date with all things Ramsay Careers at our Ramsay Careers Facebook page.

Join now and be the first to know when your next career opportunity has arrived!

<https://www.facebook.com/ramsaycareers>

<https://www.ramsaycareers.com.au/Find-a-Job/Expression-of-Interest>



The Cairns Clinic turns 10!

The Cairns Clinic has celebrated an important milestone, recognising its 10th year of helping Far North Queenslanders struggling with mental health issues.

On 31 August 2010, The Cairns Clinic first opened its doors as a fully accredited mental health hospital from a converted resort in the CBD.

A decade on, The Cairns Clinic is renowned for its excellence in mental health care services - providing 30 inpatient beds plus a variety of out-patient and group-based therapy programs.

These include programs to manage anxiety, mood disorders for veterans, post-traumatic stress disorder and relapse prevention.

Psychiatrist Dr Alice Chang said The Cairns Clinic offered a much-needed private service that is not otherwise offered north of Townsville.

“We have a full range of psychiatrists and psychologists plus the extra things like art classes, meditation and yoga that can really help people struggling with their mental health,” Dr Chang said.

“The Cairns Clinic is also the only provider of a new type of treatment called Repetitive Transcranial Magnetic Stimulation (rTMS). This is a really gentle, non-invasive treatment using magnets to stimulate parts of the brain that have been inactive in patients suffering from treatment-resistant depression and anxiety.

“We’re really excited to now offer this treatment at The Cairns Clinic,” Dr Chang said. ■■

Celebrating 10 years and 11,300 patients at the Peel Health Campus Kids Wing

The 10th anniversary of the first patients admitted to the Ralph and Patricia Sarich Paediatric Wing at Peel Health Campus was celebrated in September with a morning tea.



PHC Chief Executive Officer, Andrew Tome, said since the 12-bed ward opened in 2010, more than 11,300 children and young people mostly from Peel-Murray had been cared for at the facility.

“Having a dedicated space to care for children and young people is critical to their recovery and supporting local families,” Mr Tome said.

The paediatric ward is a uniquely Peel-Murray success story: It was paid for through a record-breaking fundraising campaign by the Peel Health Foundation, which raised about \$4 million. The Foundation attracted substantial donations from the State and Commonwealth Governments and high-profile WA philanthropists Ralph and Patricia Sarich, after whom the wing was named. Burns specialist Professor Fiona Wood was patron of the Foundation, and cricket legend Justin Langer was the Foundation’s ambassador.

Since the ward opened, it has served children and families who would otherwise have to travel in some cases up to an hour from home for to access hospital care.

“The Ward provides access for patients to their extended family including siblings and grandparents which can provide additional support. It also acts as a step-down facility for the State’s tertiary Perth Children’s Hospital, which lets kids recover closer to home.”

Former Peel Health Foundation Chairman Ann Fletcher said the 10-year anniversary was testament to the hard work and dedication of all those who put time and effort into the project.

“The Ralph and Patricia Sarich Paediatric Wing truly belongs to the people of Peel-Murray. They worked for it, fundraised for it and now it has been caring for local children and young people for a decade. We couldn’t be prouder.” ■■

Westmead Private celebrates 20th anniversary

Westmead Private Hospital has celebrated 20 years of providing excellent health care services to the people of Western Sydney.

From its opening on 9 October 2000, Westmead Private has gone from strength to strength; now admitting more than 20,000 patients per year.

Chief Executive Officer Mike Flatley said Westmead Private had established a strong reputation of providing the best standard of medical care to its patients.



“Our people are very proud of the health care services we provide, in fact it’s one of the reasons why so many want to work for Ramsay Health Care - our core value is ‘people caring for people,’ Mr Flatley said.

“We have a dedicated team of professionals who excel in their fields and I’m thrilled that a staggering 94 of them have been here since day one. It says a lot about our culture and the dedication we have to our patients.”

“From anaesthetists, specialist surgeons, nurses, midwives, physiotherapists, staff and volunteers - for two decades they’ve been providing excellent care right here at Westmead Private and we’re looking forward to the next 20!” he said.

Westmead Private Hospital also has a proud tradition of investing in the latest technology and resources. From its beginnings as a 159-bed hospital in 2000, it now boasts 192-beds, 13 operating theatres, two cardiac catheterisation labs, a 16-bed intensive care unit, seven birthing suites, a 14-cot special care nursery, plus oncology and neurosurgery services.

The hospital is currently undertaking a multi-million dollar expansion which will see an extra 28 beds, 13 consulting suites and two operating theatres added to its campus by 2022. ■■



CARMEL MONAGHAN

has been appointed as the new Chief Executive Officer of Ramsay Australia. Ms Monaghan has worked across hospital, corporate and global positions in Ramsay for over two decades. Prior to her appointment as CEO of Australia, Ms Monaghan was the Group Chief of Staff of Ramsay's global operations gaining extensive experience and a comprehensive understanding of health care operations and strategy both in Australia and overseas. She also served as the Group Head of Marketing and Public Affairs directing the company's marketing, brand and communications strategy through a time of several major mergers and acquisitions both within Australia and overseas.

In her time with Ramsay, Ms Monaghan has had a strong focus on delivering results through focusing on customers and developing strong doctor relationships. She is a respected leader with the ability to build an experienced and loyal team and her collaborative style and people-focused approach, is closely aligned with 'The Ramsay Way'. Having worked with the company's founder Paul Ramsay for many years, she has a strong belief in its organisational culture of 'people caring for people'.

Prior to joining Ramsay, Ms Monaghan was the Manager Public Relations and Media for the Queensland Branch of the Australian Medical Association (AMAQ) for four years between 1994 and 1998. Carmel holds a Bachelor of Business (Communications) and a Master of Business Administration. She has served as a board member of the Gallipoli Medical Research Foundation and the publicly listed Ramsay Santé. She is currently a board member of the Australian Private Hospitals Association (APHA).

KELLY HIBBINS

has been appointed to the role of Ramsay Health Care's Group Head of Investor Relations. Kelly has a finance background and over 20 years' experience interfacing with the capital markets both as an equities analyst working in investment banks and within ASX listed Corporates in finance and external stakeholder communications roles. Kelly has a Commerce Degree from Melbourne University and post graduate studies at UNSW.

PROFESSOR SIR EDWARD BYRNE AC

has been appointed as Ramsay Health Care's Group Chief Medical Officer, succeeding Professor John Horvath AO who is retiring in February 2021. Professor Byrne has dual Australian and British citizenship and will be relocating to Sydney from London where he is currently the President and Principal at King's College London.

Professor Byrne began his career in Adelaide after graduating with first class honours from the University of Tasmania in 1974 and subsequently trained as a neurologist in both Adelaide and London. He was a founding director of the Melbourne Neuromuscular Research Unit and the Centre for Neuroscience in 1993. He has made major contributions to research in the field of mitochondrial medicine and neuromuscular disorders.

Professor Byrne has served as Head of the Medical School and Vice Provost of University College London (2007-2009) and was the President and Vice Chancellor of Monash University (2009-2014). He is a fellow of the Royal Australasian College of Physicians, the Royal Colleges of Physicians in London and Edinburgh, the American Academy of Neurology and the American Neurological Association. He is also a fellow of the academy of medical sciences UK and an honorary fellow of the Australian academy of health and medical sciences which he helped found.

Professor Byrne was admitted as an Officer of the Order of Australia in 2006 and a Companion of the Order of Australia in 2014.

ANISSA DRENNAN

has been appointed to the role of Hospital Manager / Director of Clinical Services Manager at Berkeley Vale Private Hospital. Anissa brings to this position extensive operational management experience as a Nurse Unit Manager (NUM) with a strong quality and process focus. Anissa has held positions of Policy Project Officer, After Hours Manager (ADON) and NUM at the Sydney Adventist Hospital and most recently as NUM of a surgical ward at Gosford Private Hospital.

CHANELLE McENALLAY

will take on an expanded role as Chief Risk Officer for Ramsay Australia, leading the legal, workplace health and safety, workers compensation and environment departments. Chanelle has been a safety and workers' compensation professional for 22 years and began her safety career in the construction industry specialising in rail and coal mining before moving to health in 2004.

Chanelle is passionate about robust and innovative risk management systems that add value and perform their function to reduce risk. Chanelle is an experienced Risk Professional, Work Health and Safety Professional, Injury Manager, Advanced Rehabilitation and Return to Work Manager, Workers' Compensation Specialist, Workplace Trainer and Assessor, Auditor, holds advanced qualifications in OHS and Corporate Governance and is an admitted NSW Supreme Court Solicitor. Chanelle also holds a Master of Laws from Australian National University.

DR BERNADETTE EATHER

has been appointed to the newly created role of Chief Nurse and Clinical Services Director, focusing on nursing leadership and professional development of Ramsay Australia's clinical workforce, in addition to overseeing clinical governance, safety and quality, and patient experience. Bernadette was previously Ramsay Australia's National Manager of Clinical Quality and Patient Safety, responsible for the strategic oversight of clinical incident management, quality improvement, data analytics in patient safety and clinical policy and procedure since her appointment in February 2018.

She has worked in health care for 30 years in a range of clinical, operational, and clinical governance roles. Bernadette commenced her health career in 1988 as a new graduate registered nurse, she spent the majority of her clinical career as a Clinical Nurse Specialist in Intensive Care, having undertaken post graduate qualifications in Intensive Care Nursing. Bernadette's career then focussed on health service management gaining a Masters in Health Management, which saw her work in operational management roles, including Director of Clinical Services and General Manager.

Bernadette is passionate about patient safety and she obtained a Doctor of Nursing, with her research focussed on Patient Safety and Clinical Quality Systems in acute hospitals.

New insurance scheme to benefit employees

Ramsay Health Care's ambition to offer all staff equal workers compensation benefits, regardless of their state, has finally paid off with the organisation being granted a national self-insurance license through the Commonwealth scheme, Comcare.

The license application has been 13 years in the making and consisted of more than 2,000 pages. It will come into effect from 1st December 2020.

Ramsay's Australia's Chief Risk Officer Chanelle McEnallay said the awarding of the licence was great news for all employees.

"Currently if you're a Registered Nurse in Victoria and you get injured at work, you would get different benefits from a Registered Nurse injured in exactly the same way in Queensland. The difference could be many thousands of dollars for a serious injury," Ms McEnallay said.

"Under this new national Comcare scheme, no matter where you work in the country you will get the same benefits, so this is very equitable and consistent for everyone".

Comcare is Australia's safest performing workplace health and safety jurisdiction with the most generous benefit structure for those who are injured.

Comcare also opens up a number of new opportunities for Ramsay to assist staff with non-work related injuries.

Ms McEnallay said Ramsay Health Care's Comcare Insurance would be subject to strict regulations and auditing.

"Employees should take comfort in the fact that this scheme incentivises safety. With the money we save from each state's workers compensation premiums, a percentage of that must be reinvested back into safety systems, so that's great for our safety programs," she said.

If you have an existing claim or are injured between now and 30 November, claims will remain in your relevant State scheme and will be managed by Ramsay's National Workers' Comp Team until they are finalised.

All new claims from 1st December 2020 will be under the Comcare scheme and will be managed by the Ramsay National Workers' Comp Team. ■■



Ramsay scholarships upskill hundreds of workers

Under a partnership with University of Tasmania (UTAS), a range of post-graduate scholarships for eligible employees were offered.

This year, the UTAS scholarship program helped 391 staff members enrol in a postgraduate course.

Karina Kiely who oversees Ramsay's Learning and Workforce Programs said the partnership offerings equated to \$610,000 in staff scholarships this year.

The vast majority were enrolled in a nursing specialisation course including perioperative nursing, mental health and anaesthetics.

Julie Jackson, who's been a registered nurse for 32 years, is about to finish her postgraduate study - a Bachelor of Nursing with Professional Honours in Clinical Education.

"I've absolutely loved it. I was hospital trained and I always wanted to say I had my Bachelor or Nursing but I never thought I was academic enough. But actually, I've done better than I thought," Ms Jackson said.

"Postgraduate study is very expensive too but with this scholarship paying 75% of my fees, I really had no excuse not to do it.

"Juggling full time work with two study units and trying to have a life was tough, but I've only got two weeks left and I've made it. I'm really grateful to work for a company that supports its staff to take on further education," Ms Jackson said.

Ramsay Health Care, in partnership with University of Tasmania, will offer the scholarship program again in 2021 - something Julie Jackson says everyone should consider applying for.

"Definitely take the plunge especially if you've been thinking about it for a while. If I can do it at age 48, anyone can do it," she said.

For more information, head to the Ramsay intranet site. ■■

For further information, contact the National Workers' Comp Team at Comcarequestions.RHC@ramsayhealth.com.au

‘Build a blanket’ project promotes good mental health

Knitting may be a seemingly quiet hobby, but at the Berkeley Vale Clinic this month, its helping more patients become socially engaged and interactive.

As part of Mental Health Month, recognised each October, the Berkeley Vale Clinic is running a “Build a Blanket Project” where participants knit squares for a blanket which will be donated to Central Coast Shelter.

Patient Flow Manager Prue Eakin said inpatients and outpatients of the Berkeley Vale Clinic were getting a lot out of the knitting project.

“Knitting is a skill that can be relaxing, even meditative for some and in the clinic we have witnessed terrific engagement of patients who have contributed their knitted squares during Mental Health Month,” Ms Eakin said.

“Our participants have ranged from expert knitters to novices - and the mentoring, social engagement and altruism of the project is a great step towards good mental health.”

The ‘Close Knit’ group is led by Berkeley Vale’s vibrant occupational therapy team and mental health nurses. The Clinic offers a holistic range of services that stem from the Ramsay philosophy of ‘people caring for people’ including conventional approaches and less traditional therapies like yoga, art and tai chi.

“A craft like knitting requires self-regulation, problem solving and distress tolerance. It requires calibrated motor movements of the hands, can be modified in complexity and can contribute to structure and daily routine,” Ms Eakin said.



“We’ve had wonderful feedback from patients that this has really spiked their interest in knitting. The flow on effect of people helping each other, feeling like they’ve achieved something and are supported, and to delve into that creative space and recruit fine motor skills, it really is so beneficial.”

The Berkeley Vale Clinic helps hundreds of patients each year through its outpatient and inpatient programs. It offers 20 mental health and 22 rehabilitation inpatient beds. ■■

Step up your exercise for World Osteoporosis Day

Cairns Private Hospital is urging local residents to give their exercise regime a check-up as part of World Osteoporosis Day.

Held on 20 October each year, World Osteoporosis Day aims to raise global awareness of the prevention, diagnosis, and treatment of osteoporosis - a condition where bones become thin, weak and fragile. As a result, even a minor bump or accident can cause a broken bone.

Rehabilitation Physician at Cairns Private Hospital, Dr Dragana Urosevic, said regular physical exercise was important for people of all ages, not only to prevent osteoporosis in the first place but to help treat the condition once someone is diagnosed.

“Exercise is very important to prevent osteoporosis because it will increase endurance, strengthen the muscles and increase the tendon elasticity which is vital when trying to reduce the risk of falls,” Dr Urosevic said.

“Even once a person is diagnosed with osteoporosis, exercise is still a really important part of their rehabilitation. The approach will be different for each person but we will come up with a program specifically designed for their needs.

“The ability of an exercise to build the bone is called osteogenic capacity and it depends on the specific way that the stress is applied to the bone during the exercise. High impact exercises such as running, impact aerobics and gymnastics are more osteogenic but may be too hard for the elderly population,” Dr Urosevic explained.

“Moderate to light impact exercises would be better for them, such as resistance training, stair climbing, dancing, pilates and tai chi. It’s all about improving someone’s balance to help reduce falls and increase their confidence so that they can lead a normal life despite osteoporosis.”

According to the Australian Institute of Health and Welfare, an estimated 924,000 Australians are living with osteoporosis. It is most common in older women, affecting 29 per cent over the age of 75, compared with 10 per cent of men.

Cairns Private Hospital offers a dedicated Reconditioning Rehabilitation Program for patients diagnosed with osteoporosis.

“As we age the risk of osteoporosis increases so we need to increase a person’s confidence in their daily activities and mobility,” Dr Urosevic said.

“If they’re having falls they will inadvertently lose their confidence so we aim to improve their balance and strength and we teach them falls prevention as well”.

For further information contact (07) 4052 8076. ■■

Hillcrest Rockhampton ‘fights like a girl’ for breast cancer

A staff member has baked 200 pink biscuits for Hillcrest Rockhampton Private Hospital’s annual morning tea to raise awareness about breast cancer.

Hillcrest has been a supporter of the Pink Ribbon Day initiative since 2006.

This year’s Pink Robbin Day event included a virtual presentation from Breast Screen Rockhampton about the importance of knowing your breasts.

CEO Fiona Hebbard said this year’s message was ‘fight like a girl’ because together, the community can beat breast cancer.

“More than \$1300 was raised for the Qld Cancer Council with prize contributions from Hillcrest staff, Ramsay Pharmacy and local suppliers providing amazing items to raffle,” she said. ■■



Carnival vibes at The Adelaide Clinic and Kahlyn Day Centre

When the coronavirus pandemic forced the cancellation of this year’s Royal Adelaide Show, management from The Adelaide Clinic and Kahlyn Day Centre decided to bring part of the much-loved event to their teams.

Staff and doctors at both Ramsay facilities in South Australia were each treated to a show bag to help put smiles on their faces.

As well as being a gesture of appreciation for helping with particularly difficult COVID-19 restrictions, the surprise gifts were also in keeping with ‘RUOK? Week’.

Each inpatient also received a small gift to thank them for the support and patience, while adhering to new procedures as a result of the pandemic. ■■

Ramsay wraps up year celebrating nurses & midwives

A Ramsay Health Care campaign to recognise the contribution of nurses and midwives has enjoyed great global success, spanning nine countries across the world.

To acknowledge the World Health Organisation's declaration that 2020 was The Year of the Nurse and Midwife, Ramsay kicked off an international campaign to profile one midwife or nurse each week for the entire year.

Nurses and midwives from Australia, UK, Denmark, Norway, Sweden, France, Indonesia, Malaysia and Hong Kong shared their stories, opening up about why they love their profession.

Cairns Day Surgery clinical nurse Scott Calvert was one of the people profiled; he said his profession gave him a great feeling of satisfaction and delight.

"I am passionate about caring for, and helping our patients in whichever way I can. This has been an exceptional and rewarding journey with Ramsay Health Care and I endeavour to continue to pursue my professional career with this wonderful organisation," Scott said.

Clinical nurse specialist, Sue Trow, has worked at Tamara Private Hospital for 29 years and said she was passionate about rehabilitation nursing.

"I like knowing I have assisted in goal achievement and positive outcomes for my patients," Sue said.

North Shore Private Hospital Midwifery Educator Melanie said she felt privileged to be part of a very special time in people's lives.

"I love the relationship you can create as a midwife with a couple who are experiencing what can be the scariest, yet most amazing journey in their life," Melanie said.

Ramsay Australia's National Communications Manager, Emily Fardoulis, said the global campaign had highlighted the desire of Ramsay colleagues to hear from and connect with each other, both locally and overseas.

"Ramsay's Year of the Nurse and Midwife campaign was a fantastic opportunity to celebrate and share the contributions, motivations and aspirations of our nurses and midwives across the globe," Ms Fardoulis said.

"2020 turned out to be a particularly poignant moment in time for the World Health Organisation to recognise these nursing and midwifery occupations, due to the critical frontline roles they have played in fighting the COVID-19 pandemic."

To read the full list of profiles, visit: www.ramsayhealth.com/News/Year-of-the-Nurse-Midwife.

Ramsay's Year of the Nurse and Midwife campaign was a fantastic opportunity to celebrate and share the contributions, motivations and aspirations of our nurses and midwives across the globe.

