

The Ramsay Way

Ramsay Health Care Corporate Newsletter



COVID-19

Ramsay's patient-centred approach in COVID-19 era

Ramsay Health Care Australia is urging patients with existing health conditions or worrying new symptoms to make sure they keep visiting their GPs or treating doctors during the pandemic.

The Australian Institute of Health and Welfare (AIHW) found that after COVID-19 restrictions were first implemented in 2020, fewer Australians presented to hospital emergency departments with injuries and less elective surgery was performed.

However the report also found more people filled prescriptions and had telehealth medical consultations.

Ramsay Australia's CEO, Carmel Monaghan, said it was important for people stay on top of their health care throughout 2021, especially considering the ongoing challenges associated with COVID-19 such as snap lockdowns and border closures.

"Early detection of cancer is essential to increase the chance of a positive outcomes so it's really important people ensure they continue getting checked for any new symptoms," she said.

Evidence suggests people who have experienced isolation or job loss as a result of the pandemic may also be at risk of experiencing mental health issues, such as depression or anxiety, and should seek help.

Ms Monaghan said Ramsay had continued to pivot during the pandemic to continue delivering high quality care.

"With help from our IT team, many of our staff and medical specialists have created new ways to meet with patients via telephone and video," Ms Monaghan said.

"Our hospitals, pharmacies and clinics are now safer than ever before with even more stringent infection control and prevention protocols."

"We continue to practise social distancing, have increased cleaning and screening measures, and we are closely monitoring and responding to the latest developments." ■■

Ramsay Health Care to build \$133m private hospital in Melbourne's north

Ramsay Health Care has committed to constructing and operating a new \$133m greenfield private hospital in Victoria to service one of the fastest growing populations in Australia.

Northern Private Hospital will be built in Epping, which is the last major growth corridor in Victoria without a private hospital. It will be co-located with a 500-bed public hospital to ensure patients have access to a comprehensive range of health care services. The Northern Hospital, which has one of the busiest emergency departments in the state, is itself undergoing a major rebuilding and refurbishment project.

The new Northern Private Hospital will deliver extensive medical, surgical and mental health services. Patients will be able to access a broad range of treatments in specialties such as general medicine, cardiology, vascular, orthopaedics, plastics, ENT, general surgery, gynaecology, urology, oncology, haematology, ophthalmology and gastroenterology.

The Victorian Government has also supported the construction of a link bridge to connect the private and public hospitals for ease of access between the two facilities.

Ramsay plans to open Northern Private Hospital in two stages, with the first stage to be completed in late 2023 and the second stage forecast to open in 2027.

Ramsay Health Care Australia's Chief Business Development Officer, Kim Chant, said this exciting announcement is the culmination of three years of extensive planning and approvals.

"This development is widely considered to be the most meaningful greenfield growth opportunity in Victoria and will offer patients in Melbourne's northern suburbs access to high-quality health care in a private setting close to their homes," Ms Chant said.

"The City of Whittlesea's population is forecast to grow by 71 per cent between 2018 and 2041, so this will provide much-needed treatment options for people living in these communities." ■■





MESSAGE FROM THE CEO

We are working closely with both the federal and state governments regarding the COVID-19 Vaccination Program to ensure our applicable staff and doctors are included in the roll-out plan. Ramsay Health Care is strongly encouraging its employees and doctors to get vaccinated as soon as the doses are made available to them throughout the year. The Therapeutic Goods Administration undertakes a thorough and independent review of the coronavirus vaccines to ensure they meet the high quality standards required in Australia. I will certainly be rolling up my sleeve for the jab to do my part in protecting the community.

In addition to the important steps underway to curb the impacts of COVID-19, we have also been working closely with our clinicians on another very significant piece of work. Late last year, Minister for Health Greg Hunt announced a second wave of private health insurance reforms. This review is intended to make private health insurance more affordable and to make home and community-based care more accessible for mental health and general rehabilitation services. We believe in improving a patient's right to access convenient, safe, efficacious, affordable, doctor-led care in the most optimal care setting. The Department of Health released a consultation paper in relation to this reform and we made our submission in February 2021. It is imperative that decisions about clinical care for patients are made by clinicians and in the best interests of patients. Any reforms must maintain high standards of care that we have in this country.

The World Health Organisation has designated 2021 as the International Year of Health and Care Workers. It's an important recognition of the commitment of millions of frontline workers throughout the COVID-19 pandemic. As part of our 12-month campaign to celebrate our people, we are sharing profiles of various Ramsay employees from across Australia on our website (see p16 for more details). Congratulations to all those Ramsay employees who have featured so far. Your stories have been humbling and inspiring.

In this edition of *The Ramsay Way*, you can read about many great initiatives and new services taking place across the business, such as our offer of free, unlimited access to digital news when you are connected to Ramsay's WiFi. Our third annual technology report, *Insight*, outlines how we have harnessed the power of technology to deliver excellent patient care during the pandemic. And we are also proud of our progress in the research space, with stories such as our involvement in the Australian Orthopaedics Association's PROMS Project (p8), which provides patients with a structured way to report information about their health outcomes.

I hope you enjoy reading about these stories – and more – in this first edition of *The Ramsay Way* for 2021.

Warm regards,

Carmel Monaghan
Chief Executive Officer, Ramsay Health Care Australia

Technology helps Ramsay to pivot in COVID pandemic: New report

Ramsay Health Care Australia has released its third annual technology report, *Insight*, which outlines how the company has harnessed the power of technology to deliver excellent patient care during the COVID-19 pandemic.



CEO, Carmel Monaghan, said Ramsay's ability to continue providing high-quality services during extraordinary times has been partly due to the role of technology and timely creation of digital solutions.

"From the onset of the pandemic, our IT teams undertook a range of projects including supporting corporate staff to work remotely, introducing new technologies, and deploying a suite of virtual health care services," Ms Monaghan said.

"These improvements meant we were – and still are – well-prepared to manage challenges associated with the pandemic."

Technological achievements during 2020 included:

- **Creating and implementing a QR code system** which screened more than 100,000 people each week at Ramsay hospitals and facilities
- **Introducing virtual antenatal classes** when social distancing measures prevented pregnant women from attending in person
- **Helping Joondalup Health Campus to prepare for the unprecedented admission of 30 COVID-19 patients from the Artania cruise ship**
- **Introducing a telepresence robot** which allowed doctors to treat patients remotely at Greenslopes Private Hospital
- **Supporting ongoing doctor education by hosting 150+ RACGP-accredited virtual events** attended by almost 4,500 GPs across Australia

Ramsay Australia's Chief Information Officer, John Sutherland, said Ramsay had a strong history of delivering unique technologies to the market, which has continued despite the global pandemic.

"Our hospitals are giving regional areas around Australia access to the latest innovations in robotic-assisted surgery, and we continue to invest in Australian start-ups trialling new medical technology," Mr Sutherland said.

Ramsay is also using technology to drive efficiencies across the business.

"In a year that saw more than 4,000 staff working remotely, it has never been more important to have robust cyber security controls, a comprehensive Wi-Fi network, seamless clinical systems, digital data collection and employee platforms," he said.

Ms Monaghan said the health care industry is rapidly changing and Ramsay will continue to pivot and innovate.

"We will further invest in technology to improve the patient experience and cater for a growing demand for health care treatment options away from the traditional hospital setting," she said.

Some of Ms Monaghan's priorities for the business include creating digital front doors, digitising Ramsay's procedural care areas, and having an integrated approach across the business to create a more seamless patient journey.

"I'm excited about the opportunities available to us as we embark upon our technology journey and to work with an exceptional network of people who live and breathe our Ramsay Way values," she said. ■■

Paul Ramsay Foundation funds \$2 million COVID-19 project led by First Nations researchers

A unique \$2 million grant program funded by the Paul Ramsay Foundation has centred First Nations priorities for COVID-19.



The grant has supported eleven research projects across Australia to learn from the COVID-19 response.

Led by First Nations researchers, these projects will capture lessons from COVID-19 and boost responses to future outbreaks.

The funding was awarded to the Australian Partnership for Preparedness Research on Infectious Disease Emergencies (APPRISE), a Centre of Research Excellence funded by the National Health and Medical Research Council.

APPRISE established a First Nations Council to advise on the entire grant process. This included identifying research priorities and deciding how to assess and manage the grants.

The grant program will strengthen COVID-19 responses for First Nations communities. Giving space for a First Nations-led process sets the scene for robust, relevant and powerful outcomes. By supporting First Nations researchers, the program will have a lasting impact the COVID-19 response and help prepare for future public health challenges.

The Council was co-chaired by:

- Professor Adrian Miller of the Jirrbal people of North Queensland and Director of the Centre for Indigenous Health Equity Research at CQUniversity
- Kristy Crooks of the Euahlayi nation and an Aboriginal Program Manager with the Health Protection Unit for Hunter New England Population Health

Professor Miller said: "The whole process was unique because rather than just having a small proportion of First Nations people sitting on a panel, the First Nations Council was entirely made up of senior First Nations researchers."

"A key focus was to attract applications from diverse organisations and with our First Nations-led approach we were able to attract proposals from the Aboriginal-controlled health sector as well as universities," he said.

Ms Crooks said the grant arrangements helped reach diverse First Nations researchers across Australia.

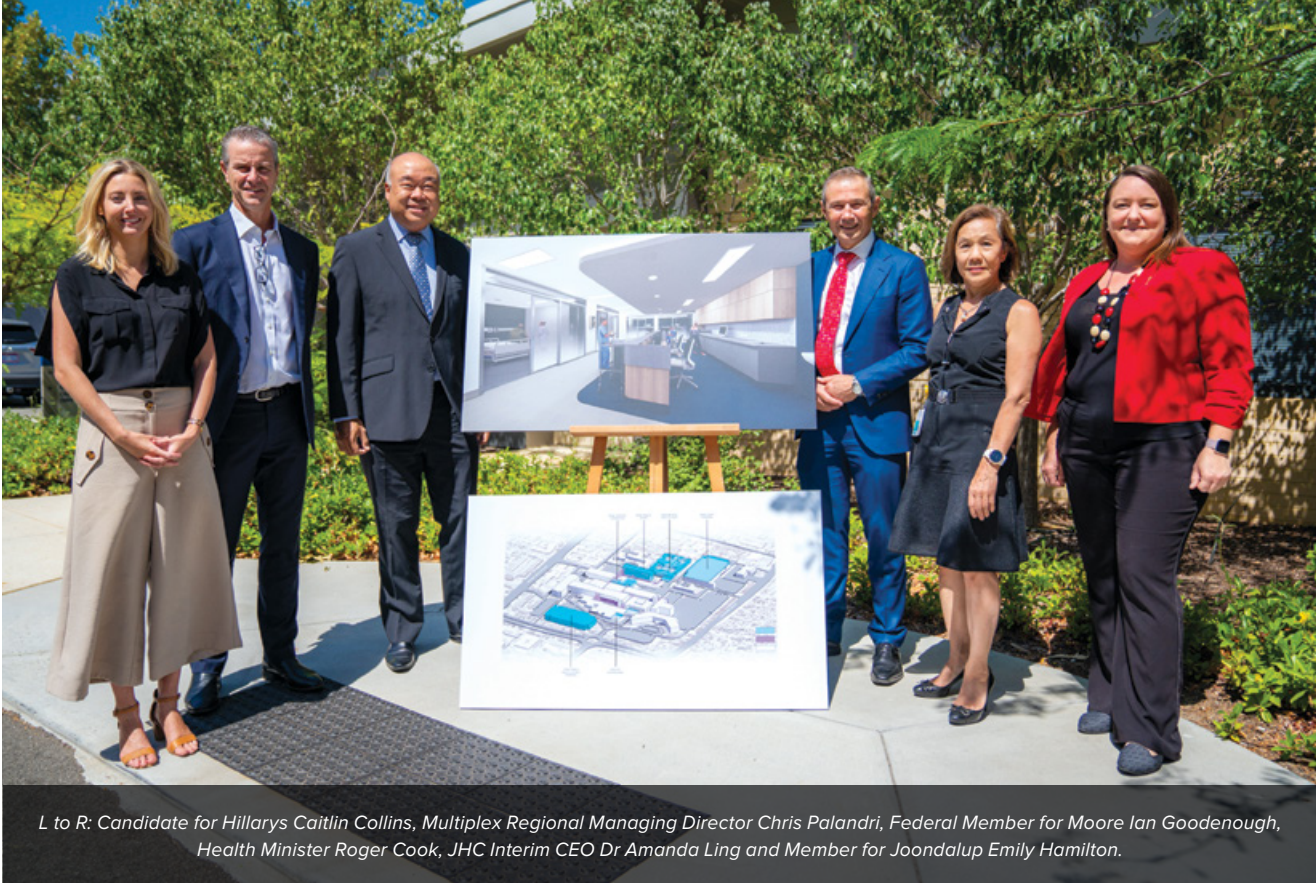
"If you had non-First Nations people leading the process, you'd have a different outcome and you'd see projects funded based on what they perceive to be important. But we placed value on what we see as a priority and what we see will result in better health outcomes for our communities," she said.

The eleven funded projects are all led by First Nations researchers. At least half of each research team is comprised of First Nations people.

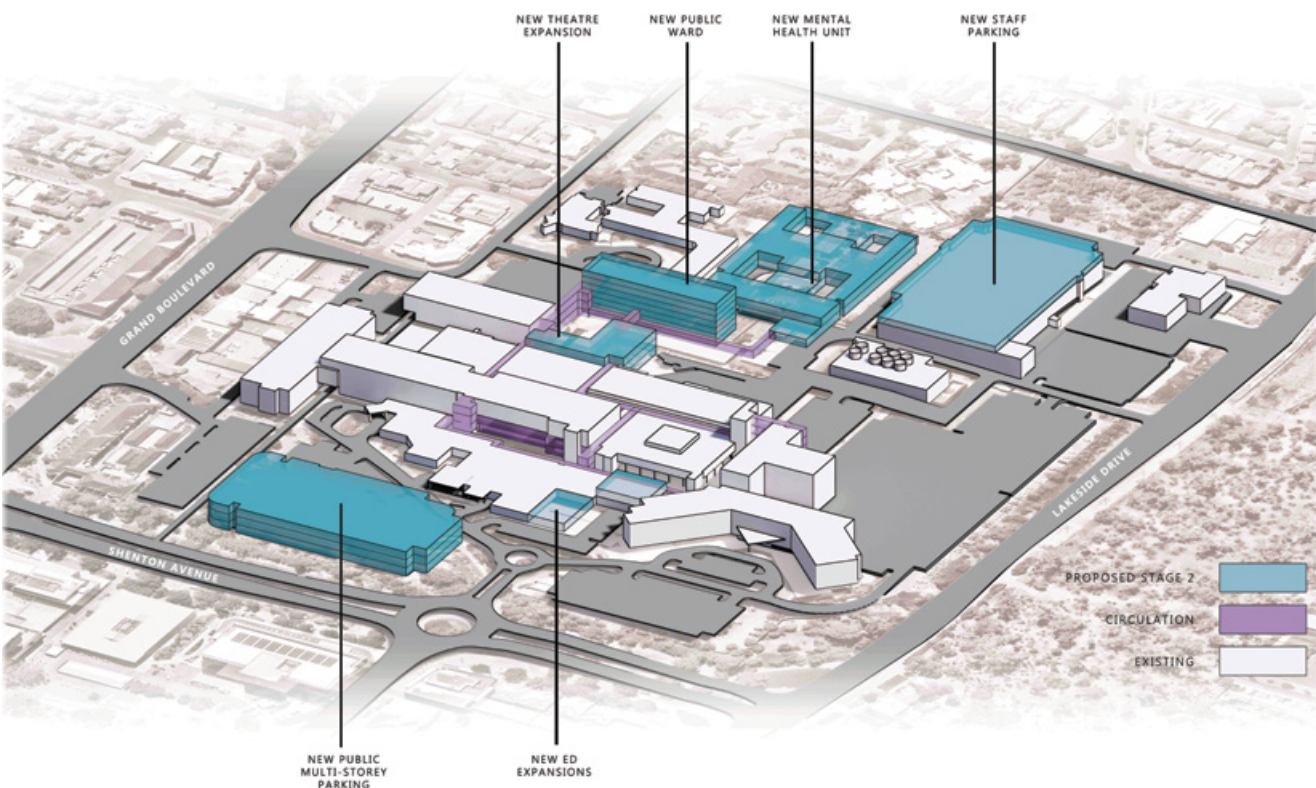
The projects address varied aspects of the COVID-19 response and future preparedness. This includes issues affecting diverse urban and rural First Nations communities. For example:

- Some projects will look at the impact of shifting to telehealth arrangements due to COVID-19 travel restrictions.
- One project will assess the impact of pandemic health messaging for First Nations peoples.
- Other projects will harness lessons from the COVID-19 response. These lessons will help direct health system adaptation and the development of culturally appropriate public health responses and COVID-safe practices in hospitals.

Projects are led through a variety of research institutes, universities and Aboriginal Community Controlled Health Organisations. This reflects the broad range of First Nations research expertise across the country. ■■



L to R: Candidate for Hillarys Caitlin Collins, Multiplex Regional Managing Director Chris Palandri, Federal Member for Moore Ian Goodenough, Health Minister Roger Cook, JHC Interim CEO Dr Amanda Ling and Member for Joondalup Emily Hamilton.



Multiplex awarded contract for Joondalup expansion early works

January 2021 heralded a significant milestone in the Joondalup Health Campus expansion project.

Health Minister Roger Cook visited the hospital on Wednesday 20 January to announce Multiplex as the successful Early Contractor Involvement (ECI) tender.

Ramsay Health Care and Multiplex will present an ECI proposal to the WA Government in the second quarter of 2021 and, if accepted, the project will move into the construction phase. The entire build is expected to be completed by late 2025.

The Emergency Department (ED) expansion will be the first package of work to commence, with a 12-bed Influenza-Like Illness Unit within ED estimated to be complete mid-year. This will increase the hospital's capability to safely manage patients with infectious diseases, including COVID-19.

WA Health Minister Roger Cook said: "The design of the new 12-bay infectious diseases unit was informed by the

hospital's experience last year in caring for 42 COVID positive patients."

"This unit will be extremely useful for any future infection outbreaks in WA. It equips Joondalup Health Campus with an appropriate facility to rapidly limit spread and protect others whilst providing high-quality emergency care to the affected individual.

"The unit will be set up with negative air flow as well as two dedicated negatively pressured isolation rooms, features which really enhance the safety of staff and other patients."

The total cost of the expansion project is estimated at \$256.7 million, of which the Commonwealth has committed \$158 million under the Western Australian Hospital Infrastructure Package. ■■



DEVELOPMENT NEWS



New ICU and cath lab open at Dudley Private Hospital

The first private cardiac catheterisation laboratory and Intensive Care Unit in NSW's Central West region have opened at Dudley Private Hospital in Orange.

Ramsay Health Care has completed the \$4million development, as part of its commitment to invest in and provide services to regional Australia.

The expansion provides regional patients with more choice about where they are cared for when acutely unwell and requiring critical treatment.

With a growing demand for specialist treatment and state of the art facilities, Dudley Private Hospital answered the request of several local cardiologists who felt the addition of a cardiac catheterisation laboratory was essential in the Central West.

Cardiac catheterisation is a procedure used to diagnose and treat certain cardiovascular conditions. During cardiac catheterisation, a long thin tube is inserted in an artery or vein in the patient's groin, neck or arm and threaded through blood vessels to the heart.

Dudley Private Hospital's CEO, Paul McKenna, said: "There was a growing need and increased demand for these services in the region and this was an opportunity to build the facilities to service the community."

Ramsay Health Care Australia's Chief Operating Officer, Danny Sims, and Operations Executive Manager for NSW, Lloyd Hill, toured the latest development along with the recently completed mental health wing at Orange's only private hospital.

"The local cardiologists requested that we install identical state of the art equipment used at the Orange Base Hospital, to provide consistency in a time of high pressure. It also increases the capability of our hospital and clinical safety and support throughout the hospital for our more acute patients," Mr McKenna said.

"Increasing the specialisation of clinical skills of nurses across the hospital, these new units also provide an opportunity to increase our highly qualified staff so we are currently undertaking a recruitment drive." ■■

Live surgery beamed to world from North Shore Private Hospital

North Shore Private Hospital's multidisciplinary team for endometriosis has participated in the AAGL 2020 4th Global Congress on Minimally Invasive Gynaecologic Surgery.

A surgical team, including gynaecologist Professor Alan Lam and colorectal surgeon Dr Shahrir Kabir, performed a live procedure at North Shore Private Hospital which was viewed by participants around the world.

Ramsay Health Care's IT team organised the install of a dedicated standalone NBN connection to be used for live transmission purposes.

Professor Lam used the Stryker iSuite system to convey crucial elements of the procedure to his audience.

The fully integrated operating theatre allowed live footage from the surgical site to be simultaneously recorded and shared without latency from the Sydney theatre with overseas participants.

Coupled with high quality two-way audio and the ability to share live footage from any source, the viewer experience was able to be tailored as desired.

Direct connection from the iSuite's video conferencing codec to the Zoom meeting provided a reliable, high-quality experience for the duration of the procedure.

The live surgery was designed to demonstrate a systematic approach to conducting complex surgery to remove endometriosis affecting ovaries, bowels and ureters, and demonstrated the importance of a multi-disciplinary approach to severe endometriosis.

The case involved a young woman who was in a great deal of distress from pain due to severe endometriosis affecting her ovaries, bowels and ureters. Previous operations attempting removal of her endometriosis at another hospital in Sydney in 2019 were unsuccessful.

During the surgery, the team successfully removed all her endometriosis, repaired the ovaries, and preserved her fertility. Following the surgery, her recovery was quick, with an overnight stay. She was able to resume work and all physical activities a week later.

North Shore Private Hospital's CEO, Richard Ryan, said: "Sharing our expertise through a live surgery such as this, is a great example of how technology can be used in an impactful way."

"Our aim is to support our doctors with the technology they need to continue to embrace these professional development opportunities to both educate others and to learn to enhance the outcomes for our patients." ■■

New laser device a first for Brisbane

Brisbane men who need surgery for an enlarged prostate can now undergo a minimally-invasive procedure using a special laser at Greenslopes Private Hospital.

Greenslopes' new high powered (140W) Holmium Laser is the only one in Brisbane, and can be used to perform Holmium Laser Enucleation of the Prostate (HoLEP) for patients suffering from an enlarged prostate (known as Benign Prostatic Hyperplasia, or BPH).

Dr Ano Navaratnam is fellowship trained in HoLEP through the Mayo Clinic in Arizona, and said he was thrilled to be able to offer this treatment to men in Brisbane for the first time.

"HoLEP was first performed in New Zealand 20 years ago and has been available in all other capital cities in Australia except Brisbane. This is potentially a real game changer for patients in Brisbane and offers a great option for men with large prostates that they haven't had access to before," Dr Navaratnam said.

"HoLEP is a minimally-invasive operation to remove prostate tissue which is blocking the flow of urine out of the bladder.

"Using this technique, there are no incisions, there's less bleeding and transfusion risk because we're using a laser and it's a very durable operation. The re-treatment rates at 10 years are less than 4% compared to 15-20% for other endoscopic procedures," he said.

Dr Navaratnam said Greenslopes Private Hospital continues to be a pioneer in the field of urology.

"Fifteen years ago it was the first private hospital in Queensland to buy the da Vinci robot to treat prostate cancer, and now it's the first to offer the high powered Holmium Laser to enable us to do HoLEP."

"It just shows Greenslopes continues to invest in technology that enables the best care for patients," he said.

Dr Navaratnam said another advantage for patients is HoLEP usually requires only an overnight catheter and stay in hospital which is much shorter than other procedures for enlarged prostates.

Dr Navaratnam is a consultant urologist with Brisbane Urology Clinic and operates regularly at Greenslopes Private Hospital. ■■

Milestone epilepsy surgery performed at Westmead Private

A device which is used to manage difficult-to-treat epilepsy is now available for the first time in a New South Wales private hospital.

Westmead Private Hospital has installed the most recent SenTiva Vagal Nerve Stimulator (VNS) in Australia, giving private patients access to treatment which was previously only available at one public hospital.

The VNS is a device which is attached to a nerve in the neck and provides a current which may reduce the number of seizures a person experiences over time as well as improve the person's overall quality of life.

The device was implanted by Westmead Private Hospital neurosurgeon, Professor Mark Dexter, who is also Director of the Epilepsy Surgery Program at Westmead Health Precinct.

Dr Michael Fong from Neurology New South Wales said giving patients access to neurostimulation at Westmead

Private Hospital was a great milestone.

"More than one-third of patients with epilepsy can't control their condition with anti-seizure medications. For some of them, surgery may be an option but for many this is too risky or not possible for their epilepsy type," Dr Fong said.

"Neurostimulation can help reduce the abnormal electrical activity of the brain, which results in seizures, and the most established way of performing neurostimulation is a Vagal Nerve Stimulator."

"Not only has Westmead Private placed the first privately inserted VNS devices in New South Wales, it is also the first in Australia to utilise the most up-to-date technology in SenTiva. This new device is only about the size of a

50 cent coin and is significantly smaller than previous models," he said.

Westmead Private Hospital's SenTiva VNS also provides great benefit to regional patients looking to be fitted with the device, because they need fewer return visits to hospital for examination.

Unlike previous models which required fortnightly to monthly check-ups with the patient, the SenTiva VNS allows the neurologist to determine up to three months therapy before they need to see the patient again.

The SenTiva device also allows a different amount of therapy to be scheduled between night and day which can be invaluable in patients whose seizures occur predominantly at the same time. ■■



North Shore Private performs first-of-its-kind thyroid surgery

An Australian-first thyroid surgery has been performed at North Shore Private Hospital, using next generation neuro-monitoring technology.

The NIM Vital neuro-monitoring system was designed to help surgeons protect a patient's nerves and quality of life by providing nerve condition information that informs surgical strategy.

Specialist Endocrine Surgeon, Clinical Associate Professor Mark Sywak used the NIM Vital nerve-monitoring platform while performing a total thyroidectomy on a 32 year old female patient.

It's the first time the NIM Vital neuro-monitoring platform has been used for thyroid surgery in Australia.

"The NIM Vital proved to be an accurate and reliable piece of equipment for neuro-monitoring of the recurrent laryngeal nerve during thyroid surgery," A/Prof Sywak said.

"The updated technology has proved to be quicker and easier to set up with less reliance on circulating nursing staff."

If a patient's nerve is injured during surgery, they can experience temporary or permanent damage, such as an inability to control facial movements, speak or swallow.

It's hoped the NIM Vital system can help surgeons to protect their patients' quality of life by improving operative efficiency and precision, therefore reducing the risk of nerve damage.

The NIM Vital neuro-monitoring system can be used in a range of surgeries, including thyroid, spine, plastic and reconstructive, and general surgeries where neural function needs to be identified and preserved.

"The NIM Vital also allows data capture of important neurophysiological parameters which will help in immediate clinical decision making," A/Prof Sywak said.

"Data capture will also prove to be helpful for future research projects."

Other aspects of the technology include a large touch-screen interface to enhance visualisation and real time feedback on nerve function so the surgeon can adjust course as needed.



Nowra Private Hospital all ears for new surgery

Wollongong's successful cochlear implant program is expanding to Nowra Private Hospital, giving more people access to the hearing-loss treatment.

Over the last two years ear, nose and throat surgeon Dr Ekrem Serefli has performed 12 cochlear implant operations at Wollongong Private Hospital with the assistance of Hearing Implants Australia.

One in six Australians will experience hearing loss during their lifetime, and Dr Serefli says many people over age 65 will suffer the effects in silence.

"Hearing loss can be very isolating for older people," said Dr Serefli.

"Our hearing connects us with the important people in our lives and allows us to engage with the world. Hearing ability degrades in most people naturally as they age – over half of people between 60 and 70 have some degree of hearing loss. This impacts everyday activities like talking with friends and family, watching TV or socialising."

According to Dr Serefli, who has worked in the Illawarra region for 13 years, cochlear implants are underutilised as a treatment for hearing loss.

"There are a lot of misconceptions around cochlear implants. The thought of an operation can be daunting for people, but the procedure itself is very simple and

performed by a specialised surgeon," he said.

Hearing aids help people with hearing loss by amplifying the signal before sending it down the ear canal. However, the effectiveness is limited if the patient has damage to the cochlear.

A cochlear implant uses electrodes to stimulate hearing cells and triggers the nerve to fire. They may be effective when hearing aids no longer work.

The implant is placed under the skin, behind the ear with a small incision while the patient is under general anaesthetic. After the implant is switched on, patients work with an audiologist to understand how the implant works and how to get the most benefit from it.

"Having a cochlear implant is a journey – it's not a destination," said Dr Serefli.

"It's just as important for us to support our patients after the procedure."

Dr Serefli said the best people to explain how the implant may benefit hearing loss are those who have had it themselves, which is why he is starting a support group called the Cochlear Family.

Westmead Private notches up another 'surgical first'

The first robotic bilateral inguinal node dissection in the southern hemisphere has been performed at Westmead Private Hospital.

Urological Cancer Surgeon Professor Manish Patel performed the delicate operation on a 62 year old patient who had penile cancer, using the da Vinci Xi robot.

Professor Patel said the procedure to remove cancerous lymph nodes from the groin is usually performed as open surgery, and this first bilateral case using robotic technology went very well.

"Penile cancer is very rare and an operation like an inguinal node dissection can also have a lot of complications if it goes wrong," Professor Patel said.

"When you do it robotically you don't have to make a large skin incision so you don't affect blood supply. I also get a much better view and much better access to the area because normally you can't even see those lymph nodes, but with the robotic technology I can actually see the lymphatic vessels and the nodes which can lead to a better operation with less complications."

"Overseas a small handful of doctors have been performing this operation robotically and I've been thinking about doing it for a while but I needed the right patient to do it on. He was a healthy weight, did not have large, hard cancerous nodes and needed the lymph nodes removed on both sides so he was the perfect case for using the robot."

Professor Patel said the combination of the da Vinci Xi robotic technology coupled with the experience of the Westmead Private theatre team led to a great outcome for the patient.

"The whole team was very experienced, they knew this equipment back to front and normally where patients are recovering in hospital for more than a week after this procedure, this patient was home on day two," Prof Patel said.

"I perform most of my surgeries at Westmead Private Hospital and we have the latest version of the da Vinci XI robot. In urological cancer I think it's just completely changed what we do and I think it will be the way of the future," he said.





A topping out ceremony was held on top of the new Hollywood Private Hospital Emergency Department, which is due to open later this year.

Milestone achieved towards new private ED in WA

The Emergency Department at Hollywood Private Hospital is taking shape with a “topping out” ceremony held to mark construction hitting full height.

The ceremony was held on the roof of the six-level building, which will accommodate 14 ED bays, three new wards and a plant room when it opens later this year.

Construction is on track for completion in September 2021.

The \$67 million project is being undertaken by builder Georgiou and was designed by architect Silver Thomas Hanley.

Hollywood Chief Executive Officer Peter Mott said the project was the final step in a five-year, \$200 million Ramsay Health Care-funded development that would result in the hospital expanding to more than 900 beds.

“Early works on this project started during March with the demolition of some buildings. It is a credit to Georgiou that we remain on track despite the disruption caused by COVID-19 earlier in the year,” Mr Mott said.

“The Georgiou team has poured more than 3600 cubic tonnes of concrete and has 80 people working on-site six days a week – which is set to increase to 140 early next year.

“This will be of major benefit for local residents, who will have the option to access timely private emergency care close to home.

“Ramsay operates some 50 EDs around the world, including 11 in Australia.” ■■

New development a healthy win for Port Stephens residents

Port Stephens residents will soon have easier access to highly-skilled surgeons and other medical specialists, through Australia’s largest private hospital operator.

Ramsay Health Care has recognised the demand for more doctors in the community, located north of Newcastle, and is in the final stages of helping to address that shortage.

Ramsay is expanding the health care options for Port Stephens residents by investing to convert the existing medical centre on Stockton Street into specialist consulting suites.

The rooms will be available to doctors who work with Lake Macquarie Private Hospital and Warners Bay Private Hospital.

The CEO of both Lake Macquarie and Warners Bay Private Hospitals, Leah Gabolinscy, said this development was a positive step forward for local patients requiring medical services.

“We are really pleased to offer these consulting suites in Port Stephens because it means patients can have their consultations with a specialist locally. It removes the need for them to travel to Newcastle for these appointments, which is currently the case for many people,” Ms Gabolinscy said.

“I have received positive feedback from local GPs who are genuinely excited about our new health care offering to Port Stephens residents. It means general practitioners will be able to refer their patients to see a medical specialist locally for further assessment or investigation,” she said. ■■

Ramsay welcomes agreement with WA Government

Ramsay Health Care has welcomed agreement with the State Government on key terms for a 15-year contract extension of the Joondalup Health Campus public contract, commencing from 2028.

The terms include the option for another five years to be added at the end of this 15-year period, which would allow RHC to operate Joondalup Health Campus (JHC) until 2048.

This is great news for RHC staff as well as suppliers and contractors.

JHC Interim CEO Dr Amanda Ling said:

“RHC has partnered with the Department of Health since 2005 to develop and operate JHC. Since that time, we have more than doubled in size to become one of the biggest and busiest health services in the State. This announcement demonstrates the Government’s confidence in our ability to operate JHC. It is testament to the high standard of care our staff deliver each day.”

A major \$256.7 million expansion of the JHC’s public facilities is currently underway, with construction firm Multiplex awarded an Early Contractor Involvement (ECI) tender in January. ■■

Nepalese surgeon learning from Westmead Private’s best

Dr Shankar Shah won the prestigious Rowan Nicks Scholarship to study in Australia and has been learning specialist techniques from Professor Melville da Cruz at Westmead Private Hospital.

Dr Shah said his goal was to learn cochlear implant surgery, get exposure to other surgeries and refine his middle ear techniques to take back to Nepal - because hearing loss and deafness is a major burden in his country.

“In Nepal, hearing loss mainly affects people from low-socioeconomic regions, and it is the number one cause of disability. People cannot go and contribute to society, they face social isolation and can’t get a job,” Dr Shah said.

“There are only two surgeons who can perform cochlear implant surgery in Nepal. I am hoping to become the third. I know it’s a mammoth task for me but there has to be a start somewhere, and this is my start.”

Dr Shah’s mentor Professor da Cruz said he had enjoyed teaching him new techniques as part of this scholarship program, administered by the Royal Australasian College of Surgeons.

A Nepalese ENT surgeon is striving to become his country’s third cochlear implant specialist thanks to the in-depth training he has received at Sydney’s Westmead Private Hospital.

“Dr Shah is an established mid-career surgeon and it’s wonderful to help him further his skills. He will be a leader in his field and a very respected surgeon,” Prof da Cruz said.

“Westmead Private Hospital has been very helpful with this program. It provides a rich learning environment for Dr Shah and we have the best imaging and monitoring equipment. In addition to learning the necessary surgical techniques for cochlear implantation, Dr Shah will also learn new ways to measure the impact of his surgical endeavors on his home country. He will have a very sound foundation to go back and perform these surgeries in Nepal.”

Dr Shah said he was very grateful to be mentored by Professor da Cruz.

“My time at Westmead Private Hospital has been very good. There are excellent clinicians and Professor da Cruz has been such an excellent teacher and wonderful person. He is very supportive of me and he wants me to be able to achieve my objectives when I get back home,” Dr Shah said.

Dr Shah is expected to return to Nepal in March 2021. ■■



New cancer treatment centre opens in Nowra

Nowra Private Hospital has opened a comprehensive oncology centre as part of a wider hospital upgrade, which includes new theatres, upgraded patient rooms and a re-designed day surgery unit

The centre is being staffed by specialist nurses, allied health employees and doctors who will support patients through their cancer treatment journey.

Patients needing chemotherapy, infusions and transfusions previously had to travel to Wollongong.

Nowra Private Hospital CEO Prue Buist said the new service would assist local patients.

“Going through cancer treatment is hard enough without the additional stress and inconvenience of needing to travel to access this service. We are looking forward to being able to treat patients close to their homes and it also makes sense that patients can see their specialist and then receive treatment at the same location,” Ms Buist said.

Medical oncologist, Associate Professor Ali Tafreshi, will coordinate the operation of the centre.

“We are extremely grateful to be able to provide state of the art cancer treatments to our patients locally. Patients are going to receive personalised comprehensive treatment at Nowra Private Hospital. We can offer all available cancer treatments including immunotherapy to our patients. Our breast cancer patients will also have access to a dedicated specialist breast care nurse.”

Nurse unit manager Sonia Smith said it was a privilege to lead a team of highly skilled oncology nurses.

“Our mission is to improve the quality of life of cancer patients, carers and their families by advancing the understanding, diagnosis, treatment, cure and prevention of the disease,” Ms Smith said.

“The nature and level of our care goes far beyond chemotherapy because every cancer diagnosis is different and personal. Our compassionate, highly competent staff treat all our patients as unique individuals.”

The centre is a day unit primarily providing the administration of chemotherapy, immunotherapy, blood transfusions and other infusions such as iron. ■■

Peninsula Private’s robot performs 100th surgery on patient with back pain

A patient with a debilitating spinal condition which could have caused him to become a paraplegic has become the 100th patient to undergo robotic spine surgery at Peninsula Private Hospital.

The 77-year-old man from Seaford had been suffering significant back pain, was having problems walking and neurological complications before his spinal fusion surgery at the hospital.

Orthopaedic spine surgeon, Dr John Choi, who has done all of the 100 robotic spine operations, said in this particular case the patient was expected to be able to resume walking with significantly less pain and disability than he was previously suffering and return to near normal function again.

Dr Choi’s Spine Ortho Clinic was the first in the southern hemisphere and Asia Pacific region to use the Excelsius GPS Robotic Navigation platform by Globus Medical and remains the only centre offering this type of robotic spine technology in Australia. This is the first technology to combine a rigid robotic arm and full navigation capabilities for precise trajectory alignment in spine surgery.

The robot is a navigation device which is designed to allow accurate placement of spinal instrumentation and provide additional protection when navigating around important spinal structures likes of spinal cord, nerves and nerve roots. Patient scans are taken either before surgery or on the operating room at the time of the surgery using a portable CT scan and uploaded to the device which guides a robotic arm to a specific region of the spine.

“It comes down to a few things: precision, accuracy and reproducibility in the outcomes, patient time in the operating room is precious and as surgeons we need to drive efficiency to improve on patient’s outcomes by reducing morbidity, errors and aim to achieve consistent results,” Dr Choi said.

Recent published studies and Dr. Choi’s personal results have been reported to be 99.7 per cent in accuracy. The technology is also minimally invasive which means it has the potential to reduce blood loss and muscle damage and it can lead to smaller scars with faster healing and potentially improved outcomes.

Dr Choi said he was seeing more spinal injuries as a result of an ageing population remaining more active, running and travelling. ■■

Pindara specialists raise awareness of heart disease

Specialists at Pindara Private Hospital are urging Gold Coast residents to know the signs of heart disease, following a very close call for local legend Billy Cross.

The 55-year-old businessman and founder of male revue group Thunder from Down Under thought he was fit and healthy when he suffered a massive heart attack in October 2019.

Mr Cross said he wasn’t feeling quite right and had been vomiting, but wanted to put off a trip to hospital to get his hair cut.

A phone call to his friend and Pindara Emergency Department’s Dr George Bilios prompted him to get to hospital - fast!

Tests revealed Mr Cross had two fully blocked heart arteries while a third was 50 per cent blocked.

Dr Bilios said when Billy described his symptoms to him over the phone - such as the feeling of being punched in the jaw and strangled, he knew had to see him urgently.

“Most heart attacks get called indigestion, a bad prawn, I’ve got asthma, I’m coming down with something. That’s ok if you are 20, but if you are a 50-year-old and still in denial and haven’t been hit with any health issues yet, you are going to call it other things because you don’t believe it’s possible, it’s the last thing on your mind,” Dr Bilios said.

“Everyone knows to go to hospital if having the classic chest pain going up to the jaw and down the left arm. But most heart attacks don’t happen like that. Some heart attacks get called something else, you roll the dice, stay home and then



six months later someone does an ECG and you go ‘you had a heart attack six months ago’,” Dr Bilios said.

Pindara cardiologist Dr Shailesh Khatri performed a delicate procedure on Mr Cross through the groin, putting three stents in his arteries to clear the blockages.

He said it was vital people get checked out as soon as they suspect something is wrong with their heart.

“Cancer will kill you slowly but if you permanently damage that heart muscle there are very few ways out of it. In the old days when patients had a heart attack and did not have urgent angioplasty, they became cardiac cripples. But you can’t even tell Billy has had a heart attack and that’s the reason you want to go in and fix it quickly,” Dr Khatri said. ■■



Peel Health Campus finds a bright solution to improve diets of dementia patients

Peel Health Campus has successfully trialed a program that helps dementia patients consume around 45% more nutritious food by serving it on red coloured plates.

In February 2020, the staff at PHC, part of Ramsay Health Care, created moulded meals served on red plates in a bid to increase the patient’s intake of essential nutrients.

Patients with dementia at PHC were served fortified vegetable moulds to assist them reaching their daily calorie and nutrient needs. It was found that up to 60% more vegetables were consumed if they are served in moulds.

PHC Senior Dietician, Josephine-Lee Oddo said the hospital usually has a minimum of 20 patients with dementia at any time, who are at increased risk of undernourishment, so any small change that helps is extremely important.

“Our goal is to prevent our patients from malnutrition which can lead to significant health issues for those with dementia. This is just one way PHC is supporting these patients who have dementia and other diseases,” she said.

“This initiative means meals appear more appetising by being served in moulds rather than scoops, and as a result is leading to patients consuming more.”

The red plates make the food stand out and are also a way to assist nursing staff in identifying which patients require assistance, from meal setup, help with opening packets or the need for additional monitoring.

Ramsay joins orthopaedics project focusing on health outcomes from patient’s perspective

Ramsay Health Care is taking part in a national project that provides a structured way for patients to report information about their health outcomes.

Ramsay has agreed to participate in a Patient Reported Outcome Measures (PROMS) Project facilitated by the Australian Orthopaedic Association National Joint Replacement Registry (AOANJRR).

The AOANJRR recently completed a successful pilot project which tested the feasibility of collecting PROMs data in addition to the surgical procedure data already being collected.

The study found gathering PROMs data had major benefits for both patients and the health care system.

According to the AOANJRR, “PROMs data allows both the patient and clinician to gain important insight into the individual health care experience and promotes shared decision making.”

Following the pilot, the Australian Orthopaedics Association (AOA) has now secured government funding to implement PROMs collection nationally and permanently within its national joint replacement registry.

Five Ramsay hospitals were involved in the pilot project. Kareena Private, St George Private, North Shore Private, Westmead Private and Greenslopes Private will all now transition across to the ongoing national PROMs project.

Other Ramsay sites and surgeons who offer joint replacement surgery will also now be encouraged to join the project.

Patients will be surveyed on outcomes including pain, function and quality of life. Ramsay Health Care supports

the collection of patient-reported outcomes as an important part of any patient journey.

Surgeons may choose whether to participate in the study and should discuss the project with patients when booking joint replacement procedures.

Hospitals may choose to support this process and discussions should occur at a local level around the operational aspects of the project.

The AOA project team will be responsible for any patient follow-up and will play an active role in supporting hospitals with implementation of the project.

Patient PROMS data is collected via an automated electronic data capture platform known as RAPID (Real time Automated Platform for Integrated Data capture).

The RAPID system allows patients to be registered in the system prior to their joint replacement.

Patients provide consent to participate and subsequently report on outcomes relating to their health via an online platform.

Patients receive SMS or email reminders to complete the PROMS surveys at the required timepoints.

Stakeholders including patients, surgeons and hospitals will have access to their own real-time data (via dashboards) in comparison to national averages.

To view the pilot project report, please click here. For more information, please contact the Australian Orthopaedic Association on 08 8128 4280 or admin@aoa.org.au.

Growth for clinical trials unit at Greenslopes Private Hospital

An impressive 47 clinical trials were conducted through the Gallipoli Medical Research Foundation (GMRF) at Greenslopes Private Hospital during 2020.

Despite the challenges of the COVID-19 pandemic, the clinical trials unit has continued to facilitate patient access to potential new treatments.

Before a new treatment is made available, testing is required to ensure it is both safe and effective. Clinical trials are the vital ‘gatekeeper’ between discoveries in the lab and treatments administered in hospitals and accessed in the community.

Focusing on oncology, liver disease and respiratory illness trials, the GMRF’s Clinical Trials Unit (CTU) facilitates the vital step in the drug development pathway from research to standard of care for future patients.

In 2020, the CTU produced trial outcome data which contributed to the registration of earlier Stage III Melanoma Immunotherapy treatment on the Pharmaceutical Benefits Scheme, giving the community affordable access to this ground-breaking new treatment.

GMRF’s Associate Director of Clinical Trials, Dr Suzanne Elliott, said: “It is very exciting to see the progress of new treatments and what it means for patients.”

“Off the back of our trials into melanoma treatments, which are now publicly available, the science is being transferred into other cancers.”

The CTU has also recently commenced eight new trials with a further six in the start-up phase.

2021 is set to be another year of growth, with the unit increasing its focus in gastric and colorectal cancers and strengthening its partnership with new primary investigators in new disease areas based at Greenslopes Private Hospital.

For more information, visit www.gallipoliresearch.com.au/research/clinical-trials-unit/.



Peel Health Campus awards community grants to help COVID-19 recovery

Peel Health Campus has delivered a financial boost to various community and not-for profit organisations, offering 10 grants of up to \$1000 to a number of groups which are doing incredible work and giving back to the local Peel community.

The Community Kick-Start grant program was launched last year to support clubs, groups and other community organisations with their recovery from the impact of COVID-19.

The Peel Health Campus team was overjoyed to deliver funds to a variety of community groups that continue doing great work in the Peel region - from an education program for wildlife rescue, to a new staircase for the Pinjarra Men's Shed, and a range of sporting gear for local clubs.

Grant recipients included:

- Mandurah City Football Club U14s
- Lakelands Community Garden
- Mandurah City Football Club
- Mapppndurah City Football Club U14s
- Mandurah Dragon Boat Club
- Mandurah Mustangs Integrated Football Club
- Mandurah Wildlife Rescue
- Pinjarra Men's Shed

- South Mandurah Junior Cricket Club
- Zonta Club of Peel

Ramsay Health Care looks forward to seeing how these grants benefit the community in the coming months. ■■



Find out more at
peelhealthcampus.com.au



Ramsay Health Care nurse Lungowe Munalula

Peel Health Campus donates medical equipment to African communities

Ramsay Health Care nurse, Lungowe (Lulu) Munalula, has been organising for decommissioned medical equipment to be shipped from Mandurah in Western Australia to remote Zambia for more than five years.

Despite the testing times of COVID-19, Ms Munalula was able to ship medical beds to Zambia and is working to find a way to deliver a recently decommissioned x-ray machine across the world.

The mother of three launched the Timothy Liswaniso Sakakuwa (TLS) Foundation in 2015, a charity which offers vital medical equipment and support for children and orphans in remote parts of Africa.

“We have sent two 40-foot containers full of decommissioned medical equipment and supplies, mostly donated from Peel Health Campus, anonymous donors and the Zambian government,” Ms Munalula said.

She said the X-ray machine that had been donated by PHC to a village hospital in Zambia would be used to assist with diagnosing conditions like chest infections, tuberculosis and fractures.

“The hospital staff at PHC have gone above and beyond, helping pack the equipment, storing it at their homes, and donating clothes and other items,” she said.

Peel Health Campus CEO, Andrew Tome, said the hospital was honoured to be helping people in need.

“While the medical equipment has been superseded in Australia, it is considered state-of-the-art in some countries.”

“We are proud to be supporting the health system in Zambia, along with other countries such as Madagascar to which we made a major medical donation in 2019,” Mr Tome said. ■■

Ramsay pledges to be strong voice for gender equality

Ramsay Health Care is cementing its commitment to gender equality in senior leadership roles by pledging its support to a national campaign to increase the proportion of executive women across ASX200 companies.

Industry super fund HESTA's *40:40 Vision* seeks to achieve gender balance across senior leadership of all ASX200 companies by 2030. The gender balance goal is 40% women, 40% men and 20% any gender.

Ramsay Health Care's Chief People Officer, Colleen Harris, said the organisation was thrilled to join *40:40 Vision* to maintain its proud record of embracing diversity and promoting women into leadership roles.

“Globally, Ramsay Health Care is a significant employer of women, and we have long been committed to having strong female representation at all levels of the organisation,” Ms Harris said.

“In Australia, 59% of our facility CEOs are women and 60% of our regional executives are female. Providing a flexible, family-friendly environment for all employees is a vital way to achieve these targets and helps improve the wellbeing of our people.”

“Ramsay is determined to provide a caring and inclusive culture where staff can develop and feel empowered. By supporting *40:40 Vision* we hope to encourage other ASX200 companies to achieve gender equality, just as we have,” she said.

According to Chief Executive Women's latest census on ASX200 senior executives, the number of women in leadership has flatlined, with just 30 companies having at least 40% women in executive leadership in 2020.

Research from Workplace Gender Equality Agency and the Bankwest Curtin Economics Centre shows an increase in the share of female ‘top-tier’ managers by 10 percentage points or more led to a 6.6% increase in the market value of ASX-listed companies.

Ramsay has long recognised the business and social importance of achieving gender diversity. Participating in the *40:40 Vision* is a way of furthering this commitment and ensuring the company holds itself accountable to these targets. ■■

Greenslopes hosts unique QASM conference

Greenslopes Private Hospital has hosted the annual Queensland Audit of Surgical Mortality (QASM) seminar, combining face to face and webinar interactions for the first time in the organisation’s history.

More than 100 medical professionals attended the conference either in person or via the web.

QASM Clinical Director Dr John North praised the Greenslopes team for helping to stage an ex-cellent and engaging conference, particularly after what’s been a challenging year with COVID-19 restrictions.

“It was excellent to have face to face interactions again and the presentations were really eye opening. It was also wonderful to have the webinar option for people to log on from wherever they were, because it meant travel wasn’t an issue,” Dr North said.

“We had some amazing feedback from participants and it’s really introduced us to the fact that we can offer webinars for future conferences because it’s really

a very efficient process.”

Dr North said a presentation on multidisciplinary team work for surgeons and specialists was particularly well received.

“Working in teams, I think, is one thing surgeons need to do better and the feedback was that we need to use multidisciplinary teams in clinical decision making much more often,” Dr North said.

“There’s great power in a second opinion and maybe three or four people who have a relationship with, or an understanding of, the patient can provide great insight.

“If it saves a complex operation that may not have the best outcome for a geriatric patient, well then that team interaction is very valuable,” he said. ■■

Joondalup pandemic experience recounted in library stories



Stories about the COVID-19 experience at the State Library of Western Australia have included insights into Joondalup Health Campus’ (JHC) handling of the pandemic.

The Library captured 15 accounts of people’s experiences of the pandemic in Australia, including one from JHC disaster management coordinator Mary McConnell, who shared her recollections of the hospital’s response to COVID-19 last year.

Mary’s story chronicled the incredible strength of her colleagues - the medical and essential workers who have risen to the challenge during the COVID-19 pandemic response.

She also explained that when JHC was expanded about ten years ago, a lot of thought went into emergency management with millions invested.

“We have a massive infrastructure within the building, which is very unique within Australia. We have a cohort ward, which is negatively pressured. This means the air flows from the patient outside through the ensuite, so it doesn’t go anywhere near the staff and you’re not spreading bugs from room to room – it’s all individually isolated.

She said they prepared with great speed and efficiency following news that COVID-19 patients from the Artania cruise ship would be coming to JHC on 30 March 2020.

“These poor people turned up on two buses under police guard; they didn’t know where they were going – they actually thought they were getting a flight back to Germany. They didn’t speak English, there was one English-speaking person out of the 30,” she said.

“We took them up two by two up to the ward and as they arrived there were medical staff waiting to assess each of them. As I stood in the car park waiting for the next two, my pager went off and it was a MET call, which is a medical emergency on the ward – and one of the patients was already heading to ICU. That was 20 minutes after arrival.

“These people looked incredibly well – you would never have picked them out as being sick. And I’ve done 20 years in ED, I can spot a sick person a mile off. They were talking, they didn’t look short of breath, they didn’t look unwell. They looked really upset and they looked very frightened, but they didn’t look unwell in any way.

“Unfortunately they got lambasted in the press, which was incredibly unfair as they boarded that ship in December when none of us knew anything about COVID. It was the trip of the lifetime for the majority of them. They were late 60s early 70s.”

The experience had an emotional toll on hospital staff too, who formed close attachments to patients who were not travelling with loved ones.

“There was one gentleman who we sort of all adopted as didn’t have a partner with him and all the rest did. Then he got very sick and died. Everyone was absolutely devastated, completely devastated. We were constantly communicating with his nephew in Germany – and to have to tell someone that their relative is dying and they can’t see them, they can’t communicate with them in any way was soul-destroying for the staff, very, very difficult for them.”

Ms McConnell said the hospital wrote to their relatives overseas to reassure them patients were not alone when they died.

You can listen to Mary’s full story at: slwa.wa.gov.au/wa-stories ■■



Junior doctor numbers boosted at Joondalup

Joondalup Health Campus (JHC) has recruited extra interns this year, helping WA-raised doctors return from interstate.

As well as welcoming about 30 junior doctors in government-funded positions, Ramsay Health Care funded seven extra positions for 2021.

JHC deputy director of medical services Cassandra Host said the government-funded training program prioritised WA-trained doctors and any spots left over could be filled by doctors trained elsewhere.

“WA Health has always guaranteed intern positions for all graduates of WA medical schools that are Australian citizens,” she said. “This year because of COVID, there were no intern places left in WA for Australians who studied over east.”

“There were no spots left for them to come back and do their internship. Ramsay decided to fund and find the positions to be able to bring seven of them back home.”

Dr Host said that meant there would be extra junior doctors in WA, which would improve health services, particularly for northern suburbs patients.

“We’ve got extra Australian-trained experts to help look after patients and provide patient care,” she said.

The seven junior doctors joining WA-trained peers at Joondalup are Garima Kapoor, David Gioia, Kara Atkinson, Haider Latif, Ha-Vy Nguyen, Nikola Chung and Gabrielle Croker.

Dr Host said there was a shortage of junior doctors across the State in 2020 during the COVID-19 pandemic, so the extra places would help avoid that if the pandemic returned to WA.

She said all the junior doctors had finished their medical degrees and needed to do a year of supervised practice to get their medical board registration. ■■

Ramsay Pharmacy rolls out electronic controlled drug platform in hospitals

Ramsay Health Care is working with one of Australia’s largest health care software providers to implement an electronic controlled drug platform in 36 of its hospital sites across the country.

HS8 is a comprehensive medication management software platform by Modeus, which is specifically designed for hospitals.

It is intended to enable paperless controlled drug administration in all areas of a hospital including pharmacies, wards and theatres, while enhancing operational efficiencies through integrations with existing hospital software systems.

It also aims to improve medication governance and compliance via intelligent functions that help to reduce diversion and increase transparency with respect to controlled drugs.

Ramsay Pharmacy’s General Manager – Operations, Michelle Lynch, said:

“Ramsay has always placed great importance on ensuring the safety and security of medications in the workplace, so when Modeus demonstrated the functions in the system that will improve medication governance, we knew this was a product we wanted to roll out to our hospitals.”

Modeus CEO, Carl Zuffi, said:

“We look forward to working closely with Ramsay in the weeks and months ahead to deliver what we believe is a groundbreaking product in the market that should be well utilised by their network.”



Registered nurses Sebastian Fiocco and Jennie Mason are part of the Ramsay Connect dedicated WA workforce.

Ramsay Connect success leads to WA expansion

The success of Ramsay Connect has resulted in the launch of a dedicated workforce in Perth to deliver services in patients’ homes.

Ramsay Connect provides an integrated health care experience, allowing people to access hospital care and rehabilitation services at home, where they often feel most at ease.

The Ramsay Connect WA workforce comprises a care coordinator, personal care assistants and community-based care professionals such as nurses and physiotherapists.

A dedicated Ramsay Connect WA phone number will be set up for the convenience of local referrers and patients.

The WA service is available for eligible patients at Hollywood Private Hospital, Joondalup Health Campus, Glengarry Private Hospital and Attadale Rehabilitation Hospital.

Ramsay Connect Chief Executive Officer, Ian Galvin, said the expansion of Ramsay Connect in WA would provide greater choice for patients transitioning from hospital to home.

“We started Ramsay Connect in March last year and it’s been a huge success, with more than 1500 people benefitting from the service across Australia,” Mr Galvin said.

“It has been encouraging to see such a strong uptake of in-home care solutions being driven by patients and their treating doctors.”

Ramsay Connect is a joint venture between Ramsay Health Plus and Remedy Healthcare. ■■

New mental health service for Lake Macquarie and Central Coast

Ramsay Health Care is continuing to expand its mental health services with two new private psychology clinics opening in Charlestown and Erina, New South Wales.

The community-based mental health service, Ramsay Psychology, is helping residents in the Lake Macquarie, Newcastle and Central Coast regions - where the incidence of mental and behavioural conditions is higher than the New South Wales average.

According to the New South Wales Health Commission, one in four people seek assistance for mental health issues in the region.

Ramsay Health Care’s National Mental Health Service Line Director David McGrath said there was a huge need for

more psychological services to meet community demand.

“While we still offer psychology services in our hospitals, many people who would benefit from seeing a clinician do not have acute requirements for hospitalisation, so a community-based service may be a more appropriate setting for them,” Mr McGrath said.

“We have a team of psychologists offering support for a broad range of mental health conditions and concerns; from anxiety and depression to relationship issues or symptoms of not coping with significant change and stress, such as the

COVID-19 pandemic.

“For many people a few sessions in a community-based environment is all that they need to see a significant improvement in their life experience,” he said.

The Charlestown and Erina services will build up to having the equivalent of 10 full-time clinicians each. Both offer Telehealth options for patients in more regional areas.

The team provide personalised care for adults, teenagers, children, couples and families across a broad range of mental health conditions and symptoms. ■■



Second generation doctors delivering new life in Cairns

Two doctors at Cairns Private Hospital have released a new photo book featuring stunning images from the last five years of Cairns babies' first moments in the world.

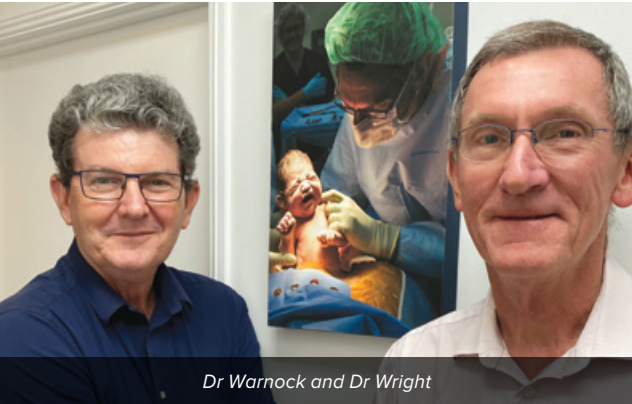
Paediatrician Dr Tim Warnock and obstetrician Dr Tom Wright are marking 30 years of working together at Cairns Private Hospital and have used photos taken by Dr Warnock to produce the photo book.

Dr Wright has been working in Cairns since November 1990, following in his father's footsteps as an obstetrician.

"It's been a tale of two generations... a real privilege of being able to follow my father. I'm one of a small group of two-generation doctors in Cairns," Dr Wright said.

"Equally it is my privilege to deliver two generations in Cairns. I delivered babies in the 1990s and am now delivering their babies."

Dr Tim Warnock has also worked in Cairns since March 1990. As a paediatrician and the book's photographer, he said he has a special connection with Dr Wright in Cairns.



Dr Warnock and Dr Wright

"Both of our parents were medicos in Cairns so each of our families has more than 50 years of medicinal history in North Queensland," Dr Warnock said.

The pair have developed the book to celebrate the 30-year obstetric journey at Cairns Private Hospital. Over the past five years, Dr Warnock has taken photos from the dads and captured the shots to include in the book.

"It's a unique moment in a family's life and being at the delivery is one thing but being able to photograph it too... so it's there with them forever," Dr Warnock said.

The photo book, 'Safe arrivals – celebrating a collaborative journey' was part of a four-week photo exhibition at The Tanks Arts Centre.

History repeating at Pindara Maternity

There was a lovely chain of coincidences at Pindara Private Hospital last December when two new mothers, who were born just a year apart, were due to deliver their own babies at the same hospital, with the same obstetrician on the same day.

Laura Davis (nee Taunton) was born at Pindara in 1992 and Kali Munnery (nee Pettinger) was born there in 1993. The first time mums were thrilled to discover they were both expecting their babies in January 2021 - but both delivered early at the expert hands of obstetrician Dr Suhad Hassan.

Mrs Davis, who delivered her baby boy Tommy on 29th December, said it was "a crazy coincidence" to hear about the similarities.

"It's so weird isn't it, one of the midwives told us and it was just such a crazy coincidence," Mrs Davis said.

"Tommy is doing really well, he's a good sleeper so that's been great. Everything at Pindara was wonderful, the food was amazing and I can't wait to have my next baby there," Mrs Davis said with a laugh.

Mrs Munnery delivered her boy Parker just hours earlier, on 28th December, and said it was great to meet Laura and hear about their similarities.

"I thought it was really cool - it mustn't happen many times.

I think it was on day two or three we got to meet Laura and Tommy and we went and got photos together, it was lovely," Mrs Munnery said.

"Parker's good, he's our little chunky monkey and we had a really great experience at Pindara. We had so many questions and the midwives helped us so much, I'd definitely go back and do it all again," she said.

Dr Hassan said she was more frequently hearing of women who had themselves been born at Pindara choosing to have their own babies at the same hospital.

"The Gold Coast is a beautiful place to bring up children so more families are returning to have their babies with us," Dr Hassan said.

"It is beautiful that families keep coming back. Pindara is a special place with excellent facilities and caring staff. The midwives provide exceptional care throughout pregnancy, birth and the post natal period and are well supported by the rest of the team at Pindara," Dr Hassan said.

Frances Perry House opens maternity care centre for new mums

One of Melbourne's favourite maternity hospitals is providing even more choice and support for new mums with the opening of its dedicated Maternity Care Centre in February 2021.

The Frances Perry House Maternity Care Centre is an outpatient service which aims to extend its support to women during their pregnancy, birth and postnatal journeys.

At the Maternity Care Centre, located opposite Frances Perry House in Parkville, Victoria, women will be able to access the Know My Midwife program, antenatal care and breastfeeding advice. In the coming months, mental health support will also be offered in partnership with Gidget Foundation Australia.

Frances Perry House Chief Executive Officer Shaune Gillespie said it was wonderful to expand the hospital's outpatient service to provide women with the very best support and care.

"Becoming a parent is such an exciting and wonderful time in a person's life but it can also raise so many questions. We're thrilled to open the Maternity Care Centre so that women can feel empowered, informed and reassured from the moment they meet with our midwives right through to six weeks after birth," Mr Gillespie said.

The Know My Midwife program will give women the very best in Midwifery Continuity of Care by allowing them to form that special relationship with their midwife in the lead up to birth.

The Maternity Care Centre will also offer the opportunity for women to have a 90-minute private consultation with dedicated lactation consultants if they need breastfeeding support plus a 60-minute consultation for antenatal care.

Mr Gillespie said women would face no out-of-pocket expenses for many of the services at the Maternity Care Centre.

"It's really exciting to offer the Know My Midwife program and antenatal appointments through Medicare, only the breastfeeding support service attracts an out-of-pocket expense of \$75.00 per consultation," Mr Gillespie said.

Frances Perry House is a fully accredited obstetric and surgical hospital, with 93 beds, a special care nursery, birthing suites, operating theatres, a surgery unit and a dedicated postnatal unit.

Consultations at Frances Perry House Maternity Care Centre can be made online through HotDocs or phone (03) 9326 5947.



New luxury maternity services for Far North

Cairns Private Hospital has kicked off 2021 by launching an expanded range of luxury maternity services for new and expectant mothers.

From a luxurious hotel stay to deluxe menus and snacks in hospital, the Enhanced Maternity Care program aims to provide the very best support and care to expectant mums and their partners.

Cairns Private Hospital Chief Executive Officer Ben Tooth said the Enhanced Maternity Care program would support women from their pregnancy journey through to 12-months post-birth.

“We are so excited to launch this fantastic new option for families in Far North Queensland, because we know it will bring them so much choice and support at such an incredible moment in their lives,” Mr Tooth said.

“Becoming a parent is unforgettable and our Enhanced Maternity Care program will provide new parents with those extra luxuries that will make it even more memorable. Our new mums and their partners will have the option of a two-night hotel stay at the luxurious Riley Crystalbrook where they will receive midwife visits and expert care from the comfort of their rooms. They just need to get their obstetrician’s approval to be discharged,” he said.

“Even once they head home, our new Lactation Clinic will be available to women should they need assistance with breastfeeding, and they can visit our postnatal drop in centres for up to 12 months after birth.

“It’s Cairns Private Hospital’s way of making sure our new mothers feel empowered, supported and informed when they need it most,” Mr Tooth said.

Cairns Private Hospital is also launching its Early Parenting Centre this month to assist those who may need help adjusting to parenthood, feeding their infant or settling their baby.

Parents with infants aged from six-weeks to two-years can visit the Early Parenting Centre for a four-night residential stay.

The Centre’s multi-disciplinary team of experts will support parents with 24-hour, one-on-one care plus daily group education sessions - which cover topics such as breastfeeding, infant sleep, maternal exhaustion and bonding with your infant.

Mr Tooth said the Early Parenting Centre would be staffed by an experienced, multi-disciplinary team.

“Parents coming to stay with us will have the benefit of learning from our Registered Nurses, Lactation Consultants, Midwives, Psychologists, Paediatricians and Allied Health Professionals so they really will have access to the latest advice to help them on their parenting journey,” Mr Tooth said.

In most cases the Early Parenting Centre fee will be covered by private health insurance however there is also a self-funded rate for those residents who don’t have private health cover.

For more information please contact Cairns Private Hospital Maternity Care Navigator Jessica O’Connor on (07) 4052 5280.



Joondalup Private Hospital offers maternity cost cut

Joondalup Private Hospital has introduced a maternity care option that could slash out-of-pocket costs to zero for some patients.

Head of Obstetrics & Gynaecology Dr Cliff Neppe said the Peace of Mind maternity package would be the most affordable private option in WA.

“Care during a woman’s pregnancy, birth and postnatal period can be largely – or even entirely – covered by insurer HBF, private maternity provider ‘One For Women’ and Joondalup Private Hospital,” he said.

“Eligibility for this package depends on clinical criteria such as the mother being classed low-risk and having an uncomplicated pregnancy.”

Dr Neppe said patients insured by funds other than HBF could have reduced out-of-pocket expenses ranging from \$990 to \$1200.

“We know lots of patients with private health insurance don’t use it because they fear the out-of-pocket costs are going to be too high,” he said.

“This offer provides financial certainty and goes beyond covering the usual costs of private obstetrics care. There are some providers who will just cover the cost of the women’s pregnancy care, but Joondalup Private Hospital is currently the only hospital in WA ensuring the entire journey – including in-hospital delivery and post-delivery – is covered.”

“This option provides limited or no-out-of-pocket expenses for the other associated costs that can be incurred – like ultrasounds and epidurals.”

A team of specialist obstetricians, GP obstetricians, midwives, allied health and mental health professionals will provide maternity care under the Peace of Mind package.



Movements and Appointments

GREG HALL

has been appointed to the position of Chief Operating Officer – Hospitals for Ramsay Health Care Australia.

Greg has worked with Ramsay for 15 years across a range of executive leadership positions including Operations Executive Manager for Victoria and the Southern Region and the Chief Executive Officer of four different hospitals: Beleura Private, Peninsula Private, The Avenue and Masada Private.

During his tenure, he has successfully led the growth strategy and operations of hospitals in Victoria and southern NSW.

He has a strong track record of building and maintaining relationships, and he displayed excellent leadership during 2020 as Victoria experienced a prolonged COVID-19 lockdown and surgery suspension.

Greg has a Bachelor of Nursing, a Post Graduate Diploma in Intensive Care Nursing, and a Master of Health Management.

ANNA OLSON

has been appointed to the position of Deputy CEO for the Sunshine Coast network of hospitals, commencing in the role on 1 March 2021.

Anna has extensive health care experience in senior leadership positions.

In her most recent appointment as Head of Clinical Support Services at Mater Health in Brisbane, she had responsibility for more than 1600 staff in the areas of pathology, pharmacy, medical imaging, allied health, administration services, food and dietetic services, ward services, cleaning and laundry and engineering and maintenance.

Anna has considerable operational and strategic capabilities, having previously held the positions of Group Director Major Projects and Director Strategic Planning. Anna is a qualified pharmacist and holds the qualification of Masters of Business Administration (MBA).

SUDHIIRA PERKOULIDIS

has been appointed to the position of Director of Clinical Services at Noosa Hospital.

Sudhiira is well known to the team at Noosa, having commenced in 2008 as a Registered Nurse and has since held the positions of Emergency Department Nurse Unit Manager, Critical Care Service Manager, Assistant Director of Clinical Services at Sunshine Coast University Private Hospital and, recently, the position of Acting Director of Clinical Services at Noosa Hospital.

MARGARET MASON

is retiring from her position as Director of Clinical Services at Wollongong Private hospital after an incredible 43 years of nursing.

Margaret commenced at Figtree Private Hospital in 2015 as the Quality Manager and Infection Prevention and Control Manager. She was instrumental in ensuring that Wollongong Private Hospital achieved its inaugural hospital accreditation. In 2018, Margaret was appointed as the Director of Clinical Services, making a significant contribution to clinical care at Wollongong Private Hospital.

Her last day will be Friday 9 April 2021 and Ramsay Health Care wishes her all the best for a well-deserved retirement.



Ramsay doctors celebrated with Australia Day honours

This year’s Australia Day Honours List recognised 844 Australians for their achievements and contributions to society.

Ramsay Health Care congratulates all doctors in its network who have received an award to acknowledge their service, including the following people:

<div>Dudley Private Hospital</div> <div>DR RUTH ARNOLD (AM)</div> <div>for service to medicine as a cardiologist.</div>	<div>Southern Highlands Private Hospital</div> <div>DR JUDY LYNCH (OAM)</div> <div>for service to medicine, particularly to anaesthesiology.</div>
<div>Peninsula Private Hospital</div> <div>PROF JONATHAN SERPELL (AM)</div> <div>for significant service to medicine, particularly to endocrine surgery.</div>	<div>Westmead Private Hospital</div> <div>A/PROF ALISON BRAND (AM)</div> <div>for significant service to medicine, to gynaecology, and to medical organisations.</div>

Celebrating 735 years of service at Westmead Private Hospital

Fifty team members at Westmead Private Hospital have been recognised and celebrated for reaching a combined total of 735 years of service.

A special acknowledgement goes to Narelle Flint on achieving an incredible 35 years of service. Colleen Watson and Irene Brown each have been at Westmead Private for 30 years. Violet Vella, Sarah Simm and Catherine Gooden celebrated their 25th anniversaries, while Laura Gamit, Manorama Deo, Sonia Aboud, Mylba Sooner, Ian Menzies and Susan Carr have each notched up 20 years of service. Westmead Private thanked all recipients for being such valuable members of the team and congratulated them on their work anniversaries.



HOLLYWOOD PRIVATE HOSPITAL RECOGNISED FOR SOUP PATROL SUPPORT DURING COVID-19

Hollywood Private Hospital was recognised by Red Cross Australia with a Humanitarian Partner Award for 46 years of support.

Hollywood staff have provided urns of hearty soup to the Red Cross seven nights a week to distribute to those living rough in Perth.

Chief Executive Officer Peter Mott said the catering staff were asked to provide extra soup during the height of the COVID-19 pandemic in Australia.

Staff ramped up the production of soup and provided thousands of litres of soup to vulnerable members of the community.

“For a period of time our kitchen was required to work alternate shifts and abide by strict social distancing and cleanliness standards,” Mr Mott said.

“But we were still able to cook for our patients and increase the amount of donated soup for the Red Cross Soup Patrol.”

“We are extremely proud to be supporting such a worthy organisation that services the Perth and Fremantle areas.

“We are delighted to accept the Humanitarian Partner Award and we look forward to continuing our work with the Red Cross Soup Patrol for many years to come.”

Director of Red Cross Western Australia Craig Stewart thanked Hollywood for its outstanding humanitarian contribution.

“Hollywood Private Hospital has made an extraordinary contribution, providing Red Cross’ Soup Patrol service hundreds of meals every day of the year, for close to 50 years,” Mr Stewart said.

“The Humanitarian Partner Award recognises this remarkable effort which has been especially important during the pandemic.

“With a dramatic increase in demand for the Soup Patrol service in COVID-19, thanks to Hollywood Private Hospital, we were able to serve 8000 people from January to June, which is more than we served last year alone.

“We are thrilled to acknowledge that community spirit in our humanitarian partner award and thank the hospital for its ongoing generosity.”



GREENSLOPES’ NEW ARTWORK TO CELEBRATE NAIDOC WEEK

A beautiful new indigenous artwork will take pride of place in the main foyer at Greenslopes Private Hospital to celebrate NAIDOC Week.

Contemporary Indigenous artist Wendy Rix was commissioned to paint the canvas, which acknowledges how the hospital successfully navigated the COVID-19 pandemic.

Ms Rix said it was very special to be commissioned by Greenslopes Private, as she’d carried out part of her nursing training there in the late 1980s.

“To paint on site felt wonderful because I can just feel the painting better, and it was great to have lots of people stop and talk and ask about the piece,” Ms Rix said.

“I was there on Remembrance Day too and that’s very special to me because I’m an ex-military nurse and with Greenslopes being a repatriation hospital in the past, everything seemed to tie together,” she said.

Ms Rix said the painting, titled ‘Together in 2020’ is about the journey everyone has come through this year.

“It’s all symbolic. The red cross in the middle represents the hospital and pays homage to its repatriation history. The small U-shapes represent the people and they’re gathering in the middle, they’re the essential workers, while the areas of three larger U-shapes represent social distancing. The four U-shapes in the corners represent the isolation experienced by some, both physically and mentally,” Ms Rix explained.

“People asked how I came up with colours for the painting and I just remember the jacarandas in the area being in full bloom so that’s how I came up with the purple tones and I tied that with the closest blue I could find to the Greenslopes colours.”

Because of the COVID-19 pandemic this year, NAIDOC Week was held from 8 - 15th November. It is usually held in the first week of July to incorporate the second Friday of that month which historically was celebrated as National Aboriginal Day.



JOHN FLYNN CELEBRATES EMERGENCY CARE ANNIVERSARY

John Flynn Private Hospital has celebrated one year since doubling the size of its emergency department.

The redevelopment, which was completed at the start of 2020, brought the number of ED bays to 14, plus four associated rooms.

CEO Adam Stevenson said: “This expansion and renovation has been great for the Gold Coast and Northern NSW areas in providing rapid high quality care to thousands of patients. Thank you to all the staff and doctors who have cared for these patients, you do an amazing job.”

NEW WA MUSEUM FEATURES JOONDALUP HEALTH CAMPUS

Joondalup Health Campus (JHC) has featured in the opening exhibition of the new WA Museum, Boola Bardip, as part of a visual record of leadership shown during the COVID pandemic.

Along with a series of photographs featuring JHC staff, the exhibit also includes three videos that were produced at JHC for posterity earlier this year. These videos form part of a suite of videos that capture our experiences and lessons learned in 2020.

The videos and photos were on display during the critical opening weeks when more than 50,000 people went through in just the first nine days, including just about every high-profile person in the State.

The old WA Museum shut its doors four years ago to undergo a \$400 million expansion and upgrade that has been internationally lauded for its architecture.

Ramsay joins the global celebration of health and care workers

Ramsay Health Care Australia is joining a global celebration of health care employees, thanks to the World Health Organisation (WHO) designating 2021 as the International Year of Health and Care Workers.

WHO member states reached the decision unanimously, recognising the dedication and sacrifice of millions of health and care workers at the forefront of the COVID-19 pandemic.

Ramsay Australia is embarking on a 12-month campaign to acknowledge and thank its workforce of more than 30,000 people across hospitals, clinics, day surgeries, pharmacies and corporate areas.

At least one person will be profiled from a different part of the country each week for the entire year, allowing them to share some of their motivations and aspirations with their peers.

Ramsay Australia's Chief Executive Officer, Carmel Monaghan, said it was wonderful to celebrate a diverse range of employees from all aspects of the business.

"From nurses, pharmacists and allied health workers to kitchen staff, cleaners and procurement teams, we know everyone across Ramsay Australia has played a vital

role in keeping people safe during the pandemic," Ms Monaghan said.

"We faced so many unique challenges during 2020 and I am so grateful to our entire team for their ongoing dedication and commitment to others.

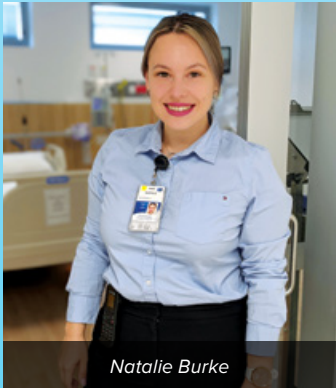
"We have certainly seen the 'people caring for people' philosophy in action and I am confident our people will continue to display the Ramsay Way values throughout 2021."

"We will continue looking out for our colleagues and patients, building strong relationships, taking pride in our achievements, finding new ways of doing things better and seeking to grow sustainably as a business."

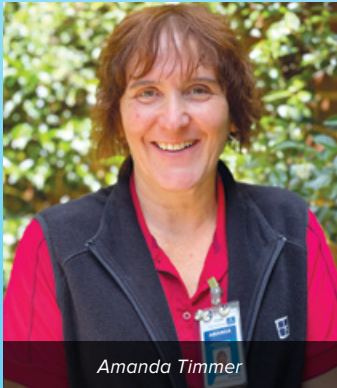
"We know that highlighting many of our fantastic team members is something people will want to support and engage with, and we look forward to undertaking this great initiative throughout 2021."



Joanne Ellery



Natalie Burke



Amanda Timmer



Mackenzie Richardson



Adam Grosskopf

international year of the health care workers



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Patients, doctors and staff at Ramsay Health Care sites across the country will now be able to access the latest news at their fingertips, in a COVID-safe way.

Under a new deal, Ramsay Australia will provide free, unlimited access to News Corp's complete range of digital publications including The Australian, The Daily Telegraph, The Herald Sun, The Courier Mail, The Advertiser, The Townsville Bulletin, Cairns Post, Gold Coast Bulletin, Geelong Advertiser, NT News and Mercury.

Patients and staff can simply log on to Ramsay's Wi-Fi network from their own mobile phone, tablet or laptop and head to any of the newspaper's websites. They will be able to browse all of the content for free.

The digital subscription allows people to access the news whenever they choose. It is also a more

hygienic and COVID-safe option by eliminating the shared use, or double handling of hard copy newspapers.

Ramsay Australia is committed to a cleaner, green planet and will reduce hard copy newspapers at its facilities to encourage people to make the most of the digital subscription.