

The Ramsay Way

Ramsay Health Care Corporate Newsletter



Ramsay
Health Care

COVID-19 WORKFORCE

Record number of new nursing graduates commence careers at Ramsay

Ramsay Health Care has recorded its largest ever intake of nursing graduates, with 539 people onboarded in Ramsay hospitals across Australia in February 2022.

The new graduates have been employed as part of the Graduate and Intern Fellowship Program, a new two-year fellowship program which offers unparalleled flexibility, choices and opportunities, including a guaranteed permanent contract.

New graduates will be trained, coached and supported through the program, while having the opportunity to specialise in areas like mental health and operating theatres. They will also be exposed to areas including medical and surgical wards, rehabilitation and maternity units, as well as intensive care.

Sinead, one of 17 new graduates to commence at Kareena Private Hospital in Sydney, said: "I'm very excited to be at the beginning of my journey as a Ramsay nurse. During my placements here as a student I felt so supported so I am really looking forward to learning with Ramsay."

The nursing graduate program is part of Ramsay's multi-pronged approach to strengthening its workforce.

Ramsay Health Care Australia CEO, Carmel Monaghan, said it was important to develop and attract the best people to the company, particularly in light of workforce shortages in the health care sector which have been exacerbated by the COVID-19 pandemic.

"We are constantly assessing and forecasting our staffing needs and innovating to find and create solutions. We have a number of strategies in place

to strengthen our workforce, including international recruitment and initiatives to grow our own," Ms Monaghan said.

Ramsay Health Care has committed to focus on offering more opportunities for employees to learn, develop and build their careers with Ramsay.

"Investing in the development of our people will enable us to provide the best possible health care outcomes for our patients," Ms Monaghan said.

"That's why we have developed new leadership programs focused on our nurse unit managers and directors of clinical services. As the stewards of the hospital, we deem them our most critical workforce so investment in creating career pathways for them will be key to our future success."

Components of the programs include mentoring, leadership coaching and guidance on how to protect the wellbeing of a clinical workforce.

"We have received so much positive feedback about these new programs that we are actually looking at how we can roll out this leadership training more broadly," Ms Monaghan said. ■

43 new graduates commenced at Hollywood Private Hospital



Ramsay Health Care Australia CEO, Carmel Monaghan, (front) meets 41 new graduates at Greenslopes Private Hospital.



Some of the 17 new graduates who commenced at Kareena Private Hospital



Ramsay assists with flood recovery in Queensland and New South Wales

Ramsay Health Care has offered financial support to its employees who were displaced because their homes were inundated during the flood emergency in South East Queensland and New South Wales.

Ramsay's Flood Hardship Assistance Grant has been created to help cover costs such as emergency accommodation, food and essential items for employees who were severely impacted by floodwaters.

Ramsay Health Care Australia CEO, Carmel Monaghan, said it was heartbreaking to hear about the devastating impacts the natural disaster had on some team members.

"Providing hardship assistance grants to our affected people is one way we can help them to get back on their feet," Ms Monaghan said.

Ramsay Health Care is also providing special emergency leave to health workers who were isolated by floodwaters and therefore could not work. This is in addition to the Employee Assistance Program available for free to all staff who want to access professional and confidential counselling, coaching and support.

Ms Monaghan said she was also proud of the many examples of Ramsay staff going above and beyond to help their communities. Some examples include:

Ramsay Pharmacy

When the Mary River in Gympie reached its highest peak since 1893, cutting the town in two, Ramsay Pharmacy team members Ken Salmon and Dale MacFarlane made sure locals had access to essential medication. Ken, despite being on his day off, took the initiative to make urgent medication deliveries by kayak. While Dale arranged to have medications taken by SES Helicopter to a local nursing home that was completely surrounded by water.

John Flynn Private Hospital

Staff created more than 200 first aid packs worth \$5,000 for flood victims in northern New South Wales. The packs included items like betadine, bandages, gauze, gloves, Panadol, Nurofen, scissors, lollies, sunscreen and hand gel. A number of John Flynn staff and ICU doctors also volunteered at flood sites in Lismore and Murwillumbah.

Flooding in Gympie

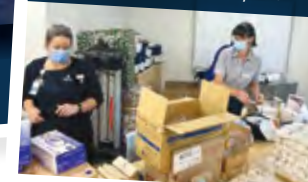


Flooding at Mt Wilga



Donation packs created at John Flynn Private Hospital

Creating first aid packs at John Flynn Private Hospital



Mt Wilga Private Hospital

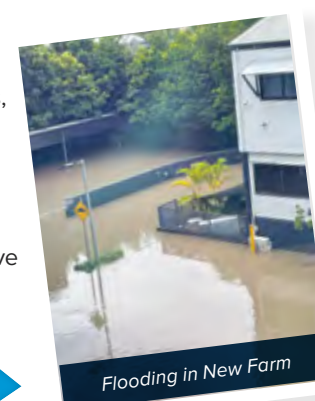
The managers led by example by quite literally digging in, shovelling trenches, sweeping water and sandbagging to help protect the facility. It was inspiring to see this display of teamwork and collaboration.

Sunshine Coast teams

Ramsay staff on the Sunshine Coast demonstrated The Ramsay Way when they stepped up to help Wandi Nerida (part of the Butterfly Foundation) when it needed to evacuate patients due to flooding. Ramsay accommodated 10 of their patients for two nights.

Ramsay Clinic New Farm

The team at Ramsay Clinic New Farm was busy managing the impacts of floodwaters, which surrounded the facility and also flooded the basement. Greenslopes Private Hospital also jumped in to assist, by taking in some of Ramsay Clinic New Farm's patients to ensure they could receive ongoing care. ■



Flooding in New Farm

Australian-first women's mental health service
See page 3 to find out more

Full COVID-19 coverage See pages 8 – 9 to find out more

Ramsay cares for the planet in 50 million ways See page 10 to find out more



MESSAGE FROM THE CEO

Welcome to the first edition of The Ramsay Way newsletter for 2022. This has not been the start to the year that we were expecting due to Covid but with elective surgery and visitor restrictions now easing on Australia's east coast, we are hopeful that this is a positive sign we are returning to many of our pre-pandemic freedoms.

In reflecting on the last couple of years, while our business has been significantly impacted, Ramsay Health Care has stuck to our core principles of 'people caring for people' – caring for our staff, our patients and our doctors. Our procurement teams have been able to source the appropriate PPE and RATs, our clinical governance and risk management teams have gone above and beyond to ensure we had appropriate policies and procedures in place to keep people safe, our IT teams have enabled us to connect virtually, and despite the financial impact, we have been able to retain all our staff. I think Paul Ramsay would be proud of how we have managed through one of the toughest periods in our history.

Ramsay is now well positioned in Australia to help address both a backlog of elective surgeries in the public sector and the 'shadow pandemic' which has seen a steep increase in demand for mental health services. We have also been investing significantly in our facilities. This includes modernising and expanding our existing hospital network to meet growing demand, while simultaneously pursuing opportunities in new markets and community settings.

Another area of great importance is sustainability. Under our Ramsay Cares initiative of caring for our people, planet and community, we are making excellent strides (p10). After swapping more than 25 million single-use plastic items for environmentally-friendly alternatives in just 18 months, we have now increased this goal to 50 million items by the end of this year. We have also progressed with our solar power rollout at our hospitals (p10) and provided a boost of almost \$2 million to local businesses via gifts to our employees (p11).

As we go to print with this edition of The Ramsay Way we are facing the wettest start to a year in our history and our staff and hospitals in many regions have been impacted by flooding.

Ramsay has launched a special Flood Hardship Assistance Grant for staff who have been displaced because their homes were inundated by floodwaters. We hope this funding will help cover costs such as emergency accommodation, food and essential items. If you were displaced by flooding, please ensure you reach out to your manager so that we can help to support you.

Warm regards,

Carmel Monaghan
Chief Executive Officer, Ramsay Health Care Australia

DEVELOPMENT NEWS

Construction starts on Ramsay's new Northern Private Hospital in Melbourne

Work is officially underway on building Victoria's newest hospital – Northern Private Hospital – which will be owned and operated by Ramsay Health Care.

Co-located with the Northern Hospital (public), Ramsay Health Care's Northern Private Hospital will deliver extensive medical, surgical and mental health services to the New Epping area, currently the last major growth corridor in Victoria without a private hospital.

Ramsay Health Care Australia CEO Carmel Monaghan said Northern Private Hospital was designed to provide world-class patient care and offer an extensive range of health care services.

"Northern Private Hospital will offer a broad range of treatments to ensure the community has easy access to all the health services they need, complementing the existing offerings available at the nearby Northern Hospital," Ms Monaghan said.

"Specialties available at Northern Private Hospital will include general medicine, vascular surgery, cardiology, orthopaedics, plastics, ENT, gynaecology, oncology, haematology, ophthalmology and more."

"The first stage of Northern Private Hospital will feature 75 beds including four beds for high dependency patients and six in the critical care unit, four theatres and a cardiac catheter laboratory.

"Importantly, Northern Private will offer a dedicated mental health ward to address the growing number of Victorians seeking access to vital mental health services. We know that the pandemic has exacerbated the mental health burden in Australia, creating a 'shadow pandemic', and our hope is that this new mental health ward will play a meaningful role in addressing this issue."

Northern Private Hospital CEO, Kieron Martin, said the hospital will also embody Ramsay Health Care's sustainability strategy to help create stronger communities, healthier people and a thriving planet.

"We've engaged an independent consultant to manage the sustainability design of Northern Private Hospital," Mr Martin said.

"The structure of the hospital will include recycled materials and chilled beams for enhanced thermal comfort. It will incorporate solar power, energy efficient lighting, and fixtures, fittings and appliances designed for water conservation and energy efficiency.

Ramsay plans to open Northern Private Hospital in two stages, with the first stage to be completed in 2024 and the second stage forecast to open in 2027.

The Victorian Government has supported the construction of a link bridge to connect Northern Private with the public Northern Hospital for ease of access between the two facilities.

The Northern Private Hospital is part of the \$2 billion mixed-use New Epping development. Developed by Riverlee, the new community will include a seven hectare health, wellness and knowledge precinct as well as residential, commercial and retail facilities with over 11 hectares of open space connected to Edgars Creek.



Northern Private Hospital CEO Kieron Martin, Ramsay Health Care Australia CEO Carmel Monaghan and Ramsay Health Care Australia Chief Operating Officer of Hospitals Greg Hall inspect the construction site.





North Shore Health Hub sets new benchmark in innovative health care facilities

Attendees at the official opening included North Shore Private Hospital CEO Richard Ryan, Ramsay Health Care Australia CEO Carmel Monaghan and NSW Health Minister Brad Hazzard (fourth, fifth and sixth from the left)

A new integrated medical precinct in Sydney’s lower North Shore has been officially opened by NSW Health Minister Brad Hazzard.

The state-of-the-art centre offers patients access to radiation oncology, medical oncology, day surgery, diagnostics, theranostics and a clinical trials unit, all under the one roof.

The new North Shore Health Hub comprises:

- **North Shore Private Hospital’s new day surgery unit** (owned by Ramsay Health Care)
- **GenesisCare** – radiation oncology, medical oncology, theranostics services, as well as a clinical trials unit
- **North Shore Radiology & Nuclear Medicine** – diagnostic imaging, PET-CT, MRI
- **Douglas Hanly Moir** – pathology

The day surgery unit operated by North Shore Private Hospital features three large operating theatres, private pre-operative bays, a recovery lounge, and an inviting reception and waiting area. It is conveniently located on the podium level of the North Shore Health Hub with a link bridge to North Shore Private Hospital.

Chief Executive Officer of North Shore Private Hospital, Richard Ryan, said the hospital was delighted to be part of the North Shore Health Hub.

“Our new day surgery unit is equipped with state-of-the-art medical facilities and is designed to ensure treatment is provided in a comfortable, tranquil, patient-centered setting. It houses

our expanded endoscopy services, with procedures provided by specialist gastroenterologists, colorectal surgeons and urologists,” Mr Ryan said.

“Our facilities complement the existing comprehensive surgical, medical and maternity services provided at North Shore Private Hospital.”

General Manager, GenesisCare Oncology NSW, Fergus Rourke said: “For the first time, patients will have access to an integrated private cancer centre on the North Shore health campus, led by oncologists and other specialists from North Shore Private and Royal North Shore Hospital. “The advanced service is expected to draw patients from across Australia and medical tourists from abroad seeking access to the latest therapies and trials,” said Mr Rourke.

In addition to offering patients access to the latest treatments, techniques and clinical trials, the centre will provide a range of allied health services, including dietetics, speech pathology, psychology, physiotherapy and exercise therapy.

Chief Executive Officer of Dexu, Darren Steinberg, said: “The North Shore Health Hub sets a new benchmark in innovative healthcare facilities, catering to the requirements of patients, practitioners and operators alike.”

Australian-first women’s mental health service via Ramsay Clinic Albert Road and Shepparton Private Hospital

Victorian women will have greater access to dedicated mental health support in Melbourne and Shepparton, thanks to a new partnership that delivers on a key recommendation of the Royal Commission into Victoria’s mental health system.



The new Specialist Women’s Mental Health Service (SWMHS) will provide specialist care for those identifying as women with complex mental health conditions, including those who present during the perinatal period and those with eating disorders.

In announcing the SWMHS, Acting Victorian Premier and Minister for Mental Health James Merlino said the service will be delivered via a mix of hospital and home-based care through both Ramsay Clinic Albert Road and Shepparton Private Hospital (both operated by Ramsay Health Care).

“Seeking mental health care should make people feel at their safest – but for too long, too many women have felt unsafe or threatened while getting treatment. We’re putting an end to that with this Australian-first service, delivering sensitive, gender-specific care for women who need acute support,” Mr Merlino said.

If successful, this hub and spoke model could inform potential future sites across other regional locations.

The SWMHS is a partnership between Ramsay Health Care, The Alfred and Goulburn Valley Health, which will provide a statewide referral service for people requiring specialised mental health care in a women-only environment.

Ramsay Health Care will provide 35 acute inpatient and home based mental health beds to deliver clinical treatment, care and support for public patients who would otherwise be treated in a public inpatient mental health unit.

Ramsay Clinic Albert Road will provide 24 beds plus six hospital-in-the-home beds, while Shepparton Private Hospital will have five beds (a flexible mix of inpatient and hospital-in-the-home beds).

Ramsay Clinic Albert Road CEO, Petra Glare, said: “This is an exciting time in the development and growth of mental health services in Victoria. We are pleased to be able to expand our services for Victorian women who are experiencing mental health issues. This partnership will

allow our experienced team to support women in need at a time when demand for mental health services is higher than ever before.”

Shepparton Private Hospital CEO, Rhys Jones, said: “We are proud to be part of a partnership that addresses a key recommendation in Victoria’s Mental Health Royal Commission Interim Report. The Commission identified a need for separate treatment spaces for women and to ensure the safety and dignity of consumers, families, carers and workers in Victoria’s mental health system. This meaningful, Australian-first initiative is intended to be a holistic, wellness-focused service,” Mr Jones said.

Ramsay Clinic Albert Road and Shepparton Private Hospital are operated by Australia’s largest private mental health service provider, Ramsay Health Care.

Ramsay has a 57-year history of providing reliable, high-quality mental health support to more than 70,000 mental health patients each year.



Townsville patients to benefit from new short-stay surgical hospital by Ramsay Health Care

More North Queensland residents could soon have access to health care services from Australia’s largest private hospital operator, with Ramsay Health Care announcing its plan to lodge a development application for a short-stay hospital and integrated patient care facility in Townsville.



The proposed Ramsay Surgical Centre is designed to provide the Townsville community with access to gold standard clinical services and world-class facilities with an emphasis on digitisation and technology to enhance the patient experience.

Ramsay Health Care Australia CEO, Carmel Monaghan, said: “Ramsay Health Care is excited to be entering the Townsville market for the first time with this new standalone surgical centre that will allow locals to access high-quality health care outside the traditional hospital setting.

“The Ramsay Surgical Centre will focus on short stay and day surgery options, working with some of Queensland’s leading

doctors and utilising advanced technology to ensure the best possible care for our patients.

“By focusing on short stay and day surgery we can offer a new alternative for privately insured patients and an affordable option for self-insured patients.”

The proposed Ramsay Surgical Centre will offer specialties including Orthopaedics, General Surgery, Endoscopy, ENT and Gynaecology. The proposed development will initially include four operating theatres, a procedure room and 24 inpatient beds, with capacity for future growth.

“Importantly, it will also provide access to Ramsay Health Plus, our outpatient allied health service which offers

personalised pre- and post-operative care, as well as allied health services for the Townsville community,” Ms Monaghan said.

“This allows us to provide patients the full services support they need while recovering in comfort in their own homes.”

Ramsay Health Care’s partnerships with leading universities and TAFE Queensland mean the hospital will be able to hire and continue to develop the very best health care workers.

“The proposed development has received strong support from local surgeons and anaesthetists and will result in more jobs for health care workers in the region, including nurses and administration workers,” Ms Monaghan said. ■■

Pindara Private Hospital’s “Operation Lollydrop” a sweet success

It was raining lollies at Benowa State School as Ramsay Health Care and John Holland celebrated the \$45 million Pindara Private Hospital extension nearing completion by thanking the neighbouring school for its patience while construction was underway.

70 kilograms of lollies were lowered from a 50-metre-high crane which was located on the Pindara site during the redevelopment.

The hospital’s Assistant Director of Clinical Services, Tracey Clark, said watching the excited faces of their young neighbours as ‘Operation Lollydrop’ unfolded felt like a fitting end to the project’s major works phase.

Director of Clinical and Hospitality Services, Jan Lloyd, said the school principal, staff, students and parents at Benowa State School had been incredibly supportive while the project was being delivered, so the teams at Ramsay and John Holland came up with ‘Operation Lollydrop’ as a fun gesture of thanks and goodwill.

“This is just a small way of saying thank you for the part they played in the creation of hospital services that will benefit so many in the local community,” Ms Lloyd said.

Construction on the extension commenced in early March and in early 2022, Pindara Private Hospital will open two new private wards and an additional two state-of-the-art operating theatres.



“Pindara Private Hospital is an acute medical/surgical and maternity hospital that’s been serving the northern end of the Gold Coast for 50 years, so this redevelopment is just the perfect birthday gift,” Ms Lloyd said.

“This essential extension means Ramsay Health Care will be able to provide high quality care for more people in this growing community for many years to come.”

John Holland’s Project Manager Jai Shires said it was an important milestone to see the end of heavy machinery on the site, with final works to be completed in the next month.

“The staff and students at Benowa State School have been kind enough to share part of their outdoor athletics area with our team so we can get on with the job of transforming the neighbouring hospital,” he said.

“Along with resurfacing two of the school’s carparks, John Holland and Ramsay Health Care are pleased to do something extra special for the students who can now say they’ve been a part of Australia’s first lolly drop of this kind. It was our way of thanking them for being an important part of the community and great neighbours.” ■■





\$10m upgrade to boost health facilities at Tamara Private Hospital

Tamworth residents will have access to new state-of-the-art health facilities on their doorstep when a \$10 million upgrade of Tamara Private Hospital is complete.

Work has begun on a significant upgrade to Ramsay Health Care’s Tamara Private Hospital, a 53-bed medical and surgical hospital which currently has three operating theatres, a large day surgery unit, procedure room and a high dependency unit.

The redevelopment will provide a significant boost to existing day surgery unit capacity and upgrade the operating theatre suite. It will include one new integrated operating theatre, plus create the shell for another to meet future need. An upgraded endoscopy procedure room, 10 additional recovery bays, plus new reception and waiting areas will also be delivered.

CEO and Director of Clinical Services, Dr Patricia Thornberry, said the refurbishment and expansion would deliver a much-needed boost in the hospital’s capacity, allowing it to provide additional quality health care for the local community.

“There’s currently a waiting list for private patients because the existing operating theatres at Tamara Private Hospital are at capacity now,” Dr Thornberry said.

- “Having a new operating theatre will allow extra theatre time for our surgeons and enable patients to have their surgery here in Tamworth and not have to travel outside the region.
- “In addition to new patient facilities, the redevelopment will also include a significant upgrade to the hospital’s central sterile supply department.
- “This unit is responsible for the collection, decontamination, assembling, packing, sterilisation, storing and distribution of sterile goods and equipment to patient care areas – work that has become even more critical and painstaking during the pandemic.”

Dr Thornberry said the redesign of the day surgery unit would improve patient flow and enhance privacy and comfort.

The project is expected to be completed before Christmas 2022, with construction works staged to ensure there is no disruption to hospital services. ■■

Cairns Private Hospital plans for future growth with latest land purchase

Ramsay Health Care is continuing to invest in the health care needs of Far North Queenslanders by purchasing land near Cairns Private Hospital to allow for future expansion.

The Cairns Private Hospital executive team worked closely with representatives from the Cairns Baptist Church to ensure the land purchase arrangement worked for all parties.

Cairns Private Hospital Chief Executive Officer Ben Tooth said it was Ramsay’s first land purchase in the region since The Cairns Clinic was purchased a decade ago.

“This is a really exciting development for the Cairns community because the land is directly adjacent to Cairns Private Hospital, allowing us to expand our critical services in the future,” Mr Tooth said.

“We will undertake a master planning process to determine the key infrastructure required and I expect that’s likely to include additional theatres and bed capacity.

“It shows Ramsay Health Care is committed to Far North

Queensland and I look forward to working with the community as we plan for the future health care needs of our region,” he said.

Under the purchase agreement, the Baptist Church will lease the land back from Cairns Private Hospital for up to two years, giving the Church the opportunity to relocate to new facilities while still being able to continue its presence in the Cairns community.

Ramsay Health Care has operated Cairns Private Hospital since 2002 and has expanded the facility to include 150 inpatient beds, Cardiac Catheter Lab, After Hours GP Clinic and Cairns Day Surgery.

It also provides comprehensive mental health services to the community at Ramsay Clinic Cairns (previously ‘The Cairns Clinic’), located in Sheridan Street. ■■



Peter Beh (Treasurer, Cairns Baptist Church), Dr Chin Lim (Cardiologist), Ben Tooth (CEO, Cairns Private Hospital), Claire Harding (Cardiac Services Nurse Manager, Cairns Private Hospital)

New names for Ramsay's mental health clinics

Ramsay Health Care has embarked on a rebranding strategy for its Australian facilities which provide mental health services.

Following the launch of its distinctive new brand Ramsay Mental Health in mid-2021, Ramsay has renamed 21 of its mental health clinics.

Director of Ramsay Mental Health, Anne Mortimer, said this was because the organisation wanted to make it easier for patients to identify their local Ramsay Clinic and access those high-quality mental health services.

“Our intention is to foster better connectivity between regional and metropolitan mental health services, enhance the accessibility of information for patients and their families, and to showcase the size and scale of our mental health services.”

Ramsay's mental health clinics in Queensland, New South Wales, Victoria, South Australia and Western Australia will be known as:



QLD

- Ramsay Clinic Rockhampton
- Ramsay Clinic Gold Coast
- Ramsay Clinic Cairns
- Ramsay Clinic Caloundra
- Ramsay Clinic New Farm



NSW

- Ramsay Clinic Coffs Harbour
- Ramsay Clinic Orange
- Ramsay Clinic Lakeside
- Ramsay Clinic Berkeley Vale
- Ramsay Clinic Albury Wodonga
- Ramsay Clinic Macarthur
- Ramsay Clinic Cremorne
- Ramsay Clinic Wentworthville
- Ramsay Clinic Northside



VIC

- Ramsay Clinic Albert Road
- Ramsay Clinic Mitcham
- Ramsay Clinic Beleura
- Ramsay Clinic Shepparton



SA

- Ramsay Clinic Adelaide
- Ramsay Day Clinic Kahlyn

WA

- Ramsay Clinic Hollywood

Ramsay Mental Health is Australia's largest private provider of mental health services, treating more than 70,000 patients per year and partnering with 370 visiting psychiatrists. ■■

For more information, please visit www.ramsaymentalhealth.com.au



Professor Philip Mitchell, Chief Investigator and Ramsay Health Care psychiatrist

Ramsay Hospital Research Foundation reaches milestone in world-first genetic study into depression

Genetic samples from 250 patients being treated for depression at certain Ramsay Mental Health clinics have been successfully genotyped as part of a world-first study called “Genes, Clinical Assessment and Depression” (GLAD), funded by the Ramsay Hospital Research Foundation.

The aim of the GLAD study is to investigate the roles of genes and clinical factors in the large numbers of clinically well-assessed patients being treated for depression at Ramsay Clinic Northside and Ramsay Clinic Cremorne.

Chief Investigator and Ramsay Health Care psychiatrist, Professor Philip Mitchell, said there was a very limited understanding of the factors that determine outcome in depression.

“While there are some known clinical factors that account for poor outcomes, there is growing evidence that genetic factors may play an important role,” Professor Mitchell said.

“In recent years, research has identified over 100 genetic regions that make people at increased risk of depression, and over 60 for risk to bipolar disorder. Researchers are now able to determine the sum of these genetic risk areas in the genome – the so-called “polygenic risk score” (PRS) for a range of psychiatric disorders such as depression, schizophrenia and bipolar disorder.”

Depression is a common condition, affecting at least one in four people at some stage of their life. While most with depression respond well to treatment (either psychological and/or medications), about a third do not respond to current therapies.

Through the GLAD study, researchers hope to develop a clinically useful algorithm – using both the PRS and clinical factors – that will assist clinicians in identifying important relevant factors contributing to the outcome of their patients with depression.

No other PRS studies of large highly clinically assessed samples have been undertaken worldwide.

The development of the algorithm is designed to assist clinicians in understanding the factors leading to any poor outcome in their patients, and in tailoring their treatments more accurately.

Since 2018, more than 300 patients from Ramsay Clinic Northside and Ramsay Clinic Cremorne have been assessed in detail and given genetic samples via “spit kits”.

Genetic samples from the first 250 patients have now been successfully genotyped by the Australian Genome Research Facility (AGRF) and correlations of PRS with clinical measures of outcome are due to be statistically analysed in collaboration with Associate Professor Jan Fullerton of the Neuroscience Research Australia institute.

“We are aiming for a final sample of at least 500 depressed patients,” said Professor Mitchell.

“We have extended the age range of the study sample to include adolescents after interest from the Adolescent Service at Ramsay Clinic Northside. The study will also be extended to Ramsay Clinic Wentworthville this year, and possibly also Ramsay services in Melbourne.”

These genetic samples will also be used in international research consortia for the study of genetics in depression, and the genetics of response to electroconvulsive therapy. The GLAD study has shown that it is possible to undertake high quality mental health research studies in the private setting.

“It is not possible to recruit large numbers of depressed patients in the public sector,” said Professor Mitchell. “We have been delighted at the enthusiastic response of the Ramsay wards to this research program from both nursing and medical staff.”

The GLAD study was one of the first projects to be funded by the Ramsay Hospital Research Foundation in 2017. ■■

Hollywood Private Hospital top recruiting site for global Moderna melanoma clinical trial

Professor Adnan Khattak, based at Hollywood Private Hospital, is the world’s top recruiter for a Moderna clinical trial of an investigational personalised mRNA cancer vaccine for melanoma patients.

Moderna is evaluating whether mRNA technology is effective at harnessing the body’s immune system to identify and kill cancer cells.

By using cloud-based computing and a specifically developed algorithm, the goal is to create individualised cancer vaccines to deliver a custom-tailored medicine for each patient.

Affinity Clinical Research, which has partnered with Prof Khattak at Hollywood Private Hospital on this study, has enrolled 17 patients to the study.

The research is exploring the efficacy of a personalised mRNA cancer vaccine in combination with an immune inhibitor and comparing it to treatment with the immune inhibitor alone.

As the lead for the research team, Prof Khattak said it was a significant achievement for Hollywood to offer such a novel investigational therapy trial for melanoma patients.

“Recent breakthroughs in cancer immunotherapy have demonstrated anti-tumour responses can be achieved by activating antigen specific T cells,” Prof Khattak said.
“However, some patients’ cancer responds only partially or does not respond at all to these anti-cancer therapies.

“It is hoped an individualised vaccine will help the patient’s immune system better recognise cancer cells as foreign and destroy them.”

During the trial, each patient’s tumour tissue is sent to a lab in the US and through next-generation sequencing, computers identify mutations found on the patient’s cancer cells, called neoepitopes.

“Neoepitopes help the immune system distinguish cancer cells from normal cells,” Prof Khattak said.

“Scientists then create an investigational vaccine that encodes for each of these mutations and loads them onto a single mRNA molecule.”

Prof Khattak said the aim is for personalised mRNA vaccines to gain better results for patients when combined with the immunotherapy options currently available.

“The standard treatment for patients with high risk Stage III melanoma is 12-months therapy with an immune checkpoint inhibitor,” Prof Khattak said.

“However, about 20-25 per cent of these patients will experience disease relapse.

“Therefore there is the need to develop better treatment options to cure a higher proportion of patients with early stage melanoma.”

Prof Khattak said the current immunotherapy options available for melanoma patients were not patient specific.

“We don’t have a specific biomarker to predict which patients are likely to respond to immunotherapy and who is likely to have treatment refractory disease,” Prof Khattak said.

The global study involves 150 participants and preliminary results of the study are expected to be released in 12 to 18 months.

East Victoria Park mother Nicole (40) was diagnosed with metastatic melanoma in September and is participating in the trial.

Head of Affinity Clinical Research Kryss Hiscock said clinical trials can potentially be an important option for people with melanoma.

“Among other benefits, clinical trials provide access to new treatments before they become available to the general public,” Ms Hiscock said.

Hollywood Chief Executive Officer Peter Mott said the melanoma research study was one of many high-profile international clinical trials underway at Hollywood.

“We are thrilled to be taking part in such important medical research and are well placed to offer more novel therapies for patients in the future,” Mr Mott said.

For more information about the melanoma clinical trial visit: <https://clinicaltrials.gov/ct2/show/NCT03897881>

Left: Professor Adnan Khattak and melanoma patient Nicole.



Masada Private Hospital aims to be part of history with lab-grown skin

Masada Private Hospital is working to make history as part of a research project which aims to develop bioengineered skin to help burns patients.

The study, which was recognised by the National Health and Medical Research Council (NHMRC) Medical Research Future Fund (MRFF) with a grant of \$2.4 million, hopes to develop laboratory grown skin using a patient’s own skin cells as an alternative to skin grafting surgery.

As one of the chief investigators involved in the study, specialist plastic surgeon Mr Cheng Lo said the research will allow a team of scientists to isolate skin cells with the hope of expanding them to construct skin substitutes.

“This programme has the potential to develop burns treatments using a patient’s own skin cells so they would no longer need to rely on skin grafts,” Mr Lo said.

“This could revolutionise the way we treat burns patients by improving their outcome and ongoing comfort using skin grown from their own cultured cells.”

The study will use skin that would otherwise have been discarded during surgery, requiring no additional tissue

collection or risks for those donating to the research.

Masada Private Hospital CEO, Lisa McFadden, said she was proud the hospital was playing a part in advancing treatment for burns patients.

“I hope this study will result in huge improvements in the treatment of burns patients, which could then eventually lead to other advancements in the treatment of various skin conditions,” Ms McFadden said.

“Ramsay Health Care is committed to being part of continually advancing science and medicine to ensure we can offer patients the best possible care.”

The research to develop bioengineered skin, which has involved more than 10 years of work to date, will begin human trials in 2023.





International nurses thanked for their commitment to Victoria's COVID-19 response

The Avenue Hospital has sponsored two nurses from the Philippines who have spent more than a year away from family helping Victorians during the global pandemic.

Louie Abeja and Katrina Baking joined The Avenue Private Hospital team in late 2020, bringing experience as Perioperative Nurses from the Philippines.

The Avenue Private Hospital Theatre Manager, Justine Walsh, said she was unaware when Louie and Katrina first joined the team that their families and children remained at home overseas.

"Louie and Katrina joined us through a recruitment agency during the nursing shortage, and it was a few months before we found out they travelled to Australia without their families," Ms Walsh said.



"Louie and Katrina are hardworking and brought a warmth, eagerness and light to the department, despite being separated from their families for more than a year due to COVID restrictions.

"And while COVID-19 kept them from seeing their families, they upskilled to help with the Victorian Vaccination response.

"Ramsay Health Care and The Avenue Hospital were pleased to be able to reward their commitment by sponsoring them to complete the transition to scrub scouts in the theatre department."

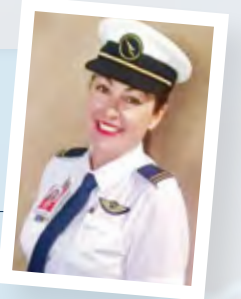
Ms Walsh said more rewarding than seeing Louie and Katrina further their careers was seeing their joy when reunited with family in Melbourne.

"After what must have seemed like an eternity, Louie and Katrina's families arrived in Melbourne, just in time for the holiday season," she said.

"At the Avenue we are so lucky to have such wonderful nurses willing to sacrifice so much to assist our COVID response."

Qantas pilot re-routes to Ramsay during pandemic

by Megan Picket



"In August last year I commenced work at Pindara Private Hospital in the capacity of hospital entrance screener. This is vastly different from my previous career of being an international pilot at Qantas Airways. I had worked at Qantas for 20 years and always expected I would work there until my retirement.

In March 2020 I was enjoying the trip of a lifetime exploring the Kimberley and fishing for Barramundi, consequently I had no idea this corona virus that had originated in China had actually spread and been declared a pandemic. On day 7 of our cruise we turned around and headed back to Broome. The Kimberley bubble had burst and when we regained connectivity I received my stand down letter from Qantas. I enjoyed the following four months as an extended holiday spending time with my children as it was a novelty for all of us being together 24/7, I had worked away for their entire lives.

As the pandemic worsened and airlines all over the world stopped operating, I became increasingly worried and anxious about the longevity of my career as an airline pilot, my livelihood and the future of Qantas.

I had to evaluate what was really important to me and make the best of my situation. I am fortunate to have saved some money and had not been living an overly extravagant lifestyle, so, like many pilots across the globe I compiled a spreadsheet of how long I could survive and support my kids on jobkeeper. I completed many TAFE courses, considered returning to my teaching degree and spent lots of time applying for jobs. This was not an easy task as the last resume I had produced was on a floppy disk!! Qantas have been outstanding on assisting us in preparing a resume and gaining secondary employment.

Because of the media coverage Qantas had received, many friends and acquaintances have made contact with me to check in or say hello. Through this

avenue, one of my school Mum mates mentioned Pindara would be advertising on Seek for Covid screeners. Subsequently, I gained this position and so began my COVID career with Ramsay Health Care.

After six weeks as a Hospital entrance screener, I made my way into Patient Services (PSC) where I have enjoyed the last 12 months. My role in PSC was challenging and rewarding. Challenging, because I had no medical or health fund experience, so I was starting from scratch. I made up checklists for each procedure and followed them just as I would do when flying the A380. This was also my first time working in an office environment with mostly women.

I have made friends for life at Pindara and have many fond memories of laughing and crying throughout good and bad times in all of our lives. Working in a close knit situation where you see the same people every day and share in their lives forms a bond that lasts a lifetime. As long haul pilots we are often a remote workforce so having day to day contact with workmates was a new experience for me. The team in patient services and Accident and Emergency welcomed me and it was a privilege to work with them every day.

As in all industries there are some key people that are very under appreciated. My sincere thanks goes to my manager Rosa Lonie taking chance on me and giving me the opportunity to join PSC with zero medical and administration experience. I enjoyed every moment, even when we were snowed under with next day admissions or the late night shifts in the emergency where the line up was continuously out the door.

Despite the worry, anxiety and stress I have endured over the last 20 months, I know I am a better person and a better pilot from my experience at Pindara and Ramsay Health Care."

~ Megan Picket, Qantas pilot and temporary Ramsay Health Care employee

Berkeley Vale Private steps up to help manage NSW Central Coast's COVID response



Berkeley Vale Private Hospital has been assisting the Central Coast Local Health District in New South Wales by providing private beds for some public patients to manage the ongoing impacts of the COVID-19 pandemic.

Berkeley Vale Private Hospital CEO, Lorrie Mohsen, said: "In addition to beds, we have also been providing our skilled workforce and other resources to treat some public patients from Gosford and Wyong Public Hospitals, so they had greater capacity to care for the surge in COVID patients."

"This included medical and rehabilitation patients, as well as patients awaiting residential placement.

"We have also assisted with the state's

vaccination program, providing staff to work in vaccination hubs around the district and as far away as far western New South Wales.

"I'd like to thank my team members for their ongoing commitment to assisting the Central Coast Community."

Patients, including Karen Stevens (pictured with Prue Eakin, Berkeley Vale Private Hospital Patient Flow Manager), have also thanked the hospital and staff for their support during this time.

Patients undergo essential surgery as COVID-related bans ease in NSW, Victoria

Ramsay Health Care has welcomed the resumption of elective surgery in New South Wales and Victoria, allowing patients to undergo essential procedures to improve their quality of life.

Non-urgent elective procedures were suspended across Victoria from 6 January and New South Wales from 10 January to help the public health system cope with the rise of COVID-19 cases.

Four weeks later, following the steady decline of COVID-19 hospitalisations and campaigning by patients, doctors and the private hospital sector, both state governments began easing restrictions on non-urgent elective surgery.

Ramsay Health Care Australia CEO, Carmel Monaghan, said hospitals had wasted no time in working with surgeons to rebook surgeries for patients - many of whom required life-changing procedures.

“We’re pleased to be able to resume these services for the many Australians waiting for elective, but essential surgeries,” Ms Monaghan said.

David McKay, a dairy farmer on the NSW Mid North Coast, was one of the first patients to undergo surgery – a total knee replacement – when activity was reinstated in February.

For Mr McKay, the easing of restrictions came just in time.

“It’s getting busy on the farm now and if I couldn’t get the surgery done soon, I would have had to postpone it until later this year. I’m really glad I was able to get it done and look forward to getting back to the farm,” Mr McKay said.

Orthopaedic Surgeon Dr Ed Wellings, who performed Mr McKay’s total knee replacement, said Mr McKay required the procedure as he had been enduring constant pain.

“Mr McKay’s quality of life was severely compromised while waiting for his surgery,” Dr Wellings said.

“He is one of many of my patients who had to put their lives on hold while surgical restrictions were in place. I’m pleased I can get to work now and have them recovering and back to their lives as soon as possible.” ■■



Juliana Geddes (Nurse Unit Manager at Port Macquarie Private Hospital), patient David McKay and his wife Alison

Ramsay Pharmacy administers 40,000 Covid vaccine doses; opens first booster clinic for staff



Ramsay Pharmacy has expanded its COVID-19 vaccination service with the launch of its first dedicated COVID-19 booster clinic for Ramsay Health Care employees and their families.

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Ramsay Pharmacy Chief Operating Officer, Michelle Lynch, said the clinic at Greenslopes Private Hospital in Brisbane was the first of many sites to be rolled out along Australia’s east coast.

“I’m excited to have launched our first booster vaccination clinic at Greenslopes and hope we will have many more throughout Queensland, New South Wales and Victoria soon,” Ms Lynch said.

“The clinic is offering free third doses to employees and their families, as well as administering vaccines to children aged five to 11 years old.

“Current advice from the Australian Technical Advisory Group on Immunisation (ATAGI) is that a booster dose of a COVID-19 vaccine is likely to increase your protection against the

Omicron variant, and we want to make it as easy as possible for our people to get access to this important third dose.”

Ramsay Pharmacy CEO, Greg Kennedy, said he was proud of the way Ramsay Pharmacy has been helping protect Australians against COVID-19.

“This new booster service for Ramsay employees is in addition to the COVID-19 vaccine program we are offering to the general community.”

“Since the national vaccination program began last year, we’ve administered more than 40,000 COVID-19 vaccines at Ramsay Pharmacy sites around the country,” Mr Kennedy said.

“We have delivered almost 500 paediatric COVID-19 vaccinations and a number of sites now also offer the Novavax option.”

“We’re always looking for ways to help improve the health and safety of our local communities.” ■■



Westmead Private Hospital to be greener in 2022 and beyond

Westmead Private Hospital will start the new year “greener” than ever before with a new solar panel system set to slash its emissions and improve sustainability.

The new 300 kilowatt (kW) system, situated on Westmead Private’s roof, will soon be joined by an additional 227 kW system, which combined will save almost 10,000 tonnes of carbon emissions over their lifespan.

Chief Executive Officer Mike Flatley said he is excited the hospital will be more sustainable in 2022 and beyond.

“Saving almost 10,000 tonnes of carbon emissions is the equivalent of taking 183 cars off the road – that’s a lot of cars,” Mr Flatley said.

“Installing solar panels is great for the environment and creating a more sustainable hospital for the future.

“Proudly, we were able to carry out the installation of the first system with no disruptions to our usual services, and we expect to do the same with the second system when it is installed in March.”

Westmead Private Hospital’s switch to solar is part of Ramsay Health Care’s sustainability strategy which focuses on creating stronger communities, healthier people and a thriving planet.

The solar panel system installation is the third significant sustainability initiative Westmead Private has introduced recently.

In March 2021, the hospital began removing single use plastic items, including water bottles, so far avoiding more than 500,000 items becoming landfill.

Westmead Private Hospital has also previously upgraded to energy efficient lighting throughout the hospital. ■



Sun to help power Sunshine Coast’s Nambour Selangor Private Hospital

Nambour Selangor Private Hospital is making use of one of the ‘Sunny’ Coast’s best assets, introducing a new solar panel system to help reduce its emissions and dramatically improve its sustainability.

The 193 kilowatt (kW) system, introduced as part of Ramsay Health Care’s commitment to reducing its environmental footprint, will save more than 4,200 tonnes of carbon emissions over its lifespan.

Chief Executive Officer Justin Greenwell said the new system is the equivalent of taking 77 cars off the road.

“We’re excited to be moving forward with our commitment to addressing climate change through meaningful sustainability initiatives,” Mr Greenwell said.

“We live in the Sunshine State so it makes sense to use our natural resources to assist in powering our hospital, to create a more sustainable future for generations to come.

“And as planned, the installation was seamless, our patients likely would not have even noticed the work going on above them.”

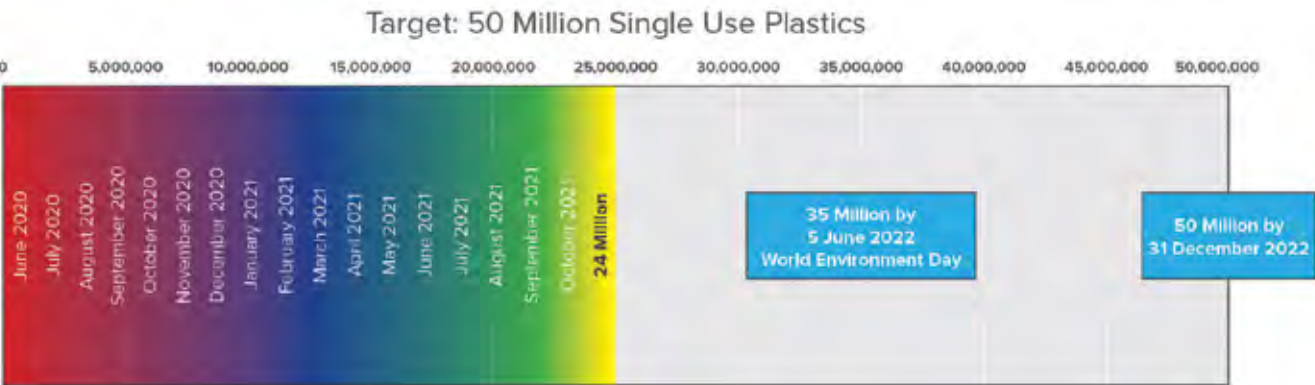
The solar installation is just one of the sustainability initiatives being rolled out at Nambour Selangor Private Hospital. It no longer uses plastic water bottles and is replacing single use plastic items, such as disposable cutlery, with recyclable alternatives. Since the initiative began in March 2021, this has kept almost 200,000 single use plastic items out of landfill.

Nambour Selangor Private Hospital has several sustainability initiatives planned for 2022, including an upgrade to energy efficient LED lights to further reduce its carbon footprint.

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 hospitals to remove 50 million plastic items by end of 2022

After removing more than 25 million single-use plastic items from its sites in just 18 months, Ramsay Health Care has set an ambitious new target to further reduce its impact on the planet.



Ramsay Health Care is committing to swap out a total of 50 million single-use plastic items – such as medicine cups, anaesthetic and injection trays – for environmentally friendly alternatives.

Ramsay Health Care Australia CEO, Carmel Monaghan, said the company was committed to working toward this even loftier target by the end of 2022.

“We have seen what a big difference some small changes can make to the environment and the future of our planet,” Ms Monaghan said.

“After hitting 25 million in the first 18 months of the initiative, we want to double that and remove a total of 50 million single-use plastic items from landfill by the end of next year.”

In the same 18 month period, all Ramsay Health Care sites have also switched from single-use plastics water bottles for patients to reusable alternatives, saving an estimated nine million additional items from landfill.

Ramsay’s National Environment Manager Sue Panuccio said the support for the initiative from patients and staff was overwhelming.

“Reducing waste, particularly single-use plastics, is an initiative that our people have been very passionate about,” Ms Panuccio said.

“The National Waste Report 2020 stated that only 13 percent of plastic used in Australia is recycled. What isn’t recycled ends up in landfill, or worse, in our oceans. As a country surrounded by water, reducing plastic waste is something we can all relate to. In fact, concerns from our patients and staff about the number of single use plastic water bottles we were using was one catalyst for this initiative which now forms part of our Ramsay Cares sustainability strategy.

“The first items to go were plastic plates, cutlery and straws, and thanks to suggestions from our people we are now looking at additional plastic items to replace with sustainable alternatives.

“With the support of our people and our patients I think we’re in a good position to be able to reach our target of keeping 50 million single use plastic items out of landfill by December next year.” ■



Ramsay Health Care gives almost \$2M boost to local businesses via employee gifts

Ramsay Health Care has given its staff special Christmas gifts to thank them for their dedication during a difficult year - but they're not the only ones who will benefit from the present which was specifically chosen to simultaneously support local business.

Ramsay Health Care has given its staff special Christmas gifts to thank them for their dedication during a difficult year - but they're not the only ones who will benefit from the present which was specifically chosen to simultaneously support local business.

Almost 30,000 health care workers around Australia have received gift cards to enjoy a meal with loved ones this festive season at a local restaurant, bar or café, with many of these businesses experiencing a tough year as a result of restrictions brought on by COVID-19.

Ramsay Health Care Australia CEO, Carmel Monaghan, said the leadership team wanted to say thank you to staff for their ongoing care, compassion and commitment in 2021.

"This was a difficult year for many, with members of our team thrust into new working environments, new roles and often on the frontline helping COVID-positive patients or vaccinating the community," Ms Monaghan said.

"Through all of this they remained totally committed to providing the best and safest care for our patients.

"We know it's not just our people who've had a tough year, so we wanted to choose a gift that would bring our staff some joy, but also inject much-needed funds into local communities.

"Many small business restaurants and cafes were subject to lockdowns and restricted patron numbers this year and they too deserve some support this festive season."

Ramsay Health Care hospital staff across five states received the gifts worth close to \$2 million to Australian businesses.

"We wanted to wish our staff and patients a peaceful and safe festive season and let them know that whatever the new year brings, the Ramsay team is here for them," Ms Monaghan said.



Paul Ramsay Foundation partners with Health Justice Australia to break down barriers

As part of its strategy to break cycles of disadvantage, the Paul Ramsay Foundation is proud to partner with Health Justice Australia to expand and improve health justice partnerships around the country.

Health justice partnerships embed legal help into healthcare services to make it easier for people in need to access support when and where they need it.

The strong level of trust between people in the community and health professionals means patients often share details of non-medical problems that might be affecting their health, like violence and abuse, housing and criminal justice issues, fines and debt.

Paul Ramsay Foundation's Chief Operating Officer, Cindy Penrose, said the alliance recognised the capability of health justice partnerships to act as a powerful pathway or 'offramp' for people experiencing disadvantage.

"Embedding legal supports with health services removes a lot of the barriers that can discourage people from accessing the help they need, particularly in crisis situations," she said.

"Building upon the existing relationship that people have with trusted healthcare providers to provide ready access to legal support might mean that contact with the criminal justice system can be prevented or significantly reduced. This has significant impact for the health and well-being of individuals, families and communities, and help prevent disadvantage becoming entrenched across generations."

Following a successful partnership established in 2017, the Foundation recently signed a new agreement to support Health Justice Australia scaling health justice partnerships across Australia.

The Foundation will support Health Justice Australia with \$4.3 million over three years to help drive continued establishment and impact of health justice partnerships, and to drive systemic changes towards improved health and justice outcomes in people's lives.

Health Justice Australia chief executive officer Tessa Boyd-Caine said the organisation was working to reshape health and legal services around the people who needed help, connecting research, experience and policy advocacy to improve how health, social and legal service systems respond to complexity in people's lives and its impact on poor health.

"Disadvantage is driven or compounded by multiple, intersecting health and legal problems," she said.

"By working in partnership, health and legal services can address the issues affecting their patients and clients in ways they could not do alone, breaking down the siloes that create barriers to improving service and systemic responses."

Health justice partnerships have particular impact in areas such as domestic and family violence, women's safety, Aboriginal and Torres Strait Islander health and justice, child care and protection, and mental health. The work of Health Justice Australia has also recently been recognised with federal funding to support the National Preventative Health Strategy.

There are currently over 100 health justice partnerships working around Australia. As the national centre for health justice partnerships, Health Justice Australia works with health and legal professionals to advise on setting up and building an effective health justice partnership.

Find out more at healthjustice.org.au

Health justice partnerships in practice

Lisa is a young mum of two children, pregnant with a third, who recently moved interstate to flee a violent relationship. Fearful for herself and her children, Lisa shared her concerns about her violent ex-partner and her unstable housing situation with her midwife. Lisa's midwife recognised that many of Lisa's challenges could be solved by the clinic's health justice partnership, where the clinic's social work team collaborates with a lawyer to provide free legal assistance to patients who need it.

The health justice lawyer made an urgent application for a court order to protect Lisa's children and prevent her ex-partner entering the state. Simultaneously, the social work team secured alternative accommodation and additional community-based support for Lisa and her children. With the order successfully granted by the court, Lisa is now living safely with her two children as they eagerly await the arrival of her third.

Warringal Private Hospital home to new robotic technology for spine surgery



Warringal Private Hospital now boasts a new robotic device which aims to provide spine surgeons and their patients with options for advanced surgeries with the safest possible results.

The Mazor X Stealth Edition is a robotic guidance platform which integrates and streamlines three complex processes. The robot is designed to increase accuracy of procedures and reduce the risk of errors.

Dr Keat Ooi was the spine surgeon at the helm of Warringal Hospital's first surgery using the Mazor X. The high-tech surgery aimed to relieve back pain for a 65-year-old man who suffered from a degenerative spine condition.

Dr Ooi said he felt privileged to be part of Warringal Private's journey in technological advancement.

"Surgery is continually evolving and offering better outcomes," Dr Ooi said.

"The Mazor X is designed to allow for improved accuracy in the planning, guidance and visualisation of spine surgery. It can build a 3D simulation of a patient's spine and allow us to see every minute detail of the spine during surgery.

"I believe in adopting new technology to improve safety for our patients and look forward to seeing how else the Robot can help in the future."

Working with Dr Ooi was a team of nursing and sterilising staff with special expertise and training who quickly prepared to assist on this complex surgery.

The investment in the Mazor X Stealth Edition by Warringal Private Hospital means patients now have convenient access to state-of-the-art spine surgery.

More than 3.7 million Australians live with chronic back pain and it is expected patients will travel from around the country to access this technology.

The introduction of Mazor X technology at Warringal Private follows the Australian-first introduction of the robot at Ramsay Health Care's Pindara Private Hospital on the Gold Coast and North Shore Private Hospital in Sydney. ■■

Wollongong Private Hospital celebrates 100 cardiac surgeries

One hundred local residents have received potentially life-saving cardiac surgery at Wollongong Private Hospital in just over four months, after the launch of the region's new specialist cardiothoracic surgery service in late 2021.

Under a Public-Private Partnership between Wollongong Private Hospital and the Illawarra Shoalhaven Local Health District, patients can now access an extensive range of specialist cardiovascular and thoracic care close to home.

Cardiothoracic surgeon Dr Mohammed Azari, said: "Since our first cardiac surgery on September 11, 2021, we have now helped more than 100 local residents with their cardiac surgery and post-operative care, without the need for them to travel to Sydney."

"In our first 100 cases, the most common surgeries we've performed are coronary artery bypasses, aortic valve replacements and mitral valve repairs.

"Patients have local consultations before and after the operation, and rehabilitation can also take place close to home."

Wollongong Private Hospital Chief Executive Officer, Steven Rajcany, said: "We're always looking for ways to improve the quality of life for those in our community. I'm proud we can offer world class cardiothoracic care, right here in the Illawarra."

"We're lucky to have access to some of the nation's best cardiothoracic surgeons,

anaesthetists, cardiologists, nursing and support staff."



Illawarra Shoalhaven Local Health District Chief Executive Margot Mains has paid tribute to all involved in reaching this milestone, notwithstanding the additional challenges that COVID-19 has presented since the commencement of the cardiothoracic surgical services program.

"We know how incredibly needed local cardiothoracic surgical services are for the people of the Illawarra and Shoalhaven. It means that many have already been able to access highly specialised services that have previously only been available outside of the area," Ms Mains said.

"Treating 100 patients is a significant first achievement and our thanks to the specialist teams that have provided this local care. The community is no doubt pleased that the important partnership between ISLHD and Wollongong Private Hospital is now firmly in place and working. I wish everyone continued success in the ongoing development of cardiothoracic surgical services over the coming years." ■■

Westmead Private Hospital unveils next stage in multi-million dollar upgrade

Sydney residents now have access to the latest technology in treating a range of heart conditions following a \$2.4 million upgrade of Westmead Private Hospital's two cardiac catheter laboratories.

The existing labs have been replaced with two Philips Bi-Plane Azurion 7 image guided therapy systems that are designed to allow for the simplification of complex coronary interventions, speed up routine procedures, and provide an improved level of patient care.

Cardiovascular disease is a leading cause of death, responsible for more than a quarter of all deaths in Australia.

Cardiologist, Dr Lloyd Davis, said the new labs will allow for more streamlined patient care and a better patient experience.

"With the new cardiac catheter lab and angiography suites our team will be able to diagnose and treat a range of cardiac, interventional neuroradiology and endovascular conditions," Dr Davis said.

"During cardiac catheterisation, a long thin tube is inserted in an artery or vein in the patient's groin, neck or arm and threaded through blood vessels to the heart. Our doctors can then determine if there are any blockages in the arteries or heart under direct x-ray vision.

"The new labs will also be used for stenting and balloon angioplasty and can also be used for procedures to treat



arrhythmias and some types of congenital structural heart disease."

Westmead Private Hospital CEO, Mike Flatley, said hundreds of patients will be able to access the new cardiac catheter laboratory each year.

"Last year we treated more than 1,600 patients with cardiovascular and neurological conditions, a 30 per cent increase on the previous year. The new lab is part of our commitment to investing in the latest technology to help our surgeons and medical teams provide high-quality cardiac services to patients," Mr Flatley said. ■■

Greenslopes Private Hospital celebrates Australian-first surgery helping men suffering from incontinence

Australian males suffering from stress urinary incontinence now have access to a new and advanced artificial urinary sphincter, inserted for the first time in the Southern Hemisphere at Ramsay Health Care's Greenslopes Private Hospital in Brisbane.

Urologist Professor Eric Chung performed the surgery to insert the Rigicon ContiClassic artificial urinary sphincter which is designed to help patients regain not only their continence but importantly restore their quality of life.

"The Rigicon ContiClassic device provides the surgeon the ability to individualise antibiotics selection, offers more cuff size choices and makes an easier connection between the device components compared to other urinary sphincter devices on the market," Dr Chung said.

"Once patients with incontinence issues are fitted with an artificial urinary sphincter, they're no longer constrained by incontinence pads and can exercise and undertake normal social interactions without the fear of wet pants or malodorous smell."

The first patient in the country to benefit from the Rigicon ContiClassic artificial urinary sphincter was a 69-year-old man who developed urinary incontinence following a radical prostatectomy. ■■



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

Westmead Private Hospital’s 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 leading 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. ■■



Clarkson couple Josh and Orla Butcher with baby Ellie Rose and Glengarry Private Hospital Patient Services Assistant Lauren McLeod.

WA’s first high tea for maternity patients at Glengarry Private Hospital

In a first for WA, maternity patients at Glengarry Private Hospital can enjoy a taste of luxury with a complimentary high tea and cheese platter.

New parents can celebrate the arrival of their new baby in style, with gourmet delights prepared by top class chefs.

The high tea features sweet treats such as fruit macaroons, patisserie profiteroles, carrot cake and scones with jam and cream. The savoury selection includes four cheese arancini, cold meat crostini, pulled pork donuts and Florentine tart with parmesan.

The exclusive afternoon tea serves two to four family members and is enjoyed in the comfort of the patient’s private room.

New parents will also be spoilt with a complimentary cheese platter – a special treat for Mothers who have avoided eating soft cheeses during pregnancy.

The high tea and cheese platter can be ordered on a day that best suits the patient.

Maternity Unit Nurse Manager Clare Davies said it was important for new parents to feel calm and relaxed.

The first few days after birth are so important for Mums to adjust to their new role and bond with their babies,” Mrs Davies said.

“We try and make the transition as easy and pleasant as possible.

“We want our patients to have fond memories of their time in our maternity ward.

“The high tea and cheese platter provide opportunities for families to unwind, connect and communicate.”

Chief Executive Officer Leonie Gardiner said the hospital is always looking for little extras to stand out and make the maternity experience extra special. ■■

The Southport Private Hospital creates grocery store simulation to help rehabilitate patients

The Southport Private Hospital’s inpatient rehabilitation team has created a simulated grocery shopping space, providing the opportunity for patients to engage in meaningful activities and roles regularly completed in day-to-day life.

The initiative also enables therapists to complete assessments and provide task specific interventions, accurately reflecting performance within a community environment.

The ‘grocery shop’ was developed by occupational therapist Laura Moore and speech pathologist Katie Braun and features shelves of items, a shopping trolley, shopping baskets and mock money, to ensure the task would be an accurate representation of performance and engaging for participants.

The simulated grocery shop is a functional rehabilitation assessment and retraining tool designed to

be used within both inpatient and outpatient rehabilitation settings, to promote functional independence.

Evidence suggests that activities within the hospital setting should aim to replicate specific daily activities, using a multidisciplinary approach where possible, to promote recovery and facilitate transitions from hospital to the community.

The grocery shop environment is designed to increase engagement as it promotes a connection between therapy and everyday life experiences, creating a supported environment to increase confidence, learn compensatory strategies, provide

retraining, develop skills and improve functional abilities to perform the task.

The versatility of the grocery shop enables allied health staff to target social interaction, money handling and budgeting, task planning/sequencing, short term recall/memory strategies, problem solving, functional mobility, balance and reach and visual and cognitive retraining.

The simulated tasks can be graduated to reflect progression, by increasing distractions/auditory stimulation, progressing recall requirements and increasing physical demands of the task. ■■



Movements and Appointments

Global appointments

ANDY JONES

has been appointed as Ramsay Health Care's first Group Chief Growth Officer (GCGO). After four exceptional years as CEO of Ramsay UK, Andy will step into this important global role with responsibility for Ramsay's strategic transformation agenda. As an exemplary, patient-centric leader and strategic thinker, with deep corporate knowledge, Andy will work closely with our regional CEOs and leadership teams to progress the Ramsay 2030 strategy. The GCGO is tasked with aligning Ramsay's regional and global business transformation strategies, pursuing new business opportunities across the patient journey and leveraging Ramsay's strengths and expertise to grow our market share. Andy will also be working on strategic partnerships to support our business. As a member of Ramsay's Global Executive Committee, Andy will help the business to achieve its 2030 vision of being a leading health care provider of the future.

NICK COSTA

has been appointed as Chief Executive Officer of Ramsay Health Care UK. Nick steps into the role after nearly four years as Chief Operating Officer in the UK and brings a wealth of experience managing multi-site organisations, developing new markets and leading business transformation. Nick has a deep understanding of the UK health care sector and a strong track record leading high-performing teams. His career includes working as the Regional Operations and Transformation Director at Nuffield Health, where he was responsible for the delivery of high-quality services and standards, as well as the organisational transformation agenda.

PETER HONG

has been appointed Group Chief Executive Officer (GCEO) of Ramsay Sime Darby Health Care (RSDH). Peter is a qualified Chartered Accountant with 28 years' experience in management, strategic planning, finance, acquisitions and operations across the health care, hospital, pharmaceutical, medical device and FMCG sectors in southeast Asia. Since joining RSDH in 2019, Peter has proven to be a highly skilled, inclusive and enthusiastic leader, with a strong alignment to The Ramsay Way of 'people caring for people'. Over the past few years, Peter has played a key role in RSDH's growth initiatives, including the acquisition of Manipal Hospitals in

Klang, expanding services and profits at Subang Jaya Medical Centre and ParkCity Medical Centre in Kuala Lumpur, and establishing Public Private Partnerships with government agencies.

Australian appointments

LISA ALLEN

has been appointed to the position of Director of Clinical Services at Baringa Private Hospital. Lisa has a Masters in Health Services Management and has also completed her Diploma in Nursing, Certificate's in Midwifery, Perioperative Nursing, Operating Theatre Management, and Certificate IV in Business. Lisa has an extensive career in health care and joins Ramsay from her current role as Director of Clinical Services at Beechworth Health Service in Victoria. Lisa is familiar with the Ramsay Way culture after working at Tamara Private Hospital from 1996 to 2005.

ANNIE DEAN

has been appointed to the Director of Clinical Services (DCS) role at Southern Highlands Private Hospital. Annie has most recently been the DCS at Nowra Private Hospital and has a wealth of clinical experience working as a senior manager for seven years at Southern Highlands Private Hospital, leading teams in recovery, day surgery and theatre. Annie is a dynamic leader who is able to inspire colleagues in the delivery of safe, high quality care. Annie is keen to focus on continuing to build and support a positive team environment and ensure ongoing education and development opportunities for staff. Annie has also completed the Ramsay Health Care Future Leaders program.

DR KEVIN HARTLEY

has been appointed as the Director of Medical Services of Joondalup Health Campus. Kevin has been a member of the Joondalup team for more than a decade and most recently has been the Senior Consultant for Patient Safety. For the past two years, Kevin has worked as the Quality and Risk Consultant, providing medical leadership of the Clinical Governance and Safety Program. Kevin has experience in a number of representative roles across the medical profession, including seven years as the Deputy Educational Officer for the WA branch of the Australian and New Zealand College of Anaesthetists (ANZCA).

KIM HENDERSON

has been appointed as the Director of Clinical Services (DCS) of Hillcrest

Rockhampton Private Hospital, effective 1 March 2022. Kim has been with Ramsay since January 2017 when she commenced working at Baringa Private Hospital in NSW as a perioperative nurse. Kim was subsequently promoted to Perioperative Services Manager where she has managed operating theatres, endoscopy suite, cardiac catheterisation laboratory, recovery room and the central sterile supply department. She has also acted as the DCS at Baringa Private Hospital and is currently participating in the Ramsay Nursing Leaders of Tomorrow program.

TRISH HOGAN

has been appointed as Business Development Manager for Ramsay's Out of Hospitals operations in Australia. Trish returns to the Gold Coast from Malaysia, after working as CEO of Subang Jaya Medical Centre, part of Ramsay Sime Darby Health Care. Prior to moving overseas, Trish was the CEO of Pindara Private Hospital, where she steered significant development projects. In her new national role as Business Development Manager, Trish will assist in growing Ramsay's service delivery in outpatient and community health settings.

NATALIE KING

has been announced as the CEO of Ramsay Clinic Wentworthville and Ramsay Clinic Macarthur, effective 14 March 2022. Natalie joined Ramsay Clinic Macarthur in 2014 as a generalist Registered Nurse with an interest in mental health. She then completed a Graduate Certificate in Mental Health Nursing and a Masters in Mental Health Nursing. During this time, Natalie has progressed through various clinical and management roles including Infection Control Coordinator, Clinical Nurse Specialist, Senior NUM, Acting DCS and Director of Clinical Services since March 2020. Natalie has experience in managing the operation requirements of hospital building programs and managing local health district contracts for public patients. She has also been co-implementation lead for the Ramsay Mental Health national health fund compliance project this year and involved in the development of the new SWSLHD public contract and model of care for young persons.

BRIAN MARSHALL

has been appointed to the position of Director of Finance and Support Services at Baringa Private Hospital. Brian is a chartered accountant and has completed

a Bachelor of Business (Accounting) and Masters of Government and Commercial Law. He joined Ramsay on 4 January 2022 after previously working as the Chief Financial Officer for a franchise network in Coffs Harbour.

DR JOHN MAXWELL

has been appointed to the position of Director Medical Services (DMS) at Hollywood Private Hospital. John was previously the DMS at Peel Health Campus and has been an emergency and acute care physician for over 20 years in both public and private sectors in the UK and Australia. He is a respected and experienced medical leader who led a national review to transform unscheduled care in Northern Ireland and was Divisional Chair in one of the largest integrated health and social care trusts in the UK. John is a Fellow of the Royal College of Emergency Medicine, the Australasian College of Emergency Medicine and the Royal College of Physicians of Edinburgh with a Masters degree in Medical Leadership and an Executive MBA with distinction from Warwick Business School.

DIANA MCMANUS

has joined Ramsay Health Care in the newly created role of People Director, Hospital. Diana will be leading our dedicated team of People Leaders and HR Business Partners for the hospital network. The role is focused on building a strategic workforce plan to meet our current and future needs and working with our internal stakeholders to identify the capability, culture and future leaders for the organisation. Diana has worked in broad and complex roles focused on providing commercial HR business partnering across a number of industries with a particular focus on building high performing cultures. Prior to joining Ramsay, Diana held positions at Blackwoods, part of the Wesfarmers group, and in the media and oil, fuel and gas sectors. Diana's background includes leading complex change, including M&A activities, focussed on the best possible outcomes for the organisation and its people in challenging environments.

SAM SHANAHAN

has been appointed as the new General Counsel for Ramsay Health Care Australia, effective 1 December 2021. Sam is a highly respected legal practitioner with 20 years' experience working not only for Ramsay but also for law firms including Minter Ellison Lawyers. She holds a Bachelor of Laws and Legal Practice with Honours and

a Bachelor of Behavioural Science (Psychology) and has been admitted as a barrister and solicitor in the High Court of Australia. Since joining Ramsay seven years ago, Sam has demonstrated exemplary reliability, expertise and leadership within the legal services team. She has capably led the management of both the clinical legal portfolio and privacy portfolio, encompassing medical malpractice claims, regulator investigations and privacy requests and complaints. Sam has also previously worked in Ramsay's commercial team handling areas including litigation and disputes, property matters and commercial agreements.

TRACEY STOBO

has been appointed to the role of CEO of Ramsay Clinic Northside and Ramsay Clinic Cremorne, effective 1 February 2022. Tracey brings a wealth of clinical, operational, and managerial experience to the role of CEO having worked with Ramsay Health Care for 25 years. Tracey first joined Northside Clinic in Greenwich as a Registered Nurse before moving into the role of Eating Disorders Unit Manager. She then accepted her first appointment as Director of Clinical Services (DCS) at Northside Group Cremorne Clinic. Tracey was subsequently promoted to the role of DCS at Northside Group Wentworthville and then later a dual title as DCS/CEO. Tracey was appointed to the role of DCS at Northside Group St Leonards and Cremorne Clinics in January 2020 and managed the challenges of a hospital expansion project at St Leonards during a pandemic with great resilience, compassion and professionalism. Tracey has been successfully acting in the dual role of CEO/DCS for both facilities since June 2021.

SUZIE TREACY

has been appointed as the Director of Clinical Services (DCS) at Nowra Private Hospital. Suzie previously worked at Wollongong Private Hospital as the Nurse Unit Manager of ICU and as an operational manager leading the hospital team after-hours. Suzie has been involved in several clinical and operational projects at Wollongong including the recent introduction of cardiothoracic services. Suzie earlier this year was Acting DCS at Southern Highlands Private Hospital and is a participant in Ramsay's Health Care's inaugural Nurse Leaders of Tomorrow Program.



The hospital was included on the short-list for the category called Clinical Excellence – quality of care and patient outcomes.

Lymphoedema is characterised by swelling due to a blockage in the lymphatic system. This can occur in a single lymph, multi-limbs or even whole body, which can cause significant morbidity and loss of function for those affected by the condition.

The hospital's lymphoedema program, which was established in 1992, was one of the first of its kind in Australia.

Mt Wilga Private Hospital CEO, Lorrie Mohsen, said

Mt Wilga Private Hospital receives national clinical excellence recognition for lymphoedema service

Mt Wilga Private Hospital has been named as a finalist in the Australian Private Hospitals Association (APHA) Awards for Excellence for its lymphoedema rehabilitation program.

many innovations have occurred since the inception of the program, which now have resulted in much shorter admission and better management of this chronic condition.

"We have spent the past three years evolving the model of care for its lymphoedema service into a more comprehensive multidisciplinary approach," Ms Mohsen said.

"A lymphoedema patient was traditionally managed by their lymphoedema clinician and rehabilitation consultant, but our focus is now on offering a treatment pathway that is more responsive, tailored and draws on a vast array of allied health and medical expertise."

"This helps us to deliver the greatest possible care for our patients in line with international best practice standards."

In 2020, the Lymphoedema Education and Research Network recognised Mt Wilga's lymphoedema clinic as a Centre of Excellence in Australia, in recognition of its conservative management and multidisciplinary work.

Due to the uniqueness of the program, patients regularly attend from interstate and overseas to receive care at Mt Wilga Private Hospital.

The winners of APHA's Awards for Excellence will be presented during a ceremony at the APHA Congress Gala Dinner on 4 April 2022 in Adelaide. ■■



Special guests tour Joondalup Health Campus

Joondalup Health Campus played host to a number of special guests in November 2021, including former WA Health Minister Roger Cook, the Shadow Federal Minister for Health and Ageing Mark Butler, the Candidate for Pearce Tracey Roberts and CEO for Ramsay Health Care Australia, Carmel Monaghan.

The group toured the hospital, starting at the Emergency Department where they viewed the new 12-bay ‘D pod’. They were impressed with the ‘donning and doffing’ area as well as the three-bay Behavioural Assessment Urgent Care Clinic (BAUCC) which was recently approved by ‘LARU’ (the Department of Health’s Licencing And Regulatory Unit). These new areas form part of the State and Federal Government’s \$256.7 million Joondalup Health Campus Development Project.



The group also stopped into the Stoke Unit and met several patients and staff in the gym, who explained that since opening in February 2019 the unit and its multi-disciplinary team has helped more than 1,200 locals who have suffered from stroke.

Ramsay Health Care Australia CEO, Carmel Monaghan, said

“During the tour I met a lovely patient called Daphne who is recovering at Joondalup Health Campus after a fall at home. She told me how happy she was with her care; this is the reason we love working in this industry.”



Pindara Private Hospital supports sick and injured wildlife

The theatre team at Pindara Private Hospital has taken part in a recycling program, which involves donating air mattresses to a local wildlife rescue group on the Gold Coast.

Wildcare Australia – a not-for-profit organisation – uses the mattresses to transport heavier wildlife such as kangaroos so the injured animals can be treated, rehabilitated and eventually returned to their natural habitat.

Catherine Brown in Pindara Private Hospital’s anaesthetics team has been overseeing this initiative, collecting mattresses which have been used but are unsoiled.

To date, the hospital has donated 65 mattresses to Wildcare Australia.

In addition to helping these native animals, recycling air mattresses also helps to reduce landfill and the impact on the environment.





Videos highlight COVID-19 experiences of Ramsay Health Care’s frontline workers

Ramsay Health Care has given Australians rare insight into how the nation’s largest private hospital operator has been navigating the global coronavirus pandemic, releasing some never-before-seen videos and photos from staff on the frontline.

Ramsay Health Care joined forces with the country’s public health care providers in early 2020 at the request of the Commonwealth, to ensure Australian residents received essential medical care during the fight against COVID-19.

Through its website, Ramsay Health Care has shared images of its private hospital staff being redeployed to vaccination centres, aged care facilities, special health accommodation, testing clinics, public hospitals and other community health settings.

Ramsay Health Care Australia CEO, Carmel Monaghan, said she was extremely proud of the response of Ramsay staff Australia-wide during two years of relentless change and challenges.

“I am constantly amazed at the resilience shown by our people during the pandemic,” Ms Monaghan said.

“Many have been sent to new locations, had to adapt to a new role or new, virtual working environment and some were put on the frontline assisting COVID-positive patients. Others have had to manage the impact of lockdowns and cancellations of elective surgeries with patients who may have been waiting a long time for their procedure.

“While this is not over yet, it’s important to look at our response so far, to celebrate our successes and recognise what Ramsay Health Care has contributed to Australia’s fight against COVID-19.”

Ramsay Health Care’s Chief Nurse and COVID-19 Response Team Leader, Dr Bernadette Eather, said learnings from the pandemic have enabled Ramsay to improve operations and has the company well-placed for the future.

“I’m extremely proud of the role we’ve played in the pandemic response to date,” Ms Eather said.

“It has shown how quickly we can adapt our processes and procedures to manage change, and proven we can safely manage certain patients’ care outside the hospital.

“Ramsay staff played an important role in responding to the COVID-19 pandemic and we know we’ll be equally as important in the recovery phase.”

