

# The Ramsay Way

Ramsay Health Care Corporate Newsletter



Our environmental impact is getting smaller... Over the past year, we have:

- ✓ Replaced 16 million single-use plastic items with more sustainable options
- ✓ 94% of Ramsay sites committed to removing plastic water bottles
- ✓ Started to install solar panels at our hospitals
- ✓ Recycled 30,000+ PVC intravenous bags
- ✓ Repurposed 98% of unwanted IT assets
- ✓ Recycled 39% of Ramsay's general waste
- ✓ Received 2021 HESTA Nursing and Midwifery Award for 'Outstanding Organisation' due to our sustainability work

Ramsay Health Care is committed to stronger communities, healthier people and a thriving planet. Help make a difference, visit [ramsayhealth.com/RamsayCares](https://ramsayhealth.com/RamsayCares)

caring  
for our  
people, planet  
and community



## Plastic reduction and solar energy in Ramsay Health Care's sights

In just one year, Ramsay Health Care Australia has saved enough plastic single-use items to line the road from Melbourne to Cairns, as part of its new sustainability program called Ramsay Cares.

Speaking on World Environment Day (June 5), Ramsay Australia CEO Carmel Monaghan said the company's achievements in its hospitals and facilities across the country so far had been remarkable.

"Not only have Ramsay sites kept more than 16 million single-use plastic items out of landfill by replacing them with sustainable alternatives, 94 per cent of our hospitals have committed to phasing out plastic water bottles," Ms Monaghan said.

"Our staff, patients, customers and suppliers have been incredibly enthusiastic and we're only just getting started!" Ramsay Health Care's global sustainability platform, Ramsay Cares, sets out how the company will make positive and meaningful changes to support healthier people, a greener planet and a stronger community.

In 2021, Ramsay Health Care has committed to a multi-year program of installing solar panels across its hospital network. The first hospital to install solar panels is Nowra Private Hospital which flicked over to solar energy in June.

"Ramsay Cares is ambitious but so are we," Ms Monaghan said. "It includes ways to save energy, recycle and reduce our waste, to improve how we work and look after our wellbeing, and support our communities to be happier and healthier."

"Health care companies around the world have a responsibility to safely reduce their environmental impact – particularly as we come out of a plastic-filled pandemic."

"Health care is about focusing on safety and wellbeing and that must extend to our people, planet and communities for generations to come."



Chief Executive Officer Carmel Monaghan said:

"As I've been visiting our hospitals around Australia, our nurses and midwives have been telling me they want more education. I'm delighted to announce that we have listened and will be rolling out four new professional development programs this year."

Ms Monaghan said the four programs designed for nurses and midwives are very diverse and there will be a big focus on mental health nursing:

- 1. Nursing Leaders of Tomorrow program**  
This is a prestigious professional development program for emerging leaders who are currently nurse unit managers and midwifery unit managers. It will involve a formal upskilling program and opportunities to act up as Directors of Clinical Services.
- 2. Ramsay Nursing Fellowship program**  
This will provide new graduates with a two year fellowship program, allowing them to work between several Ramsay sites and rotations will include mental health, medical and surgical.
- 3. Back to the Bedside program**  
The goal of this initiative is to reduce red tape that prevents nurses and midwives from spending more time with patients.
- 4. DCS Induction and Mentorship program**  
This program will support new Directors of Clinical Services to receive comprehensive education, training and support.

"Paul Ramsay always said 'our people are our most important asset' and I am big a supporter of this philosophy," Ms Monaghan said.

"These courses will be free of charge to the successful applicants and I am really looking forward to seeing how our nurses and midwives develop through these programs in the coming months," she said.

Chief Nurse Dr Bernadette Eather said the four programs have been designed for all levels of experience – from graduate nurses through to directors of clinical services.

"Our graduate nurses will have the opportunity to undertake a new two-year fellowship program that will allow them to complete a post graduate certificate in their second year. New graduates will also be able to work between several Ramsay sites, allowing them to experience different rotations such as mental health, medical and surgical nursing," Ms Eather said.

"For those nurses and midwives who are more established in their careers, the Director of Clinical Services Induction and Mentorship course and the Nursing Leaders of Tomorrow course will give them a pathway into future management roles. These courses will also allow us to identify and nurture future leaders through a formal upskilling program," Ms Eather said.

"Our people really are our most important asset and I hope these new programs illustrate just how passionate we are about listening to the needs and ambitions of our nurses and midwives."

"If they want to progress their career and strive for management roles, these courses will help them get there," Ms Monaghan said.

## Career boosting programs for nurses and midwives

Ramsay Health Care Australia has launched an exciting new range of professional development programs specifically tailored for nurses and midwives, as part of its commitment to provide pathways to grow and empower its people.





## MESSAGE FROM THE CEO

One of my priorities as CEO is to provide opportunities for our people to grow and progress in their chosen careers. This is why we have created some brand new and exciting professional development programs for our nurses and midwives in particular (story on p1). These programs offer something for everyone – from new graduates to experienced directors of clinical services – and, importantly, will have a big focus on mental health. Our founder, Paul Ramsay, always said “our people are our most important asset” and I am a big supporter of this philosophy, so I am very much looking forward to these new programs rolling out.

We recently celebrated World Environment Day, which was a great opportunity to acknowledge the incredible achievements Ramsay has made over the past year in reducing our impact on the environment. Together, and even under the pressure of Covid, our Australian teams have replaced more than 16 million single use plastic items with sustainable alternatives. In addition, most of our hospitals have committed to removing plastic water bottles, which will save 6 million water bottles from landfill each year. In June we advised that Ramsay Australia is now committing to a multi-year program of installing solar panels across our hospital network. Our first hospital as part of this initiative is Nowra Private Hospital, which flicked over to solar energy in June. These initiatives are part of our broader *Ramsay Cares* program, which is making big changes to the way we care for our people, care for our planet and care for our local communities.

After what has been a very difficult year, a key focus area for me is ensuring the mental health and wellbeing of our people. To that end, Ramsay Health Care has set ourselves a target of getting 3% of our workforce (1000 staff) trained as mental health first aiders by 2026. I was part of the first cohort of Ramsay staff from around the company who participated in a mental health first aid training program recently and am very pleased to be able to say I am a “mental health first aider”.

I hope you enjoy reading this edition of *The Ramsay Way*, which is full of incredible milestones and achievements (such as our Chief Nurse being named a frontline hero for exceptional leadership during the pandemic). This newsletter also contains exciting new developments and interesting research underway across all areas of our business.

Warm regards,

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

## DEVELOPMENT NEWS

### New surgeries now available at Nowra Private thanks to \$9 million upgrade

**Nowra residents can now access an expanded range of health services in their own community thanks to a major renovation and expansion at Nowra Private Hospital.**

In a first for the region, cochlear implant surgery and spinal surgery can now be performed at Nowra Private Hospital - giving locals the choice to receive their treatment closer to home.

Nowra Private Hospital Chief Executive Officer Prue Buist said the \$9.046 million project not only increased the overall capacity of the hospital - but also meant locals could receive cancer treatment in a private hospital setting.

“This renovation is significant for the community because it allows locals to access top quality healthcare in a timely manner,” Ms Buist said.

“This upgrade means we can now offer cancer treatment, spinal surgery and cochlear implant surgery for the first time and that means we can also attract new specialists into the region, which is great news for locals.

“When you need treatment for cancer or a spinal injury - time is just so important not only to the patient, but their family members too, so being able to provide these expanded services right here in Nowra has been a major goal for our hospital,” she said.

The \$9 million project has created an additional operating theatre, patient ward and oncology unit - plus the refurbishment of three existing operating theatres.



Patient rooms were converted from shared rooms to private rooms and the hospital was given a general facelift inside and out.

Specialist ear, nose and throat surgeon, Dr Ekrem Serefli, said he was looking forward to bringing cochlear implant surgeries to Nowra.

“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 and it can be very isolating for older people,” Dr Serefli said.

Ulladulla resident Ross Johnson will be the first person to receive a cochlear implant at Nowra Private Hospital later this month.

“I lost my hearing in the Vietnam War so I’ve been waiting for this surgery for a long time,” Mr Johnson said.

“I’m really excited and the whole team at Nowra Private is too which is really nice,” he said.

The first spinal surgery will also be performed at Nowra Private Hospital at the end of March. ■■



### Strathfield Private brings ‘the outdoors in’ in stunning reception makeover

**A beautiful floor-to-ceiling garden wall now greets patients and visitors to Strathfield Private Hospital as part of a major upgrade to its front reception area.**

The \$350,000 project is the first major makeover to the hospital’s entrance since Strathfield Private opened in 1989. Chief Executive Officer, Rowann O’Mullane, said the project was designed with comfort and customer experience as the priority.

“We are thrilled to have this beautiful new entrance to greet people who are coming to Strathfield Private Hospital. Our staff love the modern, hotel-style feel of the foyer and this stunning garden wall breathes such a positive energy to the space - we really love it,” Ms O’Mullane said.

“Our reception area is busier than ever before so having this space redesigned for them is a wonderful development,” she said.

The renovation took two weeks to complete and includes a new purpose-built front desk, timber finishes throughout, and the stunning garden wall. ■■





L to R: Carmello Arto (Breast Cancer Research Centre), Louise Coffey (GenesisCare), Yvonne Zissiadis (GenesisCare), Peter Mott (Hollywood Private Hospital) and Dr Joanne Lazberger (Perth Radiological Clinic).

## Hollywood Consulting Centre opens for comprehensive cancer care

Comprehensive cancer care is now available at Hollywood Private Hospital with the opening of the \$47m Hollywood Consulting Centre.

The world class facility brings together a suite of cancer services under one roof, complementing the existing cancer services available at the hospital.

Hollywood Chief Executive Officer Peter Mott said the new centre ensured patients undergoing cancer treatment have ease of access to the latest technology and techniques.

“The Hollywood Consulting Centre brings together leading experts to focus on the early diagnosis, treatment and post-treatment care of a wide range of cancers,” Mr Mott said.

“Patients will receive integrated cancer care with medical and radiation oncologists, haematologists, surgeons, radiologists, nurses and clinical trial researchers all on the one campus.”

The Hollywood Consulting Centre features:

- The Perth Breast Cancer Institute and Breast Cancer Research Centre of WA
- Perth Radiological Clinic - a practice specialising in cancer imaging
- GenesisCare radiation oncology centre
- An Endoscopy Suite with four procedure rooms, 17 recovery bays and 14 discharge pods
- 37 medical consulting rooms
- A 280-bay multi-storey car park, providing patients with convenient access to the centre
- Services available at the centre include CT, MRI, nuclear medicine, real-time X-ray tracking, ultrasound, radiotherapy treatment and mammography

Patients will also have access to Hollywood’s Cancer Care Navigation service. The program involves a senior

registered nurse guiding cancer patients through their treatment – from initial diagnosis through to post treatment care.

Mr Mott said the addition of services at the Hollywood Consulting Centre enables the hospital to provide quality cancer care to a greater number of patients.

“Our aim is to provide the best possible outcomes for patients,” Mr Mott said.

“Hollywood currently treats one in three privately insured cancer patients in WA and we expect this will increase with the opening of the centre.

“The Hollywood Consulting Centre is part of an ambitious expansion plan by Ramsay Health Care aimed at cementing Hollywood’s position as the premier private hospital in WA.” ■■

## Ground-breaking moment for Ramsay’s newest hospital

The first sod has been turned on Ramsay Health Care’s newest private hospital, marking a significant milestone for the project at New Epping in Melbourne’s northern suburbs.

The \$133 million Northern Private Hospital will be a 126-bed facility, with four operating theatres, a cardiac catheter lab, three inpatient wards and a day oncology centre.

Ramsay Health Care’s State Manager for Victoria, Austin Wills, said the state-of-the-art hospital would cater for the diverse health care needs of the growing community in Melbourne’s north.

“Northern Private Hospital will provide an important boost to health care services, because not only is this one of the fastest growing areas in Australia, it’s also the last major growth corridor in Victoria without a private hospital,” Mr Wills said.

“As Australia’s largest private hospital operator, Ramsay Health Care is looking forward to playing a greater role in providing vital health care to residents in this region.”

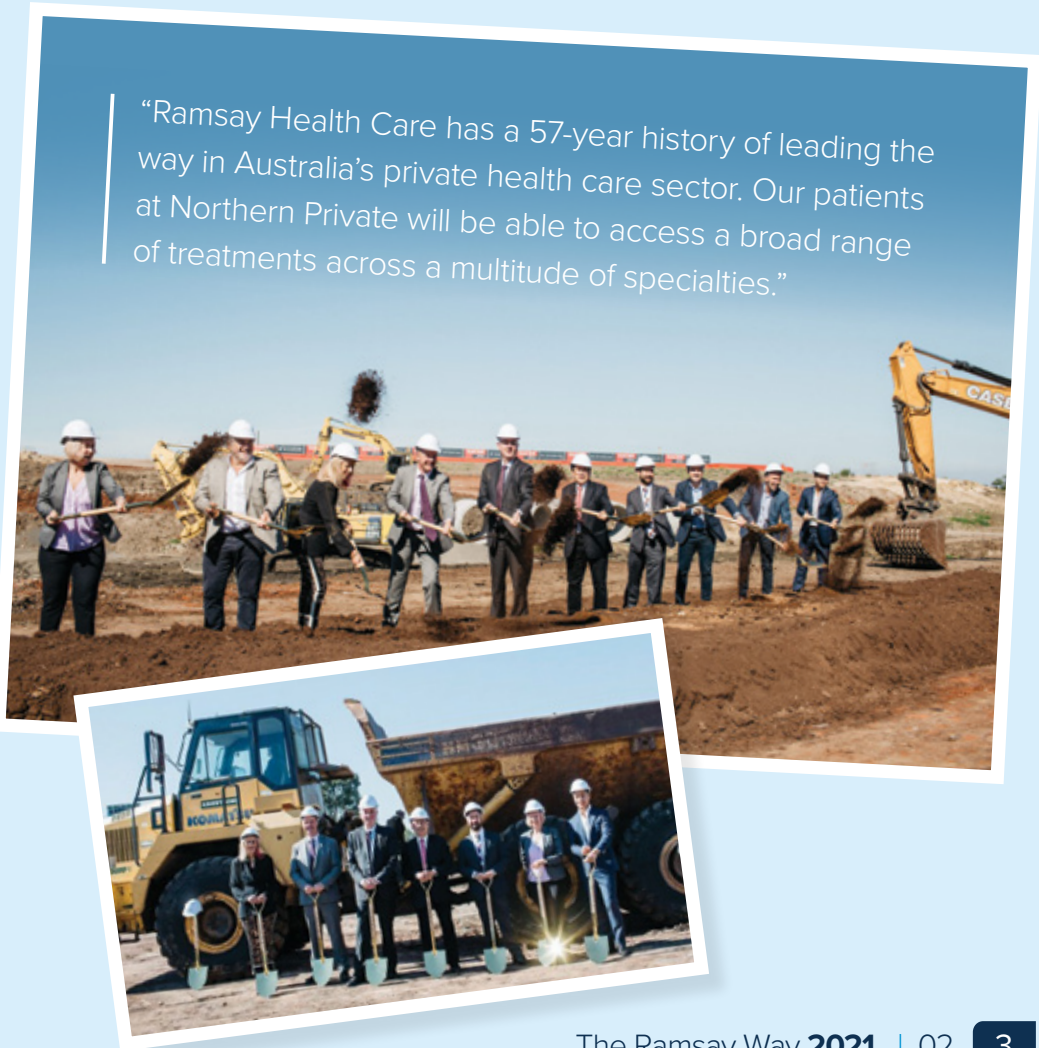
The Northern Private Hospital development is part of a \$2 billion master planned community which will include 151 affordable housing residences plus other residential and commercial projects.

It’s one of the most ambitious urban renewal projects ever seen in Australia and will rehabilitate the site of the old Epping Quarry.

The Northern Private Hospital will sit adjacent to the existing Northern Hospital and will be connected via a link bridge, making it the only co-located private hospital in the area.

“Ramsay Health Care has a 57-year history of leading the way in Australia’s private health care sector. Our patients at Northern Private will be able to access a broad range of treatments across a multitude of specialties,” Mr Wills said.

The New Epping community will be developed over a 10-15 year period with Northern Private Hospital set to be completed in September 2023. ■■





# Published research by Ramsay medical specialists

Ramsay Health Care is fortunate to work with a large network of medical specialists who are involved in interesting and potentially life-changing research projects and clinical trials, with the aim of advancing health care treatments for all.

## Comparison of clinical outcomes between nurse practitioner and registrar-led medical emergency teams

Two Peninsula Private Hospital VMOs, Dr Sachin Gupta (intensivist) and Professor Ravi Tiruvoipati (Director of Intensive Care), have published a study comparing nurse practitioners and intensive care registrars leading medical emergency teams (MET call teams) while managing patients with acute deterioration on hospital wards. This article was published in the Critical Care Journal in March 2021. Acute patient deterioration is increasingly noted in hospitals due to the complexity of health conditions in admitted patients. MET calls were introduced to attend such patients to provide timely and specific care to prevent further deterioration. The composition MET team varies between different jurisdictions, but in Australian settings is largely led by intensive care registrars rather than nurse practitioners. In this study, these two services were compared directly with regard to important clinical outcomes. The study found that nurse practitioner led MET calls were associated with lower hospital mortality and higher likelihood of discharge home. Such model of care may also be cost effective, but this needs to be further evaluated.

## A randomised trial for HER2-positive advanced breast cancer patients

Hollywood Private Hospital medical oncologist, Professor Arlene Chan, has been involved in a randomised, open label, phase two trial to compare the efficacy of certain treatment pathways for women with hormone receptor-positive, HER2-positive advanced breast cancer. Specifically, the monarchHER trial compared abemaciclib, trastuzumab, and fulvestrant (group A), abemaciclib and trastuzumab (group B), and standard-of-care chemotherapy and trastuzumab (group C). The article, published in The Lancet Oncology, found a combination of abemaciclib, fulvestrant, and trastuzumab significantly improved progression-free survival versus standard-of-care chemotherapy plus trastuzumab while showing a tolerable safety profile. The results suggest a chemotherapy-free regimen might potentially be an alternative treatment option for patients with hormone receptor-positive, HER2-positive advanced breast cancer.

## Assessing need for surgical treatment for wrist fractures in 'over 60s' patients

Several Ramsay orthopaedic surgeons have participated in the Combined Randomised and Observational Study of Surgery for Fractures in the Distal Radius in the Elderly (CROSSFIRE) Study Group. CROSSFIRE looked at outcomes for distal radius (wrist) fracture treatment in patients over the age of 60, comparing plate fixation versus cast immobilisation. It found that VLP fixation offers no clinically important advantage over CR in the treatment of wrist fractures in older patients at 12 months. The research, which involved surgeons including Jai Sungaran, Rajat Mittal, Geoff Smith, Sam Adie, Kim Latendresse, Sameer Viswanathan and Bernard Schick, has been published in the prestigious journal, JAMA Surgery.

## BTS-A versus CSI in the treatment of distal tarsal tunnel syndrome

Masada Private Hospital podiatric surgeon Dr Omar Baarini and registrar Dr Steve Edwards are involved with conducting a clinical trial aimed at evaluating the efficacy of botulinum toxin A versus corticosteroid injection for the treatment of distal tarsal tunnel syndrome (DTTS). A protocol for a randomised, double-blinded trial has been published in the Contemporary Clinical Trials Communications journal. It is anticipated the results of this trial will provide more evidence on which method can better treat DTTS.

## Suitability of bilateral total knee arthroplasty for over 80s

Two North Shore Private Hospital orthopaedic surgeons, Dr David Parker and Dr Myles Coolican, were involved in a two-arm propensity matched study to identify whether sequential bilateral total knee arthroplasty should be limited to patients younger than 80. With evidence of low revision rates, high survivorship rates, and comparable clinical outcomes, this article in The Journal of Knee Surgery demonstrates an elderly patient can be a viable candidate for bilateral total knee arthroplasty if selected properly. The research found surgeons should place more emphasis on medical history rather than just a patient's age.

## Surveillance study on prevalence of asymptomatic coronavirus infection in elective surgical patients

A group of Ramsay surgeons and anaesthetists were part of a nation-wide multicentre prospective surveillance study to estimate the prevalence of active or previous severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) infection in asymptomatic adults admitted for elective surgery in Australia. Dr Cath Downs (Castlecrag Private Hospital), Professor Henry Pleass (Westmead Private Hospital), Dr Archie Darbar (North Shore Private Hospital) Professor Wendy Brown and A/Professor Gary Crosthwaite (The Avenue Hospital), and Dr Jonathan Foo (Hollywood Private Hospital) took part in the study published in the ANZ Journal of Surgery. Overall, 3000 elective surgery patients around Australia had serology and nasal swabs in June 2020 as part of the study. The results provided reassurance that when few cases of SARS-CoV-2 are detected in a community with high rates of testing, the likelihood of an asymptomatic patient with the virus presenting for elective surgery is very low. The findings did not lend support to introducing a policy to conduct routine pre-operative screening for SARS CoV-2 in asymptomatic elective surgery patients in a low prevalence setting.

## Investigating the indications for elective neck dissection in patients with T1N0 oral cavity squamous cell carcinoma

Waverley Private Hospital oral and maxillofacial surgeon, Edward Nguyen, has recently published a study investigating tumour characteristics of patients with T1N0 oral cavity squamous cell carcinoma (OSCC) and the influence on tumour recurrence and survival. The study, which was published in the Journal of Oral and Maxillofacial Surgery, aimed to determine the possible benefits of elective neck dissection (END) for these patients. There is little data published for management outcomes of the node negative neck in stage I oral SCC. In summary, given salvage neck dissection carries a poorer prognosis, END should be recommended for all T1N0 oral SCC with depth of invasion  $\geq 3$ mm. In cases of depth of invasion  $< 3$ mm undergoing primary ablation only, a staging neck dissection as a second procedure should be considered in the presence of poor tumour differentiation or perineural invasion on final histology.

## Ranibizumab versus Aflibercept in the treatment of cystoid macular oedema

Ophthalmologist Dr Adrian Hunt of Kingsway Day Surgery has been involved in an international study to compare the efficacy of two drugs – ranibizumab and aflibercept – in the treatment of cystoid macular oedema due to branch retinal vein occlusion (BRVO). The results, published in the British Journal of Ophthalmology, showed the 322 participants in the 12-month study had similar visual outcomes. ■■

# World-first research trial in WA to improve outcomes for frail older adults in hospital

## New research investigating the effects of nurse-led volunteer support and pain assessment technology could lead to improved outcomes for patients in hospital who are frail.

The two-year Nurse-led Volunteer Support and PainChek Frailty Study involves more than 700 patients at Hollywood Private Hospital.

It is the first trial to compare changes in frailty for hospital patients who receive nurse-led volunteer support and pain assessment (using high-tech smartphone app PainChek Universal®) to those who receive standard care.

Volunteers will help patients with orientation, eating, drinking, exercising and walking. They will also provide sensory support and social and cognitive stimulation through conversation, reading, word games and other activities.

Hollywood Nurse Researcher, Rosemary Saunders, said patients in hospitals were getting older and there was the potential for poorer health outcomes particularly if the patient was frail.

"Frailty is the process of physical decline associated with aging – there is an increased risk of harm, such as falls, delirium and poor nutrition," Dr Saunderson said.

"Pain also increases with age."

Dr Saunders said pain assessment can be challenging among elderly patients who cannot verbalise their pain, such as those with dementia.

"This can put these patients at risk of poor pain management increasing their vulnerability to frailty,"

Dr Saunders said.

The study will investigate the impact of using PainChek Universal® on reducing frailty. PainChek Universal® uses artificial intelligence (facial recognition and analysis) and smart automation to provide accurate pain assessment.

PainChek Chief Scientific Officer, Prof Jeff Hughes, said the study is a great opportunity to evaluate the impact of technology on the progression of frailty associated with hospital admissions.

"Acknowledging that frailty is often the result of multiple contributors, it is hoped the use of PainChek Universal® will facilitate better pain control, hence mitigating its contribution to frailty," Prof Hughes said.

As part of the nurse-led volunteer support, a team of 30 volunteers have been trained and a project nurse will develop an individual volunteer support plan for each patient.

Volunteers will interact one-on-one with patients and provide support up to two-hour sessions daily under the guidance of the project nurse.

Trial patients will be assessed on admission, at discharge and at 30 days after discharge.

"We will evaluate these interventions, in addition to patient, family and staff experiences as well as cost effectiveness," Dr Saunders said.

Patients in acute care are being recruited for the study, which is expected to be completed in December 2022.

The project is a collaboration between researchers from Hollywood Private Hospital, Edith Cowan University School of Nursing and Midwifery and five universities around Australia.

Hollywood Private Hospital's Director of Clinical Services, Karen Gullick, said research was important for improving patient outcomes.

"We hope the findings of this research will be applied in practice to provide volunteer support and better pain assessment and management," Ms Gullick said.

"By developing new knowledge we can make a real difference in the lives of patients, their families and medical staff."

The frailty project was made possible through a \$734,000 grant from the Ramsay Hospital Research Foundation ■■





# New trials improve options for patients with gastrointestinal cancers

The Gallipoli Medical Research Foundation (GMRF) Clinical Trials Unit has recently launched a series of new clinical trials with Greenslopes Private Hospital clinician Dr Warren Joubert to test ground-breaking new treatments for gastrointestinal cancers.

These cancers include more common cancers like colorectal and pancreatic cancer; but also rare cancers such as cholangiocarcinoma (cancers arising in the bile ducts).

“There is a real unmet need for new treatments in gastrointestinal cancers,” Dr Joubert said. “A lot of these cancers have limited treatment options. Through clinical trials we can offer treatments beyond those currently available that may prolong survival and improve patients’ quality of life.”

Dr Joubert, who has been an oncologist for more 13 years, is expanding GMRF’s focus on gastrointestinal cancers with several new trials commencing this year. One of these trials in incurable biliary tract cancer is open for accrual, and Dr Joubert is already the top recruiter for patients in the New Zealand and Australian region.

“Biliary tract cancer affects patients across a broad age spectrum and can be associated with an autoimmune disease called PSC, or be sporadic in nature. When a patient comes in, they expect for me to have answers. Unfortunately, there are very few options, particularly when their disease progresses on chemotherapy,” Dr Joubert said.

“This trial gives patients the option of receiving immunotherapy in addition to chemotherapy in the first line setting and access to a treatment that is not publicly available yet. We are also looking at trials in the later line setting, when chemotherapy is no longer effective. These trials often look at more targeted approaches to these cancers.”

A key focus for Dr Joubert is looking to create and improve options where none or few exist.

“The driving purpose of these trials is to give patients options – to give them access to a treatment they might not have otherwise had.

“With rare cancers like this, any step forward can make a big difference in improving the odds and enhancing survival and potentially quality of life,” Dr Joubert said.

The GMRF Clinical Trials Unit is proud to be working with leading Greenslopes Private Hospital specialists like Dr Joubert to test potentially ground-breaking new treatments. For more clinical trials information, please visit [www.gallipoliresearch.com.au/clinical-trials-unit](http://www.gallipoliresearch.com.au/clinical-trials-unit)

## The ORIGINS Project recruits 5,000th participant family

The ORIGINS Project, a collaboration between Telethon Kids and Joondalup Health Campus, is aiming to reduce the rising rate of non-communicable diseases by following the progress of pregnant women, their partners and babies from the Joondalup and Wanneroo communities for the first five years of the baby’s life.

“Reaching this 5,000 milestone, less than halfway through the project, means we are well on the way to reaching our goal of recruiting 10,000 families over a decade,” program manager Jackie Davis said.

Led by co-directors Prof Desiree Silva, who is also head of Paediatrics at Joondalup Health Campus, and Prof Susan Prescott, the project began in 2017.

“There is so much information we can get from that many families by collecting their data and biological samples,” Desiree added. “It is exciting for us, as ORIGINS information will be used by researchers all around the world and is already being used by Telethon Kids and local universities, to answer many questions about the development of chronic health conditions like allergies, obesity and poor gut health, as well as respiratory and neuro-developmental issues.”

The ORIGINS Biobank now contains more than 200,000 biological samples and the team have collected more than 12 million data points from these families.

Research collaboration is a core principle of the ORIGINS cohort with more than 250 researchers involved. The project includes multiple nested studies, which are a mix of observational and interventional studies.

There are currently 29 sub-projects nested within The ORIGINS Project that look at a number of research outcomes, with another three already completed.

“In four years, we have built a unique structure,” Prof Silva said. “We have over 40 ORIGINS staff based at Joondalup Health Campus, Telethon Kids Institute, and Western Diagnostics. There are also 12 ORIGINS’ students and numerous community volunteers.”

“This significant milestone would not have been reached without the dedication of this amazing team and the incredible commitment by our ORIGINS families and the generous support of the team at Joondalup Health Campus.”

The project is funded by the Paul Ramsay Foundation and the Commonwealth Government through the Channel 7 Telethon Trust.







## Ramsay helps to deliver Sydney's mass COVID-19 vaccination hub

A mass COVID-19 vaccination hub has opened at Sydney Olympic Park with Ramsay Health Care workers set to help administer up to 30,000 jabs each week.

The hub has been delivering both Pfizer and Astra Zeneca vaccinations in separate pods.

Ramsay Health Care's Chief Nurse, Dr Bernadette Eather, said the organisation was pleased to partner with the NSW Government to establish the mass vaccination hub, and congratulated NSW Health on the opening of the hub, which took 20 working days to complete.

"Our dedicated nurse immunisers, registered nurses and pharmacists are among the hundreds of clinical staff on site at Sydney Olympic Park to help administer this very important vaccine rollout," Dr Eather said.

"I am also pleased to advise that all remaining Ramsay staff and doctors who have not received, or been scheduled to receive, their vaccination can now book into the mass vaccination hub."

"The sooner we have our staff vaccinated, the safer they are and the safer our community is, so I encourage staff to book in for their jab as soon as possible," Dr Eather said.



## Ramsay's Chief Nurse named a frontline hero for exceptional leadership during pandemic

Ramsay Health Care Australia's Chief Nurse, Dr Bernadette Eather, has been named a frontline hero at the Women's Agenda Leadership Awards for 2021.

As co-leader of our COVID-19 Response Team, Dr Eather has received this award for her role navigating Ramsay Health Care Australia's COVID-19 pandemic response from a clinical perspective.

This has included leading the creation and implementation of hundreds of guidelines, policies, risk assessments, tools and checklists to keep all our patients, employees, doctors and visitors safe and protected in our facilities.

Dr Eather said: "I believe that health care is the greatest demonstration of team work, and it took an amazing team to respond to this pandemic. I am incredibly thrilled and humbled to receive this award, and immeasurably proud of the work Ramsay did to keep our staff, doctors and patients safe."

Ramsay Health Care Australia CEO, Carmel Monaghan, said: "Berni has continued to lead our teams with unwavering commitment, professionalism and dedication through a very challenging and unprecedented year."

"I'm delighted Berni has been recognised in this way. She consistently embodies our Ramsay Way culture and personifies our company philosophy of 'people caring for people'."

The 2021 Women's Agenda leadership Awards celebrated how women have defined the past year and also elevated 'emerging' leaders who achieve results by leading teams, businesses and agendas in a way that is collaborative, compassionate and courageous.

## New cancer hospital wing honours WW1 widow at Greenslopes

Greenslopes Private Hospital is continuing its long-held tradition of honouring its military past, with its new cancer wing being named after Brisbane war widow Mrs Jean Pockett.

The Jean Pockett wing, which opened in mid-April, is the first stage of a \$72 million expansion of Greenslopes Private Hospital, featuring two wards, 64 private rooms, plus oncology and haematology services.

Greenslopes Private Hospital Chief Executive Officer Chris Went said it was an honour to name the new wing after Mrs Pockett, given her significant contribution to the hospital for more than four decades.

"Mrs Jean Pockett volunteered as a hospital visitor for more than 40 years and was a founding Board Director of the Gallipoli Medical Research Foundation (GMRF) based here at Greenslopes Private Hospital," Ms Went said.

"Everyone who had the pleasure of meeting Jean remembers her resilience, determination, dry sense of humour and her dedication to both Greenslopes Private and the GMRF, and we are so thrilled to name this wing in her honour."



Mrs Pockett passed away in October 2018 at the age of 96, leaving the majority of her million dollar estate to the Gallipoli Medical Research Foundation.

She had lived independently in Coorparoo for 40 years before she went into care just a year before she died.

GMRF Chief Executive Officer Miriam Dwyer was a close friend of Mrs Pockett's and said naming the new cancer wing in her honour "was fabulous".

"Jean would be looking down with a big smile on her face and I know she would be absolutely thrilled. She was a big supporter of cancer research so I think this link is very special," Ms Dwyer said.

"Jean committed herself to the War Widows Guild Queensland and was vice president on four separate occasions. For more than 40 years she would come to Greenslopes and visit the other war widows and make sure



they had everything they needed.

She really became an institution of this hospital and she was treated like royalty here at Greenslopes - the chef would make her favourite meals and she was definitely spoilt and if she wasn't, she'd make sure we heard about it," Ms Dwyer said with a laugh.

In 2015, Mrs Pockett was invited by the Australian Government to attend the ANZAC centenary in Gallipoli. Ms Dwyer accompanied Mrs Pockett as her carer.

"Jean absolutely loved it. She was one of 10 war widows who were invited as guests of the Australian Government and she was the oldest at 91, so she loved all the attention," Ms Dwyer recalled.

"She was a really fabulous person and would love the fact that her legacy is continuing on at Greenslopes Private Hospital."





## ‘Psychs on bikes’ roars into the outback

Rural, regional and outback Australia will have heard the roar of dozens of motorbikes heading into town as *Psychs on Bikes*, supported by Ramsay Health Care, gets set for its biggest ever charity ride across the country.

*Psychs on Bikes* is a group of psychiatrists, psychologists and mental health nurses who hit the open road each year to raise awareness of mental health issues in rural and remote communities.

In their most ambitious ride yet, this year *Psychs on Bikes* covered 16,000 kilometres over six weeks, visiting remote properties and cattle stations from western Queensland to the Northern Territory, Western Australia to South Australia and finishing up through Victoria and New South Wales.

*Psychs on Bikes* founder and Medical Superintendent at Northside Group Cremorne Clinic, Dr Joe Dunn, said they offer free health checks in the hope of starting conversations about mental health and preventing the four silent killers: hypertension, diabetes, depression and alcoholism.

“Our motorcycles are great conversation starters because people can be quite apprehensive about talking to a psychologist or psychiatrist. We can sit them down in a non-threatening environment and very often once we get them chatting, we can’t shut them up,” Dr Dunn said with a laugh.

“One huge advantage of the bush is a strong sense of community and the huge disadvantage is that there’s no

privacy. It’s boom or bust out there and it’s a hard life but many have that resignation and stoicism where they don’t make a fuss of it.”

“Unfortunately depression and suicide rates are much higher in rural areas than urban ones so we want to raise awareness and get them thinking about ‘what is anxiety’ or ‘how much alcohol is too much,’” he said.

Ramsay Health Care is committed to making a meaningful and positive difference to the lives of others and is proud of its connection with *Psychs on Bikes*, having been its foundation sponsor since 2011.

Through its Ramsay Cares sustainability strategy, the company recognises the important role it plays in creating stronger communities and healthier people. *Psychs on Bikes* is a prime example of Ramsay Health Care’s commitment to supporting local projects and being part of initiatives that give back to our communities.

“The *Psychs on Bikes* team absolutely love going on this adventure, we love the sense of giving back to our community and I’m so grateful to Ramsay Health Care for making it possible,” Dr Dunn said.

*Psychs on Bikes* hit the highway on 1 May 2021. ■■



## Veterans’ mental health programs launched at Caloundra Private Clinic

Two new group therapy programs, designed specifically for veterans, have been launched at Caloundra Private Clinic on the Sunshine Coast.

The programs are designed to help ex-servicemen and women who may be struggling with anxiety and mood disorders, by identifying early warning signs, stressors and other symptoms.

Approved by the Department of Veterans Affairs, the programs invite participants to attend Caloundra Private Clinic each Wednesday to engage in group therapy discussions with other veterans.

Psychologist Jenny Melrose said the two programs have been developed with the aim of meeting the specific needs of veterans.

“I think veterans have a different world view once they’ve been in the military and sometimes general mental health programs aren’t specific enough for their needs,” Ms Melrose said.

“I think it’s pretty challenging to adapt back into civilian life and it can be hard for servicemen and women to communicate with civilians who’ve never been part of that experience. But here, they know they’re not alone and can open up with other people who understand what they’ve been through.”

56-year-old Brett Groves served in the Australia Army for eight years as an engineer. He’s been attending the veteran-specific group sessions with his assistance dog Charlie.

“Meeting the other vets has been really good. You hear their stories and it might be something you’ve never thought about but you realise, yeah, that’s my experience too, and you can empathise with what they’re feeling,” Mr Groves said.

“Coming out of the military you’ve still got the training ingrained in you - the work ethics and expectations, where you had to jump at every command, you didn’t have a choice. Civilian life just doesn’t work that way.”

The mood disorder program aims to help veterans communicate more effectively, problem-solve, learn anger management skills, implement exposure therapy and grounding techniques and increase positive connections with family and friends.

The mood disorder program runs for 10 weeks while the anxiety program is held over a 12 week period.

Anyone wanting to attend the veteran-specific programs needs to first see their GP for a referral to a Caloundra Private Clinic psychiatrist. They can then be enrolled in the course and fees are covered by the Department of Veterans Affairs. ■■

## Beleura Private Hospital expands mental health services



Beleura Private Hospital will be able to treat an additional 50 per cent of patients needing mental health care, thanks to a \$20 million expansion of its ‘Sorrento Unit’.

The major investment increases Beleura Private’s mental health care capacity from 32 beds to 48 beds and includes two tranquil courtyards, a dedicated art therapy room and large dining space.

Chief Executive Officer Michelle Henderson said patients can now access inpatient care, day programs and alcohol rehabilitation in a private, calm and luxurious new setting.

“After supporting the mental health needs of the Mornington Peninsula for more than 30 years, we’re really delighted to open this brand new, purpose built unit,” Ms Henderson said.

“Our mental health ward expansion was really designed with our patients’ needs as the priority. We now have 48 single, private rooms with ensuite plus multiple therapy areas - with a dedicated space for day programs.”

“We also have our specialist consulting suites on-site, giving patients access to the support and care they need,” she said.

The new ‘Sorrento Unit’ aims to support patients to reach their wellness and recovery goals using programs that have been developed in collaboration with Beleura’s psychiatrists, which are then tailored to an individual’s needs.

Beleura’s inpatient unit is supported by a highly professional and passionate mental health team, including psychiatrists, psychologists, psychiatric nurses, allied health professionals and general medical staff.

The inpatient program combines individual counselling and psychotherapy, group therapy, skill development, activities and medical treatment to ensure the best outcome for each patient.

For patients no longer in acute care, the day therapy programs give them the support and tools they need to continue their wellness path and avoid a future hospital admission.

For more information contact the Sorrento Unit on 03 5974 0660 or visit: <https://www.beleuraprivate.com.au/Our-Services/Mental-Health-Services> ■■







## Nowra Private Hospital celebrates first spinal surgery

A surgical team at the recently renovated Nowra Private Hospital has celebrated an exciting milestone: the first spinal surgery to be performed at the facility.

It means local residents can now choose to undergo spinal surgery close to home, whereas they previously had to travel to Wollongong, Canberra or Sydney.

Orthopaedic spine surgeon Dr Geoffrey Rosenberg, who has been consulting each fortnight at Nowra Private Hospital since late 2020, said he was pleased to now perform the first spine surgery in the region.

"I think it's wonderful because patients can be in familiar surroundings, they can have their family close by to support them and that's really important for their recovery," Dr Rosenberg said.

"Nowra Private Hospital has great rehabilitation facilities too and the whole place is looking good after the renovation. I'm looking forward to being there more and more," he said.

Chief Executive Officer, Prue Buist, said the entire team was excited by the milestone.

"We're all very passionate about striving to provide the best health care for our community, so to expand our services to include spinal surgery, right here in Nowra, that's a major goal reached for our hospital," Ms Buist said.

Nowra Private Hospital recently underwent a \$9 million renovation which created an additional operating theatre, patient ward and oncology unit, plus the refurbishment of three existing operating theatres. Patient rooms were converted from shared rooms to private rooms and the hospital was given a general facelift inside and out.

Nowra Private Hospital can now also cater for cochlear implant surgery - with the first procedure being performed there in mid-March.

Dr Geoffrey Rosenberg is an experienced, Australian-trained orthopaedic spine surgeon. His areas of interest are in adult degenerative lumbar spinal conditions, with specific expertise in complex reconstruction, revision and minimally invasive spine surgery. ■■

## New surgical robot a first for Mornington Peninsula



Residents in Victoria's Frankston and Mornington Peninsula regions now have access to state-of-the-art robotic technology thanks to Peninsula Private Hospital's purchase of the renowned da Vinci Xi robot.

It marks a quantum leap in surgical technology, with reviews of published studies suggesting patients operated on with the da Vinci technology can experience fewer overall complications, a shorter stay in hospital and less pain than those who have open surgery.

Peninsula Private Hospital's Chief Executive Officer Michelle Henderson said local patients would no longer need to travel to Melbourne to access the very latest robotic equipment.

"We are the first hospital in the region to offer da Vinci Xi robotic surgery and we're delighted to provide this option for our patients and specialists alike," Ms Henderson said.

"For patients, the technology will be available at no additional out of pocket expense, which allows our surgeons to choose the best surgical approach for each individual," she said.

Peninsula Private Hospital specialist surgeon Dr Charles Pilgrim said robotic surgery had the capacity to revolutionise the way traditional keyhole operations are performed.

"It simply makes surgery easier, more precise and more efficient. It is computer enhanced surgery and actually improves the surgeon's skill because there are things the robot can do that the human hand and fingers struggle with," Dr Pilgrim said.

"The robot holds the surgical instruments perfectly still and in exactly the location the surgeons direct, which provides a more stable platform to carry out complex tasks.

"The new robotic instruments are like an extension of the surgeon's hands and fingers with equal, if not improved dexterity over the human hand. Even difficult operations seem easier and less physically tiring for the surgeon," Dr Pilgrim said.

The da Vinci Xi is designed to enhance a surgeon's capabilities by providing improved control, precision and movements.

It features anatomical access, crystal-clear 3DHD vision and a platform designed to seamlessly integrate future innovations. ■■

## Armidale Private Hospital becomes first in region to have Mako robot technology



**Armidale Private Hospital is celebrating the arrival of its new state-of-the-art robotic technology, becoming the only facility between Newcastle and the Gold Coast to offer patients access to the Mako robot.**

The Mako system is a highly advanced, surgeon-controlled robotic arm that increases the accuracy of total knee replacements. Orthopaedic surgeon Dr Neil Ferguson said he was over the moon to have the Mako robot at Armidale Private Hospital.

"It's just amazing technology and certainly there's increasing evidence that shows a benefit to patients in having robotic knee replacements in terms of better alignment of the knee and reported patient outcomes," Dr Ferguson said.

"The technology software for the robot means I can plan the operation really accurately and during the operation you can put the knee through a whole range of motion and feel for any stiffness, then modify the plan based on the ligaments," he said.

The Mako robot constructs a 3D model using a pre-operative CT scan and generates a plan around minute variations in a patient's anatomy. When the surgeon prepares the bone for implant, the robotic arm guides the surgeon within a pre-defined area to help ensure placement accuracy, alignment of the implant and minimal disruption to the soft tissue.

Armidale Private Hospital Chief Executive Officer Mary Single said it was wonderful to now offer robotic technology to the local community.

"We want to keep patients local, without having to drive hundreds of kilometres or fly to Sydney or Brisbane to have access to the Mako robotic system," Ms Single said.

"I'm really passionate about offering the latest technology to the people of Armidale and our surrounding regions and I thank Dr Ferguson for his dedication in bringing the Mako system here," she said.

Glenn Innes resident Carl Toovey was the first patient to undergo a total knee replacement using the Mako robot on Tuesday 27th April. ■■



# Wollongong Private heart surgery technique a first for the Illawarra

A new heart surgery technique which could improve patient outcomes has been performed for the first time in the Illawarra.



Cardiologist Dr Ivan Subiakto performed the first ‘physiologic left bundle pacing procedure’ at Wollongong Private Hospital, and said he was thrilled to bring the technique to the region.

The physiologic pacing technique can be used on patients who require a pacemaker.

“In the pacemaker world the traditional way is to put the wire in the heart and that has been working effectively for the past 30 years or so. But sometimes the heart is not activated as physiologic as it should be,” Dr Subiakto explained.

“The way physiologic pacing works differently, is we anchor the pacemaker wire as close as possible to the heart’s native electrical system in the hope it will give a very similar electric propagation as the normal heart would,” he said.

Dean Boyton from Blackbutt was the first patient to experience the surgery at Wollongong Private in December 2020. He had collapsed at home and tests revealed his heart had paused for 20 seconds.

“Dr Subiakto and the whole hospital team were very professional... They were always very clear with what they were going to do, I’m very grateful,” Mr Boyton said.

Dr Subiakto was amongst the first in the world to study physiologic pacing in Canada. He said the technique had become more popular, particularly overseas, in the past two years and he was happy to now offer this option to patients at Wollongong Private Hospital. ■■

## Cardiothoracic services to commence at Wollongong Private Hospital

Illawarra Shoalhaven residents will soon have access to a more extensive range of specialist cardiovascular and thoracic care, closer to home, thanks to the establishment of the region’s first dedicated service.



ISLHD Chief Executive, Margot Mains, said a new Cardiothoracic Surgery Service is being established in collaboration with Wollongong Private Hospital, in what is an incredibly significant development for the local community.

“Currently, both public and private patients needing cardiothoracic services are transferred to Sydney hospitals due to the complex nature of the care required. We are absolutely delighted to join with our colleagues at Wollongong Private to establish what will be an extensive provision of cardiothoracic services, right here in the Illawarra,” said Ms Mains.

The new offering will be an integrated service provided at both Wollongong and Wollongong Private Hospitals. Care will be delivered by a team of dedicated cardiothoracic surgeons, anaesthetists, intensivists, cardiologists with specialised training in advanced imaging and intervention, as well as nursing and support staff.

Wollongong Private Hospital Chief Executive Officer, Steven Rajcany, said the new service highlighted the collaborative nature of the partnership between public and private health care sectors in the Illawarra.

“This milestone is a welcome step forward for patients who will be able to access high-quality cardiothoracic treatment options without the need to travel far from their homes and loved ones. We are always looking for ways to improve the quality of life for those in our community, which is why we are excited about this collaboration coming to fruition,” Mr Rajcany said.

Recruitment will commence shortly for the specialist team required to establish the service, with first patients expected to be treated by the second half of this year. ■■

# Sunshine Coast University Private Hospital celebrates 500th cardiothoracic surgery

Sunshine Coast University Private Hospital is celebrating a significant milestone, performing its 500th cardiothoracic surgery.

Chief Executive Officer, Justin Greenwell, said it was a huge achievement for the cardiothoracic and cardiology teams, which have worked hand-in-hand to provide outstanding care to residents on the Sunshine Coast.

“We really are providing the only centre of excellence for heart and lung patients here on the Sunshine Coast and it’s wonderful that locals can receive the care they need without travelling to Brisbane,” Mr Greenwell said.

Cardiothoracic surgeons Dr Robert Tam and Dr Graeme Hart, who lead the hospital’s cardiothoracic unit, paid tribute to the entire team for achieving the 500th surgery in less than three years.

“This really is a huge milestone and the whole team is really proud. We’re doing the latest treatments in cardiology, we have the latest advances in equipment and our surgeons and cardiologists work so well together,” Dr Tam said.

Dr Hart agreed:

“We have an excellent team there is no question about that. From the cath lab, theatre, intensive care and ward staff we are all working towards providing the best outcome for the patient.”

“Demand for our service is growing and people are becoming more aware that they don’t need to travel to Brisbane for this surgery. Ninety percent of healing is in the patient’s wellbeing so if they can be close to home and have family nearby that can make all the difference in their recovery,” Dr Hart said.

57-year-old Kim Cummins from Alexandra Headlands underwent open heart surgery in late-January and is now completing her rehabilitation program.

Sunshine Coast University Private Hospital’s cardiac services include access to the latest technology and equipment, a 24/7 emergency interventional cardiology service, intensive care unit, cardiology/cardiothoracic ward, cardiac catheter laboratories, post-procedural rehabilitation, and onsite cardiology consultants.

The hospital also partners with Nambour Selangor Private Hospital to provide a Cardiac Rehabilitation Program, managed by experienced exercise physiologists and physiotherapists. The cardiothoracic team has also performed more than 200 lung procedures in less than three years. ■■





# Research and recycling go hand-in-hand at Hollywood Private Hospital

When it comes to combining recycling and supporting medical research, Hollywood Private Hospital staff are taking charge. In the past 12 months, employees have raised a whopping \$11,000 for the Hollywood Private Hospital Research Foundation by purchasing used batteries, phone chargers, compost and other non-medical excess items.



Research Administration Officer Carolyn Konzewitsch, Catering Manager Peter Trusler and Supply and Purchasing Manager Robin Archer.

Research Administration Officer, Carolyn Konzewitsch, said the aim of the research foundation is to improve and advance the medical care, health and wellbeing of the community. The foundation raises funds to award grants in support of medical research.

“Research supported by the foundation includes cancer, orthopaedics, palliative care, lung disease and rehabilitation care,” Ms Konzewitsch said.

“Hollywood’s supply and catering departments are big supporters of our cause, identifying items within the hospital that can be recycled and sold, such as second-hand dishwashers.

Supply and Purchasing Manager Robin Archer said recycling did require strategic organisation, but on a large-scale campus, the benefits were huge.

“Items such as batteries have to be in peak efficiency for use in medical equipment and are replaced regularly,” Mr Archer said.

“We test the used batteries and those with less than 80 per cent charge are sent to an industrial recycling company for disposal.

“Batteries with more than 80 per cent charge are sold to staff at 10 cents each for household use, with all proceeds going to the Hollywood Private Hospital Research Foundation.”

Catering Manager, Peter Trusler, said staff were encouraged to use plates, knives and forks in the cafeteria.

“However, if staff choose to use takeaway compostable containers they pay extra – with the proceeds going to the foundation,” Mr Trusler said.

“We send the used containers and catering department organic waste to a commercial composting facility.

“Staff are then able to purchase \$10 bags of treated compost for their gardens, with all money raised then donated to the research foundation.”

In 2020, the foundation provided \$38,000 in grants for research into chemotherapy, asthma and hip and knee replacements.

“Donations large or small can make a real difference to hospital patients and the general community through advancements in medical care,” Ms Konzewitsch said.

To donate visit <https://www.justgiving.com/hollywoodprivatehospital>

# Ramsay wins top honour for sustainability strategy

Ramsay Health Care has topped a field of impressive candidates to win the Outstanding Organisation category in the 2020 HESTA Australia Nursing and Midwifery Awards.

The win celebrates Ramsay’s commitment to creating a cleaner, greener planet through its dedicated sustainability strategy; Ramsay Cares.

National Environment Manager for Ramsay Health Care Australia, Sue Panuccio, said the award was wonderful recognition of the organisation’s achievements.

“Having great aspirations is one thing but this award validates and celebrates all the efforts, challenges, ideas and contributions of our people across the whole organisation that have enabled us to achieve what we have through Ramsay Cares,” Ms Panuccio said.

Ramsay’s submission to the HESTA Australia judging panel outlined its incredible achievements in environmental sustainability, including:

- Targets to remove up to 24 million single-use plastic items from landfill every year,
- Remove an additional 6 million single use plastic water bottles, and
- The creation of an environmental sustainability fund to support site-based initiatives including energy efficient lighting, solar panels, and ultra violet pool water filtration systems.

Ms Panuccio said the Ramsay Cares strategy was receiving great feedback from staff, including midwife Lucinda Port.

“Working for a company who puts environmental sustainability at the forefront of its future plans is very important to me. The global effort to be more sustainable is a gradual process but one I believe many people, including myself, are passionate about,” Ms Port said.

“Our colleagues bring new ideas to the table every day and I’m very proud to be part of the Ramsay sustainability strategy and pass these ideas along. The future of mine, and the children I help bring into the world, depends on us,” Ms Port said.

The HESTA Australia Nursing and Midwifery Awards also recognised the extraordinary dedication of John Flynn Private Hospital midwife, Melanie Boulter - who was named as a finalist in the Midwife of the Year category.

The judges praised Ms Boulter for giving exceptional care to families for more than 20 years on the Gold Coast, and praised her for implementing the Know My Midwife program and being an experienced and thoughtful educator.

# North Shore launches ambitious sustainability program

North Shore Private Hospital is being congratulated on its incredible sustainability program, which is set to save more than one million plastic items from ending up in landfill in the next year.



Launched in March 2021, the new sustainability initiatives include replacing more than 14,000 plastic cups, cutlery items and straws each week with bio-degradable alternatives. That switch alone will prevent 767,000 plastic items ending up in landfill over the next 12 months.

Catering and Housekeeping Manager Hilary Dias said from April 2021, North Shore Private is also phasing out plastic water bottles, which will be replaced with Purezza dual head taps in patient pantries, kitchens, staff and tea rooms and an education room.

“We are really excited to embark on this sustainability project, by installing 18 dual head taps for our staff and patients to use, we will be stopping 327,600 plastic water bottles from ending up as landfill every year,” Mr Dias said.

“We’re also installing commercial dishwashers to all patient pantries and ordering glasses and water jugs with lids to prevent the need for plastic water bottles.”

By replacing plastic water bottles, cutlery, cups and straws with more environmentally friendly options, North Shore Private is preventing the waste of 1,094,600 non-degradable items.

The hospital has already phased out glad wrap and instead uses bio-degradable food packaging.



# Wollongong Private Hospital helps homeless and the planet

Wollongong Private Hospital is simultaneously helping to feed the region’s homeless and cut back on waste thanks to its partnership with Wollongong Homeless Hub.



Under the agreement, unused portion-controlled food is now donated to the local charity - which distributes the products to those in the community who are experiencing homelessness and in crisis accommodation.

Every week, the donations include around 15 kilograms of food, such as unopened cereals, jellies, soft drinks, tea, coffee, jams, sugar, and UHT milk. On collection day, each Tuesday, leftover takeaway meals and sandwiches are also donated along with a carton of eggs and loaves of bread.

Wollongong Private’s Catering Coordinator Shyanne Miller-Lucas said the partnership with Wollongong Homeless Hub was something the whole hospital had embraced.

“Throughout Christmas we participated in the Homeless Hub’s 12 weeks of Christmas and at first I only engaged the catering department to donate - but by the end of the challenge the whole hospital was involved,” Ms Miller-Lucas said.

“We saw so many staff donate items such as toiletries, vouchers, treats, toys and much, much more, and as a token of appreciation we were awarded a 2020 Certificate of Appreciation from the Homeless Hub.

“It’s so wonderful to support this important charity and we hope to top that contribution this Christmas by starting the collections earlier,” she said.

Wollongong Homeless Hub Chief Executive Officer Mandy Booker said the hospital’s donations were a big help.

“The products help us to provide small welcome packs to people coming into their crisis accommodation. These are the little things that make a big difference when someone presents hungry, and when we need small items to add to our outreach food packs to those people sleeping rough in the Illawarra,” Ms Booker said.

Wollongong Homeless Hub is a specialist homelessness service that provides support, information, referral and advocacy to homeless people or those at risk of homelessness.

# Waverley Private Hospital resumes Oz Harvest partnership

Waverley Private Hospital is soaring towards an impressive milestone - donating almost a tonne of food to Australia’s leading food rescue organisation, Oz Harvest.



Waverley Private has been in partnership with Oz Harvest since July 2018 but had to pause the program during 2020 because of the COVID-19 pandemic.

Ramsay Health Care Australia’s Chief Executive Officer, Carmel Monaghan, visited Waverley Private to help officially restart the hospital’s food donation program from February 2021.

Ms Monaghan said Oz Harvest’s values were aligned with the “Ramsay Cares” sustainability strategy, which includes a focus on looking after our communities.

“Oz Harvest saves surplus food from ending up in landfill and delivering it to the charities that feed people in need. The food we donate through the hospital includes products that may have been presented to patients but were not wanted, so they are still sealed, safe and nutritious,” Ms Monaghan said.

“By donating to Oz Harvest we know the items are going to those who would otherwise struggle to access healthy and nutritious food.”

Food donated to Oz Harvest included yoghurt, cereal, and crackers plus unopened juice, milk and soft drinks.

Since 2018, Waverley Private has donated 919 kilograms of food, which is the equivalent of 2,757 meals.

# Hillcrest Rockhampton invests in next generation with new apprentice chef

Hillcrest Rockhampton Private Hospital has hired its first ever apprentice - with a new trainee chef joining the catering team.



23-year-old Taleisha Biggin said she landed her ‘dream job’ as apprentice chef and was excited to be learning to cook in the hospital’s fast-paced kitchen.

“Food has always been one of my passions; preparing it, buying it and eating it so naturally it was one of the avenues I was exploring as a profession. I’m also studying a Bachelor of Allied Health majoring in Nutrition,” Taleisha said.

“What I’m most excited about is learning how food can help in our journey of wellness, plus I enjoy helping others so being a chef at Hillcrest gives me the opportunity do this,” she said.

Chief Executive Officer Fiona Hebbard said she was pleased to appoint Taleisha as Hillcrest’s first apprentice, as the hospital was committed to upskilling future generations.

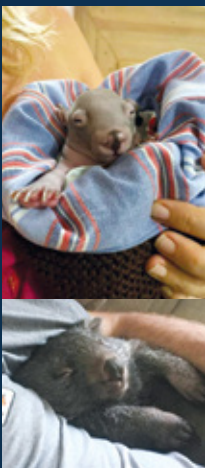
“We understand the benefit and importance of training young people because it helps reduce skills shortage and ensures we have engaged and qualified staff right here in Rockhampton,” Ms Hebbard said.

“We believe that people are at the heart of our business, and we are always looking for opportunities to develop and train employees to ultimately deliver excellent experiences and outcomes for our patients.

“Our catering team at Hillcrest are committed to sharing their knowledge with our new apprentice chef and I know they’re looking forward to the innovative ideas and fresh young perspective that Taleisha will bring to our kitchen too,” Ms Hebbard said.

The Hillcrest team prides itself on delivering fresh and healthy meals for patients and visitors which includes the provision of therapeutic diets tailored to fit the nutritional needs of each individual patient.

“We congratulate Taleisha on taking up this wonderful opportunity at Hillcrest and we look forward to supporting her in her journey to be a highly skilled and trained chef,” Ms Hebbard said.



# Mt Wilga and Berkeley Vale Private Hospitals help ‘Willamina the Wombat’ return to the wild

She was a tiny, two-gram joey orphaned in the devastating bushfires of 2020. Now, she’s a plump 27-kilogram wombat - with an impressive name honouring the hospital which made her survival possible.

Meet Willamina the Wombat - named after Ramsay Health Care’s Mt Wilga Private Hospital.

The connection started in the wake of the 2020 summer bushfires - when both Mt Wilga and Berkeley Vale Private Hospitals donated medical supplies to a volunteer animal rescue group in the Snowy Mountains called Looking After Our Kosciuszko Orphans (LAOKO).

The medical equipment had expired but could be of great use to the animal carers, including IV fluids, sterile water for irrigation, non-sterile gauze, betadine, chlorhexidine swabs, suture kits, sterile drapes, crepe bandages and local anaesthetic.

It was life-saving equipment, not only for Willamina, but for hundreds of animals who were cared for by volunteer veterinary surgeons in a triage area set up at the local showgrounds and at a Cooma park.

As a sign of appreciation, the LAOKO volunteers decided to name the wombat in Mt Wilga Private Hospital’s honour and, in April 2021, a very healthy Willamina the Wombat was released back into the wild.





## Mt Wilga contributes to a healthier planet through environmental initiative

Mt Wilga Private Hospital is helping Ramsay Health Care to achieve its sustainability goals - by preventing 60,000 styrofoam cups from ending up in landfill in the past six months.

In October 2020, the team at Mt Wilga Private decided to introduce 300 ceramic cups for the hospital's server - to reduce the need for single-use cups which can't be recycled.

Mt Wilga's Support Services Manager, Nicolas Dakin, said the simple switch would make a big impact to the hospital's environmental footprint.

"Our stores team was ordering between 8,000 - 10,000 styrofoam cups every month so by switching to ceramic, we'll be saving up to 120,000 cups from ending up in landfill every year," Mr Dakin said.

In December, Ramsay Health Care revealed its new global sustainability strategy, which outlines the company's approach to being a sustainable and responsible business.

In pledging to create a healthier planet, Ramsay Australia is focused on a range of environmental targets, including removing single-use plastic items wherever possible, increasing recycling and reducing waste. ■■

## Southern Highlands Private Hospital awarded for recycling initiative

Southern Highlands Private Hospital is helping to turn Australian-made intravenous fluid bags, oxygen masks and tubing into gumboots and garden hoses, thanks to its hugely successful recycling program with Baxter Healthcare.

The theatre wards at Southern Highlands Private diverted 303 kilograms of PVC waste from landfill in 2020 - an annual increase of 25% which is amongst the highest in New South Wales.

Chief Executive Officer Prue Buist said surpassing the 300kg recycling milestone was a wonderful achievement.

"The success of this recycling program depends on the commitment of our theatre nurses and staff so I want to extend a huge congratulations to the team for reaching this target and being among the best PVC recyclers in the State," Ms Buist said.

"I'm looking forward to expanding this program to more wards across the hospital and very soon we'll be recycling aluminium with Baxter Healthcare too."

Under the PVC recycling partnership, the hospital's intravenous bags, oxygen masks and tubing are placed into dedicated recycling bins which are collected by Baxter Healthcare.

All PVC waste is sorted and recycled in Australia by Welvic waste management and used to make gumboots by Bata shoes in Victoria and other local manufacturers to make garden hose.

The 300 kilograms of PVC recycled by Southern Highlands Private Hospital is enough to make approximately 2.5km of garden hose every year.

General Manager for Baxter Australia & New Zealand Steven Flynn visited Southern Highlands Private to pre-sent the team with an award for their leadership in sustainability.

"As a local New South Wales manufacturer of more than 45 years, Baxter is committed to sustainable manufacturing operations and product stewardship programs," Mr Flynn said.

"We are proud to partner with Ramsay Health Care hospitals across Australia to divert PVC medical waste from landfill to be recycled locally into new Australian-made products.

"Congratulations to the staff and management at Southern Highlands Private Hospital for leading the way in helping to create a more sustainable healthcare system in Australia," he said.

Operating Theatres Nurse Unit Manager Annie Dean said the whole team had embraced the PVC recycling program.

"We have little recycling bins that are specific for each theatre and we had education sessions to teach staff what to do. I think everyone is really determined to get involved and play a part in recycling," Ms Dean said.

Ramsay Health Care is committed to making a meaningful, positive difference in the world, as part of its sustainability strategy known as *Ramsay Cares*. This includes pursuing a global path towards reducing its carbon footprint, minimising greenhouse gas emissions, and creating a healthier planet.

In Australia, other initiatives include removing single-use plastic items wherever possible, increasing recycling and reducing waste. Last year 31 Ramsay Hospitals participated in Baxter Healthcare's PVC recycling program, which diverted 14,490 kilograms of hospital waste from landfill. ■■



Photo: courtesy of Southern Highland News

## Castlecrag shining a light on energy efficiency

A switch to LED lighting has helped Castlecrag Private Hospital slash its energy consumption by more than a half.

Castlecrag Private Hospital has replaced old incandescent bulbs, fluorescent tubes and halogen down lights with 351 energy efficient LED lights.

The changeover has had a massive impact on the hospital's annual power usage for lighting - dropping from 105,941 kilowatt hours (kWh) per year to just 43,994 kilowatt hours per year.

Chief Executive Officer Richard Ryan said it was a great example of the hospital's commitment to sustainability.

"The switch to LED lighting helps to reduce our carbon footprint while improving the longevity of our lighting. The LEDs can be used for 50,000 hours before needing to be replaced, compared to 10,000 hours for the old fluorescent tubes so it really is a win-win for Castlecrag Private Hospital," Mr Ryan said. ■■







# Ramsay Connect turns one

Ramsay Health Care’s hospital in the home service, Ramsay Connect, has celebrated its first anniversary, revealing its priorities for the next 12 months will include focusing on regional locations and bolstering the allied health and nursing workforce.

Ramsay Connect has grown from strength to strength since it was launched in March 2020 – on the same day as the start of Australia’s seven-week COVID-19 lockdown.

Ramsay Connect Chief Executive Officer, Ian Galvin, thanked staff and referring doctors for helping the service reach this special milestone, particularly given the health challenges presented during its first year of operation.

“There’s no doubt Ramsay Connect faced a very complex 12-months with the COVID-19 pandemic, border closures and lockdowns; but despite these challenges we now have 40 referring Ramsay facilities across four states, which has helped us to enroll almost 1,900 patients into our program,” Mr Galvin said.

“More than 400 medical specialists now refer their patients to Ramsay Connect to help them make that very important transition from hospital to home.”

Under the Ramsay Connect program, ‘care coordinators’ are the important link between the patients, doctors and Ramsay hospitals. They oversee the implementation of each patient’s individualised care plan so the team can deliver the highest quality care.

Patients can receive treatments such as physiotherapy, nursing, occupational therapy and personal care in their own home. Care coordinators can even help facilitate other services such as domestic cleaning or meal delivery during the patient’s recovery and rehabilitation.

Mr Galvin said the Ramsay Connect team was looking forward to the next 12 months.

“We are committed to visiting more Ramsay Hospital sites to better understand doctor and patient needs and build important links with our workforce and care coordinators. We also want to refine the referral process and I’m looking forward to piloting virtual care solutions in integrated care,” Mr Galvin said.

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

## Ramsay Pharmacy urges Australians not to delay flu vaccine

With an unprecedented focus on the rollout of the nation’s COVID-19 vaccination program, Ramsay Pharmacy is urging Australians not to forget about another important jab: the seasonal influenza vaccine.



Ramsay Pharmacy is reminding people that now is the perfect time to get immunised against the flu, as the federal government recalibrates its COVID-19 vaccination program and we head towards winter.

Ramsay Pharmacy’s General Manager of Operations, Michelle Lynch, said Australian health authorities recommend most people to have their flu vaccination now, before COVID-19 vaccinations are opened up to the general public.

“The reason for this is that flu and COVID-19 shots need to be given at least a fortnight apart so now is a great time to book your flu shot before the COVID-19 vaccine rollout expands further,” Ms Lynch said.

“At Ramsay Pharmacy we’re committed to serving and improving the lives of our communities, so we have more than doubled our number of immunisation-trained pharmacists to make sure we can meet demand for flu vaccines.”

“38 of our Ramsay Pharmacy sites participated in the administration of the flu vaccination program in 2020. We are now expanding to offer this important service in all 59 Ramsay Pharmacy community sites to help protect Australians.”

“Each pharmacist undergoes more than 30 hours of extra training and education, including immunisation workshops, first aid, CPR and anaphylaxis training in order to become an immuniser - so the community can rest assured they are in safe hands with Ramsay Pharmacy,” Ms Lynch said. ■■

**Flu vaccination appointments are available now at all Ramsay Pharmacies and Malouf Pharmacies. To book, please visit [www.ramsaypharmacy.com.au/Services/flu-vaccinations](http://www.ramsaypharmacy.com.au/Services/flu-vaccinations).**  
**Businesses can also make bookings for their employees through Ramsay Pharmacy’s corporate flu vaccination service by emailing [flu@ramsaypharmacy.com.au](mailto:flu@ramsaypharmacy.com.au).**

## After-hours GP Clinic at Cairns Private Hospital offers emergency care alternative

**Far North Queensland residents who need medical care after hours no longer need to queue in busy hospital emergency departments. The After-Hours GP Clinic at Cairns Private Hospital is designed to give locals an alternative option for medical care after hours.**

Dr Bharat Gadhvi, better known as Dr Baz, leads the team of local doctors at the After-Hours GP Clinic, where they take the time to provide quality health care.

“We don’t have the demands or pressures of a busy ED, we have as much time as we need with our patients to really get to the bottom of their problem.

Appointments are generally scheduled for 20 minutes but if we need 30 or 40 minutes, we will spend that time with them - it’s one of the reasons our doctors really love working here,” Dr Baz said.

The After-Hours GP Clinic is located inside Cairns Private Hospital and is open from 6pm - 9pm during the week and from 1pm - 7pm on weekends.

Dr Baz said the team treats a whole range of medical concerns - from children with coughs, earaches and injuries, to people needing wound care post-surgery.

A great benefit of the clinic is its ability to admit patients to Cairns Private Hospital very efficiently if needed.

“About 1 in 20 patients will need to be admitted and being part of the private hospital campus, our process is just so streamlined, we can have

the paperwork sorted and the patient into the ward within an hour of seeing us. That efficiency just doesn’t happen anywhere else in the region,” Dr Baz said.

Cairns Private Hospital Chief Executive Officer Ben Tooth said the After-Hours GP Clinic was a great alternative for people requiring early access to a local GP after-hours.

“Patients don’t just sick during the hours of 9-5pm. This was our vision for the service, to help fill the gap for patients requiring urgent after-hours care with little to no wait time. This is a high quality service where patients receive expert care - sometimes provided by their regular daytime GP!,” Mr Tooth said.

“We know there has been great strain on our local public hospital recently and we want people to know there is an alternative option they can access right here in the heart of Cairns,” Mr Tooth said.

“The team of doctors is backed up by registered nurses and they have the support of many on-call specialists like cardiologists, physicians and general surgeons if needed”.

Patients wanting to access the Cairns Private Hospital After-Hours GP Clinic need to book an appointment by phoning (07) 4052 5305. ■■







## Latest prostate cancer technology now available in Albury Wodonga

Men who need radiation treatment for prostate cancer can now access state-of-the-art technology to potentially reduce side effects without travelling to Melbourne or Canberra.

Albury Wodonga Private Hospital has secured the latest SpaceOAR Hydrogel technology which was previously only available in capital cities.

SpaceOAR Hydrogel is designed to reduce the radiation dose delivered to the rectum during prostate cancer radiation treatments. It has been clinically shown to minimise urinary, sexual and bowel side effects and protect quality of life for patients.

Albury Wodonga Private Hospital urologist and high-volume prostate cancer surgeon, Dr Jon-than Lewin, said offering the SpaceOAR technology was great news for local men needing prostate cancer treatment.

"The problem with radiation is that the rectum is very close to the prostate and we want to prevent rectal toxicity which can cause discomfort and bleeding," Dr Lewin said.

"By injecting SpaceOAR Hydrogel just before the radiation treatment, it pushes the rectum out of the way and helps protect it.

"This is another example of us being regional leaders and we're offering all the latest diagnostic treatment options of the big cities right here at Albury Wodonga Private Hospital," he said.

Radiation oncologist Dr Craig MacLeod said SpaceOAR was a fantastic advancement.

"It makes a huge difference to the patient and decreases the incidence of rectal toxicity to about 1%. We've seen consistent improvements in techniques over the past 20 years and this is certainly a breakthrough," Dr MacLeod said.

The SpaceOAR Hydrogel is inserted under anaesthetic and creates a 1.5 centimetre space between the rectum and prostate. It then dissolves naturally in the body over the next few months. ■■

## 'Game changing' new skin cancer treatment now available on the Gold Coast

**A unique treatment designed to remove skin cancers from delicate and difficult areas is now available on the Gold Coast - exclusively at Pindara Private Hospital.**

Mohs surgery is a combination of dermatology and pathology, where a specialist 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.

Named after the surgeon who developed it, Frederic E. Mohs, the surgery has been described as a 'game changer' for skin cancer treatment as the complete removal of cancerous cells allows for the highest cure rate. The procedure also preserves as much healthy tissue as possible.

Dermatologist Dr Andrew Freeman from The Skin Centre at Pindara Private Hospital, said Mohs was an excellent treatment for skin cancer on delicate parts of the body.

"When we're treating areas such as the lips, eyelids, fingers and ears, we need to take extra care to preserve the healthy tissue and minimise scarring, whilst still removing all the cancer," Dr Freeman said.

"The roots of the skin cancer may extend beyond the visible portion of the tumour so if the roots are not removed, the cancer could recur.



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

Pindara Private Hospital Chief Executive Officer Mark Page said The Skin Centre was again leading the way with increasing the range and types of health care services Gold Coasters can access in their own community.

"Previously locals would have travelled to Brisbane or interstate for this treatment, so we are thrilled to offer this procedure in conjunction with Dr Freeman at Pindara Private Hospital," Mr Page said.

The Mohs procedure is performed under local anaesthetic or sedation and specialists analyse the removed tissue while the patient waits. The steps are repeated until the cancer has been removed.

Patients get their results on the day, meaning they don't have an anxious wait to discover if their cancer is gone. ■■

## Research trial to study groundbreaking exercise program for Parkinson's Disease

**A research study at Hollywood Private Hospital will investigate the impact of an exercise regime, called the "PD Warrior program", on patients with Parkinson's Disease.**

The PD Warrior program involves intensive exercises designed to re-train the brains of people with the nervous system disorder. The specific exercises aim to improve mobility and function in order to help participants gain better control over their movements.

The research project will look at the quality of life of participants and objective measures, such as mobility and balance, before and after they take part in the PD Warrior program.

The study is being conducted by Hollywood neurologist Dr Julian Rodrigues and neurological physiotherapist Claire Tucak.

Ms Tucak said the PD Warrior program had the potential to be a game-changer for patients with Parkinson's.

The program involves:

- **Neuro active exercise** – which may help to re-wire the brain and may be neuro-protective. Specific exercises encourage the brain to make new connections, which improves mobility.
- **Tailored exercises** – participants do specific exercises, depending on their stage of Parkinson's, to better manage their condition.
- **Comprehensive rehabilitation** – PD Warrior uses a combination of physical and cognitive activities designed to improve physical and mental fitness and improve self-confidence.

Ms Tucak said despite the popularity of the PD Warrior Program, there were no published studies on the outcomes of the therapy.

"We hope the comparative data we collect in this pilot study will confirm the good outcomes we have seen so far with the program," she said.

"A stronger evidence base defining the objective benefits will allow patients and doctors to make an informed decision as to whether to participate.

"Our study will provide data on both subjective and objective outcomes before and after a 10-week PD Warrior program.

"The results are expected at the end of the year."

More PD Warrior instructors were recently trained at Hollywood to help deliver the program.

Twenty new patients with Parkinson's Disease, who have not previously done the PD warrior program, are being recruited to take part in the study.

The PD Warrior program has been running for four years at Ramsay Health Plus Hollywood at the Nedlands campus.

"The program continues to expand, with more exercise classes added to the schedule due to demand," Ms Tucak said.

"Some participants have been attending weekly classes for a few years."

Parkinson's disease is a degenerative neurological condition that affects sufferers' ability to control their movements. In Australia, it affects 100,000 people, with 38 people diagnosed every day.

The research project is funded by the Hollywood Research Foundation. For more information email [tucakc@ramsayhealth.com.au](mailto:tucakc@ramsayhealth.com.au) or phone 9346 6932. ■■



ABOVE: Claremont resident John Haselhurst taking part in the PD Warrior program with Ramsay Health Plus physiotherapist Claire Tucak.



# Outstanding employees honoured in Ramsay Health Care Excellence Awards

Two Australian comedians have hosted the 14th annual Ramsay Health Care Excellence Awards, which recognised 16 outstanding people for their roles as supervisors, graduates and interns, leaders, and 'people caring for people'.

Comedy duo Glen Robbins and Dave O'Neil hosted the virtual awards night, which was viewed online by Ramsay employees around the country who either joined 'watch parties' at hospitals or logged in from the comfort of their own homes.

The awards were separated into four categories:

- 1. Preceptor of the Year.** This award specifically recognises preceptors and supervisors within Ramsay Health Care. Preceptors are those who are incredible role models to Ramsay's newest recruits but also provide ongoing support and supervision in addition to their general position.
- 2. Graduate Award of Excellence.** This award is presented to outstanding graduates or interns who have demonstrated exceptional commitment to their patients, the organisation and to their program. In addition to that they have shown a strong commitment to providing safe, quality and compassionate patient care, and consistently present themselves in a professional and caring manner
- 3. Excellence in Leadership.** This award recognises outstanding leaders who have steered their departments to foster cohesive, collaborative, engaged and motivated teams. They

have demonstrated an ability to lead through change and are dedicated to leading excellent patient care outcomes and exemplary customer service.

- 4. People caring for people.** This is a new award which recognises individuals or teams who went above and beyond their usual responsibilities to support our people, patients and the community throughout the unprecedented challenges faced throughout 2020 during bushfires, floods and the COVID-19 pandemic.

Ramsay Australia CEO, Carmel Monaghan, said she was extremely proud of all staff who showed such amazing commitment to excellence, professionalism, leadership and care in the past 12 months.

"We heard so many inspiring stories at the awards night which reflect our Ramsay Way values and our culture of 'people caring for people'," Ms Monaghan said.

"Congratulations to all our award recipients and nominees – I know the judging panel had a very challenging task to choose just a few winners from a pool of so many amazing people."

Ramsay Health Care would like to thank HESTA Super Fund, which has been a committed supporter of this event for many years.

## Congratulations to the following 16 award recipients (four winners from each of the four categories):

**Preceptor of the Year Award – NSW**  
**Sujan Shrestha from St George Private Hospital.** Sujan is kind, compassionate and has the graduates' and students' best interest at heart. Sujan also strives for excellence with his own professional development, always enhancing his own teaching and learning through further education.

**Preceptor of the Year Award – Vic**  
**Lauren Crowhurst from Wangaratta Private Hospital.** Lauren instils confidence into each student and quickly assesses where they are at in their clinical professional journey to adjust her teachings to suit the individual. This means that they quickly develop confidence and that wonderful 'can do' attitude that Ramsay hospitals are famous for.

**Preceptor of the Year Award – WA/SA**  
**Sue Bolin from The Adelaide Clinic.** Sue has been outstanding in her ability to manage multiple roles and the capability to engage with staff, grads and students across two mental health facilities in Adelaide. Sue has an energy and openness to deliver essential and effective nursing skills to all staff in the mental health environment.

**Preceptor of the Year Award – Qld**  
**Samantha Robinson from Greenslopes Private Hospital.** Samantha is an engaging and energetic senior Registered Nurse who demonstrates a professional attitude and embraces The Ramsay Way into her everyday practice. She provides a positive learning environment where students and graduates are well

supported, gaining confidence in their transition from student to graduate nurse and achieving their learning goals to perform competently.

**Graduate Award of Excellence – Qld**  
**Jordana Page from Pindara Private Hospital.** Jordana continues to display excellence in service, reliability and a strong commitment to fulfilling her graduate learning goals. Her accountability and integrity as a graduate nurse is commendable and is a great example for all in her department.

**Graduate Award of Excellence – Vic**  
**Daniel Warrick from Albert Road Clinic.** During this phase of the pandemic response Daniel continued to show abilities well above his years of experience both in risk management, critical thinking and commitment to learning. He then managed to utilise all of these and continue to deliver excellent patient care, fantastic teamwork and again show the Ramsay value of "people caring for people".

**Graduate Award of Excellence – WA/SA**  
**Marion Woodham from Hollywood Private Hospital.** Marion always maintains a professional approach throughout her graduate year and within weeks of starting found herself amid her first rotation ward being prepared to accept COVID-19 patients from the Artania cruise ship. She faced this with positivity and although graduates were given the opportunity to move to other wards, she wanted to stay to help those patients that would need compassionate care.

**Graduate Award of Excellence – NSW**  
**Danielle Laxen from Westmead Private Hospital.** From day one, Danielle has arrived at work with a smile, a can-do attitude and positive approach towards nursing, caring and learning. In fact, while many were understandably nervous and anxious about COVID-19, Danielle absorbed the skills she was being taught around transmission-based precautions and simply stepped up and carried on caring for suspected patients without hesitation. This sums Danielle up – she gets in there and gives every clinical situation 100%, she speaks up for her patients, applies critical thinking, and puts patients first!

**Excellence in Leadership Award – Qld**  
**Alex Yeung from Cairns Private Hospital.** Alex is always thinking ahead to ensure that staff are engaged and motivated whilst at work. He is a quiet achiever and just goes about his role without thinking about himself or any recognition that he might get. A true leader and one that his team admires and appreciates.

**Excellence in Leadership Award – NSW**  
**Donna Briggs from St George Private Hospital.** During a time of unprecedented in terms of change and hardship, Donna has steered the helm of her pharmacy admirably through 2020. Donna is a leader that truly embodies "The Ramsay Way" which recognises that people are at the heart of Ramsay's success as an organisation. She has fostered a collaborative and supportive workplace culture to ensure continuous fantastic performances are upheld.

**Excellence in Leadership Award – WA/SA**  
**Dr Mandi Ling from Joondalup Health Campus.** Mandi's leadership during the COVID-19 response has been inspirational to the team at Joondalup Health Campus and the wider community. Mandi undertook the role of interim CEO in early 2020. One of her first tasks was to prepare the hospital for COVID-19. Mandi drove and oversaw rapid development of new clinical pathways, multiple ward re configurations, extensive engineering works, and the construction of a new COVID clinic. Mandi demonstrates the real meaning of the Ramsay Way- People Caring for People. In her own words "I may not have liked the virus, but I have grown to love humanity". Throughout these troubled times her focus was unwavering- to always put patients first and keep her staff safe.

**Excellence in Leadership Award – Vic**  
**Leanne Rowlands from Warringal Private Hospital.** Leanne is an inspiring and motivating leader. Her enthusiasm and passion for her role as DCS and for Warringal Private Hospital, its staff, patients and doctors is evident whenever you speak to her or see her walking around the hospital. Staff have noted that Leanne has been the most amazing role model while dealing with the impacts of COVID and new protocols within Warringal Private Hospital.

**People Caring for People Award – Qld**  
**John Flynn Maternity Telehealth Zoom Team.** John Flynn, located near the Queensland/New South Wales border, was presented with some unique problems in 2020. When NSW families encountered difficulties trying to access care across the border,

the John Flynn Maternity Telehealth team adapted quickly to implement telehealth Zoom sessions to support families and obstetricians a time that can only be described as very "anxiety producing" for both expectant parents and staff. Telehealth Zoom was used to keep families connected, reduce anxiety levels and provide education.

**People Caring for People Award Winner – NSW**  
**Marie Sanderson from Hunters Hill Private Hospital.** Marie offered to conduct the "COVID day before screening calls" to our surgical patients which she has done every day throughout the whole pandemic. We receive very appreciative comments from patients, particularly initially when there was lots of anxiety, patients stated that she was excellent at answering questions and explaining things. It made them feel at ease. She cares about what she does & wants to help patients by allaying their concerns but also her colleagues by screening for risks. Marie's genuine willingness to help care for patients and prepare them for their hospital admission has been very commendable. Her communication has been excellent forwarding a daily email, post calls identifying any anxious patients who will need assistance especially when we had visitor restrictions. She epitomises The Ramsay Way and even though she is nearing the end of her career her commitment to her patients is something that all nurses should aspire to.

**People Caring for People Award Winner – Vic**  
**Team Tully from Donvale Rehabilitation Hospital.** When Donvale Rehabilitation Hospital was asked to accommodate 29 aged care

residents, they were able to respond promptly because their hospital Crisis Management Team had prepared for a range of possible scenarios in this unprecedented health care crisis. The "Tully Team" worked tirelessly and collaboratively to improve the health outcomes of their new special guests. It was wonderful to see the visible impact on the residents and to hear the gratitude from families for keeping their loved ones safe during this unsettling time. When their last resident departed the ward, a staff member sent out a 'Reflection' to thank all employees for their contributions, which included the following excerpt: "A patient's age should not define the level of care we should or should not 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".

**People Caring for People Award Winner – WA/SA**  
**Mary McConnell from Joondalup Health Campus.** Mary has been an integral staff member who has supported the hospital workforce to cope with the COVID-19 pandemic. Mary is an experienced and nurturing leader who only months prior to the Pandemic breaking conducted an onsite Code Brown exercise assessing how we would deal with such a whole of site outbreak. Mary has demonstrated her skill and experience in being a conduit for all disciplines within the hospital ensuring that the key personnel are brought together to review significant items such as process changes and best practice across the hospital.

The winners of a poster competition were also announced at the Ramsay Health Care Excellence Awards. This contest involved staff submitting a poster that visually and creatively expresses what excellence at Ramsay means to them. This included topics such as providing excellence patient care, professional development opportunities and support, great company culture and attributes such as loyalty, hope, honesty and collaboration.

The following people were named as winners in the poster competition:

- **Anusha Gunatilake from The Avenue Hospital's catering department**
- **JJ Jung from Head Office in Payor Relations**
- **Rayana Alawie from Ramsay Pharmacy at Wishart**
- **Rolando Torres from Hollywood Private Hospital**
- **Claire Stinton from Peninsula Private Hospital**
- **Danee Tavita from Head Office in Sydney**
- **Sue-Ann Carmont from Pindara Private Hospital**
- **Kaicee Laheys from Human Resources in Queensland**





# First baby born at Greenslopes after robotic fertility surgery

A Logan couple is celebrating the birth of their beautiful daughter after falling pregnant naturally following specialised robotic surgery at Greenslopes Private Hospital.

New mum Atia Ali and her husband Kiba Aoci tried multiple fertility treatments for five years after Kiba was diagnosed with a brain tumour, and fibroids were detected in Atia's uterus.

Greenslopes Private Hospital fertility specialist, and Medical Director of Care Fertility, Dr Clare Boothroyd, met the couple in late 2019 and recommended Atia undergo robotic surgery to remove the fibroid - which was causing her a great deal of pain.

Just four months later, they were thrilled to learn they were expecting a baby - and it would be the first to be born at Greenslopes following robotic fertility surgery.

"I felt that we had such a special bond with Dr Clare, she's a very positive person and she gave us hope," Atia said.

"I used to look at all the baby photos in her office and think when will it be my baby up there and it's just unbelievable. Now I'm just in a dream and it's no longer tears of sadness, it's tears of joy, I'll be getting a photo of my baby to Dr Clare," Atia said with a big smile.

Proud dad Kiba agreed.

"There was a time where we thought please God, let us have the experience of raising kids we want to experience this test, and we're just so happy to see that it's now happened and we have our beautiful daughter," Kiba said.

Atia and Kiba named their little girl Afsa Rahima, which means Clear Mercy in Sudanese. She was welcomed into the world via cesarean section on 1st February, 2021.

Dr Clare Boothroyd said the robotic surgery was a great success for Atia, and after years of fertility treatment, it had allowed her to fall pregnant naturally.

Dr Boothroyd performed the surgery using one of two da Vinci robots at Greenslopes Private Hospital. She trained extensively on the device and said it was absolutely the way of the future.

"I really think it's the most exciting development in technology for gynaecological surgery throughout my career. It makes difficult surgery easier, it can reduce a patient's length of stay and can reduce their pain plus it can facilitate natural conception and reduce the need for IVF," Dr Boothroyd said.

"The magnification is good, the dexterity of the instruments allows meticulous placement of sutures which the uterus needs if it's going to carry a pregnancy. Because that suture line is going to be stretched 40 times in pregnancy," she explained.

In 2021, Greenslopes Private Hospital is expecting to welcome three more babies whose mothers have undergone fertility surgery with the da Vinci robot.

# Kareena Private Hospital unveils \$1.5 million maternity unit makeover

Expectant mums planning to give birth at Kareena Private Hospital will now enjoy luxury, fully refurbished suites, with plenty of room for their partners to stay, thanks to a \$1.5 million upgrade of the maternity unit.

It is the largest refurbishment of Kareena's maternity unit in more than 20 years and brings the number of private parenting suites to 14. This includes four deluxe suites with queen beds, two double bed rooms and seven standard rooms - all featuring new furnishings and equipment to make the parents' stay even more special.

Kareena Private Hospital Acting Chief Executive Officer, Yvonne Hart, said customer feedback had helped in the planning and design of the refurbishment.

"We have always received positive feedback regarding the care delivered by our team of experienced midwives, nurses and lactation consultants. This was an opportunity to improve the environment to match the exemplary service we offer," Ms Hart said.

"We looked at the services and environment our Ramsay colleagues were providing at Westmead Private and North Shore Private maternity units and we wanted to offer those same first class facilities. We have surpassed our expectations and hope we have done the same for our customers."

"A great feature of this upgrade is that it really improves the partner stay - we know many new mums want their partners to share those very special first days with their babies and now half of our rooms will offer new parents a queen or double bed," she said.

Brittani and Daniel Cooper were among the first couples to experience the new facilities, when they welcomed their son Kai into the world in late March.

"It was really lovely, the facilities were great, the room was so nice and cosy and Daniel was able to be with me the whole time which was really important to me," Brittani said.

"I remember the food being really good too, Daniel and I were both so well looked after and knowing we were sorted for those five days was great," she said.

The refurbishment also includes a new lounge area for parents and visitors to enjoy plus a parenting education room. The dedicated space will help parents learn new skills like bathing their baby for the first time.

The \$1.5 million makeover follows the refurbishment of the hospital's birthing suites just four years ago.







## Luxury *babymoon* to pamper expectant mums

Frances Perry House is helping to make a woman's pregnancy journey even more memorable with the launch of its luxurious *babymoon* package.

Expectant mums and their partners can be treated to a five-star hotel stay in a king room at Melbourne's Grand Hyatt with breakfast for two and parking included.

Once settled in their room the pampering really begins, with a professional hair and makeup session followed by a one hour photo shoot with Mishka Photography.

Frances Perry House Chief Executive Officer Shaune Gillespie said he was thrilled to expand the hospital's suite of high-end maternity services.

"We are so excited to offer this fantastic *babymoon* to the mums who will be giving birth at Frances Perry House," Mr Gillespie said.

"Becoming a parent is such an exhilarating time and our *babymoon* is designed to help expectant mums relax, enjoy some pampering and connect with their partners ahead of the birth."

Melbourne couple Jacqueline and Simon Fitzpatrick are expecting twin boys in March and said they were looking forward to their *babymoon* experience.

"We've had such a busy few months buying a new car and making more space for these boys so I can't wait to just relax and enjoy some peace and quiet with Simon at the Grand Hyatt," Jacqui said.

"I think this program is such a great idea particularly in the midst of the pandemic because

I know so many mums and families wouldn't be comfortable trying to plan a getaway interstate. We've had to plan and cancel a *babymoon* three times so when we heard about the Frances Perry House *babymoon* I knew it was something we wanted to pursue.

"Once you enter your third trimester your options can be limited and this way I can just relax at the Grand Hyatt without worrying about medical clearance or getting on an aeroplane," she said.

It's been a great start to 2021 for Frances Perry House with the opening of its dedicated Maternity Care Centre in early February.

Designed to support women during their pregnancy, birth and postnatal journeys, it features the Know My Midwife program, antenatal care and breastfeeding advice.

Expectant mums registered to deliver their baby at Frances Perry House can access the *babymoon* package for \$899.

They can also take up the additional offer of a discounted newborn session once their little one arrives, and will receive 10 beautifully edited images with Mishka photography.

To book, or for more information email [hello.frp@ramsayhealth.com.au](mailto:hello.frp@ramsayhealth.com.au)

## North Shore Private trials 'Text Tips' for Dads

New fathers can receive free text messages offering support, practical tips and information as part of a new trial being carried out at North Shore Private Hospital.



*SMS4Dads* is a free text-based service helping fathers understand what to expect during this new stage of their lives.

The program also checks in on psychosocial health and refers fathers who may be at higher risk of suffering from perinatal anxiety or depression to support services, including Perinatal Anxiety and Depression Australia (PANDA).

Head of Obstetrics and Gynaecology at North Shore Private Hospital, Dr Michael van der Griend, said *SMS4Dads* was an innovative way to reach men who may be struggling.

"We know that 1 in 20 fathers suffer from anxiety and depression in the antenatal period and this number increases to 1 in 10 after the baby is born," Dr van der Griend said.

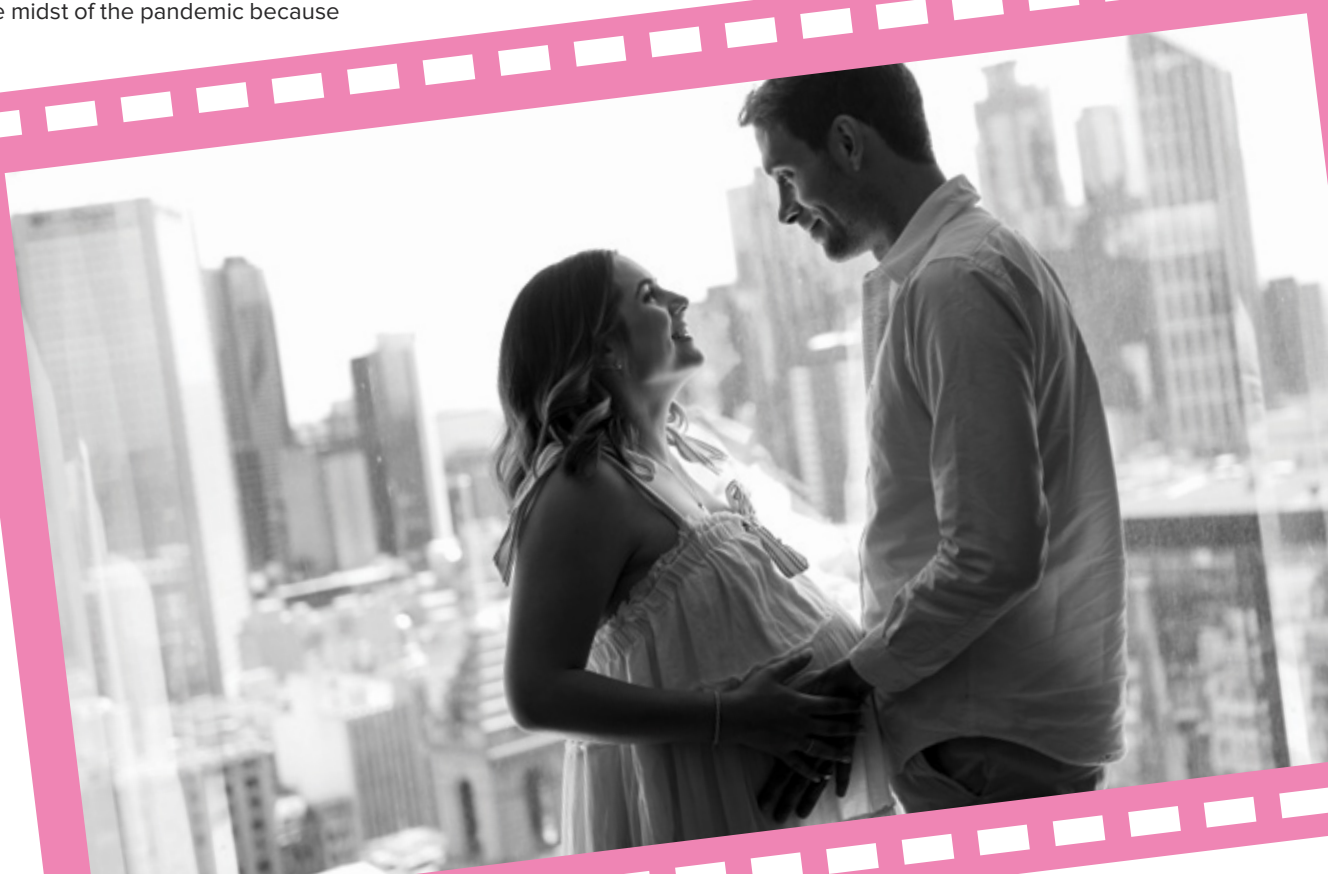
"There is ample evidence that men are reluctant to engage with the health system and since paternal depression is a driver of poorer health outcomes for themselves, their child and their family, this project seeks to find new ways to overcome perinatal health barriers."

*SMS4Dads* is part of NSW Health's Focus on New Fathers program which is being rolled out at sites in Northern Sydney, Murrumbidgee, Western Sydney and Northern New South Wales. The pilot is being delivered by the University of Newcastle and will run over the next year.

Dr van der Griend said the project is a unique opportunity for private and public health systems to work collaboratively to help improve the complex area of father perinatal healthcare.

Expectant fathers over the age of 18 can enrol in *SMS4Dads* if their partner is at least 16 weeks pregnant or their baby is less than 6 months old.

Participants simply scan a QR code and answer some questions, and they will then receive approximately three text messages a week that align with their baby's gestational or birth age right through until the child turns one.





# Movements and Appointments

## DR ROBERT HERKES

has been appointed as the Chief Medical Officer for Ramsay Health Care Australia, commencing on 6 April 2021. Dr Herkes is a highly respected and accomplished senior clinician with notable medical expertise and experience, including serving as Chief Medical Officer for the Australian Commission on Safety and Quality in Health Care and as Director of Intensive Care at both the Royal Prince Alfred Hospital and Strathfield Private Hospital. Having worked clinically in both public and private hospitals, as well as contributing to national committees in jurisdictional and Commonwealth roles, Dr Herkes has a broad understanding of the Australian health care sector. He is committed to the improvement of health care from an organisational level to individual patient treatment and safety. Dr Herkes, who completed his Bachelor of Medicine and Bachelor of Surgery at the University of Sydney, is driven to improve the delivery of health care to ensure it is evidence based, effective and efficient.

## LEAH GABOLINSKY

has been appointed to the role of Chief Transformation Officer, based in Ramsay's global office. Leah has more than 20 years of leadership experience in private sector and government contracting, as well as in delivering operational and transformational management services across multiple industries including health, education, housing, defence and immigration. She joined Ramsay Health Care in 2018 as CEO of facilities in the Newcastle region and over the past three years has successfully led Lake Macquarie and Warners Bay Private Hospitals. Prior to joining Ramsay, Leah held senior executive roles at Broadspectrum and Transfield Services. Leah will bring her diverse experience across many industries leading change and large projects as well as operational health care to her new role, leading our group transformation office to track and manage the delivery of our 2030 strategic priorities.

## CAREN SCHADEL

joined Ramsay Health Care's Australian executive team on 6 April 2021 as Chief People Officer Australia. Caren is an accomplished executive with both global and listed company experience in the human resources field. Caren has extensive experience in transformation, mergers and acquisitions, and organisation capability-building across a diverse range of sectors, namely in the technology, telecommunications, support services, construction and real estate industries. In her career, she has had responsibility for people functions in a range of companies ranging from mid-size to 45,000 employees. Caren has developed an admirable reputation as a strong HR leader and team builder who thinks strategically and effectively manages challenges.

## LENA CARUSO

has joined the Ramsay Hospital Research Foundation (RHRF) as the Operations Manager, assuming responsibility for the day-to-day management of the foundation, with particular focus on the research grant funding pathways and the development of research grants that meet the core objectives of the foundation. Lena has extensive experience in the establishment of research grants and management of research within the academic and health care sectors. She has previously held roles within the University of New South Wales, including the Deputy Director of the Graduate Research School, the Research Partnerships Office as well as the inaugural Program Director of the Translational Cancer Research Network.

## DAVID CROWE

has been appointed to the new role of Corporate Development Executive. This is an exciting position which has been created as part of Ramsay's commitment to developing the potential of our future executive leaders. It is designed to be a practical and experiential role which will build upon David's existing skillset to help take our company forward in what is undoubtedly a rapidly evolving health care industry. David commenced in this new role in March 2021, based in our Australian head office in Sydney. The position involves building on his knowledge and experience in the areas of clinical quality, Ramsay's expanding out-of-hospitals stream, and financial aspects such as the management of assets and capital expenditures. David is the former CEO of Wollongong, Lawrence Hargrave and Figtree Private Hospitals.

## SCOTT DACZKO

has been appointed as Director of Clinical Services (DCS), Warners Bay Private Hospital. Scott has more than 20 years' experience in leadership roles across both the public and private sector. For the past two years Scott has been the DCS/CEO of St John of God Geraldton Private Hospital and prior to that was the Director of Nursing for St John of God Hawksbury. Scott has also held various leadership roles at Westmead and Nepean Hospitals, has a post graduate certificate in emergency medicine and also holds a masters degree in hospital management. Scott has extensive knowledge of both the public and private health care environments including all aspects of leading and managing a health care facility with a strong focus on clinical governance and patient care.

## ANNIE DEAN

has been appointed to the Director of Clinical Services role at Nowra Private Hospital. Annie has previously acted in the Director of Clinical Services role at Southern Highlands Private and has a wealth of clinical experience working as a senior manager for the past seven years at Southern Highlands Private leading both the Recovery/Day

Surgery Teams and more recently as the Peri-Operative Manager. Annie is a dynamic leader who is able to inspire teams in the delivery of safe, high quality care. Annie is keen to focus on continuing to build and support a positive team environment and ensure the delivery of ongoing education and development opportunities.

## DANIELLE LEVIS

has been appointed to the role of Director of Clinical Services at North Shore Private Hospital. Danielle joins Ramsay Health Care with a wealth of experience, having performed senior hospital executive roles for the last 10 years. Danielle was most recently the Director of Nursing at Sydney Private Hospital. Prior to this, she was the Director of Nursing and Midwifery at Blacktown Mt Druitt Hospital for several years. She has also performed the role of Acting General Manager at Blacktown Mt Druitt Hospital and Acting Executive Director of Nursing and Midwifery and Clinical Governance across Western Sydney Local Health District.

## KIERON MARTIN

has been appointed as CEO of Victoria's at North Metro hospital network, comprised of Donvale Rehabilitation Hospital, Warringal Private Hospital, and the Victorian Day Procedure Centre. Kieron has more than 20 years' experience in health care leadership roles across both the public and private sector. His most recent appointment was as the Group Supply and Procurement Executive Manager at Healthe Care. Prior to this, Kieron was the CEO of Hobsons Healthcare (Altona and Werribee), the CEO of Mulgrave Private Hospital and the General Manager at John Faulkner Private Hospital. Kieron has enjoyed a highly successful career driving business growth and improvement, successful patient experience strategies, hospital redevelopments and expansions, and the fostering of key relationships with doctors and staff.

## STEVEN RAJCANY

has been appointed to the role of CEO at Wollongong Private Hospital, Lawrence Hargrave Private Hospital and Figtree Private Hospital. Steven is a very experienced and highly capable leader in the health care sector who lives locally with his family in the Illawarra. He has been a hospital CEO for 13 years with previous experience leading facilities in NSW and Queensland, namely Kareena Private Hospital, Kingsway Day Surgery, Lawrence Hargrave Private Hospital, Dudley Private Hospital, Cairns Private Hospital, The Cairns Clinic and Cairns Day Surgery.

## MATHIVANAN SAKTHIVEL

has been appointed to the position of CEO Kareena Private Hospital and Kingsway Day Surgery. Mathi has a diverse health care career and joins Ramsay Health Care from his current role of General Manager Goulburn Base Hospital and Goulburn Community Health Services. After originally training as a physiotherapist, Mathi has gone on to complete further studies including a Graduate Certificate in Health Science from University of Sydney and Masters of Health Administration from UNSW. In addition to his role at Goulburn Base Hospital, Mathi's previous experience includes Manager of the Medical Training and Administration Unit at Royal Prince Alfred Hospital, and Director of Breast screen South East Sydney LHD. Mathi's success in previous roles has been centred on a strong focus on teams and building good working relationships with doctors, staff and external stakeholders.

## RUTH THOMPSON

has been appointed to the role of Director of Clinical Services (DCS) at Nambour Selangor Private Hospital. Ruth has most recently held the position of Quality and Support Manager at Greenslopes Private Hospital. She has also had the opportunity to work within Head Office through a secondment with the National Clinical Governance Unit as the National Clinical Quality Manager. Ruth has also held various DCS roles within the private sector, as well as working as a DCS/Hospital Manager in an independent private hospital in Oxfordshire, UK.

## AUSTIN WILLS

has been appointed as State Manager – Victoria, after more than 17 years of working in the health industry in both finance and executive management roles. Austin joined Ramsay Health Care in 2012 as the Finance Manager at Westmead Private Hospital and most recently has held the role of CEO at both Warringal Private Hospital and Donvale Rehabilitation Hospital. Austin has a strong record of developing and executing strategy, business development and growth. His leadership style has allowed him to build positive relationships with staff, doctors, peers and external stakeholders. Importantly Austin is a proponent and role model of The Ramsay Way.

## CAROLINE WILSON

has been appointed as the Director of Clinical Services at Wollongong Private Hospital. Caroline has most recently held the position of Director of Clinical Services at Nowra Private Hospital, which involved helping to see the hospital through its latest expansion of clinical services earlier this year. As part of this expansion, Caroline has successfully implemented key clinical and quality safety systems aligned with the changing clinical profile of the facility. Caroline has a strong clinical background including postgraduate qualifications in critical care and recent cardiothoracic experience as the Clinical Charge Nurse at the Edinburgh Royal Infirmary in Scotland. Caroline is also currently undertaking an MBA.



## Ramsay staff supported with paid leave for stillbirth

**Ramsay Health Care Australia has formalised its long-standing support for employees who experience the heartbreak of stillbirth, by signing up to a national register which promises to provide them with paid parental leave.**

Ramsay Australia is among 58 business to sign up to Stillbirth Foundation Australia's corporate registry - covering almost one million employees with paid leave if they experience stillbirth.

Stillbirth is the loss of a baby from 20 weeks gestation, and six babies a day are stillborn in Australia.

Group Chief People Officer, Colleen Harris, said Ramsay Australia had long offered paid parental leave to employees who experience stillbirth, and signed up to the national register in December 2020 to formalise its policy as 'best practice'.

"Our philosophy of *People Caring for People* underpins everything we do at Ramsay Health Care. For many years, Ramsay has supported our employees by providing full paid parental leave entitlements to those who are tragically impacted by stillbirth," Ms Harris said.

"Our employees are also supported through access to free and confidential counselling."

The Federal Government recently legislated equal unpaid parental leave entitlements for families of stillborn babies, however Ramsay now joins other major Australian employers to lead the way for paid parental leave quality.

Stillbirth Foundation Australia CEO, Leigh Brezler, congratulated the 58 organisations for ensuring their leave policies were 'best practice'.

"This is a great step in the right direction, we congratulate these organisations that are leading the way in recognising the impact stillbirth has on families and ensuring their workplace policies are best practice," Ms Brezler said. 🌸







# Ron's 'great shave' at Cairns Private Hospital raises money for blood cancer research

The foyer of Cairns Private Hospital has been filled with clippers, hair dye, TV cameras and a cake stall to support a much loved, cheeky patient who was raising funds to help find a cure for blood cancer.

Ron Sneddon said goodbye to his long locks and full-length beard, and raised more than \$3,000 for the Leukaemia Foundation's World's Greatest Shave.

Since 2016, Ron has been a regular at Cairns Private Hospital, where he's being treated for a type of blood cancer called myeloma. But his selfless decision to be part of the Greatest Shave was all about raising money for other cancer patients.

"I might be going through treatment but I've got all this excessive hair and there's a lot of people out there who need a hand. What's the point in living if you can't help people," Ron said.

Ron's oncology team, led by registered nurse Tahlia Runge, were there to cheer him on and joined in the fundraising fun by colouring their hair for the World's Greatest Shave.

"Ron is one of the most positive people I have ever met, he is a complete joker and when I teased him about how badly he needed to shave we came up with the idea of doing it for a reason. He has the biggest heart of gold and is just so excited at being able to help someone else," Tahlia said.

Ron's great shave has so far raised \$2,888.79 plus another \$400 was generated from a cake stall run by the oncology team in the Cairns Private Hospital foyer. ■■

## Waverley Private helping cancer patients to 'Look Good Feel Better'

Waverley Private Hospital has relaunched the Look Good Feel Better program for patients experiencing side effects from cancer treatment, after the initiative was temporarily paused due to the pandemic.

Look Good Feel Better (LGFB) is a free national community service program which is run by the Cancer Patients Foundation. Volunteers teach attendees how to manage the ap-pearance-related side-effects caused by their treatment - helping them to face their cancer with confidence.

Waverley Private Chief Executive Officer Maree Mendola said the LGFB program had been operating at the hospital since 2019 but had to cease during the height of the COVID-19 pandemic.

"We are so pleased to be able to offer our patients face to face workshops again here at Waverley Private and it's been wonderful to see the Look Good Feel Better volunteers back on site teaching their program," Ms Mendola said.

"The Look Good Feel Better program is such an important service and has helped more than 150,000 men, women and teens since it began in Australia 30 years ago."

The LGFB volunteers discuss common side effects of cancer treatment such as skin dry-ness and sun sensitivity as well as make up tips to help correct and conceal redness, sal-lowness, pigmentation and dark circles. They also teach techniques for drawing on eye-brows and offer advice on headwear, such as scarves and wigs.

"We're very grateful to have the LGFB volunteers back at Waverley because they also form such a good support network for our patients going through cancer treatment," Ms Men-dola said.

For more information on the Look Good Feel Better program at Waverley Private Hospital head to: <https://www.waverleyprivate.com.au/Our-Services/Cancer-Care/Treatments> ■■



## Baringa Private Hospital recognises long-term employees

Baringa Private Hospital has held a special afternoon tea to thank some of its longest-serving staff who joined the facility soon after it opened in 1978.

The hospital's CEO, Elizabeth Ruthnam, said the gathering on 9 April was a proud moment.

"It's such an honour to be able to recognise the many, many years of service these wonderful people have given to our hospital. They truly are the backbone of the place and are almost like family," Ms Ruthnam said.

When Baringa Private Hospital opened in 1978, it was the first Ramsay Health Care hospital to be established outside Sydney. ■■

## Consumer meetings shape patient experience at Attadale Rehabilitation Hospital

Patient Experience Week, which runs from April 26 to 30, is an opportunity to celebrate people who help shape the patient experience in WA hospitals.

Patient feedback has become increasingly important for improving patient experience, particularly as the WA health care system becomes more patient-centred.

Attadale Rehabilitation Hospital's Chief Executive Officer, Leonie Gardiner, said patient-centred care encourages patients to participate in their own treatment pathways.



"Patient-centred care involves patients asking questions and making decisions about their healthcare," Ms Gardiner said.

"It promotes respect for individual preferences and diversity."

In an effort to encourage patient feedback to improve health outcomes, Ms Gardiner holds a consumer group meeting once a month at Attadale Rehabilitation Hospital.

"We invite patients to talk to our executive team about what we do well and ways we can improve," Ms Gardiner said.

"We also ask patients if they feel involved in their health care."

"These patient feedback meetings have been invaluable for seeing our hospital from a consumer's perspective, and making changes to improve patient experience," Ms Gardiner said.

"We are very grateful to our patients who take time out of their day to help us ensure patients receive the best possible care for optimal health outcomes."

For more information about the consumer meetings call 9330 1000 or to provide feedback visit <https://www.attadalerehabilitation.com.au/About-Us/Contact-Us> ■■



# Paul Ramsay Foundation named Australia's most charitable donor in record year of giving

The Paul Ramsay Foundation has once again topped the *Philanthropy 50 List*, which charts Australia's biggest private givers.



The *Australian Financial Review*, which publishes the list each year, has revealed the total amount donated by the nation's biggest givers had doubled in five years, setting a new record.

\$964 million was handed out in 2019-20, up 29 per cent on the previous year, despite the impacts of the COVID-19 pandemic and bushfire emergencies in 2020.

Australia's biggest giver, the Paul Ramsay Foundation, donated \$169 million. The Foundation has a mission to break cycles of disadvantage in Australia and fund projects which will enable lasting change.

According to the *Australian Financial Review*, the Philanthropy 50 List was compiled according to the amounts "given to end recipients, mainly charities, in the 2019-20 financial year, by Australian individuals, families and bequests, both directly and through foundations. It does not include donations to foundations, anonymous gifts or corporate giving."

Ramsay Health Care is proud of its strong ties to the Paul Ramsay Foundation, which was established with a bequest of more than \$3 billion from its founder, Paul Ramsay. ■■



## Resilience as the key to disaster recovery: Paul Ramsay Foundation

**Australians would be forgiven for feeling battered from the stream of disasters which have torn through the country over recent months and years. While COVID-19 has affected all of us in different ways, many Australians have also had to deal with ferocious bushfires, cyclones, flooding and drought.**

These disasters often hit communities which are already vulnerable, taking a heavier toll by entrenching existing disadvantage and compounding existing stresses and trauma. Apart from immediate risk to property and life, it is clear that disasters often carry significant health impacts into the future, as evidenced by the Beyond Bushfires report released recently by the University of Melbourne which centred on the experience of Victorians affected by the Black Saturday bushfires over 10 years. This work showed clear evidence that exposure to the bushfires increased the risk of experiencing a mental illness.

The 2020 Royal Commission into Natural Disaster Arrangements examined how Australia is prepared and coordinated to respond to bushfires, with over 1,770 submissions from communities and government agencies. The final report contained a range of recommendations, including strong advocacy for the need to build disaster-resilient communities, but with no additional guidance on how to best achieve these locally-led approaches or how to support families and individuals with acute vulnerabilities.

The Paul Ramsay Foundation recognises that we must do better as a nation to support communities by building resilience before disaster hits. There is clear evidence that strong community ties, social capital and local leadership enables greater resilience which eases the recovery process and also builds capacity for positive transformational change to emerge.

Working with its partners in research, the not-for-profit sector and communities, the Paul Ramsay Foundation is committed to driving the national conversation on this critical future-proofing work and supporting efforts to build greater resilience. Strengthening communities begins before disaster hits and continues long after.

As part of this focus, the Paul Ramsay Foundation has partnered with The Conversation to launch a series of data-driven stories and translation of existing research to identify how natural disasters act as disruptors to cycles of disadvantage, both negatively compounding the issues and positively as creating moments for transformative recovery.

The Paul Ramsay Foundation believes that openly sharing information in the public interest can increase its value and amplify the impact of its application across sectors, communities and organisations. With this in mind, it was one of the first to release a real-time map of the entire burnt area of the Black Summer bushfires through an open data portal, including both active fire zones and previous damage.

The Paul Ramsay Foundation is committed to helping build the long-term frameworks for recovery, recognising this process is particularly difficult for communities which are already doing it tough. It also stands with those who are providing emergency relief and rebuilding on the ground, setting aside \$30 million to support both immediate and longer-term efforts in regional communities devastated by the bushfires, and \$3 million to assist the Red Cross during the floods in NSW and Queensland.

The Paul Ramsay Foundation is an 18 per cent shareholder of Ramsay Health Care, which means almost a fifth of the profits paid to Ramsay Health Care shareholders by way of dividend are directed back into charitable causes funded by the Foundation. ■■