

# The Ramsay Way

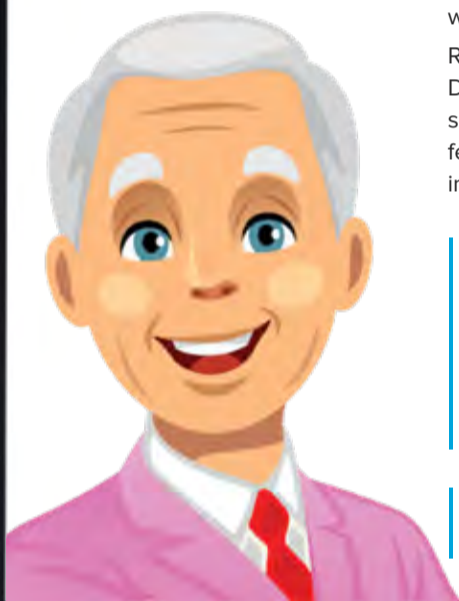
Ramsay Health Care Corporate Newsletter



**Ramsay**  
Health Care

## Introducing 'Ask PAUL'

**Ramsay's Digital Transformation team is excited to announce the upcoming launch of a brand-new chatbot digital helper for all Ramsay teams: Ask PAUL.**

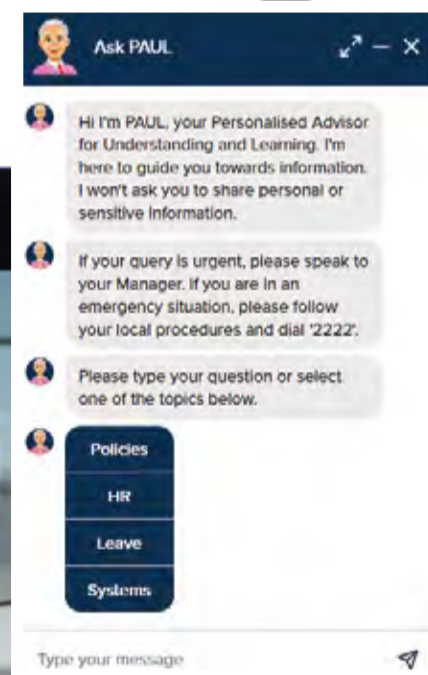
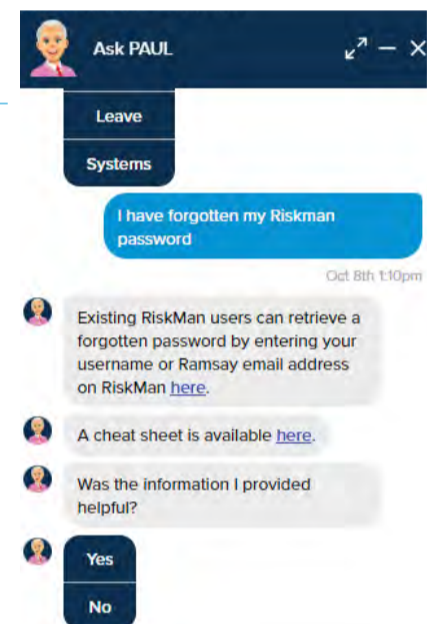


Ask PAUL, which stands for Personalised Advisor for Understanding & Learning, is designed to enhance staff experience, and revolutionise how people interact with technology at Ramsay, with instant support around the clock.

Ramsay Group Chief Transformation and Digital Officer, Dr Rachna Gandhi, said the innovative chatbot will initially (at launch) provide signposting and responses to 50 frequently asked questions, based on feedback from leaders and team experiences, with advancing technologies improving accessibility and consistency of information.

"Ask PAUL aims to enhance our teams' engagement and support. The chatbot will also allow us to pilot, test, trial, learn, and understand new AI functionalities. Ask PAUL is a testament to our commitment to leveraging AI for better service delivery," Dr Gandhi said.

"Stay tuned for more updates as we continue to securely harness the power of AI at Ramsay." ■■



## Ramsay Registered Nurse recognised as Outstanding Carer

**Southern Highlands Private Hospital Registered Nurse Vicki Fursey has been named the national winner of the 'Outstanding Carer' award by the Australian Patients Association.**

Selected from a pool of 2,500 nominees, Vicki was recognised for her exceptional care, after being nominated by a grateful patient.

Southern Highlands Private Hospital CEO, Dean Englefield, said Vicki was a worthy recipient.

"Vicki is a valued member of our team, and a wonderful RN in our DOSA unit. This award is extra special, given Vicki was nominated by a patient. I hope Vicki is proud to receive this award, I know everyone here at Southern Highlands is proud of her." ■■



## MESSAGE FROM THE CEO

Welcome to the third edition of The Ramsay Way for 2024.

As you will see later in this edition, after more than three decades of service and leadership at Ramsay, our Managing Director and Group CEO, Craig McNally, has made the decision to retire at the end of June 2025.

Craig has been instrumental in building Ramsay into the leading health care provider we are today. His vision, leadership, and dedication have been invaluable. We owe him a huge debt of gratitude for his contributions.

Natalie Davis has been appointed Group CEO-elect, commencing on 1 October this year. Natalie brings a wealth of experience in driving growth and transformation and shares our passion for putting people at the heart of everything we do.

Her strategic thinking, combined with her proven ability to build and lead high-performing teams, will be instrumental in our continued success.

I want to congratulate Craig on his outstanding career and warmly welcome Natalie to the Ramsay family. Together, we will continue to build on our strong foundation and build the future of health care.

Also in this edition of The Ramsay Way you can read about the achievements of the digital transformation program over the past two years. I'm incredibly proud of the progress we've made to date as we transform Ramsay into a best in class, digitally enabled health care ecosystem.

This edition also features recent award wins by Mt Wilga Private Hospital and Ramsay Connect's Virtual Heart Failure Service, the latest recipients of Ramsay's National Scholarship Program, and an impressive milestone in grant funding for the Ramsay Hospital Research Foundation.

I'd also like to congratulate Southern Highlands Private Hospital Registered Nurse, Vicki Fursey who has been named the national winner of the 'Outstanding Carer' award by the Australian Patients Association. Vicki was nominated by a grateful patient and selected as the winner from a pool of more than 2,500 nominees. Vicki is a wonderful example of people caring for people. Congratulations Vicki on this well-deserved achievement.

Warm regards,

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

## DEVELOPMENT NEWS

# Cairns Private Hospital opens multi-million dollar redevelopment

More north Queensland residents can now undergo surgery locally, with Cairns Private Hospital unveiling a multi-million dollar redevelopment including a new state-of-the-art operating theatre and a second theatre shell to cater for future growth.

The redevelopment also includes new pre-operative and patient holding areas, anaesthetic stores, doctor and nurse offices and new sterilising department (CSSD).

The development will deliver a much-needed boost in the hospital's capacity, allowing it to provide additional quality health care for the local community. It will also allow extra theatre time for surgeons, enabling more patients to have their surgery sooner.

The theatre features state-of-the-art technology, ensuring Cairns locals have access to modern procedures and to help the site attract leading surgeons to the region.

The new theatre will allow for additional surgeries in specialities including ENT, orthopaedics, urology, plastics, vascular and general surgery.

Cairns Private Hospital now features eight fully equipped operating theatres and a ninth theatre shell which can be transformed into a working operating theatre quickly when required.

*Staff ready for the first surgery in the brand new theatre at Cairns Private Hospital.*





Andrew Wallace MP (Federal Member for Fisher), Carmel Monaghan, Peter Fahey and Sunshine Coast Mayor Rosanna Natoli.

# New theatres unveiled at Sunshine Coast University Private Hospital

Sunshine Coast University Private Hospital has unveiled three new state-of-the-art operating theatres and a fourth new theatre shell, ensuring more Sunshine Coast locals can access surgery in the region, without having to travel to Brisbane.

Seven additional recovery bays were also created as part of the redevelopment to cater for the additional demand from the new operating theatres.

Sunshine Coast University Private Hospital CEO, Peter Fahey, said: “Our three new operating theatres will allow even more local patients to undergo surgery sooner, right here on the coast. “The new theatres, which bring our total number of fully equipped operating theatres to nine, will allow for additional surgeries across a variety of services, including complex specialties such as neurosurgery and structural heart/cardiac surgery.

“The new theatres are fitted out with state-of-the-art technology, ensuring our patients have access to modern procedures including orthopaedic surgery using advanced robotic technology. We are confident this technology will also help entice additional leading surgeons to the region from around Australia and the world.”

Mr Fahey said the additional theatre time for surgeons should reduce the number of Sunshine Coast locals needing to travel to Brisbane for procedures.

“Having surgery locally doesn’t just remove the costs and stress related to travel for the procedure, but also for multiple pre- and post-op appointments. It also ensures patients can recover close to home and their support network.”

The redevelopment project also included construction of a tenth operating theatre shell, which can be transformed into a working operating theatre quickly when required. ■■



Excavation works underway for the new tower.

## Warringal Private Hospital redevelopment enters stage two

Warringal Private Hospital has celebrated a milestone in its \$180 million redevelopment, with the completion of stage one, including the opening of a new 21 bay Post-Anaesthesia Care Unit (PACU).

Stage one also included the expansion of the existing building, with three new floors added, a new café and theatre dining room.

Warringal Private Hospital CEO, Maree Mendola, said it was exciting to see significant progress on the redevelopment which is set to see the hospital become a state-of-the-art, multi-tower, 290 bed facility, almost twice the size of the original hospital.

“The opening of the new recovery area was a significant milestone for us. Prior to this, Warringal ran two PACUs - one in the North theatre complex and the other in the South. The new PACU has allowed us to combine the two into one centralised unit for all patients and staff. The space is large and bright and has been a very positive and welcome addition to our Perioperative department improving not only patient experience but also the working experience for our hard-working PACU staff,” Ms Mendola said.

Stage two of the development project is now underway, which will include the construction of three new operating theatres.

“We are all very excited for the future. Our new operating theatres are scheduled to be online in early 2025 and demolition works are progressing well for our new Emergency Department. The basement excavation is also underway for our new tower two.”

The development is due to be completed late in 2026. Once the expansion is completed, the hospital will feature 290 single occupancy bedrooms, 14 operating theatres, a new 14 bed Intensive Care Unit, a new Diagnostic Imaging department, a new Emergency Department, a brand new 29 bed Day Surgery Centre plus much more. ■■



Staff at the opening of the new PACU.



# Ramsay Health Care announces Group CEO transition

Ramsay Health Care announced in July that long-serving Managing Director and Group CEO, Craig McNally would retire at the end of June 2025 with Natalie Davis to commence as Group CEO-elect on 1 October 2024. Following a transition period, Ms Davis will take over as Managing Director and Group CEO in late 2024.

Ms Davis is an accomplished senior executive leader with extensive experience driving strategic transformation, customer focus and growth. Most recently, Ms Davis was Managing Director for Woolworths Supermarkets in Australia, leading 130,000 employees across 1,000 sites and delivering increased market share, sales, productivity and team engagement.

Ramsay Chair David Thodey said the Board had undertaken an intensive and competitive global selection process and unanimously agreed that Ms Davis was the ideal candidate at a pivotal time for Ramsay and the healthcare sector.

"In carefully weighing Ramsay's performance and strategy, the Board made a conscious decision to select a proven and dynamic leader who has successfully mastered large-scale business transformation during periods of uncertainty and market disruption," Mr Thodey said.

"Natalie's strategic outlook and experience managing industry-wide changes in different markets makes her exceptionally well-equipped to progress Ramsay's strategy and accelerate our growth. Her data-driven understanding of customer needs, along with a focus on digital innovation and operational excellence, has

resulted in a clear record of success.

"The Board is confident Natalie has the agility, energy, vision and enterprise capability that are critical to achieving Ramsay's goals and fueling long-term shareholder value."

Group CEO-elect Ms Davis said she was honoured to join the company, which employs more than 90,000 people and provides high-quality healthcare to millions of patients across eight countries.

"Ramsay makes a positive difference in the health and lives of millions of people in communities across Australia, Europe and the UK. The company's 60-year history is testament to the amazing teams who deliver the very best patient care," Ms Davis said.

"What truly excites me is the potential to build on that legacy, as we innovate for the future."

Mr Thodey also acknowledged Mr McNally's significant contribution.

"On behalf of the Board and the Ramsay team, I want to thank Craig for his dedication and commitment to Ramsay and the

health sector more broadly. He has been instrumental in the company's development over many years, setting the groundwork for our transformation strategy and championing the caring culture that defines who we are and how we work."

Mr McNally, who joined the company in 1988 and became Managing Director and Group CEO in 2017, expressed his gratitude to the Board and Ramsay teams.

"So many extraordinary people have poured their heart and expertise into making Ramsay what it is today and it has been an incredible privilege to work alongside them," Mr McNally said.

"I am proud of our achievements which have established Ramsay as a market leader with a reputation for excellence in numerous countries. Guiding the company through the unpredictable upheaval of the Covid pandemic certainly tested our resilience, but we have adapted and invested strategically to position Ramsay for future success."

Mr McNally will remain with the company, and as Chair of its European joint venture Ramsay Santé, until the end of June 2025 to support a smooth transfer of executive responsibilities. ■■



# Welcoming new Joondalup Health Campus CEO: Renaud Mazy

If there is one thing that the recently appointed CEO of Joondalup Health Campus, Belgian born, Renaud Mazy, knows all about, it's the people power.

Previously, the CEO of University Hospital Saint Luc in Brussels, Renaud was the first non-physician to be appointed to the role.

He was there when Islamic State (IS) attacked Brussels in two coordinated terrorist attacks in 2016, then in 2020 when nine Belgians repatriated from Wuhan, China, tested positive for the coronavirus, eventually resulting in almost five million confirmed cases and 34,000 deaths in Belgium alone.

"That crisis ran for more than 12 months and as an avid runner, it was like running a marathon every day for more than a year," Mr Mazy said.

But if there's one thing he learned during that time, it was the incredible capacity for humans to help each other.

"Not only nurses, doctors and allied health staff, but also general administrative staff, risked their own lives to help complete strangers. It made me realise that people are fundamentally good; selfless, generous, kind."

That overriding goodness is why this qualified chemical engineer with 17 years under his belt in the manufacturing sector, switched careers 13 years ago.

"I could never again work outside the hospital sector. My whole motivation is to do something better for the patient. My whole motivation is to help people."

It runs in the family. Renaud's wife Virginie is a General Practitioner who has worked with Médecins Sans Frontières (Doctors Without Borders) in Africa and in private practice. She joins him in Perth with their three boys, Eliot (18), Gwenael (16) and Titouan (13), who Renaud says are excited to make Australia their new home.

"For us, integration is key. I don't stand on any laurels and don't want to be the so-called 'foreign guy.' The children will go public schools and learn just the same as other students. We are all citizens of the world."

Renaud says his first impressions of Joondalup Health Campus have been very compelling.

"We have a very strong and experienced team and a real 'can do' attitude. As I see it, the quality of care we are providing is exceptional. But as in everything, there is always something that can be improved."

For Renaud, that all comes back to people.

"It means putting the patient at the centre of the entire health experience. Quality of care is our focus, and it must stay that way. As CEO, it is also about supporting our people, our team. They have to feel important. That's why you will see me every day, walking around and asking, what can I do to make your job better."

"Because as a reputable health care provider, there is a need to constantly evaluate and review the care and communication we provide to our patients so we can continually improve. That improvement can only happen through people." ■■



# Year two of Ramsay’s digital transformation

In the past two years, Ramsay has taken on an ambitious transformation journey to revolutionise health care delivery.

Ramsay Group Chief Transformation and Digital Officer, Dr Rachna Gandhi, said the journey has required dedication, expertise, and hard work from all teams within the Ramsay Network.

“We are taking a co-design, test, iterate and scale approach to continually deliver digital solutions. We are excited to share some of our accomplishments with you, highlighting our commitment to becoming a leader in digital health care while providing a world-class experience for our patients, families, partners, and health care professionals,” Dr Gandhi said.

## Patient-centric experience

The introduction of the Ramsay Health Hub is streamlining the admission process for our hospitals, mental health services and pharmacies, connecting patients, doctors and hospital employees to offer a seamless experience. The Ramsay Health Hub has been launched in 30 hospitals, with around 70,000 patients having used Ramsay Health Hub and providing a satisfaction score of 7.8/10.

We have completed the rollout of the Mental Health Digital Intake Solution to all 23 mental health clinics, launched a new Pharmacy online sales solution and expanded the offering to include pet prescriptions. We have recently launched the Ramsay referrals solution for Ramsay2Ramsay services and will be scaling this once we have captured addressed learnings from this initial launch.

Excitingly, our patients are now accessing the WiFi in all our hospitals with ease thanks to a simplification of the login process, resulting in a reduction of complaints to our care teams.

## Digitally enabled operating environment

We are delivering foundational digital capability for pivotal HR business processes,

including on/off boarding, job changes, core compensation, essentially automating people management activities to make it easier for our people leaders. This work will be completed in late FY25.

There are around 2,300 automations actively running across Ramsay sites and corporate operations. These have collectively processed over 7.5million transactions to date. These are not only enhancing efficiency but are also playing a crucial role in supporting other key improvement projects.

## Data and Insights

Insights suites and dynamic dashboards have been implemented to help our executives and managers make informed and timely decisions based on trusted and accessible insights.

We have built a leading edge Data Hub which is enabling a secure, single source of truth for most valuable data, ensuring that data is trusted and easily accessible by various departments, and enabling data teams across the organisation to perform analytics.

## Cyber security

Ramsay has launched a role specific annual training program (an Australian health sector first), supported by live webinars, and extensive suite of cyber resources to keep our people cyber safe.

“In addition to deploying digital solutions that directly create value for our patients, people and doctors, we are actively working on addressing foundational technology gaps in our operational environment. While these solutions aren’t always observable; they need to be addressed to improve the day-to-day experience of our people, and the speed at which we can progress our digital transformation,” Dr Gandhi said.

# New partnership to upskill nurses in cardiac care

Ramsay Health Care has announced the latest step in its commitment to offering professional development opportunities to its health care professionals: a new partnership providing access to a leading online education program for nurses and educators working in coronary care.

Ramsay will partner with Medtronic to offer nurses across the country access to Cath Lab Pro training, designed to enhance their efficiency and effectiveness within a cardiac catheterisation laboratory (cath lab).

A cath lab is a specialised x-ray room where a range of heart conditions can be treated using minimally invasive catheters, as opposed to more invasive open-heart surgery.

Ramsay’s Chief Nurse and Clinical Services Director, Associate Professor Bernadette Eather, said the program would be used to onboard and upskill more nurses to work in cath labs at Ramsay hospitals across the country.

“Working in the cath lab is a special skill set and one that many of our nurses have expressed an interest in learning or improving,” A/Prof Eather said.

“Ramsay is committed to offering our nurses and health care professionals leading education and training opportunities to help them develop in their nursing careers.”

The new program will complement existing upskilling opportunities provided by the Ramsay Nursing and Midwifery Academy, which was launched in 2021.

“Ramsay Health Care nurses are committed to providing excellent health care for their patients, and we’re committed to helping them grow their skills and excel in their nursing careers,” A/Prof Eather said.



John Sambile, Cath Lab Educator at Warringal Private Hospital using the Cath Lab Pro platform.

# Congratulations National Ramsay Scholarship Program recipients

Ramsay Health Care is continuing its commitment to support the development of its workforce, announcing 30 Ramsay team members from around Australia have been selected to receive scholarships in the second round of Ramsay’s 2024 National Scholarship Program.



Scholarship recipient, Erin O'Callaghan

Scholarship recipient, Amy Watson

The scholarship program, launched in 2016, has to date supported 395 Ramsay staff members or teams with more than \$1 million in financial support.

Recipients from this round of scholarships include:

- Erin O'Callaghan, a nurse at Pindara Private Hospital who has been awarded a \$1000 individual scholarship to attend an emergency conference.
- Jasmine Inglis, a psychologist at Greenslopes Private Hospital who has received a \$3000 team scholarship to attend Eye Movement Desensitisation and Reprocessing professional development.
- Amy Watson, a pharmacist at Noosa Hospital, who has been awarded a \$5000 undergraduate/postgraduate scholarship to undertake a Master of Clinical Pharmacy.

Ramsay Australia CEO, Carmel Monaghan, said: “I wish the recipients every success in their careers with Ramsay as they grow their knowledge and skills to benefit patients as well as the wider business.”

Ramsay’s National Scholarship Program offers scholarships to support development and career progression for permanent employees. Scholarships range from \$1000 - \$5000 in a variety of categories, with two intakes each year.

# Ramsay hospitals in Queensland helping to reduce elective surgery waiting lists

Queensland Health Minister Shannon Fentiman visited Greenslopes Private Hospital in July to announce \$100 million of State Government funding towards Queensland's Surgery Connect program.

Surgery Connect enables public patients to be treated at private hospitals to help reduce the backlog of elective surgery in the public system. In FY23 almost 25,000 Queenslanders were able to receive essential health care services sooner, thanks to the program. The highest volume of outsourced treatments to private facilities in that time was for essential ophthalmology surgery.

One of the patients to benefit from the Surgery Connect program was Vicki Mitchell, who had eye surgery at Greenslopes Private Hospital.

"I had the cataract removed from my left eye at the start of the year after noticing it was getting harder to drive at night," Ms Mitchell said.

"The PA Hospital doctor mentioned the Surgery Connect pathway and that it would mean I could get my surgery faster.

"I used to work at Greenslopes Private Hospital for 14 years, so

it was nice to go back and receive wonderful care there.

Queensland is currently the only State to offer a program of this kind, with the State also leading the nation when it comes to elective surgery, with almost 80 per cent of patients treated within clinically recommended timeframes.

Ramsay Australia CEO, Carmel Monaghan, said Ramsay's Queensland hospitals had been part of Surgery Connect for almost 15 years.

"It's a world-class system which has helped Queensland deliver the highest number of on-time surgeries in Australia. It is entirely sensible and efficient to use latent capacity in the private sector when necessary to ensure people do not languish on waiting lists," Ms Monaghan said.

"It would be great to see other States follow Queensland's lead and introduce a similar program."



Joe Kelly, Shannon Fentiman, Vicki Mitchell and Carmel Monaghan.



Greenslopes Private Hospital CEO Justin Greenwell, Dr Joy Chakraborty, Surgery Connect Senior Director Kaleigh Leggett, Qld Health Minister Shannon Fentiman, Ramsay Health Care CEO Carmel Monaghan, Greenslopes Private Hospital Deputy CEO James Cafaro and Member for Greenslopes Joe Kelly.

## Northern Private Hospital debuts new robotic technology

**New Epping is now home to state-of-the-art robotic technology with Ramsay's Northern Private Hospital unveiling a new Stryker Mako robot.**

The Mako system is an advanced, surgeon-controlled, robotic arm designed to increase the accuracy of partial and total knee and hip replacements.

Orthopaedic surgeon, Dr Andrew Gong, performed the hospital's first procedure using the device earlier this month.

Dr Gong says the system allows for more precise planning of surgeries and is designed to offer better outcomes for patients.

"The Mako robot enables the surgeon to develop a 3D patient specific plan, based on the patient's own anatomy, and to carry out that plan with increased accuracy and reproducibility," Dr Gong said.

"The robot is designed to offer better patient outcomes including less disruption to soft tissue, meaning less pain in the early recovery period.

"The planning software also allows us to perform a virtual range of motion check before hip surgery, which can identify potential future issues like dislocation, so we can adjust the component position to avoid the problem."

Dr Gong is one of three surgeons trained to use the device at Northern Private Hospital.

"I think it's great that Northern Private Hospital has invested in this technology. Having access to the Mako here enables patients in the Northern suburbs to have modern, robotic-assisted surgery without having to travel longer distances or into the inner city," Dr Gong said.

Northern Private Hospital CEO, Shaune Gillespie, said he was excited the hospital could provide the local community with access to this leading technology.

"Patients north of Melbourne can now have surgery supported by highly advanced robotic technology without having to travel into the CBD," Mr Gillespie said.

"We're committed to offering the local community leading private health care services close to home, and we're proud to invest in robotic technology which is designed to offer improved surgical outcomes for patients."



Dr Gong with the Mako Robot.



Northern Private theatre team members: Ash Rawther, Ammar Alkateb, Maya Cunanan and Dr Andrew Gong.



## Greenslopes Private Hospital doctors help Ugandans in need

**Greenslopes Private Hospital urogynaecologists, Prof. Judith Goh AO and Prof. Hannah Krause AO have returned from their latest trip to Uganda, and they have been volunteering regularly for almost 30 years to help women with gynaecological issues in areas of limited resource.**

During their latest trip, Prof. Goh and Prof. Krause saw more than 200 patients in remote western Uganda at Kagando Hospital. The pair and their team performed more than 140 procedures on women who otherwise would have likely gone untreated.

“We treated mostly women with childbirth related injuries – including vaginal fistulas, unrepaired 4th degree tears. We also treated women with pelvic organ prolapse,” Prof. Goh said.

“It’s wonderful to be able to use our skills to help these women.”

Prof. Goh and Prof. Krause have been operating as volunteers in Asia and Africa since 1995. The pair pay for their travel costs out of their own pockets, with Greenslopes Private Hospital donating equipment to the project.

In recognition of their volunteer work, Prof. Goh and Prof. Krause have each received the Officer of the Order of Australia.

Greenslopes Private Hospital CEO, Justin Greenwell, said: “I commend Prof. Goh and Prof. Krause on their humanitarian efforts – the world needs more people like them both. Greenslopes Private Hospital is proud to support their work and to donate to such a great cause again this year.”

Prof. Goh and Prof. Krause’s next trip is to South Sudan in October. ■■



## Noosa Hospital offering new treatment for prostate cancer

**Sunshine Coast locals with prostate cancer now have access to a new, minimally invasive treatment option, with Noosa Hospital unveiling a new procedure which uses electrical pulses to destroy cancer cells within the body.**

Using a device called a Nanoknife, doctors use electrical impulses to disrupt the structure of a cancerous cell, while preserving surrounding tissue.

Urologist, Dr Stuart Collins, said the procedure was a less invasive treatment option than alternatives including radiation or radical surgery.

“Traditional treatment options like radiation and surgery impact the whole prostate gland. For certain types of prostate cancer we can now target the cancer cells directly with this less invasive treatment option, designed to have fewer side effects such as incontinence and erectile dysfunction,” Dr Collins said.

“This procedure gives men another option for their treatment. It’s exciting to be able to offer patients all treatment options including radical treatment and focal therapy, here at Noosa Hospital.”

Noosa Hospital CEO, Karl van der Merwe said it was a win for local men needing treatment to have this procedure available in Noosa.

“Local men with prostate cancer don’t need to travel down the highway or to Brisbane to have access to leading treatment options,” Dr van der Merwe said.

“Although this will not be an option for every patient with prostate cancer, it is fantastic to be able to offer this as an option for certain patients.”

“We have a multidisciplinary team of surgeons, radiologists, radiation oncologists, pathologists and nurses to provide patients with the best choices in treatments.” ■■

# Milestone 500th innovative heart procedure at Greenslopes Private Hospital

A 91-year-old man from Stradbroke Island was the 500th person to benefit from a potentially life-saving, minimally invasive heart procedure at Greenslopes Private Hospital.



Sydney Owens underwent a Transcatheter Aortic Valve Implantation (TAVI) with Dr Peter Hadjipetrou after suffering from severe aortic stenosis for a number of years.

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

Dr Hadjipetrou said he was proud to take part in the milestone 500th TAVI at Greenslopes Private Hospital.

“This marks a significant milestone in our commitment to providing advanced cardiac care and innovation,” Dr Hadjipetrou said.

“Reaching 500 cases means that 500 patients have been able to opt for a minimally invasive procedure over traditional open heart surgery at Greenslopes Private Hospital. TAVI is designed to offer patients improved quality of life and faster recovery times with less surgical trauma.

“Our use of the latest technology and techniques in TAVI reflects our ongoing commitment to innovation in cardiac care and offering cutting-edge treatments designed to provide patients the best possible outcomes.”

Dr Hadjipetrou said the team and the facilities at Greenslopes Private Hospital created an ideal environment for leading cardiac care.

“This accomplishment would not have been possible without the expertise and dedication of our exceptional cardiac team. Their skill and commitment to excellence is integral to helping our patients receive the best possible treatment for their heart conditions,” he said.

“Greenslopes Private Hospital also features a custom-built hybrid cardiac catheterisation lab and operating theatre. This theatre, designed for use in cardiac and vascular cases, allows us to progress a routine case into a more complex case during the same operation, in the same theatre if needed.

“When a patient presents at the Greenslopes Private Hospital emergency department with cardiac or vascular concerns, we can see them right through their emergency care, their procedures and post-op rehabilitation in one place.

“We extend our heartfelt thanks to Sydney and all our patients, their families, and our entire healthcare team for their support and collaboration. Together, we have achieved something remarkable at Greenslopes Private Hospital.” ■■



# Ramsay Hospital Research Foundation celebrates \$25 million in grant funding

The Ramsay Hospital Research Foundation (RHRF) is celebrating a milestone, surpassing \$25 million in grant funding since its inception in 2017.

The Foundation was established to enhance healthcare delivery and improve patient outcomes through innovative research.

RHRF CEO, Nicola Ware, said the Foundation has funded some incredible, potentially life-saving research in recent years.

“Research and clinical trials play an important role in the future of health care while also providing direct benefits and improved outcomes for participating patients,” Ms Ware said.

“It’s a wonderful milestone to surpass \$25 million total funding awarded to support medical research projects that tackle some of the most pressing issues in healthcare.”

Ms Ware said the funding had supported 53 projects and resulted in 33 research publications.

“Medical research publications can be used worldwide to improve health care, or to find better ways to treat and prevent disease. Some could save lives.”

RHRF has four key focus areas of clinical care: Cancer, Mental Health, Musculoskeletal Injury and Cardiovascular Disease, however, does also fund worthy research in other therapeutic areas.

Research projects recently funded by RHRF include:

- MAMBO, which aims to provide all Australian women with adequate access to preconception care, by developing an app-based risk calculator and integrating high-risk women into existing maternity services through telemedicine and shared preconception care.
- Detect-PM, which uses advanced technology to detect cancer DNA in abdominal fluid in bowel cancer patients during surgery. The study aims to accurately predict peritoneal relapse allowing for earlier intervention to improve patient outcomes.



Dana Chatfield, Yordanka Krastev, Andrew McFadzen, Allie Bartholomew, Jactina Stevens, Smita Khandelwal, Jarnah Miller from the Ramsay Hospital Research Foundation.



## Celebrating Ramsay Research Month 2024

Ramsay Health Care is kicking off its fourth annual “Ramsay Research Month”, celebrating almost 1,000 ground-breaking health research projects being conducted at Ramsay Health Care sites across Australia.

Ramsay Hospital Research Foundation CEO, Nicola Ware, said these projects were contributing towards finding new treatments, medicines, therapies, and devices that would provide better healthcare for all Australians.

“We are proud to play a leading role in Australia’s health and medical research sector,” Ms Ware said.

“We are extremely appreciative of the hundreds of dedicated researchers and thousands of volunteer patients who are involved with a range of vital investigations and clinical trials.

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

The Ramsay Hospital Research Foundation has to-date funded more than \$25 million in research grants, supporting 53 important research projects.

Ramsay’s Clinical Trials Network currently has more than 400 high quality clinical trials underway across its network of 20 sites throughout New South Wales, Queensland, Victoria and Western Australia. The network has four key research areas – Cancer (oncology and haematology), Orthopaedics, Mental Health and Cardiology.

“As well as helping shape the future of health care testing and treatment options, clinical trials also offer patients early access to potentially life-saving treatments. This can be particularly beneficial for patients with rare conditions where treatment options are still limited,” Ms Ware said.

Ramsay Research Month runs from 1-30 September and celebrates health and medical research happening across the Ramsay network.



# Joondalup Health Campus celebrates more than 75,000 meals for the community

Joondalup Health Campus (JHC) is celebrating its contribution of more than 75,000 meals to people in need in its community through its long-standing partnership with OzHarvest.

The hospital's catering department donates unused items off its patient trays, such as crackers and condiments, fruits and vegetables and dairy items to OzHarvest, which redistribute the food to more than 200 charitable agencies and schools in the northern suburbs.

JHC CEO Renaud Mazy said the hospital partnership with OzHarvest began in 2017 and more than 28,674 kilograms of food has been donated.

"Ramsay Health Care is committed to 'people caring for people' and this is a very simple way that we are able to do that beyond the walls of our hospital to the benefit

of our local community," said Mr Mazy.

"Good nutrition is essential to good health and wellbeing and we are proud that our contribution of food goes some way to ensuring that fewer families in our community go hungry each day," he said.

OzHarvest WA State Manager Jennifer Keen said the need for food relief in WA is the highest OzHarvest has ever seen.

"We are most grateful to all our incredible food donors, including Joondalup Health Campus, for their assistance in helping us to put a meal on the table for those struggling with the cost of living pressures," she said.

Founded by Ronni Kahn in 2004, OzHarvest is Australia's leading food rescue organisation, collecting quality surplus food from more than 3,000 businesses, including supermarkets, restaurants, cafes, hotels, retailers, airports and retail food outlets.

Reducing food wastage also aligns with RHC's Sustainability Strategy which commits to caring for our planet. ■■

Staff members from JHC handing over some food donations to OzHarvest.



## Ramsay Cares sustainability efforts recognised in FTSE4Good Index Series

Ramsay has once again earned accreditation in the FTSE4Good Index Series for 2024.

The FTSE4Good Index Series was launched in 2001 and is designed to measure the performance of companies demonstrating specific Environmental, Social and Governance practices.

Ramsay Australia CEO, Carmel Monaghan, said:

"Since 2011, Ramsay has consistently demonstrated its commitment to sustainability. We've diverted more than 75 million single-use plastics from landfills, replacing them with sustainable alternatives. Our next target is to eliminate 100 million single-use plastics by 30 March, 2025."

"Additionally, our solar initiatives have generated over 6.3 million kWh of energy, with Tamara Private Hospital recently becoming our 34th site to join our rooftop solar program." ■■



# Ramsay Health Plus opens new site on the Gold Coast

Ramsay Health Plus has opened its newest site at Mermaid Waters on the Gold Coast.

National Manager - Ramsay Health Plus, Dylan Rowley said: “This prime location allows us to work closely with neighbouring GP’s and local Ramsay hospitals to support patients through their health care journeys.”

“This is now our 34th Ramsay Health Plus site and it will offer locals access to leading Allied Health professionals who’re passionate about providing personalised care and treatment programs to help patients in their health care journey, whether their looking to prevent, treat or rehabilitate injury or illness.”

Ramsay Health Plus Mermaid Waters opened in June and offers dietetics, exercise physiology and physiotherapy services. ■■

The Ramsay Health Plus Mermaid Waters team.



# Ramsay Connect Virtual Heart Failure Service recognised

Ramsay Connect’s Virtual Heart Failure Service has been awarded the Clinical Practice Prize at the Australian Cardiovascular Health and Rehabilitation Association (ACRA) 2024 Annual Scientific Meeting.

The Virtual Heart Failure Service is used to support people with chronic heart failure while they’re at home, using hi-tech remote monitoring of vital signs, such as their heart rate, blood pressure and oxygen levels.

A cardiovascular nurse remotely monitors patients to detect any changes early. The program includes virtual consultations with specialist nurses and allied health professionals to help patients manage their medication, diet, exercise and mental health in partnership with their treating doctors.

CEO of Ramsay Connect, Ian Galvin, said the win was wonderful recognition of the innovative new service. “Chronic heart failure accounts for hundreds of preventable hospitalisations in Australia but with the right support, we can reduce the amount of time people spend in hospital,” Mr Galvin said.

“We know patients want flexibility in their care and they now have access to this program backed by specialist technology and a team of clinicians to provide the care they need at home.” ■■



# Mt Wilga Private Hospital honoured with local business award

Mt Wilga Private Hospital has won the Health Improvement Services Category in the 2024 Hornsby Ku-ring-gai Local Business awards.

The Local Business Awards acknowledge outstanding local businesses and their people who go above and beyond. Mt Wilga Private Hospital CEO, Lorrie Mohsen, said the win was a testament to the wonderful team at Mt Wilga Private. “This award is a reflection of the dedication and hard work of everyone at Mt Wilga Private Hospital,” Ms Mohsen said. “Health care is a tough career, made even more difficult in recent years during the pandemic. I am so proud and thankful for the amazing team we have here, who go above and beyond each and every day for our patients and the local community.” Mt Wilga Private Hospital is a 112 room private rehabilitation hospital and day therapy centre committed to providing high quality health care services and excellent patient care. The first round of the Local Business Awards is voted on by the public. Finalists are then judged against specific criteria by a panel of judges. ■■



## Luxury experience launched for new Frances Perry House parents

Frances Perry House has launched a new hotel partnership, offering new parents the chance to spend two nights at the Intercontinental Hotel, Rialto on Collins St in Melbourne to round out their maternity experience.

Frances Perry House CEO, Kerry May, said the new program was many months in the making. “We have been working with our doctors, staff, and patients over the past year to design a hotel program that aligns with our strong focus on patient safety,” Ms May said

“The beautiful and historic InterContinental Hotel, Rialto will allow parents and their new bub a quiet, comfortable place to bond before they head home. The program covers meals, valet parking, and a daily visit from a Frances Perry House midwife.”

Ms May said obstetrician and paediatrician consent was required before patients could be discharged for their hotel experience.

“The program is designed for patients who are safe to be discharged from our care. Mothers and babies requiring ongoing care from our nurses, allied health staff or doctors will remain with us here at Frances Perry House.” ■■

## Peninsula Private Hospital welcomes GenesisCare

**A new radiation therapy service from GenesisCare has opened at Peninsula Private Hospital in Victoria.**



Ramsay’s State Manager Victoria, Michelle Henderson said radiation therapy will add to Peninsula Private Hospital’s expansive cancer therapy services to offer a seamless and convenient experience for cancer patients seeking treatment.

“We’re delighted to have GenesisCare commence radiation therapy services at Peninsula Private Hospital, enhancing the cancer care journey for existing and future patients. The addition of radiation therapy services will complement our comprehensive surgical and medical oncology services, supported by a dedicated and experienced team of specialists, nurses and allied health professionals.”

Existing cancer care services at Peninsula Private Hospital include surgery, chemotherapy, immunotherapy, and allied health services. The new service will include a cancer care nurse coordinator to provide emotional support and help patients navigate their personalised care plan. ■■

# Movements and Appointments

### ADRIAN BAUTISTA

has been appointed CEO of Wollongong and Figtree Private Hospitals in NSW. Adrian most recently served as the CEO of Peel Health Campus in Western Australia and previously held executive roles at PathWest Laboratory Medicine WA and St John of God Healthcare. Adrian holds a Bachelor of Commerce degree and a Masters in Business Management. Adrian is a qualified Chartered Accountant and has completed the Program for Management Development at Harvard Business School.

### REBEKAH BUTCHARD

will be joining Ramsay as the Director of Finance and Support Services in Orange, looking after Dudley Private Hospital and Ramsay Surgical Centre, Orange. Rebekah has a wealth of experience across a range of industries having held roles with the ASX listed Newcrest Mining, Orange 360, Department of Regional NSW and other commercial roles in Sydney. Rebekah will be joining Ramsay in September, 2024.

### ROBERT CUSACK

has been appointed CEO of Ramsay’s North Shore Network, incorporating North Shore, Hunters Hill and Castlecrag Private Hospitals. Robert is a healthcare leader with more than 20 years of senior management experience across varied healthcare providers including, Calvary Health Care Canberra, St Vincent’s Private and Mater Hospitals and most recently as General Manager of Prince of Wales Private Hospital. Robert holds a Bachelor of Health Services Management degree and has completed the program for High Performing Health Care Organisations at Harvard Business School.

### PETER FAHEY

has been appointed as the CEO at Sunshine Coast University Private Hospital. Peter holds qualifications in nursing and a degree in Business Administration. Peter most recently worked as DCS at North West Private and previously spent more than 30 years in an array of positions in the health care sector including Medical rep, Theatre Manager and as a CEO within the Canadian health care system.

### MICHELLE HENDERSON

has been appointed to the permanent position of State Manager – Victoria. Michelle has demonstrated exceptional leadership qualities during her time as acting State Manager and has made significant contributions to the success of Ramsay’s Victorian operations. Michelle has spent eight years as CEO of Peninsula Private Hospital, Beleura Private Hospital and Linacre Private Hospital. Her leadership has been instrumental in transforming the network through strategic brownfield developments, new service offerings, and enhanced collaboration among our hospitals.

### MAREE MILWAIN

has been promoted to Director of Clinical Services at Ramsay Surgical Centre Miranda. Maree has worked with Ramsay Health Care since June 2000 and was appointed as a nurse unit manager at Ramsay Surgical Centre Miranda in October 2022. Maree has a wealth of knowledge both clinically and operationally.

### MICHELLE PULFORD

has been appointed Director of Clinical Services at Ramsay Clinic Caloundra. Michelle has worked at Ramsay Clinic Caloundra for 15 months having previously worked in the private sector for 20 years. Michelle has a background in Intensive Care Nursing working previously as Intensive Care Nurse Unit Manager, Assistant Director of Clinical Services and Quality Manager and transitioning into management roles nine years ago.

### LEE SEXTON

has been appointed to the role of National Site Executive Finance Support. Lee has spent more than 34 years at Lake Macquarie and Warners Bay Private Hospitals, most recently serving as Director of Finance. Lee has worked with 11 CEOs and five DCSs across Warners Bay and Lake Macquarie Private. Lee has done every one of the annual budgets, year ends, capex plans and development business cases and assisted with corporate special projects from time to time. Lee is passionate about mentoring and supporting our incoming Directors of Finance and is very much looking forward to that component of the role.

### DR KARL VAN DER MERWE

has been appointed as the permanent CEO at Noosa Hospital and Nambour Selangor Private Hospital. Karl is a FACEM Emergency Medicine Physician. Karl has been the Director of the Noosa Emergency department since May 2022 and in August 2023 took on the role of Acting Director of support services. His work ethic and leadership juggling both these roles led to his appointment as the Acting CEO of Noosa and Nambour Selangor in November 2023.

### AUSTIN WILLS

has been appointed to the role of CEO of Beleura, Peninsula, and Linacre Private Hospitals. Austin has recently been supporting our Performance Acceleration team and, prior to this, was the State Manager for Victoria for three years and has previously served as CEO of several Ramsay hospitals. Austin’s guidance as State Manager was instrumental during the most challenging times of the COVID-19 pandemic.

# Victorian hospitals farewell long-serving team members



Diane Lee Gow (25 years), Karen Amon (35 years), Denise Robertson (22 years), Heather Ransom (27 years), Bronwyn Kent (17 years).

Linacre Private Hospital has said farewell and thank you to five theatre team members who have retired in recent months.

Linacre Private Hospital CEO, Michelle Henderson, said with a combined 125 years of experience at Linacre, Diane Lee Gow (25 years), Karen Amon (35 years), Denise Robertson (22 years), Heather Ransom (27 years), Bronwyn Kent (17 years) will be greatly missed.

"The team at Linacre will miss their experience and guidance and we thank them all for their care and dedication to our patients during their time with us," Ms Henderson said.



Sue Pottenger, Caroline Wales, Donna Burmeister and Sandy Jacobs.

Donna Burmeister is also retiring, after spending more than 37 years caring for patients at Waverley Private Hospital.

Waverley Private Hospital Director of Clinical Services, Sue Pottenger, said:

"As Donna embarks on her retirement and the next chapter, we want to express our deepest gratitude for her dedication, compassion and for the countless lives she has touched during her time here at Waverley. Donna's professionalism and kindness will be greatly missed, as will her expertise and warmth she brought to the department."

## Joondalup's UK and Irish-born junior doctors shine in new TV documentary

Home to one of Australia's busiest Emergency Departments and located close to idyllic Perth beaches, Joondalup Health Campus (JHC) is a drawcard for junior doctors wanting to enjoy life down under.

*Junior Doctors Down Under* is a new documentary filmed over eight months during 2023. Viewers are taken behind the scenes following four JHC junior doctors and two from Perth's Fiona Stanley Hospital as they navigate the challenges on the front line and embark upon their careers in a foreign country.

JHC Director of Medical Services, Dr Kevin Hartley, thanked all the staff involved in the production, which he hopes to leverage for international doctor recruitment.

Kevin gave special thanks to the doctors who were shadowed by the film crew both at home and in the hospital: doctors Jolene Forde, Eoin MacMeanmain, Laura McLaren, and Natalie Teasdale.

"We are extraordinarily proud of our postgraduate medical education offering and are genuinely committed to exposing our junior doctors to a wide range of learning opportunities, with excellent guidance and support," said Dr Hartley.

"Like all health care providers, we are extremely driven to attract staff from within Australia and abroad, and welcomed the opportunity to be involved in the documentary to showcase the diversity of cases that challenge and excite enthusiastic junior doctors," he said.

The documentary has already aired in the UK and is currently airing on SBS in Australia.



## Ramsay represents at Paris 2024

As many of the world's best athletes arrived in Paris for the 2024 Olympic and Paralympic Games, they were joined by one of Ramsay's own.

Abdo Ayoub works in the Finance Team within the Ramsay Head Office, but outside work he also serves as an Executive Board Member of the Lebanese Judo Federation. It was as part of this role that Abdo was invited to attend the Paris 2024 Olympics.

"I was in Paris from July 24th to August 5th. As well as Judo, I attended four tennis matches, beach volleyball, swimming, fencing, and table tennis events. The atmosphere in Paris was electric, with widespread enthusiasm for the Games."

When not attending Judo events, Abdo got to visit many of Paris' landmarks and attend other Olympics events.

Congratulations also to Elizabeth Dekkers, daughter of Greenslopes and North West Private Hospital Orthopaedic Surgeon, Dr Mark Dekkers, who represented Team Australia in swimming. Elizabeth competed in the 200m butterfly, making it through the heats and semi finals and placing fourth in the final.

Dr Dekkers said: "We're so proud of Lizzy and we're very excited to watch her compete on the biggest stage. We're excited now for LA 2028."



Elizabeth Dekkers in the 200m Butterfly