

The Ramsay Way

Ramsay Health Care Corporate Newsletter



Ramsay
Health Care



Honouring our award winners!

Congratulations to the winners of the inaugural National Ramsay Way Awards, which launched in 2023 to recognise and celebrate the exceptional efforts and contributions of Ramsay's dedicated team members.

From a total of 400 local submissions, one winner and one runner up were awarded in each of the three categories of: *People Caring for People*, *Innovation and Excellence* and *Ramsay Cares*.

Ramsay Australia CEO, Carmel Monaghan, said:

"The National Ramsay Way Awards were introduced to celebrate and share the wonderful achievements of our dedicated team members who go above and beyond to make a real and positive difference in our workplaces and in the world at large."

"The inaugural winners are just a few of the many inspiring, dedicated people we have working at Ramsay."

"Congratulations to our winners and runners up. Their stories show extraordinary compassion, unwavering dedication and a deep commitment to The Ramsay Way."

Each winner received a trophy and \$1,000 cash prize and each runner up received a trophy and \$500 cash prize.

About the awards:

PEOPLE CARING FOR PEOPLE AWARD:

This employee is innovative, collaborative, creates and prioritises strong healthy relationships, and goes above and beyond to personify The Ramsay Way philosophy of people caring for people. To win the People Caring For People Award, they need to bring the legacy of Paul Ramsay to life in their work every day. They understand that care is not just a value statement but a critical part of the way we must go about our work in order to meet the expectations of our patients, customers, employees and partners.

INNOVATION AND EXCELLENCE AWARD:

This employee has demonstrated excellence and innovation in service delivery. They do things the right way, enjoy their work and take pride in their achievements. They have a transformation mindset and are not afraid to challenge the status quo to find better ways of working.

RAMSAY CARES AWARD:

At Ramsay, we seek to grow sustainably. This employee cares about our people, our community and our planet and prioritises long term success in these areas over short term considerations.

Congratulations to the 2023 Ramsay Way Awards winners:

PEOPLE CARING FOR PEOPLE

WINNER: Bev Fegan, Registered Nurse/Midwife, Kareena Private Hospital, NSW

A pillar of strength and compassion in the delivery suite, Bev Fegan has been recognised for personifying The Ramsay Way philosophy of people caring for people. A veteran member of Kareena's delivery suite, Bev is not only a midwife; she is a beacon of hope, a source of comfort and an inspiration to everyone she meets. Her devotion to her patients is renowned. Even in the face of her own personal health challenges, Bev's commitment to her patients remains her top priority.

RUNNER UP: Cate Landers, Associate Nurse Unit Manager, Donvale Rehabilitation Hospital, VIC



INNOVATION AND EXCELLENCE AWARD

WINNER: Colette Lamberton, Clinical Nurse Specialist and Registered Midwife, St George Private Hospital, NSW

A midwife with unwavering passion and innovation, Colette Lamberton has been awarded the inaugural Innovation and Excellence Award. Colette consistently goes above and beyond to provide exceptional care for her patients. Throughout her career, she has played a pivotal role in revising birth practices and policies to promote a more woman-centered approach. Her unwavering passion and dedication to improving the birthing experience for women led her to develop the 'Labour Support Chair' - a unique tool designed to provide comfort, aesthetics and support during the first stage of labour.

RUNNER UP: Mitko Gramatikov, Cleaner, Hollywood Private Hospital, WA



RAMSAY CARES AWARD

WINNER: Katie Foy, Clinical Nurse of Anaesthetics, North West Private Hospital, QLD

Katie Foy is a true champion of environmental sustainability and her work is making a real difference in the world. Katie initiated the 'Save our Supplies (SOS)' program, which diverts clean, relevant and usable medical supplies from landfill. The program has not only reduced waste but also helps to provide much-needed supplies to hospitals and organisations in developing nations. Katie organised the collection of Haines air transfer mats, which are repurposed for Australian wildlife rescue. She also introduced a recycling system to contain small hard plastic caps, which helps to minimise harm to marine animals.

RUNNER UP: Barbara Maguire, Registered Midwife, North Shore Private Hospital, NSW





MESSAGE FROM THE CEO

Welcome to the first edition of The Ramsay Way for 2024, a milestone year for Ramsay Health Care as we celebrate our 60th year of caring for Australians.

In 1964, Paul Ramsay AO opened his first private psychiatric hospital in Sydney, launching what would grow to become a global leader in healthcare with more than 500 facilities throughout Australia, Europe and the United Kingdom.

Our 60th anniversary is a significant milestone and one we'll celebrate throughout the year, culminating in a special 60th anniversary edition of The Ramsay Way.

On the front page of this newsletter you will have seen the winners of our inaugural Ramsay Way Awards. It was Paul Ramsay who first inspired our values and our philosophy of people caring for people and as a judge it was wonderful to read so many stories about our people living these values today. I would like to again congratulate our winners, finalists and everyone who was nominated. I was also pleased to be able to meet with most of our winners to present them with their trophies and hear some more about their experiences at Ramsay. I look forward to being part of the judging process again this year.

In this edition we are also celebrating the opening of the new Northern Private Hospital in Epping, north of Melbourne. This was a significant greenfield development for Ramsay, something we have been working on for many years. We have taken learnings from our hospitals around the country and built Northern Private with leading, sustainable features and state-of-the-art technology. It will also be the first site to feature some of the exciting digital developments our teams have been working on to improve patient experience, safety and staff communication. Congratulations to CEO Shaune Gillespie and the rest of the team involved in getting this wonderful site open for patients.

We also recently opened Wren at Ramsay Clinic Albert Road, the first public and private partnership of its kind, set to transform mental health care for women. Wren is a wonderful example of public and private healthcare coming together to create new services to support people in the way they need.

This edition of The Ramsay Way also features celebrations for the 25th anniversary of Hillcrest Rockhampton Private Hospital as well the 70th anniversary of Mt Wilga Private Hospital. It also covers a new pharmacy and a new psychology practice in Queensland and development news out of Joondalup, Tamworth and Waverley.

I hope you've all had a good start to 2024.

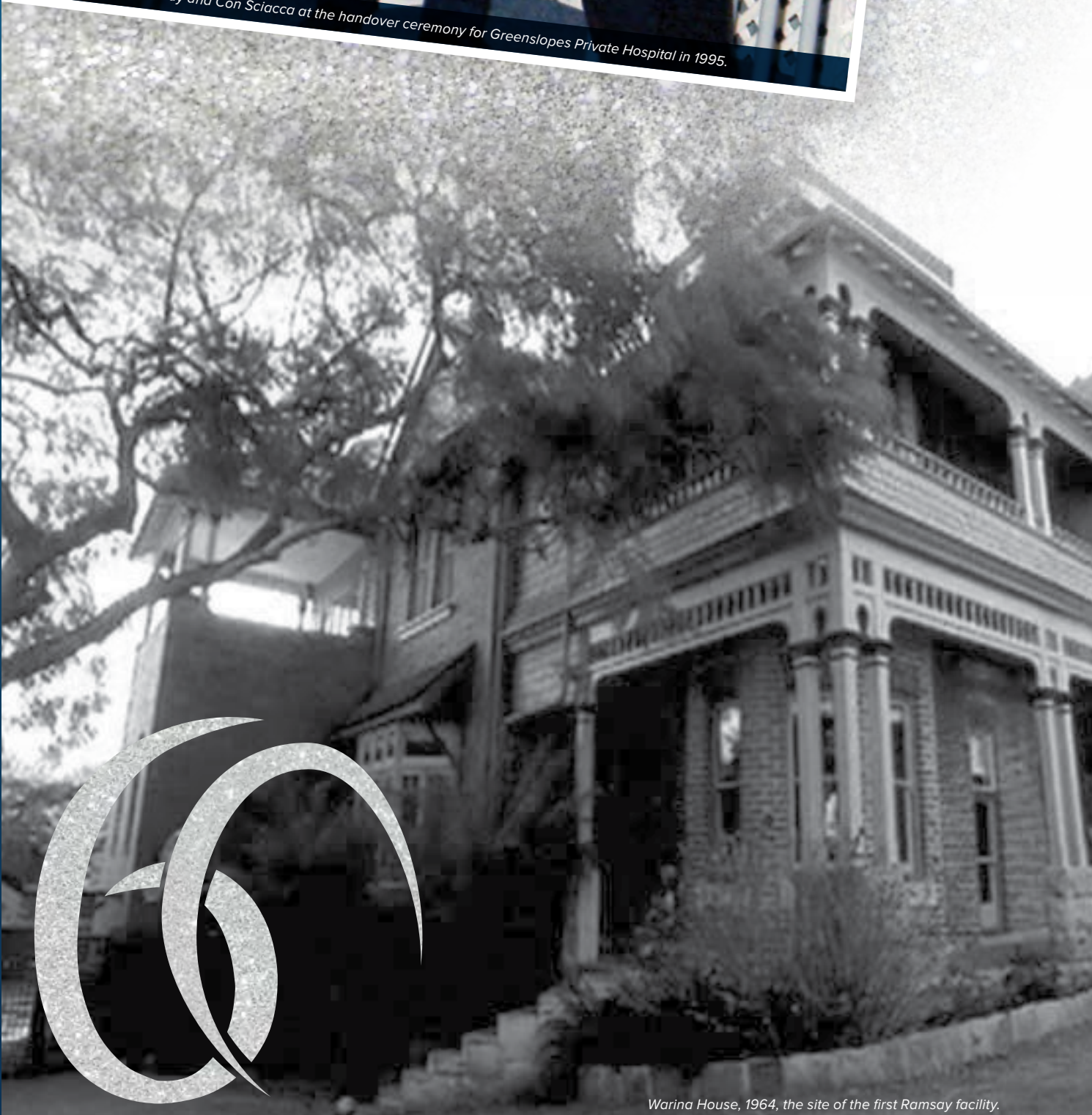
Warm regards,

Carmel Monaghan
Chief Executive Officer, Ramsay Health Care Australia

CORPORATE NEWS



Paul Ramsay and Con Sciacca at the handover ceremony for Greenslopes Private Hospital in 1995.



Warina House, 1964, the site of the first Ramsay facility.



Paul Ramsay speaks at the opening of Albury Wodonga Private Hospital in 1979.

Ramsay celebrates 60 years of caring for Australians

In 2024, Ramsay Health Care marks 60 years since first opening its doors to patients.



Ramsay Australia CEO Carmel Monaghan said the 60th anniversary was an historic milestone.

“In 1964, Paul Ramsay opened our first private hospital in Sydney. With a handful of staff by his side, Paul converted a two-storey, brick guesthouse into a 16-bed psychiatric hospital and launched this amazing home-grown success story,” Ms Monaghan said.

“From day one, Paul focused on caring for people - looking after the staff, looking after the doctors and looking after the patients.

“Ramsay is now the largest private healthcare operator in Australia but, most importantly, we are still people caring for people.”

Over the decades, Ramsay has expanded to operate 74 hospitals and day surgeries across the country, employing 34,000 Australians and caring for 1.2 million patients each year. Globally, the Ramsay group runs more than 500 high-quality healthcare facilities in Australia, Europe and the United Kingdom, with about 88,000 employees.

“Paul left a lasting legacy not only in terms of this amazing Company that plays a leading role in one of the best healthcare systems in the world delivering outstanding outcomes for patients, but also through the Paul Ramsay Foundation, one of Australia’s largest philanthropic foundations, which is dedicated to ending cycles of disadvantage in this country,” Ms Monaghan said.

“We are incredibly proud of Ramsay’s extraordinary history but our future is even more exciting.

“We continue to invest in our hospital network and equipment, ensuring we have world class facilities and we are also transforming the business through technology and workforce development, as we seek to reimagine private healthcare in Australia.”

Ramsay Health Care’s Global Managing Director & CEO, Craig McNally, said the 60th anniversary would be a year of celebration.

“Millions of people trust us with their healthcare around the globe and we take that responsibility seriously, which is why we will continue putting our patients at the centre of everything we do,” Mr McNally said.

“I want to thank all our remarkable people, our doctors, patients and partners who remain at the heart of this terrific Ramsay story.” ■■



Paul Ramsay and Chris Rex at the opening of the Pindara Private Hospital redevelopment in 2010.



Staff at the opening of Armidale Private Hospital in 1998.



Paul Ramsay announces Hollywood Private Hospital to become part of Ramsay Health Care in 1994.



Victoria’s first “quiet hospital” opens in Epping

Victoria’s newest private hospital has opened north of Melbourne, showcasing a raft of leading technology and sustainability features.

The \$145 million Northern Private Hospital at Epping has pioneered the latest digital devices for patient safety and quality, including a new communication system making it Victoria’s first “quiet hospital”.

Northern Private Hospital CEO, Shaune Gillespie, said the technology meant less disruption for patients and faster communication between staff.

“Gone are the days when patients, and even staff, had to buzz a noisy call bell for assistance and hope it gets heard. Now, the message goes directly to exactly who needs to hear it,” Mr Gillespie said.

“Our smart comms devices link a patient’s call button, monitors and other safety equipment directly to the nurses looking after them. They also allow our nurses to immediately, and silently, call for additional assistance.”

Mr Gillespie said Ramsay’s multi-million-dollar investment in a range of technology was all about providing integrated, world class patient care.

“Northern Private will also accept referrals direct from GPs, helping to take pressure off local emergency departments and reduce wait times for patients,” he said.

Northern Private Hospital is co-located with Northern Hospital Epping, with the facilities joined by a link bridge to allow the easy transfer of patients between sites.

“Ramsay saw the need for better access to quality private healthcare services in the fast-growing suburbs north of Melbourne,” Ramsay Health Care CEO, Carmel Monaghan, said.

“We’re really excited to be able to offer Victorians the very best healthcare, close to home, and it’s fantastic to be opening Northern Private at the same time Ramsay is celebrating its 60th anniversary.”

Northern Private Hospital features 70 patient beds, four operating theatres, a cardiac catheterisation lab, a sleep study unit, a day chemotherapy unit, on-site pharmacy, pathology and medical imaging.

The wide range of specialties available include general medicine, cancer care, cardiac care, ENT, orthopaedics, IVF and fertility, vascular care, urology, nephrology, gastroenterology, general surgery, thoracic surgery, respiratory and sleep services and plastic and reconstructive surgery.

Northern Private Hospital was designed to support Ramsay’s commitment to sustainability and has a 4 Star Green Star Rating. The building was built using cooling beams and features solar panels, LED efficient lighting and double-glazed windows.

“We’ve worked hard to make sure this hospital benefits patients, the community and the planet for many years to come,” Mr Gillespie said.





Construction begins on new Joondalup public ward block

The Premier of Western Australia, the Hon. Roger Cook MLA; Minister for Health and Mental Health, the Hon. Amber-Jade Sanderson MLA; and Joondalup MLA Emily Hamilton recently visited Joondalup Health Campus to mark the start of construction on a new 112-bed public ward block.

The five-storey facility will include a 30-bed medical and surgical inpatient ward, a Cardiac Care Unit with 16 public beds, and 66 beds to be set aside to meet future demand.

The architect's vision for the five-storey facility was also revealed at the event, showing a contemporary neutral and blue interior with spacious, mostly single patient rooms featuring large picture windows.

Ramsay Health Care WA State Manager Dr Shane Kelly said the ward block is critical to meeting the growing health care needs in Perth's northern suburbs.

"The additional beds will support the hospital's expansion of surgical services, which is also underway, and will enable us to care for more emergency and elective surgery patients," said Dr Kelly.

The surgical services expansion includes:

- a new operating theatre (taking the total to 13 operating theatres);
- a new Interventional Cardiac Catheterisation Laboratory (taking the total to two);
- a new, larger anaesthetic room (taking the total to five);
- four new Post Anaesthesia Care Unit bed bays (taking the total to 30);
- five additional pre-surgery holding bays (taking the total to 15); and
- increased clinical support areas.

"Importantly, the ward block will also provide an essential link on multiple levels between the existing hospital and the recently completed 102-bed Mental Health Unit for the seamless transfer of patients," said Dr Kelly.

The new facility is part of the \$269.4 million expansion of Joondalup Health Campus co-funded by the State and Australian Governments. ■■

Tamara Private Hospital unveils new look

The new look Tamara Private Hospital has been unveiled after completion of a \$10 million upgrade.

The multi-million-dollar enhancements include a new state-of-the-art operating theatre, upgraded central sterile supply department (CSSD), theatre staffroom and education area, and Day Surgery pre and post operating areas.

The new operating theatre, a Stryker iSuite, is the hospital's fourth theatre and features advanced technology incorporating a Da Vinci XI surgical robot.

Tamara Private Hospital CEO, Debra Maslen, said the development would deliver a much-needed boost in the 45-bed hospital's capacity, allowing it to provide additional quality medical and surgical care for the local community.

"Having a fourth operating theatre allows extra theatre time for our surgeons, so that more patients can have their surgery close to home in Tamworth," Ms Maslen said.

"By investing in the latest technology, we're able to offer the latest procedures and attract more leading surgeons to the region."

Ms Maslen said the upgraded CSSD is well equipped to manage the expanded hospital and additional responsibilities bought on by the Covid pandemic.

"The CSSD is responsible for collecting, decontaminating, assembling, packing, sterilising, storing and distributing sterile goods and equipment to patient care areas," she explained.

"This critical role within the hospital has become even more important in recent years."

Ms Maslen said the \$10 million expansion also provided improvements to patient privacy and comfort. ■■



Waverley revamps birthing suites



Waverley Private Hospital in Victoria has unveiled upgraded birthing suites to enhance the birth experience for mothers and their partners.

Waverley Private CEO, Aleksandra McNee said: "We hope the three spacious and highly equipped birth suites will provide a safe and relaxed environment during labour and birth. The new suites complement our maternity unit which has been designed to give parents-to-be a sense of comfort and luxury. The suites have received really excellent feedback from patients so far." ■■

St George Private Hospital achieves prestigious Centre of Excellence accreditation

St George Private Hospital will continue operating as a Bariatric Centre of Excellence after retaining accreditation by the prestigious international Surgical Review Corporation.

St George Private, Australia's highest volume bariatric hospital, was the first internationally accredited Centre of Bariatric Excellence in 2012 and has consistently maintained its accreditation.

The St George Private Hospital bariatric unit was established in 1998 by Dr Ken Loi, Dr Vytautas Kuzinkovas, Dr Michael Talbot and Dr John Jorgenson. The unit now has 10 bariatric surgeons and a team of specialised bariatric nurses performing more than 1,400 procedures each year.

Dr Kuzinkovas said the accreditation was a "tremendous honour and a validation of our commitment to providing exceptional care."

"It underscores our commitment to excellence in healthcare and distinguishes us as a trusted provider in the field of bariatric surgery," Dr Kuzinkovas said.

"For patients, it signifies they are receiving care at a facility that adheres to the most rigorous standards in bariatric surgery. This recognition assures them that their well-being is our top priority."

Dr Talbot said he was proud that the team's years of hard work and training was again being recognised by international experts.

"St George Private was the first hospital in Australia and New Zealand to be recognised as a Centre of Excellence, over a decade ago," Dr Talbot said. "This same team has maintained the same level of care for patients receiving Metabolic Bariatric Surgery since then. This means our safety systems and, just as importantly, our personal care systems have been reviewed and found to be at the highest standard."

Dr Jorgensen explained that team was continually striving towards better and safer care.

"It's in the DNA of all staff," he said. "We're all dedicated to ethical and quality outcomes and providing patients with the best possible evidence-based care."

Dr Kuzinkovas commended the whole team involved in providing Bariatric Services at St George Private Hospital.

"The support team is exceptional. Our nurses, anaesthetists and all staff play a pivotal role in ensuring a seamless and patient-centred experience," he said. "Their commitment to excellence, compassion, and teamwork contributes significantly to the overall success of our bariatric program. Their dedication is truly commendable."

To obtain a designation as a Centre of Excellence, a hospital must undertake a rigorous review process.

The Surgical Review Corporation describes these hospitals as supplying "a high concentration of expertise in a particular area of medicine, delivering excellent care and the best patient outcomes possible."



Gold Coast hospital unveils Australian-first surgical camera platform

Ramsay's John Flynn Private Hospital on the Gold Coast was the first hospital in the country to go live with Stryker's latest 1788 camera platform for surgical visualisation. In fact, John Flynn was the first hospital outside the United States to unveil the system.

The 1788 platform is Stryker's most sophisticated and comprehensive surgical visualisation solution for use in multiple specialties.

John Flynn Private Hospital acting CEO, Joanne Mitchell, said: "I'm pleased we can offer this state-of-the-art technology at John Flynn Private Hospital. We're committed to investing in technology and services to improve the healthcare experience and outcomes for the communities of the Gold Coast and Northern NSW."





Cairns Private Hospital expands in-demand ENT services

Cairns Private Hospital has invested more than half a million dollars to meet growing demand for local Ear, Nose and Throat (ENT) services and tripled the number of ENT Surgeons operating at the hospital.

Dr Ryan Adams and Dr Gavin Quail have opened a new clinic in Cairns, Complete ENT. They join Dr Suki Ahluwalia of Coral Sea ENT, who has been operating at Cairns Private Hospital since 2015.

All three surgeons now have access to the latest ENT StealthStation, a surgical navigation system that allows precise tracking of surgical instruments.

“The ENT StealthStation is designed to allow for greater accuracy and precision while operating on more complex sinus cases,” Dr Ahluwalia said.

The hospital has also invested in a \$210,000 Storz Stack system featuring new telescopes, cameras, light sources and monitors to support surgeons during ENT procedures.

Cairns Private Hospital CEO, Ben Tooth, said the expanded surgical team and new equipment was part of the hospital’s commitment to offering far north Queensland residents access to leading private healthcare close to home.

“In recent years we have seen increased demand for ENT services and ENT related surgery in the region. By tripling the number of ENT surgeons we have available at Cairns Private hospital, we’re ensuring more Cairns locals can see an ENT specialist and have surgery locally, rather than travelling to Townsville,” Mr Tooth said.

“Regional communities deserve access to the latest surgical equipment and this investment also helps attract and retain leading specialists to our region.

“We’re as committed as ever to Cairns and I’m excited to be growing our ENT service.” ■■



Illawarra hosts leading heart health experts

Some of New South Wales' best health care professionals converged on Wollongong in November for a two-day education program featuring local, national and international cardiac experts.

The inaugural Wollongong Heart Symposium considered advances in the management of coronary artery disease and examined the latest cardiac research from the University of Wollongong.

Wollongong Private Hospital Cardiothoracic Surgeon, Professor Adam El-Gamel, said the event was designed to share important advances in cardiac care for the benefit of local experts, their patients, and the next generation of health care providers in the region.

“The goal of the weekend was to share recent state-of-the-art treatment options associated with coronary artery disease and to establish a network with local academic faculty,” Professor El-Gamel said.

“We hope this educational experience will help bring local cardiac care of coronary artery disease in line with best practice international management.

“Younger health care professionals had a great opportunity to hear from some of the best in our field, interact with academic faculty and benefit from the practical sessions included in the programme to get hands-on learning experience.”

Professor of Cardiovascular Surgery from the University of Oxford, Professor David Taggart, headlined the cardiac conference.

“I am happy to be part of this exciting event. Increasing knowledge of how best to treat the heart in patients who require surgery must be universal,” Prof. Taggart said.

The two-day program examined state-of-the-art management of coronary artery disease and cardiac surgery through case studies, panel discussions, information sessions, workshops, abstracts and academic research. ■■



New North Shore cancer research centre to open thanks to \$20 million gift

Ramsay’s North Shore Private Hospital will play a key role in a new world-leading cancer research centre aiming to enhance global access to clinical trials for cutting-edge cancer therapies.

The Van Norton Poche Cancer Clinical Trials, Research and Development Centre will open at North Shore Private Hospital and Royal North Shore Hospital in Sydney (the North Shore Campus) and offer hope to millions of patients around the world living with cancer.

The Centre will work in collaboration with Memorial Sloan Kettering Cancer Center (MSK) in New York City, a world-leading centre of clinical expertise and cancer-related laboratory research.

The Centre is only possible thanks to an incredible gift of \$20 million from Kay Van Norton Poche AO and Gregory Poche AO.

CEO Ramsay Hospital Research Foundation and Head of Research, Innovation and Integrated Care, Nicola Ware, said the \$20 million dollar donation was the largest in the history of the North Shore Campus.

“The consideration and foresight from the Poche family will facilitate a significant enhancement in the delivery of cancer services on the North Shore Campus and will ensure greater access for the community to cancer clinical trials. This donation will create opportunities for research that may develop exciting new treatment frontiers and opportunities for patients,” Ms Ware said.

His Excellency The Honourable Kevin Rudd, AC, Australia’s Ambassador to the United States, announced the gift and steps towards creating the new centre at the inaugural Cure4Cancer Conference in New York City.

The integrated North Shore Sydney Campus (Sydney) consists of Royal North Shore Hospital, North Shore Private Hospital, and the outpatient North Shore Health Hub. It is an internationally recognised public-private partnership and a model for comprehensive cancer care, research, and education.

Ramsay Health Care is committed to supporting the important role of medical research in working to uncover new or improved treatments, therapies and tests to help save lives, with a network of more than 20 clinical trials sites, Ramsay is currently conducting more than 250 clinical trials across its network of 20 sites throughout New South Wales, Queensland, Victoria and Western Australia.



Celebrating success at inaugural Research Dinner

The Ramsay Hospital Research Foundation (RHRF) hosted its inaugural Research Dinner in November, bringing together supporters, collaborators and esteemed guests to showcase research outcomes within the RHRF and Ramsay.

The evening involved talks by guest speakers Dr Narinder Singh and Dr Tahlia Scheinberg, who provided updates on research projects, ‘DrumBeat.ai: Addressing Paediatric Indigenous Ear Disease in Rural and Remote Australia Using Artificial Intelligence’ and the ‘ENZA-Lipid study: A novel approach to precision metabolic medicine to overcome treatment resistance in men with advanced prostate cancer.’

Ramsay Australia CEO, Carmel Monaghan, Ramsay’s group Chief Medical Officer, Professor Sir Edward Byrne and RHRF CEO, Nicola Ware, shared valuable perspectives on Research at Ramsay, emphasising Ramsay’s commitment to continuous improvement and ground-breaking discoveries.

“I often tell people that I have one of the best jobs in the world,” Ms Ware said.

“I am fortunate to talk to many groups of amazing doctors, nurses and allied health professionals who want to undertake research and improve the lives of the patients that they treat.

“It was amazing to celebrate their successes on the night, and we look forward to another celebration in 2024.”

- The night included recognition of outstanding contributions through the Research Awards. Congratulations to the recipients:
- **Associate Professor Rosemary Saunders**
– Research Impact Award
 - **Professor Michael Nilsson**
– Community Partnership Award
 - **Mr Shaune Gillespie**
– Research Advocate Award.



Ramsay endorses The Australian Cancer Plan

Ramsay Health Care has welcomed the Federal Government's Australian Cancer Plan, a ten-year strategy designed to improve cancer outcomes around the country.

Ramsay has a long standing history of supporting Australians with cancer and is currently the largest private provider of Oncology services in Australia. Ramsay offers cancer treatment in more than fifty of its facilities, supporting more than 50,000 patients per year.

Ramsay Health Care's Service Line Director for Cancer Care, Jonny Cotton, said he looks forward to partnering with the government on the implementation of The Australian Cancer Plan to ensure even better cancer outcomes for future generations.

“We are particularly pleased with the plan’s focus on equity of care for all Australians. As Australia’s largest private hospital operator, with facilities around the country including in many regional and rural communities, we have long been committed to providing leading health care for all Australians, no matter where they live,” Mr Cotton said.

Since 2017, Ramsay Health Care has been investing in cancer research via the Ramsay Hospital Research Foundation. Ramsay continues to build its clinical trial network, currently offering patients access to 250 cancer clinical trials across 20 locations. Recently funded research includes a study on the development of a ‘Brain Cancer Registry’. The project aims to build a Registry to deliver equitable care for all Australian brain cancer patients, regardless of where they live.

“Ramsay Health Care is committed to working with the Australian Government on the priorities of The Australian Cancer Plan and easing the burden on Australia’s cancer patients, their families and carers,” Mr Cotton said.



Ramsay Health Care acknowledges World Cancer Day 2024

This World Cancer Day, Ramsay Health Care reinforced its commitment to provide leading, personalised cancer treatment for patients. As Australia’s largest provider of Oncology services, Ramsay is working to close the gap that prevents some Australians from accessing treatment to help reduce preventable cancer deaths.



Ramsay’s Service Line Director of Cancer, Jonathan Cotton, said Ramsay Cancer Care receives more than 150,000 patient visits each year.

“Ramsay offers cancer treatment in more than fifty facilities, supporting more than 50,000 patients,” Mr Cotton said.

“We’re focussed on ensuring patients have the best possible experience and outcomes when we treat them for cancer. We know it can often be confusing for patients to know what services they need, which is why we’ve introduced Cancer Care Navigators to help guide and support patients and their families through their cancer journey.”

Ramsay is not only a leader in providing exceptional cancer care, but also a key contributor to advancing the field through research initiatives.

“Australia has one of the highest cancer survival rates in the world, but we know they can be better,” Mr Cotton said.

“Ramsay has 93 live oncology and haematology clinical trials, 36 of which commenced in the past 12 months and many are first in-human trials, giving hundreds of cancer patients access to new therapies.

“We hope this research will lead to better patient outcomes and healthier communities around the country.”





Revolutionising mental health care

Wren – the Women’s Recovery Network – has opened its doors, ushering in a new era of compassionate and tailored mental health support exclusively for women.

This transformative mental health service, situated at Ramsay Clinic Albert Road, will support more than 750 Victorian women each year with a range of complex conditions including those who have experienced trauma and sexual abuse, eating disorders and women experiencing perinatal mental health issues.

Featuring 24 acute inpatient mental health beds, the Wren service model was co-designed in consultation with women with lived experience and will help ease pressure on the public system by delivering care for public patients in a private setting.

Wren also has six "hospital in the home" beds, which allow for choice and flexible care, meeting women where they are most comfortable.

The "hub and spoke" model, with Albert Road as a base, will eventually see women from across Victoria able to access the service. Late last year, the Shepparton spoke of the service was launched and has been well received by the community.

The Royal Commission into Victoria’s Mental Health System heard that many women face gender-based harm or abuse in the mental health system and recommended a specific service for women, ensuring gender and sexual safety for women in acute inpatient settings.

Petra Glare, CEO Ramsay Clinic Albert Rd, said Wren was created as a direct result of that recommendation – with Alfred Health, Ramsay Health Care, Goulburn Valley Health and the Victorian Government coming together to realise the unique model of care.

“The Women’s Recovery Network is the first public and private health service partnership of its kind and I am proud Ramsay Mental Health is part of this innovative service transformation,” Ms Glare said.

“At Ramsay Clinic Albert Road, we have built a warm and welcoming, safe space for women to receive care, support and treatment.” ■■



Ramsay Psychology opens 20th practice as demand for support grows

Growing demand for mental health support in Brisbane’s northern suburbs has seen the city’s newest psychology practice launch in Clayfield.

Ramsay Psychology Clayfield is the seventh Queensland clinic opened by Ramsay Health Care over the past two years.

Ramsay Psychology CEO, Michelle Lynch, said pressures such as the rising cost of living had led to significant demand for more accessible, quality mental health services.

“The need in our community is quite clear – Ramsay’s Queensland clinics have seen over 125 per cent growth in the number of sessions delivered by more than 30 psychologists over the past year,” Ms Lynch said.

“According to the national Association of Psychologists, one of the biggest pressures fuelling mental health issues is the rising cost of living - and we are certainly hearing this from our clients.

“Other issues include extreme weather events, which we have seen across Queensland in recent months, and the ongoing effects of the pandemic.”

Ramsay Psychology Clayfield provides personalised care for adults, teenagers, children, couples and families across a wide range of mental health conditions and symptoms.

“We’re committed to keeping wait times as short as possible and are pleased that our average wait time for a psychologist appointment is just two weeks,” Ms Lynch said.

“We understand that mental health looks different for everyone. That’s why our psychologists are experienced in a wide range of evidence-based therapies and we have a triage service to carefully match patients with the best psychologist for their needs.

“We also offer telehealth sessions for patients who can’t get to a clinic.”

Ms Lynch said Ramsay Psychology practices were also designed to complement Ramsay’s hospital-based (inpatient) mental health services.

“Many people who need to see a clinician don’t need to be hospitalised. Several sessions in a community environment can lead to a significant improvement in life experience.”



Welcome Ramsay Pharmacy Robina

In December 2023, Ramsay Pharmacy celebrated the opening of its 62nd community pharmacy, located at the new Medical on Robina centre on the Gold Coast.

With a commitment to excellence in pharmaceutical services, Ramsay Pharmacy Robina promises a personalised and holistic approach to healthcare. The modern and inviting space welcomes customers to explore a wide range of quality products, including prescription medications, over the counter remedies, and health and beauty essentials.

This new pharmacy not only aims to provide essential pharmaceutical services but also positions itself as a health destination, offering expert advice, health screenings, and a warm community-centered environment.

Ramsay Pharmacy Robina is poised to play a pivotal role in promoting the wellbeing of the residents, forging a path toward a healthier and happier community.





Mothers and babies in Tanzania benefit from expertise of Frances Perry House midwives

Generations of new and expecting mothers in Tanzania will benefit from the expertise of Melbourne's leading private women's health hospital, with four midwives from Frances Perry House spending a month helping patients and healthcare professionals in the African nation.

Midwives Christine Murphy, Eliza Strauss, Steph Tsesmetzis and Megan Whittle spent four weeks in Arusha, Tanzania volunteering in a high-risk labour ward.

"They are in immense and ongoing need of improved clinical skills and equipment to better support the wellbeing and health of woman and their babies during the birth process," Megan said.

"The morbidity and mortality rates are tragic."

The qualified midwives met with dozens of patients, delivered babies and provided education to local doctors and nurses on neonatal resuscitation in a bid to improve outcomes for babies born in the region.

The team also donated a range of supplies and an obstetric ultrasound machine to a local labour ward, which they raised the money to purchase.

The midwives have a combined total of 89 years experience nursing at Frances Perry House, working with some of the best women's healthcare providers in the country.

"We wanted to use some of our knowledge and skills to assist in a severely understaffed and under resourced medical system. We realise how fortunate we are to work in a level 6 hospital," Eliza said.

"We wanted to witness firsthand the obstetric challenges in a third world country and offer some education to see if we

could make even a small difference to maternal and neonatal outcomes."

The midwives volunteered their time for the trip, which was sponsored by Ramsay as part of its 'Charity Challenge' sponsorship program.

"Thank you to Ramsay Health so much for supporting us on this life changing experience supporting woman and teaching midwives and doctors in Tanzania," Megan said.

"We feel privileged to have been sponsored and share many skills and knowledge and feel reassured we made a positive difference while there."

Ramsay Health Care's philosophy is centred on 'people caring for people' and the organization is committed to caring for communities through a global approach to preventable health care. ■■



Triathlon Pink is personal for Emma

Hollywood Private Hospital Physiotherapist, Emma Blake, participated in her third Triathlon Pink in WA recently, completing the ultra distance triathlon of 600m swim, 18km cycle and 6km run. Emma entered the Tri Pink for the first time in 2021 soon after completing intensive treatment for breast cancer under specialists at Hollywood Private Hospital.

"I really appreciate the opportunity to participate in the Triathlon Pink as it gave me a passion for competing in triathlons and long-distance running events. Evidence has established that exercise is essential during active cancer treatment and long-term survivorship to help manage treatment side effects, improve mental health and wellbeing, and maintain a good quality of life – and that's certainly been my experience," said Emma.

Ramsay's Tri Pink events cater for women of all ages and fitness levels and offers a fun run option which is open to everyone.

Ramsay Health Care has been a major event partner and naming rights sponsor of the National Triathlon Pink series since its inception in 2007. Congratulations to all Ramsay employees who have taken part in a Tri Pink event this season. ■■



Member of

Dow Jones Sustainability Indices

Powered by the S&P Global CSA

Ramsay Australia recognised on Dow Jones Sustainability Indices

Ramsay Health Care’s commitment to sustainability, social responsibility, and ethical business practices have been recognised with Ramsay’s inclusion in the Dow Jones Sustainability Australia Index for 2023.

Ramsay Australia CEO, Carmel Monaghan, said:

“We're honoured to be acknowledged in this prestigious index, reinforcing our dedication to making a positive impact on both healthcare and the world.”

The Dow Jones Sustainability Indices (DJSI) measure the performance of companies globally using environmental, social and governance criteria.

In 2023, Ramsay is the only hospital business on the Australian list of 54 leading companies and one of only three healthcare companies included.

“It’s wonderful to see Ramsay being recognised as a sustainability leader – a true reflection of all the incredible sustainability ideas and initiatives our teams have developed and implemented,” Ms Monaghan said.

In November, Ramsay’s Impact Report was released which confirmed the organisation was on track to reach its net zero 2040 greenhouse gas emissions ambition following a successful year of sustainability activities.

The Report shows how Ramsay has ramped up renewable energy initiatives, recycling, removing single-use plastic products and phasing out anaesthetic gases with higher global warming potential. ■■

Movements and Appointments

MEL BUTLER

has been appointed CEO / DCS at Armidale Private Hospital. Mel has been working as the DCS at the hospital since last year and has the support of the team and VMOs. Mel is a graduate of Ramsay’s Nurse Leaders of Tomorrow program and is a strong leader with a focus on excellent patient care, whilst also caring for staff and the community.

TAMARA CAVENETT

has been appointed to the newly created Deputy CEO role at Ramsay Clinic Adelaide. Tamara was the Site Manager for Kahlyn from 2009 -2012, since then she has been working as a Psychologist in private practice, most recently on site at Ramsay Clinic Adelaide. Tamara recently served as the president of the Australian Psychological Society and holds Board positions on both Mental Health Australia (MHA) and the Adelaide Primary Healthcare Network (APHN) as well as several organisational governance committee positions.

REBECCA DONALDSON

joined Ramsay in March as Australia’s new Chief People Officer. Rebecca brings a wealth of experience in large, complex and dynamic organisations, most recently as Executive Manager of People & Culture at Qantas and prior to that as Chief People Officer at the Australian Broadcasting Corporation. Rebecca has led teams working across all areas of People services including talent acquisition, leadership, learning and analytics. Rebecca is a purposeful and authentic leader with qualifications in Law, Industrial Relations, Political Science and Business. Her commitment to inclusivity resonates strongly with The Ramsay Way.

LEE GODINO

has joined Ramsay as Deputy CEO at the Bayside network of hospitals, comprising of Peninsula Private, Beleura Private and Linacre Private Hospitals. Lee brings extensive and diverse experience as a health care leader to the role. Most recently Lee held the role of CEO at Maryvale Private Hospital, where he delivered a significant redevelopment adding additional services in consultation with key internal stakeholders and the local community. Prior to this, Lee held the CEO role at Brunswick Private Hospital, a 128 bed facility specialising in Rehabilitation and Mental Health. Lee has an outstanding track record in delivering improvements in patient satisfaction, staff engagement, governance and growth.

KELLY GRANT

will join Ramsay in April as the CEO of North West and Caboolture Private Hospital's in Queensland. Kelly is an experienced high level hospital executive with a finance background who has held many General Manager/CEO positions through her career. Kelly most recently worked as the General Manager at Sunnybank Private Hospital. Kelly is a highly efficient and effective leader with strong financial management skills who strives to understand the key drivers of a business.

RENAUD MAZY

will join Ramsay in May as the new CEO of Joondalup Health Campus. Renaud is joining Ramsay from Belgium’s Saint-Luc University Hospital where he has been the CEO since 2011. Saint-Luc has 1,000 beds and a team of more than 6,000, and in 2023 was listed in the top 200 World’s Best Hospitals and World’s Best Smart Hospitals by Newsweek. Renaud has a Masters in Chemical Engineering and started his career as a research and development engineer. Renaud has an excellent reputation within the hospital and healthcare sectors and is considered a highly skilled, approachable, and agile leader who is motivated by challenges and driving operational improvement and organisational growth. Renaud has experience working together with diverse stakeholders, including Health Ministers, Federal, State and Local Governments, board members, media and more.

ROB MOSS

has been appointed as the Director of Finance for the Ramsay Day Surgery team. Rob has most recently served as the Pindara Group Director of Finance and previously the Director of Finance for the Gold Coast region.

KARL VAN DER MERWE

has been appointed CEO of Noosa Hospital and Nambour Selangor Private Hospital. Karl has most recently served as the Director of the Emergency Department at Noosa Hospital. Karl has an exciting long term vision for the Northern Sunshine Coast. And is focussed on being present, visible and responsive. Karl is focussed on creating the best hospitals possible for staff and the community.

BRETT WALTERS

has returned to Ramsay as CEO at Shepparton Private Hospital. Brett brings extensive and diverse experience as a health care leader to the role, having held positions in both the public and private sector. Brett previously worked at Shepparton Private as Nurse Unit Manager. Most recently Brett held the role of Community Nursing Services Manager at Goulburn Valley Health. With a background encompassing quality, innovation and research and strategy, Brett has a strong track record of success in strategic, operational, and clinical leadership and new service development. As a relationship focused leader, Brett has built partnerships with his teams and external stakeholders to deliver improvements in quality, safety, patient satisfaction and staff engagement.

THERESA WELSCHINGER

has been appointed to the role of Director of Clinical Services at Ramsay Clinic Wentworthville. Theresa has been with Ramsay since 2017 and has worked as a Unit Manager, Acting Deputy DCS and Acting DCS across Mount Wilga and Berkeley Vale Private during this time. Theresa has previously managed a facility that included both mental health and rehabilitation services. Theresa successfully completed Ramsay's Nurse Leaders of Tomorrow program in 2022. Theresa demonstrates a commitment to the provision of quality health services and brings a refreshing approach to clinical governance and healthcare standards.

Hillcrest Rockhampton Private Hospital celebrates 25 years



Staff, doctors and special guests recently got together to celebrate 25 years of operation since the reopening of Hillcrest Rockhampton Private Hospital in 1998.

‘Hillcrest Hospital’ opened on Telford Street in Rockhampton in 1899. In 1952, it was taken over by the Presbyterian Church and subsequently closed in 1997. In 1998, Hillcrest Rockhampton Private Hospital was reopened to offer leading, quality private healthcare services to the community once more.

Hillcrest Rockhampton Private CEO, Fiona Hebbard, said the hospital’s success was largely due to the team’s commitment to Paul Ramsay’s philosophy of People Caring for People.

“We have been lucky to have many wonderful people at our hospital over the past 25 years. Our first graduate intake was in 2000 comprising of four graduate RNs. Since then we have had 24 graduate intakes with 154 nursing graduates, many of who are still with us today,” Ms Hebbard said.

“Our strong inclusive culture has given us the ability to retain and engage our staff with 31 per cent of our workforce having a tenure of greater than 10 years.

“Recently we were able to present five team members with their 25 years of services badges. Congratulations to Lyn Neill, Deb Cox, Jo-anne Bailey, Stuart Robertson and Paula Hebron (pictured below).

“Our hospital is extremely proud of what we have achieved to date and our commitment to our people and our community will ensure a bright, sustainable future.”





Celebrating 70 years of excellence in rehab

Staff, doctors and special guests have come together to celebrate the 70th anniversary of Mt Wilga Private Rehabilitation Hospital.

In 1953, the Commonwealth Government began operating rehabilitation services from ‘Mt Wilga House’, the former home of a renowned businessman and his family in Mt Wilga. The centre catered for the rehabilitation and residential needs of disabled servicemen and was the launch of what is now Mt Wilga Private Rehabilitation Hospital.

During its early years, Mt Wilga established its enviable reputation as the most modern and best equipped facility in Australia and began to cater for the rehabilitation needs of patients, predominantly people with spinal injuries and amputations.

In 1987, the site was purchased by Alpha Healthcare, which

was purchased by Ramsay in June 2000. In 2002 the hospital underwent major redevelopment, vastly improving the quality of the therapy areas and accommodation. It was at this time Mt Wilga became Ramsay’s premier specialist Rehabilitation Hospital.

In mid-2012, Ramsay Health Care opened a new \$12 million development on the site with an additional 39 patient rooms, new therapy gyms and increased car parking.

In her speech at the 70th anniversary event Mt Wilga CEO, Lorrie Mohsen, said she was pleased to celebrate seven decades of the esteemed rehabilitation hospital.

“Our hospital has been a beacon of compassion, innovation, and excellence in rehabilitation. The resilience of our

patients mirrors the resilience of our institution, and together, we have forged a legacy that extends far beyond the walls,” Ms Mohsen said.

“Looking ahead, let us renew our commitment to pushing the boundaries of rehabilitation, embracing emerging technologies, and fostering a culture of continuous learning.

“Our 70-year history is a testament to our ability to adapt and evolve, and it is this spirit of innovation that will carry us into the future as a leading force in rehabilitation care.”



Ramsay Clinic Macarthur celebrates 10 years

Ramsay Clinic Macarthur recently celebrated 10 years of providing mental health services in Sydney’s South West.

The day was also an occasion to celebrate 10 years of service for employees Mark Marfori, Jose Borja, Katrina Demirdjian and Roshni Kumar. The four have been working at the clinic since the first day it opened in 2013.





JHC Special Care Nursery cares for record number of twins

Joondalup Health Campus (JHC) recently had the pleasure of caring for five sets of twins simultaneously in its Special Care Nursery, which is believed to be a record for the 16-cot nursery.

The JHC Special Care Nursery supports babies who need a little extra help to grow strong enough to go home with their families, including babies born between 32 and 36 weeks, which is considered premature.

JHC Head of Department, Dr Ravisha Srinivasjois, said while all pregnant patients are supported to take their babies to full term, around one in 10 births worldwide are premature for a range of reasons.

“We are extremely proud of our Special Care Nursery team

who deliver incredible care to these precious little bubs and wrap around care to support their parents at such a stressful time,” Dr Srinivasjois said.

“Every little one is so very precious and our recent influx of twins into the nursery was quite unique.”

Last financial year more than 2,800 babies were born at JHC.

Two hundred and twenty were premature and were cared for in the Special Care Nursery which has grown from eight to 16 cots over the past decade. They can be treated for a range of issues such as breathing difficulties, feeding problems, inability to maintain body temperature, digestive issues and maintaining oxygen levels in their blood.

The twins included six boys and four girls and the smallest weighed just 1.78 kg and was also born the earliest at 33 weeks. ■■

Hollywood nursing grads deliver quality improvement ideas

Graduates at Hollywood Private Hospital have shared the findings of their Quality Improvement Projects, completed as part of the Graduate Pathway Program.



Green Training and Development Manager, Anne Green, said “topics were diverse and there were some which differed from anything we’ve heard in previous years.”

“Areas covered included the sign out checking process in perioperative areas; goals of care; barriers to speaking up about incorrect prescriptions; calling a rapid response call;

staff knowledge of infection control precautions.”

“The project reports will be tabled at relevant committees to review recommendations for change.”

The presentations marked the conclusion to the graduates first year of the pathway program. Congratulations to all graduates who took part. ■■