

The Ramsay Way

Ramsay Health Care Corporate Newsletter



From city to outback: Ramsay fights COVID-19 on the frontline

COVID-19

Ramsay Health Care has played a significant and wide-ranging role in assisting with Australia's COVID-19 response during the Delta outbreak.

Staff have supported the nation's mass vaccination effort, while also caring for COVID-positive patients.

Registered nurse Elise Jenkins was one of more than 400 Ramsay health workers who stepped forward to assist with the COVID-19 response in New South Wales.

When Elise – who usually works at Westmead Private Hospital – put up her hand to help, she was asked to travel to the tiny outback town of Bourke, 800 kilometres north-west of Sydney.

"I wanted to help out where it was needed but I didn't expect to be redeployed here," Elise said.

"I was originally going to Wilcannia but two days before I was due to leave they said: 'Can you go to Bourke instead?', and I said 'sure!'"

"The work here has been so varied. I've been in the COVID ward, acute care, the Emergency Department and assisting with aged care."

"That's rural nursing – you do everything – and you definitely get a chance to put all your skills to the test."

"It's challenging and very rewarding. Working in the COVID ward has certainly been eye opening, seeing first-hand the effect this disease has on people."

"The community is just grateful for all the nurses and health care workers here doing their best to manage this situation and the local staff are awesome people, so welcoming and hard-working."

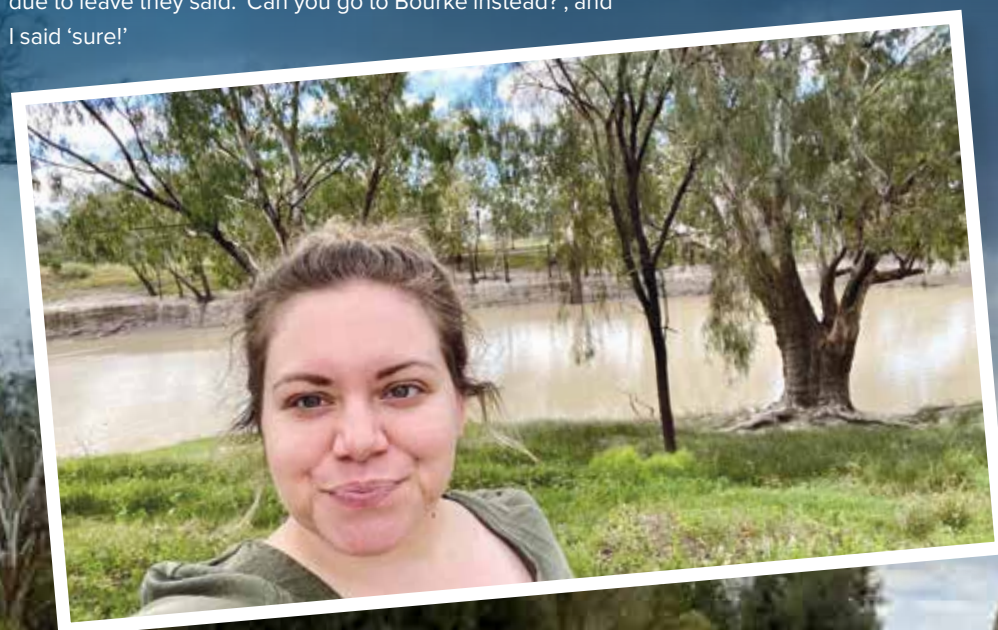
"I'd encourage anyone who can to volunteer to support our colleagues in regional NSW."

Ramsay Health Care Australia CEO, Carmel Monaghan, said she was proud of Ramsay's employees, including Elise, for going above and beyond to help protect the community.

"While Ramsay has been significantly impacted by elective surgery restrictions and lockdowns, we have remained committed to assisting with the pandemic response by making our resources and staff available to assist the public health system," Ms Monaghan said.

"Safety has remained Ramsay's top priority, as evidenced the lack of transmission of the virus in our hospitals during the Delta outbreak."

"This has been achieved through considered pandemic management plans including rapid contact tracing, and robust infection prevention and control protocols."



Full coverage of Ramsay's ongoing COVID-19 response

See pages 2 - 6 to find out more

New \$67m Emergency Department opens at Hollywood Private Hospital

See page 11 to find out more



Touring the Hollywood Private Hospital emergency department

MESSAGE FROM THE CEO

When the World Health Organisation declared 2021 the Year of Health and Care Workers, we jumped at the opportunity to highlight the unwavering dedication of our Ramsay employees in Australia. Over the past year, we have profiled dozens of hospital workers, pharmacists and corporate staff – some who have worked here for 30 years and others who have recently joined us during the pandemic. The common theme threaded throughout their stories was a motivation to help others. It's a reaffirmation of what binds us all together: our mission to be people caring for people.

Armed with this philosophy, we embraced all the opportunities and challenges of 2021, including lockdowns and elective surgery suspensions. Our staff stepped up to support the COVID-19 pandemic response by working in vaccination hubs, special health accommodation, public hospitals, aged care facilities and other community health settings (pp2-6). Our role in helping to set up NSW's first mass vaccination centre was recognised with a NSW Premier's Award for the category called "Putting the Customer at the Centre".

In the face of adversity, our people have certainly shown incredible resilience, continuing to deliver excellent health care and find new ways of treating our patients. For instance, Wollongong Private Hospital is now performing cardiothoracic surgery – a first for the region – meaning residents no longer need to travel to Sydney to access this service. And at North Shore Private Hospital, a melon-sized tumour was replaced with a 3D-printed chest implant in a patient who underwent a 23-hour operation. We are also forging ahead with new developments to expand our health care services offering. We have just opened a new development at Hollywood Private Hospital in Perth featuring a state-of-the-art emergency department and three new wards. In Ipswich Queensland where the population is booming, we have not only announced plans to further expand St Andrew's Private Hospital, but we will also shortly commence the building of our newest mental health clinic.

It is pleasing to report that despite the disruptions of COVID-19, we have made meaningful progress on our sustainability strategy (Ramsay Cares) in 2021 as evidenced in our latest Impact Report. In this newsletter, you can read about our solar panel rollout, our e-waste recycling efforts, and our commitment to fighting climate change through the Climate Leaders Coalition. We have also recently reached our goal of replacing 24 million single-use plastic items with sustainable alternatives.

The gradual reopening of borders has recently allowed me to travel to more of our sites and meet with our wonderful teams in South Australia, Western Australia, Queensland and New South Wales. I look forward to catching up with as many of you as possible in the new year.

As we prepare to farewell 2021 and transition to the endemic phase of COVID-19, I want to sincerely thank you for your support throughout the year. I wish you and your loved ones a safe and relaxing festive season and hope 2022 brings you happiness and prosperity.

Warm regards,

Carmel Monaghan
Chief Executive Officer, Ramsay Health Care Australia

COVID-19 NEWS

Ramsay assists Queensland's COVID-19 vaccination program with new Gold Coast clinic

Ramsay Health Care has expanded its support for Queensland's COVID-19 vaccination effort by establishing a new clinic at John Flynn Private Hospital.

The new vaccination site out the front of the hospital at Tugun on the Gold Coast opened in October.

Staff from John Flynn Private Hospital have been helping to administer doses, with capacity to immunise up to 800 people per day.

John Flynn Private Hospital's vaccination clinic was one of two sites announced by the State Government in September to ensure all Gold Coast residents who wish to receive the COVID-19 vaccine can access it. ■■



Dr David Liu gets third booster shot



The COVID-19 Vaccination Centre outside John Flynn Private Hospital is a partnership between Ramsay Health Care and Gold Coast Health.

Ramsay's partnership with NSW Health honoured in NSW Premier's Awards for role in fighting COVID-19 pandemic

Ramsay Health Care is among the winners of a NSW Premier's Award for its role in partnering with Sydney Local Health District to establish the first NSW Health Mass COVID-19 Vaccination Centre in Sydney.

Ramsay partnered with 20 other organisations to assist in setting up the mass vaccination centre under the leadership of the State Health Emergency Operations Centre (SHEOC) and Sydney Local Health District in May 2021.

Sydney Local Health District and the SHEOC operationalised the state's first mass vaccination centre and vaccinated more than 300,000 people in its first two months, assisted by Ramsay nurses and pharmacists.

The NSW Health Mass Vaccination Centre was the winning entry in the "Putting the Customer at the Centre" category of the NSW Premier's Awards. The annual awards celebrate excellence in the delivery of public services to the community.

The Mass Vaccination Centre project "put the customer at the centre to ensure that the experience of every person vaccinated is a positive one to increase the confidence of the community in being vaccinated," according to the NSW Premier's Awards website.

Ramsay Health Care Australia's Chief Nurse, Dr Bernadette Eather, said the initiative was a resounding success due to the hard work and determination of everyone involved.

"When we were initially contacted by NSW Health to partner on the establishment of the mass vaccination centre, we didn't hesitate as we knew the value in protecting our staff and community through high vaccination rates," Dr Eather said.

"Of course we didn't anticipate the Delta outbreak in June, but at that point we had vaccinated over 100,000 people, including hundreds of Ramsay staff."

"I'm exceptionally proud of the way our nurses and staff have stepped up during the pandemic to support NSW Health's response."

Dr Eather was among the Ramsay Health Care employees who volunteered to work at the NSW mass vaccination hubs to help protect the community. ■■

Ramsay Pharmacy hits impressive vaccine milestone

Ramsay Pharmacy has achieved an impressive COVID-19 vaccination target, delivering more than 20,000 vaccines since the rollout began.

By mid-December 2021, more than 20,000 Australians had chosen Ramsay Pharmacists to administer their COVID-19 vaccinations.

Ramsay Pharmacy's CEO, Greg Kennedy, congratulated his team for their tireless work to keep the community safe.

"Our team has really stepped up to play an important role in protecting Australians from COVID-19. We now have 52 pharmacies and 220 pharmacist vaccinators ready and waiting to do vaccinations," Mr Kennedy said.

"Malouf Pharmacies Gympie Southside and Ramsay Pharmacy Coffs Central have administered the most doses overall. Gympie Southside has administered 550 vaccines in the past 20 days, while Greenslopes is leading the booster/third dose campaign," he said.

Ramsay Pharmacists are happy to continue to provide COVID-19 immunisation for the community. To book your appointment, visit www.ramsaypharmacy.com.au/Services/covid-19 ■■

**COVID-19
VACCINES**



The Avenue Hospital nurses help with Victoria's COVID-19 response

Ramsay nurses in Victoria who have been assisting with the state's COVID-19 response said their experience has been positive and enjoyable.

Well over 100 staff members have put up their hands to assist in Melbourne - with 34 staff supporting residential aged care facilities and the remainder helping at other Ramsay hospitals caring for public patients.

Ramsay nurses Sarah Fitzpatrick, Becky Cox and Lizzie Jones from The Avenue Hospital said their most recent experience volunteering on the frontline in aged care has been very positive when compared to earlier times.

"When we were asked to support patients in residential aged care again, we reflected on the chaos, fear and uncertainty which all three of us experienced last year. We'd all been involved in different COVID support services and witnessed some heartbreaking scenes – and although we were more than happy to help this time, we did have some trepidation based on our experience last year," they said.

"Yet this time is different. There is no chaos, PPE is of a high standard and plentiful and the staff are trained and super friendly and helpful."

"The biggest difference though is the residents. They are vaccinated and even if they have COVID, they are generally not symptomatic, and most amazingly they're not as scared. There is less fear and anxiety and there's definitely a wonderful resolve that we've done it tough before - we can do it tough again!"

"Although we never expected to be back in red zones with sore noses and dehydration from wearing PPE, we're so glad to be involved and providing care to those who need it!"

"Things are different, there is hope, we will get through this," they said. ■■



Mt Wilga Private Hospital helps local public hospital tackle COVID-19

Mt Wilga Private Hospital has been supporting the New South Wales COVID-19 pandemic response by caring for public patients who needed to be transferred out from the nearby public hospital.

The Kevin Betts Ward at Mt Wilga Private Hospital was dedicated to public patients so that Hornsby Ku-ring-gai Hospital could focus on responding to challenges arising from COVID-19.

Chief Executive Officer Lorrie Mohsen said she was proud of the Mt Wilga team for making this partnership with NSW Health a great success.

"The collaboration between the private and public teams has been excellent and has allowed us to not only care for patients in need, but also help relieve the burden on our community's public health system at a time when it is needed most," Ms Mohsen said.

"Our Mt Wilga nurses and allied health team have jumped at this opportunity and the feedback I've received is that they're enjoying the opportunity to learn new clinical skills and look after different patient needs."

Hornsby Hospital Acting General Manager Simon Hill thanked the Mt Wilga Private Rehabilitation Hospital team for their collaboration during the pandemic.

"The feedback from patients and families, and the staff involved in the transfer care to Mt Wilga Hospital has been very positive and we greatly appreciate the support that's been provided," Mr Hill said. ■■



Cairns Private Hospital staff celebrate vaccine hub's success

Cairns Private Hospital staff have helped protect thousands of local residents from COVID-19, during a three-week stint volunteering at the Cairns Convention Centre Vaccination Hub.

More than 60 Ramsay Health Care team members, from clinical and non-clinical backgrounds, assisted at the Cairns Hub, administering approximately 6,000 Pfizer vaccinations.

Cairns Private Hospital Chief Executive Officer Ben Tooth said the team displayed wonderful community spirit and professionalism.

"Our Cairns Private Hospital staff didn't hesitate to answer the call to arms to assist at the vaccination hub and worked seamlessly with the Queensland Health team to support this important cause,"

Mr Tooth said.

"It was great to see our Ramsay staff helping at the hub for three weeks, highlighting their commitment to keep the Cairns community safe and protected from COVID-19." ■■

Ramsay Health Care introduces COVID-19 vaccination requirement

Ramsay Health Care has announced all its employees, doctors, students, volunteers, contractors and third parties in Australia need to be vaccinated against COVID-19 in order to attend the workplace.

Australia’s largest private hospital operator made the announcement in line with its commitment to patient and staff safety, coupled with the vast improvement in COVID-19 vaccine access and supply nationally.

Ramsay updated its position on COVID-19 vaccination following a comprehensive risk assessment and analysis, taking into account the safety and efficacy of the vaccines, Work Health and Safety laws, existing public health legislative instruments, health industry guidance, improved accessibility and supply of the vaccines, and patients’ expectations.

- In determining the nationwide requirement for COVID-19 vaccination, Ramsay has noted:
- A high level of confidence in the safety and efficacy of TGA-approved vaccines.
 - Health care workers in both public and private health care settings are at high risk of exposure to COVID-19.
 - The Australian Health Protection Principal Committee (AHPPC) has recommended mandatory vaccinations for all workers in health care settings as a condition of work.
 - The state governments of New South Wales, Victoria, South Australia, Queensland and Western Australia have already issued public health orders requiring workers in health care settings to be vaccinated against COVID-19. This legislation already applies to Ramsay Health Care workers in those relevant states.
 - Previous concerns about COVID-19 supply and access have been addressed across the country.

- Ramsay’s requirement for COVID-19 vaccination will apply to:
- All employees of Ramsay Health Care and all of its subsidiaries in Australia (clinical and non-clinical)
 - All students and volunteers of Ramsay Health Care and all of its subsidiaries in Australia
 - All contractors and third parties, including states without health orders in place (e.g. medical representatives, agency staff and locums, etc.)
 - All franchisees and seconded franchisee staff
 - All visiting medical officers

COVID-19 vaccination must be obtained in line with the following dates:

Qld hospitals and facilities <i>(as per public health order)</i>	15 December 2021:	Full vaccination required
NSW hospitals and facilities <i>(as per public health order)</i>	30 September 2021: 30 November 2021:	First dose Second dose
Vic hospitals and facilities <i>(as per public health order)</i>	29 October 2021: 15 December 2021:	First dose Second dose
SA hospitals and facilities <i>(as per public health order)</i>	1 November 2021: 1 December 2021:	First dose Second dose or appointment booked
WA hospitals and facilities <i>(as per public health order)</i>	1 October 2021: 1 November 2021: 1 December 2021: 1 January 2022:	First dose for Tier 1 Second dose for Tier 1, First dose for most of Tier 2 Second dose for most of Tier 2, First dose for remainder of Tier 2, First dose for Tier 3 Second dose for remainder of Tier 2, Second dose for Tier 3
All corporate employees	30 November 2021: 31 December 2021:	First dose Second dose

Anyone who has a medical contraindication and has provided the appropriate approved evidence will be managed on a case-by-case basis.

Ramsay Health Care Australia CEO, Carmel Monaghan, said the company had a proven track record throughout the pandemic of maintaining safe workplaces for employees and creating safe environments for patients.

“Workplace vaccination has been identified as an additional measure to reduce the risk of transmitting COVID-19 in health care settings. COVID-19 vaccination has been shown to prevent serious illness, hospitalisation and death in infected individuals,” Ms Monaghan said.

Ramsay has been demonstrating its support of the national COVID-19 vaccination program from the outset through providing assistance at various state vaccination hubs and Ramsay pharmacies. The company has also been strongly encouraging its employees to get vaccinated, including providing leave for staff to attend their bookings. ■■



Strathfield Private Hospital's staff work together to get the vaccination job done

Maureen O'Shannessy, CNS at Strathfield Private Hospital, has shared her experience at the Qudos Bank Arena vaccination hub:

“Working outside at QBA you worked in all conditions - fog, wind, rain, sun, cold, sometimes freezing. Long days, 10hrs shifts. Sometimes commencing 0500hrs. Ramsay staff worked hard and were very dedicated. I felt we did Ramsay proud. The star was [Ramsay Chief Nurse] Dr Bernie Eather who came and worked with us at Qudos. We are very proud that Ramsay Health Care allowed us all to come together to get the job done.” ■■



Joondalup COVID clinic staff thanked

When WA Health Minister Roger Cook visited Joondalup Health Campus in August to check out progress on the hospital’s expansion, he took the opportunity to speak with Rebecca Ruddy, Clinical Nurse Coordinator for the JHC COVID-19 testing clinic.

The Minister passed on his thanks to the fantastic team of nurses, collection swabbers, patient care assistants, clinic clerks and security personnel, who at that date had performed more than 56,653 swab tests.

The JHC COVID-19 testing clinic was created in March 2020, and since then it has served the community through lockdowns and restrictions, extending its opening hours at short notice to meet demand and opening on weekends and public holidays. ■■

The Border Cancer Hospital steps up to help public sector battle COVID-19 outbreak

In response to public health needs of the Albury Wodonga community, Albury Wodonga Health (AWH) recently made a formal request to Ramsay Health Care to establish a COVID ward in the east wing of the Border Cancer Hospital.

The 10-bed ward is located on the top floor of the Border Cancer Hospital, operated by Ramsay.

The Border Cancer Hospital CEO, Sheryl Keir, said Ramsay had considered the request, remembering that the number one priority at all times was the safety and wellbeing of patients and health care workers.

“It’s important to support our community’s needs during this outbreak, so with this in mind we agreed to allow AWH to use our facilities,” Ms Keir said.

“This ward has been physically isolated from the remainder of the hospital by Airlocks and there will be no mixing of staff between the two areas,” Ms Keir said.

There was a detailed assessment by engineering consultants of the heating, ventilation and air-conditioning (HVAC) systems against the Victorian Health Building Authority (VHBA) Health Technical Advice and recommendations to minimise the risk of airborne transmission. The recommended modifications to reduce the risk of airborne infection spread were completed.

AWH CEO, Michael Kalimnios, said: “We are thankful to Ramsay for their support in managing this current outbreak, and allowing us the use of their facilities.”

“The ability to have isolation rooms for the management of patients who are suspected or confirmed COVID-19 cases will help protect the health of all patients and staff accessing our health services,” Mr Kalimnios said.

The new arrangement was also intended to minimise the need for local patients to be transferred to Melbourne for treatment.

“Rather than transport patients to Melbourne metro hospitals for specialised care, we will be able to deliver care locally and effectively act as a COVID-streaming hospital for the region,” Mr Kalimnios said.

“Currently we have three isolation rooms available to support COVID positive patients, however these additional beds will mean that we can service the patients locally should they need in-hospital care,” Michael Kalimnios explained.



North Shore Private Hospital helps ease burden on public sector during COVID-19

North Shore Private Hospital has supported NSW Health’s COVID-19 response by facilitating surgical care to Royal Prince Alfred Hospital (RPA) public patients during Sydney’s recent lockdown.

Teams from North Shore Private Hospital cared for approximately 150 public patients from RPA from July to September.

These cases were predominantly people requiring treatment for bone cancer, as well as some patients who experienced orthopaedic trauma and women who gave birth via caesarean sections.

North Shore Private Hospital allocated sessions in its operating theatres to allow these public patients to undergo surgery, with some of those people requiring intensive care post-operatively.

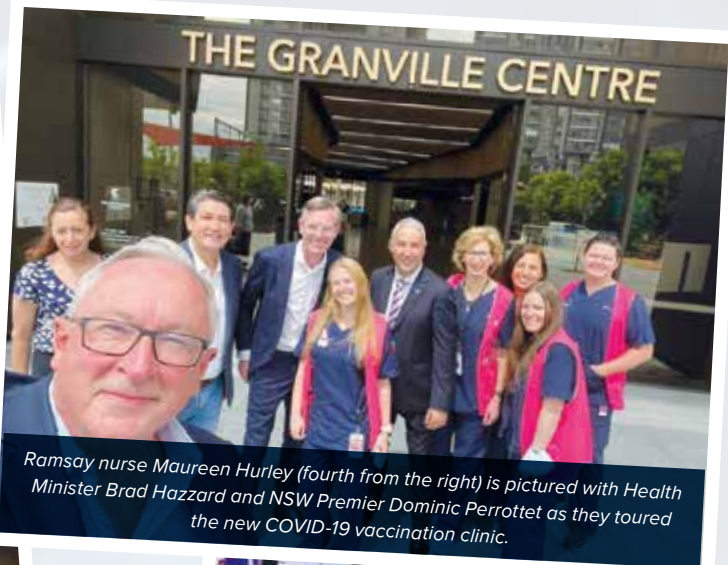
Orthopaedic surgeon Dr Richard Boyle said: “The sarcoma unit from RPAH has once again been able to continue providing urgent and necessary surgical care to our patients, thanks to the collaborative care agreement between NSP [North Shore Private] and SLHD [Sydney Local Health District].”

“Many patients from right across the state have benefitted during this time, and it is thanks to the efforts of the management and staff across both campuses,” Dr Boyle said.

North Shore Private Hospital CEO Richard Ryan said several of the sarcoma (bone cancer) cases were complex and praised his staff and doctors for the care and support provided to these patients.

“Throughout the pandemic, we have been consistently focused on caring for our community, while implementing strategies to keep our people safe at all times,” Mr Ryan said.

“We are proud to have played a significant role in relieving some of the pressure from our colleagues in the public sector. The past year and a half has certainly shown the value of having robust private and public health systems that work cohesively together.”



Ramsay staff deploy along Australia’s east coast to battle COVID-19

More than 700 Ramsay Health Care workers from around Australia have been re-deployed to assist with the national COVID-19 response.

In New South Wales, Ramsay staff have assisted in a variety of ways including at special health accommodation, vaccination centres, public hospitals and community health settings.

Ramsay staff helped to administer more than 360,000 COVID-19 vaccinations at Sydney’s Qudos Bank Arena Vaccination Centre, which was a mainstay in New South Wales’ vaccination success. Ramsay is also proud to be supporting a new vaccination clinic operated by Western Sydney Local Health District at The Granville Centre.

Almost 50 nurses from 12 Ramsay NSW hospitals travelled to remote and regional locations including Bourke, Broken Hill, Wilcannia, Bathurst, Dubbo and Narromine to assist with local COVID-19 response efforts.

The Australian Government also requested that Ramsay help manage outbreaks in NSW residential aged care facilities. In the Illawarra region, Ramsay’s Lawrence Hargrave Private Hospital recently enacted its pandemic management plan and transformed the facility into a safe COVID ward for incoming patients from a local residential aged care facility. Ramsay also established Rapid Stabilisation Teams to provide assessment and support for outbreaks in residential aged care settings.

In Queensland, Ramsay has supported the State Government’s vaccination hub efforts in Cairns, on the Sunshine Coast and on the Gold Coast. In total, more than 200 staff have been deployed into these centres.

During the Delta outbreak, Ramsay staff have been deployed to fill dozen of shifts across multiple hospitals and residential aged care facilities in Victoria. The state’s Ramsay hospitals have also admitted hundreds of public patients in a variety of areas including cardiology, general surgery, urology and obstetrics.



Dr Kirby White, who has assisted at Warringal Private Hospital for the past two years, co-founded *Gowns for Doctors*, creating gowns that can be washed and reused by frontline workers during the height of the COVID-19 pandemic.

She joins five other women in science, including the co-founder of the AstraZeneca vaccine, to be honoured in Mattel's 'role model' series.

"When I saw the line-up of other Barbie recipients, that was the most breathtaking moment for me. These are truly amazing women who have achieved great things that have made a huge difference to the world so to feel like I was among them was just amazing," Dr White said.

"Looking at this doll, she looks exactly like me. She's wearing my gown, she's doing my job. It really took me back to a moment in my clinic and it just blew me away.

"Mattel's current project is about women in STEM and as a child I loved science, I walked that journey and I thought this was a wonderful opportunity for me to inspire other young women and girls to follow a career in science," she said.

Dr White co-founded *Gowns for Doctors* after struggling to order PPE for her own GP clinic in Bendigo. The gowns and their patterns are now in demand across the world.

"We had only just opened our clinic and we didn't have any stockpiles. So I had the idea with my business partner to come up with reusable gowns. Suddenly everyone was screaming for PPE and we thought why not make some more. Now our gowns are all over Australia, from Tasmania to Queensland and we've had requests for our patterns



New Barbie doll modelled on Warringal Private Hospital doctor



A Warringal Private Hospital surgical assistant is among six women from around the world to be honoured for their work by having Barbie dolls modelled on them.

in Canada and the United States so we're helping them to create *Gowns for Doctors* in their own communities," Dr White said.

"I'm certainly no seamstress and this project was achievable primarily due to our amazing volunteers in Bendigo. We had 100 local sewers who rose to the challenge of cutting our pattern and sewing the gowns together. They were even putting their own little tags on them, like 'made with love' or 'made by Karen', it was really special to experience," she said.

The other women honoured in the Barbie role model series include:

- **Sarah Gilbert**, a professor of vaccinology at Oxford University and co-developer of the AstraZeneca vaccine;
- **Chika Stacy Oriuwa**, a Canadian psychiatry resident who has advocated against systemic racism in healthcare;
- **Jaqueline Goes de Jesus**, a Brazilian biomedical researcher who led the sequencing of the genome of a COVID-19 variant in Brazil;
- **Amy O'Sullivan**, an emergency room nurse who treated the first COVID-19 patient in Brooklyn at the Wyckoff Heights Medical Centre; and
- **Audrey Sue Cruz**, a frontline worker from Las Vegas who worked with other Asian American physicians to fight anti-Asian hate during the pandemic.

Mattel's Senior Vice President and Global Head of Barbie & Dolls, Lisa McKnight, said Barbie recognises that all frontline workers have made tremendous sacrifices when confronting the pandemic.

"To shine a light on their efforts, we are sharing their stories and leveraging Barbie's platform to inspire the next generation to take after these heroes and give back. Our hope is to nurture and ignite the imaginations of children playing out their own storyline as heroes,"

Ms McKnight said.

When asked what Dr White will be doing with her Dr Kirby Barbie, she laughed when noting it was currently on top of her fridge waiting for her two year old daughter to play with her.

"I'll be back at Warringal Private in two weeks so I'll make sure I bring her along so my colleagues can see her and take a photo if they want. We've had a lot of struggles and it's been really challenging in the healthcare sector so for this to bring about some joy is really lovely," Dr White said.

People can donate to *Gowns for Doctors* by heading to www.gownsfordocors.com.au or <https://gofund.me/3c9ff76e>.



Health care hero joins Peninsula Private after battling New York's COVID-19 pandemic



A cardiologist who fought on the frontline during the peak of New York's COVID-19 pandemic has become the latest member of Peninsula Private Hospital's cardiac team.

Dr Mariusz Wolbinski was based at New York's Presbyterian Hospital - Columbia University Medical Centre from 2018 until late 2020, and was one of the first doctors to contract COVID-19 himself, before the pandemic peaked.

He said by the time he recovered from the disease and returned to work in April 2020, the situation rapidly escalated.

"New York Presbyterian Hospital spans a number of blocks and is huge, think of it like a town, and the whole place became an Intensive Care Unit. Operating theatres were converted into ICUs dedicated to COVID patients, the Emergency Department had a palliative section made up for patients deemed too sick or frail to survive, and the instant someone died or got better, their spot was taken up immediately with another patient," Dr Wolbinski recalled.

"What was amazing to witness was there was this

incredible sense of community to come out of it though. Hotels were providing free accommodation for medical staff who were coming into town to help, and a lot of restaurants were providing free food for people working at the hospital.

"I remember clearly every day at 7pm on the dot, the whole of New York clapped or made noise for about five minutes. It was truly amazing because there was no-one on the streets, but elderly people would be banging pots from their windows or people in their cars would blast their horns. It was supposed to be in support of essential workers but I think it was far bigger than that - it was about isolated people reconnecting with each other," Dr Wolbinski said.

That sense of community has once again touched Dr Wolbinski's heart when he joined the team of interventional cardiologists at Peninsula Heart Centre, located at

Peninsula Private Hospital. Opened in 2000, the Peninsula Heart Centre provides state-of-the-art heart care on the Mornington Peninsula, negating the need for locals to travel to Melbourne for treatment.

Dr Wolbinski said he enjoys working at Peninsula Private Hospital with its full suite of cardiac services, and being able to offer new treatment options to the local community.

"I really like it here, my colleagues and the staff within the hospital are so nice. In New York, given the institution's massive size it felt a little like I was working in a factory. But Peninsula Private Hospital really has that personal, community feel while at the same time a world class level of cardiac services and technology is available. In my experience those things aren't usually able to go hand in hand, so to have that possible here is really special."

Ramsay Health Care launches global sustainability goals and Impact Report



Ramsay Health Care has announced 20 ambitious global targets to drive its global sustainability program known as *Ramsay Cares*.

Ramsay Health Care Managing Director and CEO Craig McNally said the new goals would underpin the company's long-term commitment to the wellbeing of its people, communities and the planet.

"There is no escaping that, in environmental terms, the health sector has a large carbon footprint because of its energy use and medical waste. But that also makes us a key part of the solution," Mr McNally said.

"Ramsay already has numerous sustainability projects underway, including a solar rollout, cutting single-use plastic and training our people in mental health support. This strategy will ensure we keep our eyes on the horizon."

Ramsay Australia CEO, Carmel Monaghan, said the *Ramsay Cares* sustainability strategy sets out a clear roadmap for how the business will grow responsibly into the future.

"As an Australian company, we recognise that we carry an enormous social responsibility to deliver accessible health care, jobs and economic growth to the communities in which we operate."

"At the centre of our success is the knowledge that our staff and our doctors are our greatest asset, which is why we invest so much time in the professional development and education of our people."

"We're also proud to be making significant inroads in reducing greenhouse gas emissions, identifying ways to remove single-use plastics across our network, and installing solar energy in our hospitals."

The *Ramsay Cares* strategy focuses on three pillars: caring for our people, caring for our planet and caring for our communities.

It has been released alongside Ramsay's 2021 Global Impact Report, which demonstrates the company's sustainability commitment in action across its facilities in Australia, the UK, Europe and Asia.

Ms Monaghan said it was important for the organisation to play a leading role in reducing its impact on the environment and advancing health outcomes for the community.

"This Impact Report shows how we are doing that across Ramsay Australia – via installing solar panels and energy-efficient lighting at our hospitals, substituting plastic water bottles for reusable jugs, and replacing more than 20 million single-use plastic items with environmentally-friendly alternatives."

"Through our research culture, we're actively shaping the future of health care and helping to identify new therapies to improve patient outcomes. We're currently participating in more than 1000 clinical trials and research projects in Australia."

Ms Monaghan said the benefit of growing sustainably is that Ramsay can continue to deliver quality health care, not only now but for generations into the future. ■

FIND OUT MORE HERE:
ramsayhealth.com/RamsayCares

caring
for our
people



caring
for our
planet



caring
for our
community



Ramsay IT recycles ‘a zoo load’ of E-waste

Ramsay Health Care has reached an impressive recycling milestone - saving the weight-equivalent of two hippopotamuses or four giraffes worth of e-waste from ending up in landfill.



In the 2021 financial year, 7.8 tonnes of e-waste was recycled, including items such as PCs, monitors, printers, power supplies and network equipment.

Ramsay IT Project Manager Frank Lin said it was a fantastic achievement by the national IT team.

“As part of Ramsay’s ongoing commitment to ‘caring for our planet’ the IT team has made wonderful progress in stopping our e-waste ending up in landfill or incineration, thanks to our partnerships with Sims Lifecycle Services and Hewlett Packard,”

Mr Lin said.

“Last financial year, IT recycled 4.8 tonnes of e-waste, while Ramsay sites across the country helped recycle an additional 3 tonnes of used printer toner cartridges. To put that into perspective, it’s about the same weight as two hippos or four giraffes - which is an extraordinary effort,” Mr Lin said.

As part of Ramsay’s e-waste recycling program, IT equipment that can’t be reused is sent to Sims for secure recycling. Hazardous material is removed and then the items are shredded, sorted into various commodity streams and recycled. ■■

Ramsay hits major environmental target to remove single-use plastics

Ramsay Health Care has achieved its goal of removing 24 million single-use plastic items from its hospitals, day surgeries, clinics and pharmacies around Australia.

Plastic waste is a global issue, with about 8 million tonnes of these items ending up in the oceans every year.

Ramsay decided to replace single-use plastic products – like drinking cups, straws, plates and cutlery with more environmentally friendly alternatives – to help reduce its impact on the planet.

On World Environment Day in June 2020, Ramsay commenced its journey towards an ambitious target: to remove 24 million single-use plastic items every single year.

Despite the impacts of the COVID-19 pandemic – including supply chain issues for some sustainable product alternatives and the suspension of elective surgery which meant demand for products was not as high – Ramsay has reached its target.

Ramsay Health Care Australia CEO, Carmel Monaghan, congratulated the procurement team on the milestone moment and for its relentless commitment to sourcing alternative products.

“The team has achieved this win for the environment while also managing other critical demands during the pandemic such as securing PPE supplies for our hospital workforce and patients.”

The reduction of single-use plastic items is one of many environmental initiatives Ramsay has in place as part of its sustainability strategy, *Ramsay Cares*. ■■



Wangaratta Private Hospital flicks the switch on solar power

Wangaratta Private Hospital is harnessing the power of the sun with a brand new solar panel system set to slash its energy use and emissions.

The 100 kilowatt (kW) system, situated on Wangaratta Private’s roof, will generate 15% of the hospital’s electricity use, saving more than 3,000 tonnes of carbon emissions over its lifespan.

Saving 3,000 tonnes of carbon emissions is the equivalent of taking 55 cars off the road.

Wangaratta Private Hospital’s switch to solar is part of Ramsay Health Care’s commitment to reduce its environmental footprint.

Ramsay Health Care is investing in solar power as part of its focus on addressing climate change through meaningful sustainability initiatives.

The switch to solar is not only great for the environment, it also represents a saving of approximately \$17,000 every year in electricity costs. Furthermore, this system will pay for itself in around four years.

Wangaratta Private Hospital partnered on the project with local firm Watters Electrical, which installed the system with professionalism and no disruption to clinical services.

Federal member for Indi, Helen Haines welcomed the hospital’s switch to solar.

“Installing solar panels on a building like Wangaratta Private is a great investment, not just for the hospital itself but for our future. It will help generations to come,” Dr Haines said.

“I am proud to see projects like this in the electorate of Indi. We are fast becoming a leader in embracing renewables and this is just another reason why the rest of Australia is looking to Indi as an example of just what can be achieved with renewables.”

In other sustainability measures, Wangaratta Private Hospital is in the process of switching its lights to energy efficient LED bulbs. It no longer uses plastic water bottles and is replacing single use plastic items, such as disposable cutlery, with recyclable alternatives.

The sustainability push is part of Ramsay Health Care’s sustainability strategy - which focuses on creating stronger communities, healthier people and a thriving planet. ■■



Ramsay joins Climate Leaders Coalition to fight climate change

Ramsay Health Care is cementing its commitment to tackle climate change by uniting with leading Australian companies to release a roadmap to achieve significant emissions reductions by 2030.

The roadmap has been released by the Climate Leaders Coalition (CLC), a group of 33 leading Australian companies and their CEOs, who are committed to the ambitions of the Paris Agreement.

Ramsay Health Care Australia CEO, Carmel Monaghan, said endorsing the CLC Roadmap to 2030 was part of Ramsay's commitment to sustainability, by making a meaningful and positive difference in the world.

"The health impacts of climate change are real. Together, businesses across Australia can do a lot to reduce our impact and make the world a better place," Ms Monaghan said.

"Healthcare providers should not only prepare for the health emergency that will stem from climate change, we must also play a leading role in substantially reducing our own significant use of resources," she said.

CLC companies cover a range of sectors and represent more than \$305 billion in revenue, while employing more than 632,000 people. The member companies account for the equivalent of 22% of Australia's current total greenhouse gas emissions.

The CLC Roadmap to 2030 was released ahead of the United Nations climate change conference in Glasgow. It provides a clear and realistic pathway for business in Australia to adapt to the changing world of the 2020s and to deliver a prosperous future for themselves, their communities and for the country as a whole.

Target areas outlined in the CLC Roadmap to 2030 include installing renewable energy, responsible supply chains, mapping transition pathways for regional Australia, and offsetting emissions.

Ramsay Health Care is already undertaking a range of sustainability initiatives as part of its Ramsay Cares strategy which aims to foster healthier people, stronger communities and a thriving planet. The organisation has embarked on an ambitious solar power roll out at hospital sites across the country, as well as eliminating single-use plastic water bottles and recycling medical waste.

"The impact of climate change on the world is profound and presents a serious challenge for us all. We need the collective wisdom of governments, corporations, academics, not-for-profits, small businesses and the entire community to solve this challenge with practical solutions. Every country in the world must play its part without exception."

For more information visit www.climateleaders.org.au.

Ramsay Health Care fights breast cancer via Triathlon Pink

Thousands of women are getting set to run, swim and ride for a good cause as part of the 2021-2022 Ramsay Health Care Triathlon Pink event.



Triathlon PINK

PERTH: 7 NOV 21
BRISBANE: 28 NOV 21
MELBOURNE: 16 JAN 22
GOLD COAST: 20 FEB 22
SUNSHINE COAST: 10 APR 22
SYDNEY: 30 APR 22

Entries into Ramsay Health Care Triathlon Pink are now open. Bring your friends and family along to take on one of the Triathlon or Fun Run race distances. Team options also available in all triathlon events - only one staff member needed per team entry.

STAFF AND FAMILY DISCOUNTS AVAILABLE AS WELL AS OTHER RAMSAY PERKS. FIND OUT MORE AT BIT.LY/TRIPINKPERKS

USE CODE: **RAMSAYHC_2122** TO RECEIVE 50% OFF YOUR ENTRY. CODE CAN ONLY BE USED ONCE PER TEAM.

All events will operate under local COVIDSafe requirements. Should a race be cancelled due to COVID restrictions, Triathlon Pink will offer a full refund.

Established in 2007, the Ramsay Health Care Triathlon Pink aims to provide women with a challenging, fun and safe sporting experience, while raising much-needed funds for the National Breast Cancer Foundation (NBCF). Since its inception, TriPink has seen more than 85,000 women cross the finishing line, with a further 6,500 expected to compete in this series. Participants, warmly referred to as 'Pinkies', have raised more than \$2.3 million for the NBCF.

Hollywood Private Hospital nurse Zelfie Qerimi-Haradinaj

said it will be her first triathlon.

"We decided to get a team together because it's for a great cause. We've been training, I've been going to the gym about four times a week and so far we've raised almost \$800," Mrs Qerimi-Haradinaj said.

The Ramsay Health Care Triathlon Pink will be staged in six locations: Perth and Brisbane in November 2021, Melbourne in January 2022, Gold Coast in February 2022, and Sunshine Coast and Sydney in April 2022.

The triathlon is for adult women and distances can be done as a relay team or as an individual. There is also a fun run option for all genders and ages.

It is estimated about 20,000 men and women will be diagnosed with breast cancer in 2021 and about 3,000 people will die from the disease. The aim of the NBCF is to stop deaths from breast cancer.

For more information head to www.theeventcrew.com.au/event/triathlon-pink

Ramsay Health Care to help NSW Government fast-track mental health recovery

Adolescents and young adults in South Western Sydney will soon have access to more mental health services thanks to a Public Private Partnership trial between NSW Health and Ramsay Health Care.

The \$3 million initiative will see six new inpatient beds provided by Ramsay Mental Health at Northside Group Macarthur Clinic, Campbelltown for youths aged 14 - 24 who may be struggling with a range of mood, anxiety, eating disorders and complex trauma.

Ramsay Mental Health Psychiatrist Dr Angelo Virgona said it was a very important development which would help young people in South Western Sydney.

“The data over the past 18 months has been extraordinary in terms of the increase in presentations to emer-gency departments of children and young people with increasingly complex disorders, as well as deliberate self harm. There’s also been a dramatic increase in numbers in psychiatric units in NSW for young people, which we haven’t seen across other age groups,” Dr Virgona said.

“This will be a unique partnership between the public and private sectors to provide assistance to the public sector services through this difficult period. We see this as an opportunity for the development of innovative clinical service models where public and private services partner. Both have strengths and we think this be an important addition to the services available to young people in the south west,” he said.

Director, Ramsay Mental Health Australia Anne Mortimer said she welcomed the new partnership.

“Ramsay Health Care has a proud, 57-year history of providing reliable, high-quality mental health care to Aus-tralians, so this partnership allows us to use our expertise to intervene early in the identification and treat-ment of mental health concerns in adolescents,” Ms Mortimer said.

“We know young people are at risk of significant mood and anxiety disorders and they have a much higher prevalence of eating disorders than the general population, so the sooner we can help them, the better”.

Ramsay Mental Health will work collaboratively with the South Western Sydney Local Health District to ensure smooth pathways into and out of care, to minimise the time that young people with mental health concerns need to spend in emergency departments awaiting care.

Ramsay Health Care is the largest private provider of mental health services in Australia. The organisation oper-ates 22 mental health units in New South Wales, Queensland, Victoria, South Australia and Western Australia.

With more than 1,000 mental health beds across the country, Ramsay Mental Health treats more than 70,000 patients each year, plus 60,000 in patient attendances.

For more information head to ramsaymentalhealth.com.au 📄



\$31 million mental health project for Northside Group Wentworthville Clinic

Hundreds of Western Sydney families are set to benefit from an upgrade to mental health services at the Northside Group Wentworthville Clinic.

The \$31 million project will deliver much-needed additional adolescent and young adult mental health services to support Western Sydney and surrounds.

Director of Ramsay Mental Health, Anne Mortimer, said the upgrade will include new patient rooms, a gymnasium, art studio, green spaces inclusive of a sensory garden, will be built to support this new service at Northside Group Wentworthville Clinic.

The additional services will provide inpatient care and day programs to young people aged 14 to 25 years old.

“Our community has done a fantastic job raising awareness around mental health in young people, unfortunately, the facilities haven’t kept up. That’s why we are creating this purpose-built facility – to give teenagers and the young adults of Western Sydney the world-class medical care they deserve,” Ms Mortimer said.

The Northside Group is the only private provider of inpatient mental health care for adolescents from 14 years of age upwards in NSW. The waiting lists currently experienced at other Northside Group facilities is one of the key drivers for the need to increase the number of beds in Western Sydney.

“This is an age group perhaps most at risk of developing serious mental health issues. Research shows that early intervention and treatment is the key to helping people with mental health conditions live happy, well-rounded adult lives.”

Northside Group’s Medical Director for Adolescents and Young Adult services, Dr John Kasinathan, said the need for treatment in young people has only been realised in the past decade.

“The approach to mental health in young people has traditionally been to dismiss their needs as ‘teenage issues’ associated with growing up. However, we have now learned that ignoring the mental health of adolescents only sets them up for failure in their adult lives,” Dr Kasinathan said.

Underpinning this approach is a network of highly capable medical professionals and future focused resources to ensure that patients thrive.

“We have learned so much in the past decade about treating mental health issues in young people. By upgrading our facility, we are creating the best possible environment for success,” Dr Kasinathan said.

Ms Mortimer said the development has been classed as a State Significant Development, with Northside Group currently reaching out to the local community for feedback.

“Our priority is our patient’s health, and part of that is creating a happy, thriving community environment. It’s essential for us to have local community support, so we can provide care to that community,” Ms Mortimer said.

The upgraded clinic will create more than 60 jobs during construction and provide an additional 23 local jobs once completed. 📄



\$67m Emergency Department opens at Hollywood Private Hospital

Minister for Health Roger Cook has unveiled Western Australia’s first private emergency department (ED) north of the Swan River.

The \$67 million ED project at Hollywood Private Hospital features six levels and three new wards.

The state-of-the-art ED opened to both private and public patients on 1 November 2021. It is Western Australia’s second private ED and features 13 treatment bays (including an isolation room), a triage assessment room, a resuscitation room and a spacious waiting lounge area.

An additional 60 inpatient beds will be available in the wards above the ED and there is the capacity to open a further 30 beds at a later date.

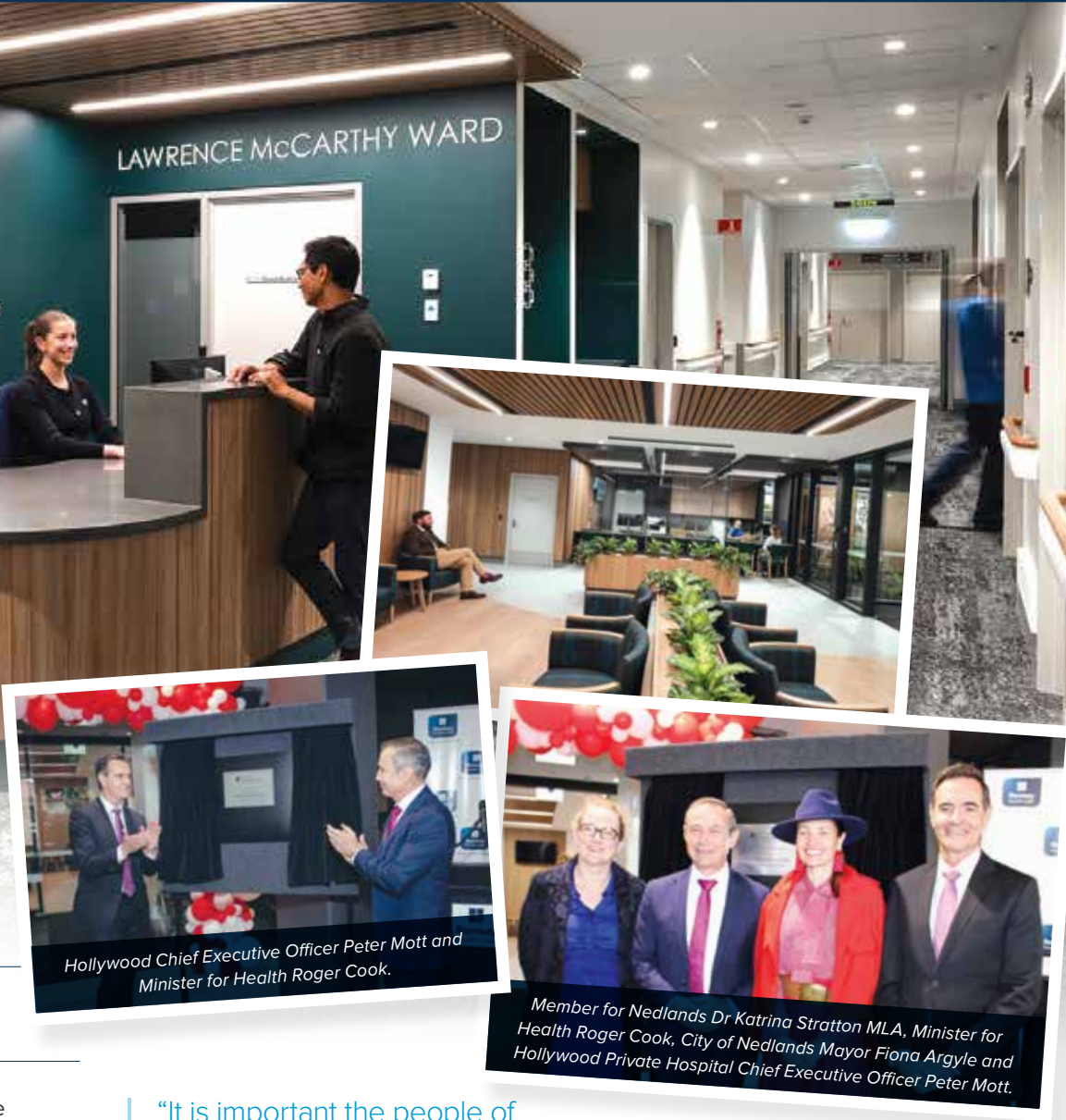
Hollywood is WA’s largest hospital and the new development expands the hospital’s size to over 900 licensed beds.

The ED project is the final stage in a five-year, privately-funded \$200 million investment by Ramsay Health Care to provide comprehensive health care services at Hollywood Private Hospital.

Patients who present to the ED will have ease of access to a range of medical, surgical and allied health services all on one hospital campus.

Mr Cook said the new private emergency department at Hollywood Private Hospital will provide an important service for residents.

“The private ED delivers more choice for patients and will help reduce pressure on our State’s health system,” Mr Cook said.



“It is important the people of Western Australia have diversified health care options.

“I congratulate Ramsay Health Care for this \$67 million ED development and by investing \$200 million into Hollywood Private Hospital over the course of five years.

“This significant investment will help meet the health care needs of residents today and well into the future.”

Hollywood Private Hospital CEO, Peter Mott, said the new ED is part of a significant expansion plan to provide an extensive range of health care services in one convenient location in Nedlands.

“The \$48 million Hollywood Consulting Centre opened last year and brings together a suite of cancer services under one roof,” Mr Mott said.

“Our very successful cardiothoracic surgery service was also launched last year and there was a major expansion of our mental health services around the same time.”

Ramsay Health Care operates about 50 EDs around the world, including 11 in Australia. ■

Major expansion plans for St Andrew’s Ipswich Private Hospital

Ramsay Health Care is once again investing in Ipswich, announcing a \$40.5 million project to expand St Andrew’s Ipswich Private Hospital.

The project will include two new operating theatres, 39 extra beds and expanded renal dialysis and radiology services for the facility west of Brisbane.

St Andrew’s Ipswich Private Hospital CEO, Claire Thurwood, said the expansion was great news for the people of Ipswich and highlighted Ramsay Health Care’s commitment to the region.

“We are so excited to announce this expansion because Ipswich is one of the fastest growing areas in Australia so it makes sense that residents should be able to access the full suite of medical care close to home,” Ms Thurwood said.

“As well as expanding our private health care offerings, this project also allows us to broaden our renal dialysis unit for public patients, which means we can further support the West Moreton Health Service by almost doubling the number of patients treated for kidney disease,” Ms Thurwood said.

Details of the \$40.5 million project include:

- Expanded Renal Dialysis Unit from 12 to 20 chairs
- Two new operating theatres
- An additional 39 patient beds
- Expanded radiology practice for IMED radiology
- Expanded day rehabilitation space

The new development is due to be completed in mid-2023.

The announcement comes just weeks after the significant growth of vascular services at St Andrew’s Ipswich Private Hospital, with Dr Ramesh Tripathi and Dr Ian Campbell joining Dr Maged Aziz in the expanded vascular unit.

Doctor Tripathi was quick to put his expertise to work - performing the first endovascular repair (EVAR) surgery at St Andrew’s Ipswich Private Hospital in late August. EVAR is the placement of a stent-graft into an aneurysm through a small hole in the blood vessels in the groin and is generally considered a less invasive procedure with faster recovery times. ■



L-R: Vicki Reid, ED Clinical Nurse Manager; Dr Yusuf Mamoojee, Deputy Director Medical Services, Dr Conway Tang, ED Consultant

New Emergency Department area opens at Joondalup Health Campus

12 new bays have been opened in the expanded Emergency Department (ED) at Joondalup Health Campus, as part of a \$256.7 million development project funded by the West Australian and Commonwealth Governments.

User groups comprising members with consumer experience, clinical expertise and emergency patient management worked closely with the design teams, architects Silver Thomas Hanley, Ramsay Health Care and Multiplex Construction to develop and build the contemporary facility.

Aspects of the new area include negative air flow and other features designed to enhance the safety for staff and patients, in particular when managing patients with infectious diseases including COVID-19.

The newly-expanded ED complements recently completed works, including the relocation and rebuild of administration areas, training and staff rooms.

Construction has now finished in the Emergency Department area on the planned Behavioural Assessment Urgent Care Clinic (BAUCC).

The BAUCC has been designed to safely care for patients who have behavioural disturbances, including those who are affected by drugs and alcohol.

Beleura Private Hospital opens new rehabilitation wing

Mornington Peninsula residents now have greater access to comprehensive rehabilitation services thanks to a major expansion at Beleura Private Hospital.

The \$3.5 million upgrade doubles the number of private rooms available for inpatients, and features a new gymnasium and consultation rooms.

Chief Executive Officer Michelle Henderson said Beleura’s rehabilitation services were always in high demand, and the additional beds would help more patients access care in a timely manner.

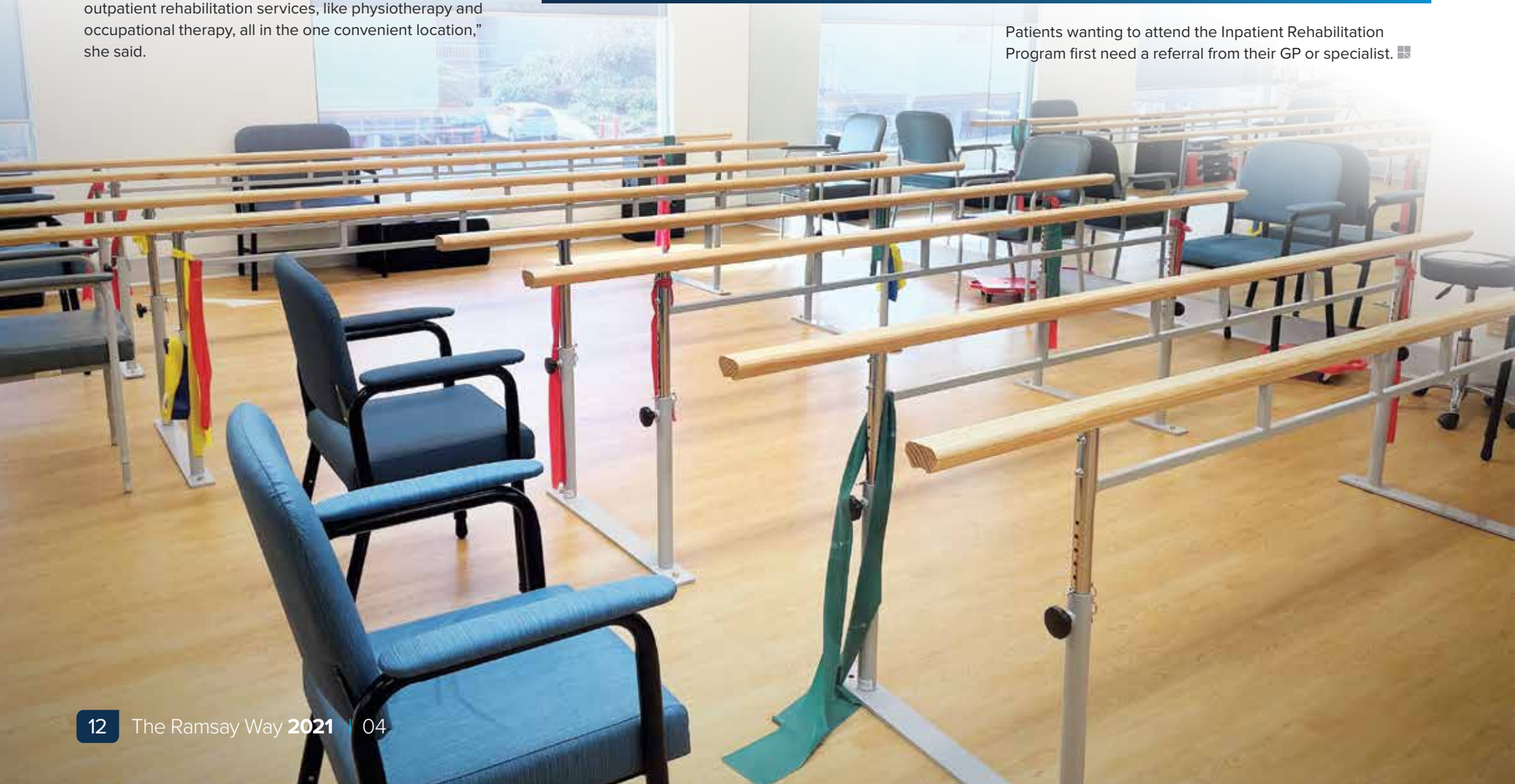
“This expansion is great news for our community because more people will be able to access our excellent rehabilitation and allied health specialists right here on the Mornington Peninsula,” Ms Henderson said.

“We can now provide 60 private, modern inpatient rooms - all with their own ensuite, which is double what we used to have. Locals will also be able to access our comprehensive outpatient rehabilitation services, like physiotherapy and occupational therapy, all in the one convenient location,” she said.

Beleura Private Hospital’s expanded Rehabilitation Unit provides therapy seven days a week and includes:

- 60 inpatient beds, all modern private rooms with ensuite
- Fully equipped gymnasium
- Physiotherapy
- Occupational therapy
- Speech pathology
- A heated indoor pool for individual and group hydrotherapy treatment
- Change rooms and shower facilities for outpatients attending hydrotherapy
- Consultation rooms for private medical assessments and reviews
- ADL (Activities of Daily Living) Kitchen for assessment and therapy sessions
- Group rooms for education sessions
- Wireless internet access
- On site kitchen for patient meals
- Free onsite parking
- Patient lounge.

Patients wanting to attend the Inpatient Rehabilitation Program first need a referral from their GP or specialist.



Wollongong Private Hospital celebrates 1000th robotic surgery

Just three years after the da Vinci Xi surgical robot first arrived at Wollongong Private Hospital, the team has performed its 1000th procedure.

The impressive surgical milestone was reached on Monday 27 September and, despite COVID-19 restrictions, comes just 12 months after the 500th procedure was performed. ■■



Illawarra's first 50 cardiothoracic surgeries performed at Wollongong Private Hospital

After months of planning, negotiating, fitting out a new theatre and staging 'dry runs' of complex procedures, Wollongong Private Hospital is proud to announce the region's first cardiac surgeries have been performed on private and public patients.

Residents in the Illawarra Shoalhaven district no longer need to travel to Sydney to access cardiothoracic treatment, thanks to a Public Private Partnership between Wollongong Private Hospital and the Illawarra Shoalhaven Local Health District (ISLHD).

Wollongong Private Hospital Chief Executive Office Steven Rajcany said the commencement of cardiac surgery came just four months after the Public Private Partnership was first announced. Ten weeks after the service began, a total of 50 cases had been performed.

"I'm so proud of our entire team for making cardiac surgery in Wollongong a reality. Everyone has worked so hard behind the scenes, we even had a series of 'dry runs' with the whole team in theatre to make sure we had everything right for our first cardiac patients," Mr Rajcany said.

Dr Mohammad Azari is now offering cardiac surgery to both private and public patients at Wollongong Private Hospital. He will also provide thoracic surgery for patients in the private system and hopes to offer the service to public patients in the near future.



"Everything has gone really well. We have a very senior team of theatre nurses, ICU and ward staff and I'm very confident this unit will be a great success well into the future," Dr Azari said.

Head of Cardiac Services for the ISLHD, Dr Astin Lee, said he was proud to deliver cardiac services for the local community.

"This is a fantastic example of public and private hospitals working together to deliver a world-class service for our local community. I am excited to support this service and it's wonderful that our patients and their families no longer have to travel out of our area for cardiac surgery," Dr Lee said.

ISLHD Chief Executive Margot Mains has welcomed the milestone procedure, saying it heralds the beginning of a significant new era in local surgical services.

"The provision of local cardiothoracic surgical services for the people of the Illawarra and Shoalhaven is a major development for our community. It means that many local patients will now have access to services that have previously only been available in Sydney hospitals," Ms Mains said. ■■

North Shore Private Hospital team replaces man's large tumour with a 3D-printed chest implant

Groundbreaking surgery to remove a rockmelon-sized tumour, that was wedged between a man's ribs and sitting critically close to his spine, has been successfully completed at North Shore Private Hospital.

The marathon 23-hour procedure was performed over two days by a team of five consultant surgeons, led by cardiothoracic surgeon Dr Michael Harden, and two anaesthetists.

Dr Harden said multiple complications made planning the surgery for 54-year-old David Rashleigh particularly challenging - and a 3D chest implant was required to save his life.

"The tumour itself was enormous, between 25 and 30 centimetres and it seemed to be attached to his chest wall, and it's that position that made it very difficult. It was in his back, nestled between three ribs and sitting very close to his aorta so we needed spinal surgeon Dr Randolph Gray to help take off part of his spine and remove the tumour, right in the region where the spinal cord sits," Dr Harden said.

"In planning this surgery we realised the problem after we remove a defect like that, is we can't just leave a cavity the size of a rockmelon. To save his chest from caving in after surgery, we engineered a 3D-printed, customised chest cavity because we needed to have a unique way of securing the implant to the spine," he said.



Dr Harden said Mr Rashleigh's treatment was particularly groundbreaking, given the rare nature of his tumour (a solitary fibrous pleural tumour), the multiple days it took to complete the surgery, and the size of the surgical teams involved.

"I've never done anything like it, we had to keep repositioning the patient on the table, from his side to his stomach and then back onto his side. The implant itself was very unique and I think it's amazing that we can do it here in Australia, using Australian technology. This was a very personalised surgery, nothing off the shelf," Dr Harden said.

Ahead of the marathon procedure, Mr Rashleigh recalled the moment his tumour was diagnosed - after he went to his GP complaining of stomach pain.

"I initially had an abdominal CT scan and they noticed some shading in the lung area. I then had a chest CT and a PET scan which revealed the true nature of the tumour. I was extremely fortunate that this was picked up just in time. Despite being large, aggressive and invasive, it had produced minimal symptoms at the point of diagnosis," Mr Rashleigh said.

Chief Executive Officer Richard Ryan said North Shore Private Hospital was proud to provide the team, facilities and the time needed to make Mr Rashleigh's surgery possible. It was a great collaborative effort from all medical, nursing and allied health staff to support Mr Rashleigh and provide him the care required. ■■



The North Shore Private Hospital surgical team included:

- **2 x cardiothoracic teams**
- led by Dr Michael Harden and Dr Manu Mathur
- **Spinal team**
- led by Dr Randolph Gray
- **Plastics team**
- Dr Bishoy Soliman & Dr Shane O'Neill
- **2 x anaesthetists**
- Dr Michael King, Dr Dev Jayram
- **Nursing and allied health**

Greenslopes Private Hospital's new hybrid theatre hosts cardiac milestone

A new multi-million dollar hybrid theatre at Greenslopes Private Hospital has already been christened with a milestone - hosting the cardiac team's 250th Transcatheter Aortic Valve Implantation (TAVI).

Cardiothoracic surgeon Dr Christopher Smith and Interventional Cardiologist Dr Karl Poon led the team for the milestone surgery in the new theatre specifically designed for vascular and cardiology procedures.

The \$3 million hybrid theatre has been custom built as a combination cardiac catheterisation lab and an operating theatre. It allows the team to progress a routine case into a more complex case during the same operation, in the same theatre.

Greenslopes Private Hospital's Nurse Unit Manager of cardiac suites, Emma Neylan, said the hybrid theatre allows

for a higher complexity of cases.

"The hybrid theatre is larger than a usual cath lab and allows for more specialised equipment. For example we can abort a strict cath lab procedure and progress to a bypass operation without needing to switch theatres or have the patient return for surgery on another day," Ms Neylan said.

"It's a real drawcard for surgeons because of that flexibility and it allows for a better workflow with anaesthetics, vascular assistants, diagnostic cardiologists and a larger nursing and radiographer team."

The TAVI procedure is a minimally-invasive alternative to open heart surgery for patients suffering from severe aortic stenosis. The narrowed aortic valve is replaced using an artificial valve delivered via a catheter placed through the femoral artery in the groin.

Dr Smith helped establish the TAVI program at Greenslopes Private Hospital and said he was proud of the team effort to reach the 250th case in just three years. ■■



Strathfield Private Hospital celebrates 30 years of cardiac care

Strathfield Private Hospital is celebrating an impressive medical milestone - its 30 year anniversary of providing comprehensive cardiac care.

Led by Professors Douglas Baird and Duncan Thompson, Strathfield Private's cardiac program began in 1991. Cardiothoracic surgeon Professor Paul Bannon was a Doctoral Surgical Research student at the time and remembers assisting Dr Thompson on the very first case.

"It was just the beginning back then, I was a PHD student and I remember bunking down and sleeping there to look after the patients overnight. It was all for free of course, Professor Baird told me the experience was payment enough, but it really was a lot of fun," Prof. Bannon recalled with a smile.

"Reaching this 30 year milestone, I don't think it's the time that's so important, but rather the evolution of care at Strathfield that really should be emulated everywhere. It's such a small place by hospital standards but it punches way above its weight, not only in the case numbers but also in the breadth of conditions we treat. Another key point is Strathfield's commitment from the outset to measuring and

reporting patient outcomes. It was the first private cardiac surgical unit in NSW to contribute to the National Database and Governance unit and has not missed a beat since the database's inception. The outcomes have always been of the highest standard," he said.

Cardiologist Professor Ian Wilcox was also instrumental in establishing the cardiac program back in 1991. He said the anniversary was an important milestone to recognise and celebrate.

"We had unimaginable waiting lists in the public sector back then so we needed to find a facility to operate on private patients. At Strathfield Private Hospital, we developed a unique model where it's consultant led; patients get the benefits of all of our skills and because we're all academically trained, the patients are getting the best of modern science directly at the bedside," Prof. Wilcox said.

"I've always believed that health care is a team sport and we really built upon Paul Ramsay's philosophy of people caring for people. The relationship we have with the nursing staff is always incredibly close and we make it very clear to patients that we are one team. The excellent standard of care for patients could not be delivered without the excellent nursing team at Strathfield Private," he said.

Fast forward 30 years and Strathfield Private's cardiac facilities encompass a dedicated 25-bed cardiovascular ward, cardiac catheter laboratory, hybrid theatre and Intensive Care Unit.

The Hospital's Head of the Department of Medicine, Associate Professor Michele McGrady said she's looking forward to guiding the team towards the next 30 years.

"We've developed a lot of expertise in complex care and looking into the future I think that will continue. But I think as we move forward we'll include more community care. We're looking to integrate more research into our service and perhaps develop options such as nutrition and healthy lifestyle choices from pre-op right through to discharge," Assoc. Prof. McGrady said.

Chief Executive Officer Rowann O'Mullane congratulated the team, particularly Professor Bannon and Professor Wilcox who've been there from the beginning.

"This is such a wonderful milestone to celebrate at Strathfield Private Hospital. For 30 years we have been leading the way in private cardiac care, and we now have the full range of cardiothoracic surgeons as well as cardiologists,"

Ms O'Mullane said.

"The fact that we still have nursing staff working here who were present for the first cardiac surgery 30 years ago, and many nurses who have been working in the cardiac unit for over 20 years, is remarkable. Our nursing team forms the foundation for our success in cardiac care and our patients should feel at ease knowing they are in good hands". ■■



A/Professor Michele McGrady (cardiologist), Professor Paul Bannon (cardiothoracic surgeon) and Rowann O'Mullane (CEO of Strathfield Private Hospital)



Ramsay Connect introduces Virtual Home Health Service

Ramsay Connect is changing the way people living with heart failure access the care they need.

Launched in November in Western Australia, the new virtual home health service has been co-designed by people with heart failure, doctors, nurses and allied health professionals.

The service uses remote monitoring technology to support people to manage the condition in their own homes.

The service is led by experienced cardiac nurses, who support the participant through all aspects of their care.

The service seeks to reduce the need for participants to access hospital care, by providing support and education regarding their medication management, monitoring their vital signs and coordinating care needs with their doctors.

Early identification of the common causes of hospitalisation can be acted on quickly and effectively by the dedicated care team, meaning participants remain in the familiar surrounds of their own home and local support networks.

Being able to access care virtually, means participants are not burdened by having to travel to various appointments. They also have the comfort of knowing that a health professional is just the touch of a button away.

Importantly, the service also enables the participant to better manage their own care, through education and empowerment.

The Heart Failure Virtual Home Health Service is the first virtual home health service to launch but it is hoped additional services will soon be added to assist patients with other conditions and chronic diseases using the same structure and technology. ■■



Ramsay Pharmacy celebrates World Pharmacists Day

Ramsay Health Care has celebrated its dedicated team of pharmacists who continue to play a crucial role in vaccinating thousands of Australians against COVID-19.

Ramsay Pharmacy’s Chief Operating Officer, Michelle Lynch, said World Pharmacists Day (25 September 2021) was a timely opportunity to thank the team for their dedication and commitment to their communities.

“Our pharmacists and customer service team have demonstrated resilience and professionalism throughout the entire COVID-19 pandemic, not only co-ordinating and administering vaccines but also continuing to help and care for our customers with their medication or health care needs,” Ms Lynch said.

World Pharmacists Day is designed to acknowledge the trusted role pharmacists play in the health care sector.

For many years, pharmacists have consistently been named among the top five most trusted professionals in national surveys. ■■

Ramsay Health Plus launches at Southern Highlands Private Hospital

Bowral residents can now access more allied health services, including physiotherapy and hydrotherapy, thanks to the launch of Ramsay Health Plus at Southern Highlands Private Hospital.

Opened on 2 August, Ramsay Health Plus is a new service that supports patients with chronic and acute health conditions to optimise their health and fitness and enhance a safe return to work, sport or recreation.

Southern Highlands Private Hospital CEO, Prue Buist, said it was wonderful to offer the community a new private allied health service.

“Our new Ramsay Health Plus clinic will really help a broad range of people in our community. They can come here for a pre-admission program, post-surgery rehabilitation or for treatment independent of any hospital services - and they don’t need a doctor’s referral,” Ms Buist said.

“This expansion is another example of Ramsay Health Care investing in our region and helping our community members to access quality health care close to home”.

Ramsay Health Plus Allied Health Manager, Dean Englefield, said the Ramsay Health Plus clinic draws on the experience of practitioners connected to Southern Highlands Private Hospital.

“This will allow us to provide an excellent continuity of care for patients requiring rehabilitation and reconditioning services after a hospital stay at Southern Highlands Private Hospital. Our facilities include a spacious exercise gym, hydrotherapy pool and private consulting suites where we can tailor individual programs for our patients,” Mr Englefield said.

In addition, qualified professionals can help with physiotherapy, hydrotherapy, pre- and post-surgery rehabilitation, joint replacement recovery, sports injuries, falls prevention, and neurological condition management. ■■





Hollywood Private Hospital researchers conduct Australian-first survey to improve volunteer support in health care

In an Australian first, nurses across the nation are being surveyed to gather their opinions on volunteer services in health care.

The Nurses' perceptions of volunteers in health care settings online survey started at Hollywood Private Hospital in August and will investigate ways volunteer contributions can be optimised.

The results of the project will help inform volunteer programs in healthcare services and volunteer agencies throughout the country.

The study is being conducted by researchers from Hollywood and Edith Cowan University - School of Nursing and Midwifery.

Edith Cowan University Centre for Research in Aged Care researcher Dr Rosemary Saunders is leading the study.

"Healthcare services continually face changes and challenges that often result in fewer resources and greater demands on the workforce," Dr Saunders said.

"Volunteer support has increased in recent years as volunteer services have added value to the provision of health and aged care services.

"The success of volunteer services relies on healthcare staff's acceptance and engagement with volunteers as a way of embracing their valuable input into care."

Dr Saunders said although research on volunteering in healthcare has been undertaken extensively, very little if any research has been undertaken to explore the perceptions of nurses about volunteer support and how their contributions can add value to patient/resident care.

"Understanding staff perceptions of volunteers will aid in maximising the contributions of volunteers in healthcare services," Dr Saunders said. ■

Albert Road Clinic trials new nasal spray to treat severe depression

Albert Road Clinic is offering a new anti-depressant nasal spray Spravato as part of a clinical trial for severely depressed patients.

The new medication shows "tremendous promise" and marks a new era in the battle against depression and suicide, according to researchers.

Spravato (esketamine hydrochloride) blocks the glutamate NMDA receptor in the brain and can produce a rapid mood-improving response that is sustained.

Albert Road Clinic enrolled the first patient in Australia to a clinical trial of Spravato.

National Lead Investigator Professor Malcolm Hopwood said the aim of the trial is to understand the effectiveness of Spravato on severely depressed patients and its impact on their quality of life.

"This trial represents a great opportunity for Albert Road Clinic to offer such a novel therapy for patients," Prof Hopwood said.

Produced by Janssen-Cilag, Spravato recently gained Therapeutic Goods Administration (TGA) approval for adults with treatment resistant depression.

"Spravato is the only approved inhibitor of the N-methyl-D-aspartate (NMDA) glutamate receptor for treatment-resistant depression in Australia," Prof Hopwood said.

"We hope for this treatment to become an additional wide stream option for cases of hard-to-treat depression."

One in seven (about 5 million) Australians will experience depression in their lifetime. One-third of Australians living with Major Depressive Disorder (MDD) try multiple antidepressant treatments without relief.

Spravato is registered but is not funded by the Pharmaceutical Benefits Scheme (PBS).

"This means it's out of reach for many patients," Prof Hopwood said.

"Albert Road Clinic is funding the service, which involves nurse supervision in an outpatient clinic."

Spravato is being trailed in combination with an oral antidepressant and is available at select trained sites throughout Australia. ■



Inaugural Ramsay Research Month hits the mark with health care professionals

Ramsay Health Care has launched its inaugural *Ramsay Research Month*, revealing it is currently participating in more than 1,000 clinical trials and research projects involving more than 27,000 patients.

Throughout *Ramsay Research Month* (1-30 September), Ramsay hosted a series of professional webinars, shared educational videos and made an exciting multi-million dollar research grants announcement.

Ramsay's Head of Research, Innovation and Integrated Care, Nicola Ware, said Ramsay Research Month featured five webinars designed for health care professionals considering a move into research.

"We know some people may be keen to move into research but they don't know how or where to begin. During Ramsay Research Month we covered specific topics to help make that process less daunting, through one-hour interactive webinars," Ms Ware said.

The webinars include presentations and panel discussions with a distinguished list of guest speakers including Professor Terry Nolan AO from the Doherty Institute, Associate Professor Julian Elliot, Chair of the National COVID-19 Clinical Evidence Taskforce and Ramsay's Chief Medical Officer Dr Robert Herkes.

More than 600 people registered to attend the webinars, providing an average feedback rating of 4.73 out of 5.

In light of this excellent response, RHRF will be running regular research webinars throughout 2022. To be the first to receive updates on future webinars, or to see any upcoming events, please visit www.ramsayhealth.com.au/Ramsay-Research/Webinars or contact info@rhrf.org.au. ■



Ramsay partners with Cure Cancer to launch “the gift that gives twice”

As part of its mission to fund vital cancer research, Ramsay Health Care has teamed up with Cure Cancer to create a unique gift that truly gives twice.

The “Comfort Pack” is a curated gift box filled with items that have been specifically selected to help support patients through their cancer treatment. It includes relaxing essential oils, cosy bed socks, all-natural sensitive skin products, ginger biscuits to help ease nausea and much more.

As well as providing comfort to cancer patients, all profits from the Comfort Pack are invested back into potentially life-saving cancer research.

Ramsay Pharmacy’s Chief Operating Officer, Michelle Lynch, said the Comfort Pack would be promoted in Ramsay Pharmacy stores, and will be available to purchase online.

“We are thrilled to collaborate with Cure Cancer and The Big Hug Box to create this gorgeous Comfort Pack which will contribute to vital cancer research that could one day eliminate cancer,” Ms Lynch said.

“For just \$49, supporters can head to curecancer.com.au/comfortpack and purchase the Comfort Pack for someone they know, or choose to donate a pack which will then be allocated to a cancer patient in need via Cure Cancer. The Comfort Pack will be promoted across 60 Ramsay and Malouf pharmacies.”

Ramsay Cancer Service Line Director, Sue Sinclair, said a special QR code had been designed for people wanting to purchase the Comfort Pack. Posters displaying the QR code will be displayed in all Ramsay day infusion centres.

“For anyone who has a friend or loved one experiencing cancer treatment, the Comfort Pack will live up to its name and provide them with some much-needed comfort, plus it has the added bonus of funding research that could one-day cure their cancer,” Ms Sinclair said.

Ramsay Health Care invests heavily in medical research through the Ramsay Hospital Research Foundation (RHRF).

RHRF Chief Executive Officer, Nicola Ware, said the collaboration with Cure Cancer was an exciting new partnership which would benefit cancer patient outcomes.

“We know that medical research saves lives and that’s why Ramsay is currently participating in more than 1,000 clinical trials and research projects involving more than 27,000 patients,” Ms Ware said.

“The profits raised will create a new \$30,000 Ramsay Australia-Cure Cancer grant specifically for early-career researchers which I know will be welcome news among the medical research community”.



Cure Cancer is an Australian charity that funds young researchers across all areas of cancer research and cancer types. Over the past 54 years Cure Cancer has raised \$81.3 million to support early career cancer researchers, many of whom have made breakthroughs that changed the outlook for countless lives.

Cure Cancer Chief Executive Officer Nikki Kinloch said the organisation was delighted to have partnered with Ramsay Health Care and The Big Hug Box to create these special gift boxes.

“The Comfort Packs will not only provide relief to so many patients undergoing cancer treatment across Australia, they will also help to fund lifesaving cancer research that has the potential to have a global impact,” Ms Kinloch said.

For more information head to curecancer.com.au/comfortpack

Integrated Cancer Care making a positive difference for cancer patients

Ramsay’s Integrated Cancer Care program is helping thousands of patients navigate their cancer journey from diagnosis, right through to treatment and recovery.

The Cancer Care Service Line partners with Ramsay hospitals, Ramsay Health Plus, rehabilitation services, Ramsay Connect and Ramsay Psychology to provide cancer patients with a personalised pathway for their treatment and recovery, both in and out of hospital.

Under the Integrated Cancer Care model, patients are assessed for their navigation needs and most patients are assigned a Cancer Care Navigator who can help them to develop a plan, connect with their clinical team and answer any questions or concerns they may have from diagnosis, through treatment and beyond.

Doctors also enjoy easy access to multidisciplinary teams at the right time, and can rest assured their patients are being supported during and after their diagnosis and treatment.

Cancer Care Service Line Director Sue Sinclair said the Integrated Cancer Care program was achieving excellent results.

“Since the Integrated Cancer Care model was implemented in April 2020, our patients have reported a 39% decrease in anxiety and

depression scores from diagnosis through to the end of their treatment,” Ms Sinclair said.

“Our Cancer Care Navigators are guiding patients through that clinical pathway and helping them access services, such as physiotherapy or psychology, at a time that’s best suited to their needs.

“We know being diagnosed with cancer can be one of the most challenging and daunting times in a person’s life – so it’s wonderful to see that our navigators are helping them through that difficult period,”

she said.

As the largest private provider of cancer care in Australia, Ramsay Health Care has a large network of cancer services. Ramsay Health Plus has incorporated an exercise and nutrition pathway as part of cancer treatment, while

patients with more complex needs can access the ACTIVATE Day Rehabilitation reconditioning cancer program, where they’re supported by a multi-disciplinary allied health team and small group therapy.

A pilot program is nearing completion where patients have been able to take advantage of Ramsay Connect’s phone-based program to transition from acute cancer care to community care. This includes health coaching and up-skilling patients to effectively manage their own chronic care needs. The evaluation is underway and early results with improvement in patient’s self-care and confidence in managing their needs.

Ramsay Psychology also provides face to face or Telehealth consultations for patients with moderate levels of anxiety and/or depression.

Patients accessing the Integrated Cancer Care model have reported improvement in their mobility, self-care, pain and discomfort levels and their overall health through the ACTIVATE program.



Joondalup Health Campus celebrates 10 years of Neonatal Unit

The Neonatal Unit at Joondalup Health Campus (JHC) has celebrated ten years of providing care closer to home for more than 5000 sick infants.

The Unit's first patient, Evie, who just turned 10, returned to the hospital with her mother and sister last week to thank staff and celebrate with them.

Mum Stacey Connor Espley read aloud a poem she wrote the year of Evie's birth: *"You opened a special unit; for all the babies in pink and blue; to help them reach their due date; and to help their families too,"* the work began.

She also read her most recent work: *"Evie is turning 10 today; she was strong enough to fight; and I was there to hold her, because the nurses held the light. So today I want to thank you; you have no idea what you do; the importance to the people; of families old and new."*

She paid special tribute to nursing staff, saying that not a day goes by when she does not think about everything they did with her poem continuing: *"Ten years on, I have not forgotten; the support advice and care; the love and the cuddles; the expertise you were happy to share. Without your help and support; Evie may not be here; and that was always my deepest, darkest fear. You held my family tightly, you washed away our fear, thanks to you, the nurses, my family is still here."*

Born at just 26 weeks' gestation at King Edward Memorial Hospital (KEMH), Evie was later transferred to be closer to her family's home in the northern suburbs and spent many weeks being cared for on the newly expanded 16-cot unit.

Stacey says she remembers how hard it was having to leave Evie at KEMH and driving 50 minutes each way from her home in Jindalee each day for weeks to spend time with her newborn.

"When we were transferred to Joondalup, it suddenly meant I would only be 15 minutes' drive from my baby, and at JHC I could also introduce her to her big sister Molly."

"Molly didn't meet Evie for ages, so when she came here, she finally got to meet her and she would take photos into school for show and tell and explain what the tubes and equipment were for!"

Head of the Neonatal Unit Dr Ravisha Srinivasjois explained JHC was the first metropolitan hospital in the State to allow visits by siblings in a neonatal setting.

"Contrary to the widely held belief, there has been no



increase in the infection rate as a result of having a few extra visitors," he said.

"Providing this care close to home allows the entire family to bond with baby and makes life easier for families at a time that is often extremely stressful."

"We are licensed to care for infants from 32 weeks' gestation onwards with birth weights of 1500 grams or more and the Unit is staffed by dedicated qualified neonatal nurses, newborn specialists, pediatricians and other many other experts."

Clinical Nurse Manager Janet Walker said she felt grateful knowing patients and their families were being so precious cared for: "Our nurses are special people with so much empathy and compassion," she said. "They really do change the experience and the journey not only for the smallest patients in our hospital, but also as crucially for their parents and families." ■■

40 years for Joondalup Health Campus

Staff and key stakeholders came together on Saturday 28 August for a belated celebration of the 40th anniversary of Joondalup Health Campus.

CEO Dr Amanda Ling said 2020 was the year the hospital first opened its doors as the 85-bed Wanneroo Hospital – a time when the northern suburbs of Perth was largely undeveloped and surrounded by native bushland.

"As the population grew it was clear that the hospital also needed to expand so in 1996, the State Government turned to the private sector not only to operate the facility on its behalf but also to transform and modernise it,"

she said.

Thus, began what was to become one of Australia's most successful public private partnerships (PPPs). All signs of the small regional hospital disappeared by 1998 when the then Premier of Western Australia, Richard Court, opened the health facility with 330 beds (including 70 private), a specialist medical centre and support services. He described the expanded campus as, '...a triumph for the community.'

In 2002, Kempton Cowan became the Chief Executive Officer and it was his vision and leadership over the following 18 years that took the small, country-like hospital to the 722-bed modern campus it is today.

"When I started in 2002, we were a lot smaller. It was 365 beds; the Emergency Department was 1000 square metres, was designed for 25,000 people a year,"

Mr Cowan said.

In 2005, Ramsay Health Care took over as the operator and Mr Cowan helped to deliver a major expansion of the facility between 2009 and 2013, more than doubling its capacity and also delivering a 146-bed co-located private hospital on the site.

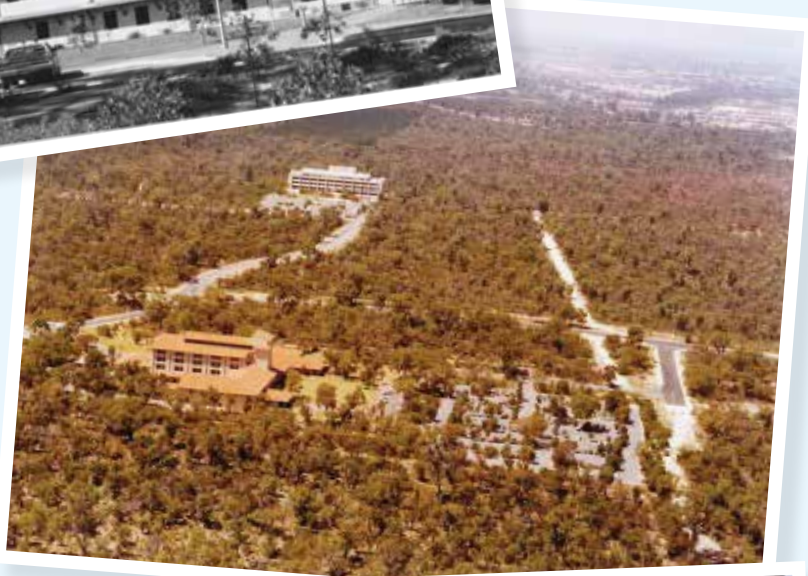
Today Joondalup Health Campus provides a wide range of specialist services for the entire family – from birth through to old age and is home to several state-wide services, including the Bariatric Service and the Peritonectomy Service.

The Emergency Department is one of the busiest in Australia and the campus is currently undergoing another major expansion.

Current CEO Dr Amanda Ling said the hospital would likely end up at over a thousand beds in future, but the key focus would always remain on quality and patients first and foremost.

"I'm proud of how staff at Joondalup how good people are at working together, solving problems and that the patient always stays central to what we do – we are really, really patient-focused,"

she said. ■■





Cairns Private Hospital celebrates 70 years of caring for the community

Cairns Private Hospital has celebrated its 70th birthday with a party to acknowledge and thank its staff, doctors and community. Midwife Teresa Jones, who has worked at the hospital for 36 years, was on hand to cut the cake.

Teresa, who is one of the hospital's longest-serving team members, has delivered hundreds of Cairns babies since she finished her training in 1985.

Cairns Private Hospital, which began its life as the Calvary Hospital in 1951, has since transformed into a large 150-bed regional hospital owned and operated by Ramsay Health Care.

Cairns Private Hospital CEO, Ben Tooth, said the 70th birthday was an important milestone to commemorate and he wanted to use the occasion to show his appreciation to the hard work the staff had put in especially during the COVID-19 pandemic.

"Our frontline health staff have gone above and beyond and done everything possible to ensure our community has been kept safe since the pandemic started," Mr Tooth said.

"It's thanks to them that Cairns Private Hospital has grown to such a large hospital which is well respected within the local community."

Ramsay Health Care Australia CEO, Carmel Monaghan, said she had lots of fond memories of many trips to Cairns when Ramsay acquired Cairns Private Hospital, learning about the community and planning new services.

"Today the hospital has an excellent range of services, great specialists and wonderful staff. I really look forward to further expansions in Cairns and what the next 70 years will bring," Ms Monaghan said. ■■

Pindara Private Hospital turns 50!



Pindara Private Hospital is celebrating its 50th anniversary - having grown from humble but proud beginnings to now caring for more than 50,000 patients on the Gold Coast each year.

Opened on 30th October 1971 as a 64-bed hospital with three operating theatres, Pindara has experienced extraordinary growth to become a leader in private health care delivery on the Coast.

Chief Executive Officer Mark Page estimates Pindara may have treated around one million patients during its five decade history. It now boasts 14 operating theatres, a cardiac catheterisation lab, intensive care unit, critical care unit and 384 patient beds. "Pindara has experienced incredible growth and it's only going to continue. We have a \$45 million project on right now which will provide us with two new private wards and two more state-of-the-art operating theatres," Mr Page said.

"Pindara also plays a very active role in teaching and research with many local medical, nursing and allied health students with us every day. In recent years we've developed a Clinical Trials Unit which is involved in groundbreaking research. We currently have more than 25 clinical trials running across the fields of oncology, haematology, respiratory and paediatrics," he said.

Director of Clinical and Hospitality Services Jan Lloyd has been with Pindara for 34 years - having started there as a midwife in 1987. She said it's the team's devotion to patients that makes the hospital so special.

"We have so many talented professionals from our doctors and nurses to housekeeping and catering, who genuinely believe in delivering the best outcomes for our patients. So many patients choose to keep coming back whether it's maternity or oncology or even palliative care, it's the care and the familiarity that is so strong in someone's healing,"

she said.

Obstetrician and gynaecologist Dr Andrew Cary is another long-serving member who followed in his father's footsteps* to join the Pindara team in 1993. He has delivered more than 5,000 babies since then.

"It's essentially been the setting for my career. Back in the beginning there were two birth suites, now there are five and while we have everything we need medically, the maternity unit doesn't feel too medicalised. It's fantastic in terms of all its facilities - from the patient's point of view, they're beautiful, comfortable rooms and there's a very individualised approach to every patient," Dr Cary said.

Mark Page said Pindara Private Hospital each year helped around:

- 1,000 'Pindy babies' to be born
- 20,000 people cared for in the Emergency Department
- 28,000 procedures performed.

"I want to thank our entire team who put our patients first every single day and to our patients, thank you for trusting in us to care for you. I'm especially proud of all of our doctors and staff who over the past 18 months or so have never wavered in providing great care and service despite the myriad of challenges COVID-19 has thrown at us," Mr Page said.

* Andrew's father Dr Ian Cary was also an O&G at Pindara from 1979 to 1999 ■■



New private maternity package at Greenslopes Private Hospital



Brisbane women seeking options for private obstetric care during their pregnancies now have access to an exciting new package at Greenslopes Private Hospital.

Jelly Bean is a low-cost maternity service that provides families with one of the most affordable private obstetric packages in Brisbane. The service offers mums-to-be the unique opportunity of having the same designated obstetrician all the way through their maternity experience.

With out-of-pocket expenses at just \$1200* Jelly Bean Maternity is a great choice for price conscious expectant mums looking for a private obstetric experience led by private obstetricians.

Dr Dora Ng consults with Greenslopes Obstetrics and Gynaecology and Jelly Bean said her patients receive the same top-level of care.

“We recognise that the high cost of having a baby can put private obstetrics out of reach for some families, but they still want the personal, one-on-one care that may not be possible in the busy public system,” Dr Ng said.

“With Jelly Bean, patients are combining top care with lower cost, while enjoying a private room and state-of-the-art facilities at Greenslopes Private Hospital,” she said.

After enjoying Jelly Bean’s comprehensive continuity of care throughout their pregnancy and birth, families can then relax and recover in Greenslopes luxury hotel style facilities, with a four to five day postnatal stay, delicious all day menu, education classes and around the clock midwifery care.

The first few days after having baby is notably the most challenging for some to establish breastfeeding and can feel overwhelming for many new mums. The longer length of stay and support by the team of midwives and lactation consultants at Greenslopes can help alleviate this stress, supporting and coaching mum and baby through this journey.

Partners can take advantage of complimentary meals and parking which saves up to \$500 in costs. They are also encouraged to stay and room in with mum and bub in their spacious private maternity suite. There are also education classes which they are welcome to join throughout their stay, helping them to gain or sharpen their newborn baby care skills.

The aim of the new Jelly Bean service is to provide families with an alternate private maternity plan, with no compromise on expert care, helping families to feel safe, confident and ready for their exciting new chapter. ■



St George Private midwives help Sharks player witness baby’s birth via FaceTime

Midwives at St George Private Hospital are being hailed as heroes after helping a NRL star to witness the birth of his first child - from four hours away on the side of a busy highway.

Cronulla Sharks player Royce Hunt was heading to bed on the eve of his team’s game against the Warriors in Brisbane, when his wife Shavaun phoned him in tears to say her waters had broken.

“I was pretty dramatic,” Shavaun recalled. “I was just crying and panicking because it was Friday night and he wasn’t flying home until Sunday. But Royce said it’s all right, calm down I will sort something out,” she said.

“I called the team manager to see if he could do anything but there were no flights,” Royce said. “So I got on our team What’s App group and asked the boys if I could borrow a car. Then everyone was freaking out.”

“Heaps of the boys are dads and they just came knocking on my door, they were packing my bags, giving me keys, my head was all over the place because this was 9:30pm the night before a game. They had me in the car within 15 minutes,” he said.

Facing a 10-hour drive from Brisbane to St George Private Hospital, the couple was confident Royce would make their baby’s arrival in time. But their first-born had other ideas.

“I was about four hours away when I got a FaceTime call and I just thought oh this is it, so I pulled over. Shavaun was already pushing, I was bawling my eyes out on the side of the road. I saw his head come out and he had his hand over his face just like in all his scans. It was just such a beautiful sight,” Royce said.

10 days before his due date, Wolf Paranihi-Hunt was born at 2:30am on 7 August, weighing 3.1 kilograms.

“Honestly it actually felt like Royce was there. The midwives had the idea to FaceTime and their level of care was exceptional. Colette was holding my leg with one hand and the phone with the other. Nicole was squeezing my

hand because my poor mum has arthritis and I’d already squeezed her so hard. To look back now I just wouldn’t have it any other way - baby’s healthy, I’m healthy and Royce got here safely,” Shavaun said.

St George Private midwives Nicole Greig and Colette Lamberton waited until Royce arrived at the hospital so he could be involved in all the baby’s checks and measurements. They both say it’s a birth they’ll never forget.

“We have a responsibility to women and their families to provide the most positive birthing experience. When I realised Royce was not going to make it, I suggested to Shavaun FaceTiming the birth. Royce was then able to provide words of encouragement, they could see and communicate with each other and Royce was able to witness the birth of his son despite being hundreds of kilometres away,” Nicole said.

“Facilitating a positive experience often means ‘thinking outside the box’ and that’s hopefully what we achieved for Shavaun and Royce.”

“It was really very, very special it will absolutely stay with me. Nicole suggested we take a photo of the three of them and the baby lifted his hand up to the phone and put it on dad’s image, just like he knew that was dad. We all just melted,” Colette said.

“As soon as Royce got here, within minutes he had his shirt off and baby on his chest for skin to skin contact. It was beautiful, a beautiful connection of family that shows being a father is just as important,” she said. ■



Growing demand leads to more expansion for Westmead Private Hospital’s maternity unit

Westmead Private Hospital’s beautifully renovated maternity ward is about to experience further expansion, with the opening of its eighth birthing suite.

The commissioning of another birthing suite has been prompted by an increase in demand for Westmead Private’s obstetric and maternity services, and comes just two years after a \$25 million upgrade gave the ward a luxurious, hotel-style ambiance.

Dr Tien Huynh, head of the Department of Obstetrics and Gynaecology and representative member of Westmead Private Medical Advisory Committee, said it was an exciting development.

“Our patient numbers are really growing and I think the revamp has definitely given women the type of maternity services they are after. It’s very beautiful, with single rooms, separate parenting rooms and there’s a lovely rooftop section where new parents can meet with their families,” Dr Huynh said.

“What really makes it so special though is the people. We have an amazing group of very experienced midwives who make a very special connection with women and it goes from the labour ward right through to post-natal care. Actually it’s really the whole Westmead Private Hospital,” she said.

Chief Executive Officer Michael Flatley said it was encouraging to see more women choosing to have their babies at Westmead Private Hospital at a time when other private providers were recording a decline in numbers.

“We really wanted to give new mums that luxurious, hotel-style feel of accommodation when they have their babies with us. We’ve been talking with our community and engaging with our mums to make sure we’re offering them exactly what they’re after, so to now be able to expand to an eighth birthing suite is very exciting,”

Mr Flatley said.

Westmead Private Hospital has one of Sydney’s largest private maternity units. It features 46 private rooms with ensuite, a 14 cot Special Care Nursery, 8 spacious Parenting Suites, Women’s only Infant Feeding Support Centre, Education Centre, Bathing Centre plus a rooftop garden for families to enjoy.

Westmead Private offers all maternity patients the guarantee of a private room following the birth of their baby and one support person is welcome to stay free of charge. ■■

Patients sleep easy at Lake Macquarie and Warners Bay Private Hospitals

Lake Macquarie Private Hospital and Warners Bay Private Hospital faced an unusual kind of “bed block” when the two Newcastle facilities recently received a large delivery of new patient beds.

In total, 136 beds have been replaced at Lake Macquarie Private Hospital and 30 beds at Warners Bay Private Hospital.

The changeover occurred after an audit identified that a number of beds were no longer able to be maintained and serviced to the standards required to ensure patient comfort, safety and maneuverability.

The new model of bed purchased, the Stryker SV2 Electric Bed, can be adjusted into multiple positions and have premium pressure-relieving mattresses.

The changeover occurred over four days and was a massive task that involved the coordination and hard work of teams from hotel services, biomedical, stores, work health and safety and nursing staff. ■■



Movements and Appointments

DR RACHNA GANDHI

has been appointed as Chief Digital Officer (CDO) and will lead both the Australian IT and Digital teams, in recognition of the important role digital and data will play in our future. Responsibilities of this role include focusing on digital health solutions, creating digital front doors and an enhanced user experience, developing a data strategy and establishing a single customer view across Australia.

Rachna is an experienced leader with multi-sector experience who thinks strategically and has a demonstrated track record in delivering world-class customer-centric and digital transformations. She previously worked at Westpac Group as the General Manager of Global Operations, Robotics and Automation, leading a team of 7,500 people across 20 locations worldwide. Prior to Westpac, Rachna has held positions including General Manager of Digital, Customer Strategy and Partners at Suncorp, and CEO of Service NSW which radically transformed government service delivery.

Rachna has a Bachelor of Business and Doctorate of Philosophy. She has also completed leadership and innovation courses through Harvard Business School and Stanford University Graduate School of Business.

ROBYN ABRAHAM

has decided to retire from her position as Director of Clinical Services at Hillcrest Rockhampton Private Hospital after 43 years of nursing. Robyn commenced at Hillcrest Rockhampton Private Hospital in 1996 as the Medical Ward Nurse Unit Manager and, over the years, has become a key member of the hospital management team. Robyn's commitment to developing nursing students and graduates in Central Queensland has been instrumental in the recruitment and retention of our clinical staff. Robyn has made a significant contribution to clinical care at Hillcrest Rockhampton Private Hospital and is highly regarded by the many staff and doctors who have worked at Hillcrest over the years. We wish her all the very best for her new chapter which will include spending more time with her grandchildren.

MATTHEW BARTLETT

has been appointed as Director of Finance and Corporate Services at Peel Health Campus. Matthew has been with Ramsay Health Care for 15 years, during which time he has worked with all of the WA hospitals and with the corporate Commercial Business Partnering team. He is a qualified CPA and has an international finance background with significant health care experience. During his time at Ramsay, Matthew's role have included Finance Manager at Joondalup Health Campus and Commercial Business Partner for Public Contracting. Matthew's Public Private Partnership (PPP) experience from Joondalup Health Campus will position him well to immediately add value to the executive team at Peel Health Campus.

EMMA BOGNAR

has joined Ramsay Health Care as the Director of Payor Relations. Emma brings decades of experience from all sides of the health care industry, having most recently held senior leadership roles within Cura Day Hospitals Group and Healthscope and holding membership on many significant industry committees. Emma will have responsibility for all aspects of the payor relations team and for enhancing relationships with internal and external stakeholders.

MANDY BRADY

has been appointed to the position of Acting Director of Clinical Services at Hunters Hill Private Hospital. Mandy is the Assistant Director of Clinical Services and she has held this role since January 2015. Prior to working at Hunters Hill, Mandy was a member of the North Shore Private Hospital team since 1998 in a number of roles including After Hours Manager, Bed Manager and Patient Flow Manager. Mandy is a passionate advocate for patients and has an excellent understanding of Hunters Hill and the services offered to our staff, VMOs and patients.

JO-ANNE (JO) BROWN

has been appointed to the position of CEO Baringa Private Hospital. Jo has been the Director of Clinical Services at Baringa since 2018. Jo started with Ramsay in 2004 and has worked in

a number of key positions including Education Co-ordinator, nurse unit manager positions and Assistant Director of Clinical Services roles. Jo is a home-grown resident and has established many strong relationships with key stakeholders in the community. Her appointment follows the retirement of Elizabeth Ruthnam who joined Baringa Private Hospital 19 years ago as the Director of Clinical Services, before becoming CEO of the hospital in 2009. During Elizabeth's tenure, Baringa has grown its medical, surgical and rehab services, and diversified to offer cardiology, critical care and mental health services to the community.

NATASHA CASSIDY

has been seconded to the position of Director of Clinical Services and Quality at Strathfield Private Hospital. This is a newly created position which incorporates the Quality Manager role recently vacated, with the remainder of the hours to provide more executive support and clinical leadership in this high acuity facility. Tash has been with Ramsay Health Care since 1999 and has most recently been the Director of Clinical Services at Hunters Hill Private Hospital. Throughout Tash's extensive career with Ramsay, she has worked at numerous Ramsay facilities in a variety of roles including clinical, quality, education and executive positions.

MEGAN CURRAN

has commenced as the Director of Clinical Services (DCS) of Albury Wodonga Private Hospital and Murray Valley Private Hospital. Megan previously worked at Healthscope's Northpark Private Hospital and has long and extensive experience in the DCS role and many other aspects of nursing across the ACT, New South Wales and Queensland.

JIMMY GULGULIA

has been appointed to the part time position of Director of Finance at Baringa Private Hospital. Jimmy has extensive experience in commercial finance manager roles at Forestry Corporation, Toll Holdings and CHEP Asia Pacific.

RHYS JONES

has been appointed as the CEO of the Northern Eastern Victorian network, comprising of Shepparton Private Hospital and Wangaratta

Private Hospital. Rhys joined the health care industry in 2008 while living and working in London, and has worked in various management roles within the industry since moving back to Victoria. Rhys has held senior leadership roles at Monash Health, Jessie McPherson Private Hospital, and most recently as the General Manager of cancer imaging services at Peter MacCallum Cancer Centre; with an impressive track record of strategic development and services improvement. Rhys joined Ramsay Health Care initially as the Director of Finance and Hospital Support Services, quickly developing relationships with internal teams and external stakeholders and with a leadership vision aligned with our organisational culture.

JOANNE (JO) MITCHELL

has been appointed as the Director of Clinical Services (DCS) at John Flynn Private Hospital. Jo has relocated to the Gold Coast from Canberra where she was the Director of Clinical Services at John James Private Hospital. In this role, she was responsible for overseeing all clinical departments including theatre, maternity and ICU. Jo has previously been part of the Ramsay family, spending six years at St Andrew's Ipswich Private Hospital where she excelled as the surgical services manager and also acted briefly as the DCS.

BRENT QUILL

has been appointed as the Director of Finance and Support Services at the Albury group of hospitals. Following a background in finance roles in the private education sector, Brent commenced working in health care in 2016 as the EGM and Company Secretary at Olympic Park Sports Medicine. Brent has recently relocated to Albury to take up the position with the executive team.

NERIDA RUSSELL-GREEN

has been appointed to the position of Director of Clinical Services at St George Private Hospital. Nerida has an extensive health care career and joins Ramsay from her current role of Director of Nursing at Prince of Wales Private Hospital. Nerida is passionate about health care and ensuring that exceptional quality care and service is delivered to every patient at all times.

Ramsay Wellbeing Challenge wraps up with great success

Almost 2,000 people have stepped up their exercise, started a healthy sleep routine and ‘focused on the positives’ as part of this year’s Ramsay Wellbeing Challenge for Mental Health Week.

Launched on World Mental Health Day, Saturday 9th October, the Ramsay Wellbeing Challenge inspired participants to try something new each day for a week to help them thrive in every aspect of their lives.

Daily emails included tips, videos, podcasts and notes to help people not only succeed at the challenges, but enjoy them too. The positive campaign attracted a strong engagement and participation rate of more than 60%.

Daily challenges included:

- **Starting a healthy sleep habit** to help build resilience,
- **Increasing exercise** to boost your mood and lower stress,
- **Focusing on the positives** rather than the negatives,
- **Getting involved in something bigger than yourself** (such as a sporting team or religious group),
- **Engaging in an activity you love** to help ‘find your flow’,
- **Setting yourself a goal** and making steps to achieve it, and
- **Making meaningful connections with others.**

Director, Ramsay Mental Health Australia Anne Mortimer said the challenge was a great way to unite the Ramsay team.

“The Ramsay Wellbeing Challenge has been that daily reminder to people to prioritise their mental health and take the time to focus on their own wellbeing. We hope the ideas we put forward will have a positive and lasting impact to help people structure time for self care in their daily routines,”

Ms Mortimer said.

“We’ve had a wide variety of team members help guide participants through each challenge - from Helen, our art therapist at Northside Clinic, to Jess who’s one of our exercise physiologists, along with psychologists and psychiatrists stretching from Cairns and Rockhampton to Wollongong and Sydney,” she said.

The Ramsay Wellbeing Challenge wraps up today but for those wanting to continue, or start the campaign, the resources will be posted to Ramsay’s website in the coming weeks. ■■



Kareena Private Hospital celebrates ‘Thank you Cleaner Day’

The Kareena Private Hospital team has paid tribute to its dedicated cleaners who work tirelessly to keep the hospital in pristine condition.



Celebrating ‘Thank you Cleaner Day’ in October, the team of 20 cleaners were praised for their ongoing support to staff, patients and the community.

Housekeeping services manager Kirsten Bruchhauser said the team worked approximately 28,000 hours a year to keep the hospital clean and safe.

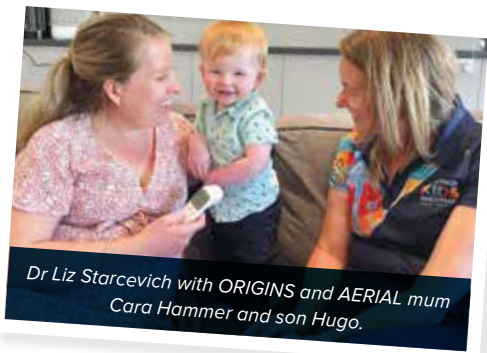
“My Environmental Services Team would like to thank all staff members who took some time to thank all our cleaners at Kareena Private Hospital. It has been a difficult time during COVID and we are appreciative of the positive feedback,” Ms Bruchhauser said.

Hospital CEO, Mathivanan Sakthivel, said it was great opportunity to acknowledge the cleaning team.

“We’re very proud of our cleaning staff who understand when to step up as a team to ensure the hospital’s needs are met. Their contribution during the turbulent challenges of the COVID-19 pandemic has been outstanding,” Mr Sakthivel said.

‘ORIGINS enables real-time monitoring of viral infections for young children’

WA parents in a unique study are using bespoke technology to take daily temperatures of their babies and respond with medical intervention if a fever and respiratory symptoms are recorded.



Three hundred families are involved in the AERIAL study – a sub-project of the ORIGINS project, which is a collaboration between Joondalup Health Campus and Telethon Kids Institute following the journeys of 10,000 families over a decade.

In the AERIAL study, parents are being asked to use a non-invasive mobile app (AERIAL TempTracker) to record signs associated with viral infections such as a runny nose or cough.

“We ask families to take temperatures daily for the first year of baby’s life and to record any symptoms that they observe,” lead researcher, Dr Liz Starcevich said.

“It only takes a few minutes and if a fever or symptoms are detected, the app will automatically prompt the AERIAL team to contact the family and visit them at home for a nose/throat swab.”

These swabs are then sent to Western Diagnostics Pathology for testing of nine different viruses including COVID-19.

The AERIAL study is investigating the importance of the cells lining the airways in the nose and lungs, called epithelial cells. These cells act as a barrier to protect our lungs from toxins that we breathe in and work to keep the protective barrier tight, strong and efficient.

“The use of this smartphone app offers an alternate way of capturing real-time monitoring of respiratory viruses and allows parents to quickly and easily get the information they need.”

The AERIAL smartphone application was designed around consultation with several consumer reference groups, researchers and app developer, Curve Tomorrow.

The AERIAL team is also taking nose cell samples from each baby at birth, which are then being stored and will be used to establish if there are any gene signature patterns and profiles that link to the development of wheeze, allergies and asthma later in life.



Hollywood Private Hospital welcomes new therapy dogs

Hollywood Private Hospital now has a number of new canine recruits to provide comfort and companionship to patients.

The new therapy dogs’ size range is from a Shih Tzu X to a Hungarian Visler. Their duties include visiting patients and staff in the wards and engaging with members of the public.

Volunteer Services Manager Helen Morrell said there are now sufficient therapy dogs at Hollywood to assist with patient visits.

“Previously, we had a small number of dogs utilised on a weekly basis and over the space of a few months three had to retire so we wanted a few more dogs to replace them,” said Mrs Morrell.

“We had an overwhelming response to an article in the local newspaper calling for volunteers.

“We recruited the dogs who had a suitable temperament and were comfortable with people and could cope with unpredictable noises and activity.”

Mrs Morrell said therapy dogs provide many health benefits, including distracting patients from pain, reducing anxiety and generally bringing joy.

“The hospital dogs are very popular at Hollywood and encourage social interaction,” Mrs Morrell said.

Studies have found animal-assisted therapy provides physiological and psychological benefits for patients.

Ramsay Health Care has a comprehensive Pets and Therapy Animals Guideline policy in place, which includes strict infection prevention and control measures for any animals approved to visit the hospital.

“We have a stringent policy to ensure the dogs are clean, vaccinated, well-trained and screened for appropriate behaviour,” Mrs Morrell said. “Generally only one dog is on site at a time and they are here over the 7 days of the week”.

“Dogs and their handlers undergo training and the volunteer must have control of the dog at all times while it is on duty”.

Volunteer Meredith Borland said it was such a simple thing to share the joy of being a dog owner.

“It’s such a great initiative for staff wellbeing as well as for the patients,” she said.



101-year-old patient celebrates birthday at Tamara Private Hospital

The team at Tamara Private Hospital was delighted to help celebrate the birthday of a 101-year-old patient in September 2021.

Mr Russell Godden was born on 9 September 1920 – in the same year the League of Nations and Qantas Airways were both founded.

In honour of his 101st birthday, staff at Tamara Private Hospital joined together to create a choir to sing to the centenarian.

Mr Godden enjoyed a nice nip of his whiskey (which he received as a birthday present) and a slice of cake from his family.



“To inspire future generations of workers in health care, [I would] teach them and show them they are making a difference.”

Jean-Luc Kouakou,
Glengarry Private
Hospital, WA

“I enjoy making a difference in my customers’ lives. Even if it only appears to be a small thing to the outsider looking in, it can have a big impact on the quality of someone’s life.”

Joanne Ellery,
Ramsay Pharmacy
Wangaratta, Vic

“Every patient I’ve had the privilege to know has inspired me to be the best I can be for them.”

Zara Hardy,
Port Macquarie Private
Hospital, NSW

Ramsay’s diversity on display as Year of Health and Care Workers draws to a close

Ramsay Health Care has created a campaign to recognise and celebrate its diverse health care workforce, profiling dozens of employees throughout the year. It was a chance to showcase the fantastic people working across our Australian business.

“It is very rewarding knowing that we are providing hope to patients and their families for a healthier and more promising future.”

Hollie Ritchie,
Lake Macquarie Private
Hospital, NSW

“I take pride in my job by making sure all patient needs are met.”

Sandy Smith,
Caloundra Private
Clinic, Qld

To acknowledge the World Health Organisation’s declaration that 2021 is The Year of the Health and Care Worker, Ramsay launched a campaign to profile one employee per week for the entire year.

Biomedical engineer Natalie Bourke, from St Andrew’s Ipswich Private Hospital in Queensland, kicked off the campaign. She hoped the Year of the Health and Care Worker would increase awareness of the contribution these professions make to communities around the world.

“I see it as a great opportunity for all of us to come together and reflect back on how much hard work has been done by health and care professionals, especially during the COVID-19 pandemic. Working in healthcare can sometimes be challenging but without a doubt, it is one of the most rewarding careers where you can make a difference every day,” Ms Bourke said.

Service Delivery IT Manager in Victoria, Michael Robas also featured in the campaign. He said working for Ramsay Health Care was like being part of a big family.

“We all work together as a team and it doesn’t matter if you are a visiting “IT Guy” at the hospital, you are always welcomed with a smile and open arms. The global pandemic highlighted the importance of all health care workers and it is an honour to play a part as IT Support, especially during the times we were called on to assist with COVID-19 related activities,” Mr Robas said.

Clinical trials coordinator Hollie Ritchie, who provides patients with access to new and potentially life-changing therapies through her role at Lake Macquarie Private Hospital in New South Wales, said she was proud to be part of a health care team during a challenging year.

Marina Mitchell, who has worked at Albury Wodonga Private Hospital for 20 years, takes pride in making a ‘mean morning tea’ as part of her role in the catering team, while Zara Hardy from Port Macquarie Private Hospital said it is an honour to be a nurse working beside some remarkable professionals who have dedicated their lives to caring for others.

National Communications Manager Emily Fardoulis said the campaign was a great way to acknowledge the broad range of skills that make up the Ramsay workforce in Australia.

“From our nurses, pharmacists and allied health workers to supply managers, housekeeping staff and social workers, we have gained a greater insight into what our people love about their roles. The most common theme was they were motivated by making a difference and helping others - so it was wonderful to see these true examples of our People caring for People philosophy in action,” she said. ■