

The Ramsay Way

Ramsay Health Care Corporate Newsletter



Ramsay
Health Care

NATIONAL RAMSAY WAY Awards 2024

CELEBRATING
OUR PEOPLE
LIVING THE
RAMSAY WAY
EVERY DAY.

Ramsay Australia has announced the winners of its 2024 Ramsay Way Awards, honouring the people who live The Ramsay Way values every day.

From more than 420 nominations, winners and runners up were chosen across three categories: People Caring for People, Innovation and Excellence and Ramsay Cares.

Ramsay Australia CEO, Carmel Monaghan, said the awards were a testament to the incredible talent and dedication within Ramsay.

"As we reflect on a remarkable 60 years, I'm so proud to recognise the outstanding contributions of our people," Ms Monaghan said.

"From groundbreaking research to compassionate patient care, their work embodies the spirit of Ramsay. Their dedication to providing exceptional care has made a significant impact on the lives of countless patients again this year."



People Caring for People award

Congratulations to winner David Butler, Clinical Nurse Specialist at Baringa Private Hospital, NSW.

David, a seasoned employee at Baringa Private Hospital for nearly four decades, has consistently demonstrated an unwavering commitment to patient care and a dedication to fostering a supportive work environment. His influence extends far beyond his role as a theatre nurse and manager, making him a truly deserving recipient of this prestigious award.

Known for his warm and empathetic nature, David is always the first to offer assistance to colleagues, often going above and beyond the call of duty. His patient-centred approach is unwavering, and he always prioritises the wellbeing of those in his care.

Congratulations to runner up Jennifer King, Director of Allied Health at Mt Wilga Private Hospital, NSW.



Innovation and Excellence award

Congratulations to winner Juliet James, Physiotherapy Manager, Day Rehabilitation Services Manager and Ramsay Health Plus Manager (Tunstall Square) at Donvale Rehabilitation Hospital, VIC.

Juliet has revolutionised rehabilitation services at Donvale Rehabilitation Hospital and Ramsay Health Plus. Juliet spearheaded the development of innovative day rehabilitation programs for Parkinson's Disease, cancer, chronic pain, heart failure and lung conditions.

Juliet has also been instrumental in expanding access to rehabilitation services through the establishment of Ramsay Health Plus clinics and the development of a Rehabilitation in the Home service.

Congratulations to runner up Amy Krishna, Director Revenue Cycle Management in the Finance Team.



Ramsay Cares award

Congratulations to winner Annie Edmonstone, Nurse Unit Manager at Frances Perry House, VIC.

Annie, the dedicated Midwife Unit Manager at Frances Perry House, has been instrumental in driving sustainable initiatives within the facility. Her passion for environmental conservation has made her a true champion of the Ramsay Cares sustainability program.

As the driving force behind the establishment of the Frances Perry House Sustainability Committee, Annie has spearheaded various eco-friendly projects. From recycling intravenous bags and blister packs to donating unused medical supplies to local animal shelters, her commitment to sustainability is evident in every initiative.

Congratulations to runner up Rebekah Bernoth, Clinical Nurse Educator at John Flynn Private Hospital, QLD.



MESSAGE FROM THE CEO

As we head into this festive season, I want to thank everyone for your commitment to Ramsay Health Care and our patients during 2024.

This was a special year being 60 years since Paul Ramsay started his first hospital in Sydney. What began as a single mental health facility has evolved into a global network spanning eight countries and transforming countless lives.

In Australia, Ramsay has continued to grow and strengthen. We have opened several new developments in 2024, we have invested more than ever before in education and training, and we have made significant strides in sustainability.

And importantly, we are investing for the future, in AI and digital technologies that will improve the lives of our people, our doctors and our patients.

So, as we celebrate our past, we also look to the future with anticipation and optimism. Ramsay is well-positioned to lead and innovate into the future.

This Christmas, let's honour the legacy of Paul Ramsay and all of those who have contributed to our success. Let's celebrate our achievements but also renew our dedication to improve lives through people caring for people.

I wish you and your families a safe and happy festive season.

Warm regards,

Carmel Monaghan
Chief Executive Officer,
Ramsay Health Care Australia

HOSPITAL NEWS



Mark Page, Joanne Campbell, Ian Fabian, Kristy Fraser, Jessica-Bree Farlow and Monique Reeve at Pindara Private Hospital.

“Superhero” team save one of their own at Pindara Private Hospital

Pindara Private Hospital's Workplace Health and Safety Coordinator, Ian Fabian, has described his colleagues as “superheroes”, and said “he wouldn't be here without them” after they came to his rescue when he suffered a cardiac arrest while at work in September.

Ian said it started as a normal day at work.

“It was a Monday, I remember I'd just come back from a meeting and I was sitting at my desk, I was feeling OK,” Ian said.

“The next thing I know, I woke up being pushed along on a hospital trolley, there were cables coming out of me, and I recognised some of the ICU staff.

“I remember just thinking: ‘this can't be right’, and that's when they explained to me that I'd just had a stent put in and a significant blockage cleared after having a cardiac arrest at my desk.”

Luckily for Ian, Clinical Nurse, Joanne Campbell and Clinical Nurse Educator, Jessica-Bree Farlow were in the corridor near Ian's office when he went into cardiac arrest. The pair helped him to the ground and Joanne worked on getting access to Ian's chest for pads to shock him, while Jessica began CPR.

Another staff member called a code blue and the advanced life support team arrived quickly with a defibrillator. After being shocked twice, and having six rounds of CPR, Ian was moved to the cardiac catheterisation lab where a cardiologist was waiting.

“I was in the right place at the right time,” Ian said.

“I'm eternally grateful to everyone involved on that day. I was one of the lucky ones.”

Pindara Private Hospital CEO, Mark Page, said he vividly remembers hearing the code blue call while in a meeting.

“I remember hearing the code blue call to Ward 1A, and immediately thinking ‘that's a staff area’. Mark said.

“All patient stories are powerful but when they're close like this, when that patient is one of us, it amplifies to me what I already know about how amazing our team here is. It's not just about the advanced life support team and doctors and nurses, everyone who dived in to help, including moving furniture to clear space, they all played a part in saving Ian's life.

“I'm so proud of the readiness of our people to react, whether it be to a staff member or to a patient.”

Ian is now back at work at Pindara Private Hospital and has become a firm advocate for the benefits of learning CPR. Ian is also urging others, especially those with a family history of heart disease, to be vigilant about warning signs.

“This just highlights the importance of knowing CPR. It could be needed at work, at home, in the community. If it weren't for the people around me knowing how to do it, I wouldn't be here now,” he said.

“Also, if you have any warning signs, particularly if you have family history of heart disease, go and get a check-up. I have a healthy diet, I exercise regularly, but I do have a family history and there were some warning signs, like shortness of breath and light-headedness, that in hindsight I should have acted on.” ■■

New Impact Report highlights 60 years of caring for people, planet and community

Ramsay Health Care has released its 2024 Impact Report, showcasing a year of ambitious sustainability initiatives aimed at supporting healthier people, stronger communities and a thriving planet.

“Our people are making significant strides towards our Ramsay Cares sustainability goals,” Ramsay’s former Managing Director & Group CEO Craig McNally said.

“We have been focused on reducing our environmental footprint, enhancing patient care and supporting our employees’ wellbeing.”

“Importantly, we remain on track to achieve net zero greenhouse gas emissions across our value chain by 2040.”

Ramsay Australia CEO Carmel Monaghan added: “We’ve achieved many milestones this year thanks to our dedicated teams. For example, our rooftop solar rollout is gaining pace, so we have increased our target to install 10 megawatts of renewable energy projects across our sites by FY29.

“We’re also advancing the future of healthcare through the Ramsay Hospital Research Foundation which surpassed \$25 million in grant funding this year, supporting more than 50 critical medical research projects since it launched in 2017.

“By trying to weave sustainability into everything we do, we are working towards a healthier future for everyone.” ■



- Key highlights in the report include:**
- Ramsay globally reduced Scope 1 and 2 greenhouse gas emissions by 23% in FY24 (from 2020 baseline) and remains on track for net zero emissions by 2040. Emissions from anaesthetic gas use dropped 11% from FY23.
 - Ramsay achieved its 50% gender diversity targets across the Board, global executive and senior leadership teams.
 - Ramsay worked with 60% of its suppliers (by spend) to complete independent sustainability assessments, which support these suppliers to achieve their own environmental and social goals.
 - Ramsay invested A\$286 million in brownfield, greenfield and growth projects to increase healthcare access including new, sustainably designed facilities.

Ramsay generates 10 million kilowatt hours of solar

Ramsay Health Care has achieved a new milestone in its commitment to environmental sustainability, surpassing 10 million kilowatt hours (kWh) of solar energy generated since launching its solar program in May 2021.

To put this significant milestone into context, according to data published by the Australian Power Regulator, the nationwide average energy consumption for a household of four people is 21.355 kWh/day. Using an average of 25 kWh/day, at more than 10 million kWh, Ramsay has generated the amount of solar energy to power the equivalent of more than 400,000 homes for a full day.

Ramsay Health Care Australia CEO, Carmel Monaghan, said the solar program was part of the company’s sustainability strategy, known as Ramsay Cares.

“We’re also investing in our own energy efficiency further with more than 41,000 LED lights installed at sites around the country,” Ms Monaghan said.

“We are also continuing to reduce anaesthetic gas emissions, cut waste and boost recycling, embed environmentally sustainable design in facility developments, and engage with our suppliers to explore opportunities to decrease supply chain emissions.”

Ramsay’s 2024 Impact Report details the company’s progress to net zero, reporting the Ramsay Group is making steady progress to achieve net zero greenhouse gas emissions across its value chain by 2040. ■



Milestone 500th innovative heart procedure performed at Sunshine Coast University Private Hospital

Sunshine Coast University Private Hospital's (SCUPH) 'heart team' has celebrated its 500th Transcatheter Aortic Valve Implantation (TAVI) procedure, after becoming the first regional Australian location to roll out an accredited TAVI program in 2019.

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.

Interventional cardiologist, Dr Peter Larsen, said he was proud to see the team reach this significant milestone so quickly.

"It's a testament to the skills and dedication of the 'heart team' at SCUPH – the nurses, allied health staff, cardiac catheterisation lab team, and doctors who work together for each TAVI operation. We have a world class cardiac team here at SCUPH," Dr Larsen said.

"I've worked in theatres all around the world and the team at SCUPH is exceptional. We have had some urgent, emergency cases and the team has always been there to make sure we look after every patient regardless of the time or day."

Dr Larsen said the TAVI is designed to offer a shorter hospital stay and recovery time as well as less scarring than open heart surgery. He believes it is extremely important for this procedure to be available on the Sunshine Coast.

"It's so important, not just for the patient who can have treatment close to home, but also their family and caregivers, who can visit and look after the patient pre and post procedure without the need to travel 100+ kilometres."

SCUPH CEO, Peter Fahey, said hospital operator, Ramsay Health Care, was committed to offering patients access to leading private health care options, close to home.

"We're committed to offering Sunshine Coast locals access to modern surgical options designed to improve patient experience and outcomes."



The cardiac team celebrate 1,000 cardiac procedures at Wollongong Private Hospital.

Wollongong Private Hospital celebrates significant cardiac care milestone

Just three years after welcoming leading cardiac care to the Illawarra Shoalhaven region, the team at Wollongong Private Hospital has celebrated its 1,000th cardiac procedure.

The milestone procedure, performed in October, was a coronary artery bypass graft designed to treat coronary artery disease and increase life expectancy and which has now been performed on hundreds of Illawarra Shoalhaven locals.

Wollongong Private Hospital CEO, Adrian Bautista, said the last three years had seen incredible innovation along with the 1,000 potentially life-saving procedures.

"This milestone is a moment to reflect on the incredible work of the health care providers involved, and the hundreds of local patients who've been able to access leading cardiac care close to home. Care which at times included minimally invasive and non-surgical treatment options like the Mitral Valve Clip procedure we recently introduced here at Wollongong Private, which is an alternative to open heart surgery and which was previously only available in Sydney," Mr Bautista said.

"The Public Private Partnership between Wollongong Private Hospital and the Illawarra Shoalhaven Local Health District is a fantastic example of public and private hospitals working together to deliver a world-class service for the local community."

Wollongong Private Hospital cardiothoracic surgeon,

Professor Adam El-Gamel, said the milestone was possible thanks to a team driven by collaboration, innovation, and a shared commitment to improving the lives of patients.

"The heart of this success lies in the exceptional team involved. Surgeons, nurses, anaesthetists, and support staff, each of whom plays a crucial role in the seamless functioning of our operations," Professor El-Gamel said.

"As we acknowledge our success and how far we have come in a relatively short time, we continue to look forward, to foster innovation and continuous improvement. We remain committed to advancing the field of cardiothoracic surgery through clinical research and hope that our many clinical studies contribute to the advancement of scientific knowledge."

The first cardiac surgery in the Illawarra Shoalhaven region was performed at Wollongong Private Hospital in October 2021.

Warringal Private Hospital celebrates milestone cardiac surgery

Congratulations to the team at Warringal Private Hospital who celebrated their 100th Transcatheter Aortic Valve Implantation (TAVI) procedure, less than two years after the introduction of the Joint Structural Heart Program in late 2022.



Lake Macquarie Private Hospital becomes first Australian site to join new breast cancer trial

Lake Macquarie Private Hospital has become the first Australian site to join the international CAMBRIA-2 Breast Cancer Clinical Trial, which aims to determine whether more patients with breast cancer can be cured by using a new hormone treatment, compared with the current standard treatments.

Medical oncologist and principal investigator on the trial, Dr Nick Zdenkowski, said this was an important trial with potentially life-changing results for current participants and patients with breast cancer around the world.

“We need better treatments to stop breast cancer recurrence and death,” Dr Zdenkowski said.

“I hope this trial will show that the new drug is both more effective, and has fewer side effects, than the current standard of care, and will translate into reductions in breast cancer recurrences and deaths worldwide.”

Dr Zdenkowski said medical research was vital to improving health outcomes on a larger scale.

“The ability to create new knowledge through scientific rigour and collaboration is an exciting process,” he said.

“CAMBRIA-2 brings hope to participants that they can contribute to improved outcomes for all current and future patients, and potentially for themselves.”

Dr Zdenkowski said he was appreciative of the teams at Lake Macquarie Private Hospital, Ramsay Health Care and at Breast Cancer Trials.

“I am very proud that Lake Macquarie Private Hospital was the first site activated and had the first patient recruited to the study in Australia. It shows the dedication of all the people involved, and the effective processes that are in place to allow trials to start up in as short a timeframe as possible to bring this sought-after option to the patients who we look after,” he said.

“We now have the opportunity to contribute to practice change and potentially improve patient outcomes worldwide.”



Manager of Lake Macquarie Private Hospital’s Clinical Trials and Research Unit, Hollie Ritchie said she was also proud to be working at the first Australian site activated in such an important trial.

“We have already recruited seven participants which shows how important it is to have clinical trial options available to our patients,” Ms Ritchie said.

“At Lake Macquarie Private Hospital we’re committed to offering patients the best available treatments close to home, whether that be the best standard of care or a new treatment that has the potential to be more effective.

“For our people and our patients, its wonderful knowing we are helping to better standardise practice and contribute to improved treatments and outcomes for future patients worldwide.”

According to The National Breast Cancer Foundation, breast cancer is the second most commonly diagnosed cancer in Australia, with nine people losing their lives to the disease every day. ■■

Consumer Involvement in Research

Ramsay Hospital Research Foundation (RHRF) has a goal to embed consumer involvement and input into all research activities conducted at Ramsay.



The Ramsay Consumer Engagement Panel Working Group is dedicated to establishing a ‘National Consumer Engagement Database’, as well as enhancing local consumer involvement at our Clinical Trials Sites nationwide.

Meet Sue Haydon – Ramsay Research Consumer Representative, May 2014 – Present

Sue Haydon has been a dedicated consumer representative with Ramsay Research since 2014. Her involvement spans various projects from the planning stages and grant applications to the execution of research. Sue’s perspective, along with all consumers, is invaluable in shaping research design and execution as it allows for more patient-centered and impactful results.

Sue’s role has been particularly impactful in frailty research, where she collaborated closely with researchers and nurses on the RHRF funded project “Optimising outcomes for frail

hospitalised older adults – volunteer support and pain assessment interventions: A cluster randomised control trial”, led by Professor Rosemary Saunders.

Her contributions have focused on ensuring patients receive the necessary and appropriate support post-hospitalisation. By sharing her perspective and knowledge, Sue has been invaluable in shaping not only how some of the research questions are framed but also in how patient interactions are handled, to ensure patients receive the most beneficial types and methods of support.

Reflecting on her experience, Sue shares: “It’s good, not only for me personally, but I know that what I’m looking after is actually going to help patients down the track.”

Sue’s journey highlights the importance of consumer involvement in enhancing research outcomes and ultimately improving patient care. ■■



Ramsay Pharmacy Partners with AdPha for a first in Australia Residency Program

Ramsay Pharmacy has partnered with Advanced Pharmacy Australia (AdPha) to deliver Australia's first Community Pharmacist Resident Training Program. Having offered AdPha-accredited Hospital Resident Training Program for a number of years, this new initiative extends support to community pharmacists, equipping them with the skills needed to navigate the profession's expanding scope.

The program aims to provide career development opportunities and recognition for early career pharmacists.

Ella Raguz, Medication Safety & Quality Manager at Ramsay Pharmacy was the first Ramsay hospital pharmacist resident to complete the program in 2020.

"This program offers crucial career progression and recognition for community pharmacists. Having been the first hospital resident at Ramsay, it's a lovely full circle moment to now be part of launching this initiative for Ramsay Pharmacy," Ms Raguz said.

The program launched on World Pharmacist's Day at Ramsay Pharmacy Mt Pleasant in Mackay, with Tyron Hochmuth as the first community resident. Tyron has also enrolled in the Queensland University of Technology's Safe Prescribing and Quality Use of Medicines course, further preparing for the evolving demands of his profession.

Michelle Lynch, Group CEO of Ramsay Pharmacy & Psychology, said: "It is a privilege to be able to launch this inaugural program, to support our community pharmacists and the critical role of the pharmacist as the medication expert in supporting customers in the community. We look forward to seeing the pharmacists within our community pharmacy franchise network take up this great opportunity."

Kristin Michaels, CEO of AdPha, joined Ramsay Pharmacy for the launch event, underscoring the importance of this collaboration.

The new training program marks a significant step forward for early career community pharmacists, offering them structured support and recognition in a rapidly changing healthcare landscape. ■■



Seated (L-R) – Kriselle Dawson (Prescribing Pharmacist – Ramsay Pharmacy Mt Pleasant) & Tyron Hochmuth (Resident Pharmacist – Ramsay Pharmacy Mt Pleasant). Standing (L- R) Ian Fredericks (Pharmacy Practice & Compliance Manager – Ramsay Pharmacy), Michelle Lynch (CEO – Ramsay Pharmacy & Psychology) and Lauren Curley (COO – Ramsay Pharmacy & Psychology).

Ella Raguz (Medication Safety & Quality Manager – Ramsay Pharmacy), Michelle Lynch (CEO – Ramsay Pharmacy & Psychology), Tyron Hochmuth (Resident Pharmacist – Ramsay Pharmacy Mt Pleasant), Kristin Michaels (CEO – Advanced Pharmacy Australia), Lauren Curley (COO – Ramsay Pharmacy & Psychology) and Ian Fredericks (Pharmacy Practice & Compliance Manager – Ramsay Pharmacy).



Ramsay Pharmacy hosts annual conference

Ramsay Pharmacy Group gathered for its annual conference themed 'Leading with Heart: Sustainable Futures Through Kind Leadership'.

The event brought together Ramsay Pharmacy leaders and team members from across the business to celebrate its success, innovation and discuss insights into the future of healthcare. This year there was also a significant focus on further integration across Ramsay Health Services to build on the continuum of care for customers and Ramsay patients.

The event was a celebration of individual and collective

achievements, honouring Ramsay Pharmacies latest 'Better Award' winners, recognising team members who reached significant service milestones, and looking ahead to the exciting innovations and growth on the horizon for Ramsay Pharmacy in 2025.

The conference fuelled attendees' excitement for the year ahead as Ramsay Pharmacy continues to strive for even greater success for its customers and its people. ■■



Michelle Lynch (CEO Ramsay Pharmacy and Psychology), Carmel Monaghan (Ramsay Australia CEO), Kath Koschel (founder of Kindness Factory and the conferences keynote speaker), Rebecca Donaldson (Ramsay Chief People Officer), Lauren Curley (COO Ramsay Pharmacy and Psychology).

Ramsay Pharmacy team members join AusViet Charity Foundation

Two Ramsay Pharmacy team members, Hayley Walters and Minh Dinh, recently took part in the AusViet Charity Foundation (AVCF) 2024 Medical Mission to Vietnam.



Minh Dinh helping a patient.



Hayley Walters with a patient.



Minh Dinh and Hayley Walters.

The mission, saw approximately 120 volunteers including general practitioners, dentists, pharmacists, nurses, physiotherapists, ultrasound technicians, audiologists, and pathologists visit Bac Binh District in Binh Thuan Province, the driest region in Vietnam.

Group Procurement Manager – Pharmacy, Hayley Walters said: “Making time to undertake the AVCF Medical Mission in 2024 has been one of the most rewarding experiences of my life. While the conditions were extremely challenging, the opportunity to make a real difference in people’s lives was instrumental in my decision in joining the team. I got to see firsthand the gratitude and value the people of Binh Thuan had for the support provided by a comprehensive health care mission.”

Pharmacist in Charge of Beleura Private Hospital, Minh Dinh said: “This was my second mission with AVCF, different demographic and settings from last year, however, all volunteers worked tirelessly during these few days delivering

health services to the locals. Again, I was grateful to be part of an efficient pharmacy team for a good cause, with lots of laughter and unforgettable memories.”

The AVCF medical mission in numbers:

- 1,296 medical patients
- 478 dental patients
- 5,119 prescriptions dispensed
- 308 physiotherapy treatments
- 220 eye examinations
- 200 ultrasounds
- 87 audiology assessments
- 700 food hampers delivered for local families.

AVCF was established in 2015 by a group of Australian professionals who wanted to serve the community by bringing hope and health to disadvantaged people in Australia and overseas. ■■



Ramsay Connect: 2024 highlights and successes

The Ramsay Connect team has worked tirelessly in 2024 to strengthen connections with key stakeholders, including patients, referring doctors and hospitals, policymakers, public health services, researchers, and private health industry representatives.

CEO, Ian Galvin, said Ramsay Connect is committed to supporting patients’ health care journeys through its Hospital Care at Home, Rehab at Home and chronic disease management programs.

“Ramsay Connect’s Hospital and Rehab at Home programs continued to grow strongly in 2024, offering patients high quality health care services when and where is best suited to their recovery,” Mr Galvin said.

“This year also saw the launch of a number of new services, including the Diabetes Using Our Strengths Service (DUOSS), a new program to help Aboriginal and Torres Strait Islander people manage their type 2 diabetes.

“Another achievement this year was the expansion of Ramsay Connect Virtual, as several additional private health insurers committed to funding the program. Ramsay Connect continues to strengthen the industry’s confidence in its ability to provide cutting-edge virtual health care solutions, designed to improve patient outcomes across a range of complex health conditions. We hope to continue to expand the service in partnership with doctors and funders so more Australians can benefit from our services.”

Mr Galvin said maintaining high levels of patient satisfaction is always a priority for Ramsay Connect.

“In 2024, our Net Promoter Score remained exceptionally high, which is something we’re extremely proud of,” he said.

“Looking ahead to 2025, Ramsay Connect remains committed to delivering exceptional care, leveraging cutting-edge technology, and expanding its services to meet the growing needs of patients, doctors and partners.” ■■

Ramsay Health Plus Warners Bay expands services

Ramsay Health Plus Warners Bay is excited to announce the addition of speech pathology services to its comprehensive continuum of care.

This new service is particularly beneficial for those transitioning from its Parkinson’s day rehab program, providing essential support for individuals managing speech and communication challenges associated with Parkinson’s disease.

Ramsay Health Plus’s dedicated speech pathologists work closely with patients to improve speech clarity, swallowing, and overall communication, enhancing quality of life during recovery and ongoing management. ■■



Valerie Tait (Speech Pathologist) and Jessica May (Allied Health Manager Warners Bay).

Lake Macquarie Private Hospital unveils Australian-first concussion testing technology

Lake Macquarie Private Hospital has unveiled new technology able to easily and accurately test cognitive function in just six minutes, as the hospital looks to simplify concussion assessment and management for Hunter Valley locals.

The new technology, now available in Lake Macquarie Private Hospital's Emergency Department (ED), has been designed to quickly and painlessly scan and evaluate brain function, providing immediate results.

Lake Macquarie Private Hospital Director of Emergency, Dr Mark Lee, said the hospital could now offer locals unique, and comprehensive concussion testing and treatment options in one place.

"If a member of the community suffers a suspected concussion, they can present to our ED, be tested and then, if necessary, be quickly referred to the appropriate specialist. As well as having the wonderful Newcastle Brain Centre based here on-site, we also have on-site rehabilitation specialists who are very experienced in assisting patients with head injuries," Dr Lee said.

Neurologist Dr Chris Levi said the new technology, 'NeuroCatch', would be used to evaluate cognitive function and help determine treatment options.

"With this new technology, Lake Macquarie Private Hospital's concussion service is unmatched in its comprehensiveness and accessibility. Having NeuroCatch available in its 24/7 emergency department, combined with on-site imaging, and access to a dedicated team of specialists, including neurologists, Lake Macquarie is setting a new standard in concussion care," Dr Levi said.

Lake Macquarie Private Hospital CEO, Sharon Rewitt, said this was the first time NeuroCatch technology had been made available in Australia.

"We're thrilled to be the only Emergency Department in the country able to offer access to this leading technology which will revolutionise the way we diagnose and manage patients with mild head injuries, including concussion," Ms Rewitt said.

The addition of the new technology at Lake Macquarie Private Hospital could also change the future of treatment for patients with head injuries around the country.

"The data collected by the new platform has the potential to be utilised by our hospital's research and clinical trials unit in the future," Ms Rewitt said.

"The de-identified data could one day be used for important concussion research and to potentially help specialists understand the long-term impacts of concussion."



ED Director Dr Mark Lee with the NeuroCatch platform.

Ramsay doc honoured as new ISSM President-elect

Congratulations to Greenslopes Private Hospital specialist, urologist Dr Eric Chung, who has been appointed as President-elect of the International Society for Sexual Medicine (ISSM).

ISSM is the peak global scientific organisation in sexual medicine, comprising seven affiliated regional sexual medicine societies across 125 countries, with more than 3,500 members. Dr Chung will serve as president-elect for two years, before taking over as president in 2027.

Dr Chung will be the first Australian urologist to serve in this position. Dr Chung is currently the ISSM Chair of the Surgical Outreach Committee and leader of the USANZ Male Lower Urinary Tract Specialty Advisory Group. Greenslopes Private Hospital CEO, Justin

Greenwell, said: "Congratulations to Dr Chung on being voted as President-elect of the ISSM. This is well-deserved recognition of his exceptional expertise, dedication, and leadership in the field of sexual health. I'm extremely proud to have a global leader of his calibre working at Greenslopes Private Hospital."



Dr Eric Chung

Best in bariatrics meet in Melbourne

Some of the world's best in bariatric surgery gathered in Melbourne in September for the 2024 International Federation of the Surgery of Obesity (IFSO) World Congress meeting.



Cassie Octaviano and Silvia Silva at IFSO World Congress.

As Australia's first Centre of Excellence in Bariatric Surgery, several team members from St George Private Hospital were invited to present. Specialists A/Prof Michael Talbot, Dr John Jorgensen, Dr Mark Magdy and Dr David Yeo all spoke across the four day event, and St George Private Hospital Nurse Unit Manager Cassie Octaviano and Nurse Practice Manager Leanne McNamara presented an inspiring patient case study. Clinical Bariatric Nurse Silvia Silva presented a poster presentation on the Impact of a familiar Perioperative Nurse on the Psychological well-being of Bariatric Patients with ADD and ADHD. Silvia was also awarded an IFSO scholarship for this poster presentation.



St George Private Hospital Nurse Unit Manager Cassie Octaviano presenting at the IFSO World Congress.

Ramsay continues to invest in leading robotic technology

Three Ramsay hospitals have recently unveiled new robotic surgical assistants for use in orthopaedic surgery.

North West Private Hospital in Brisbane is now home to a Velys device for use during knee replacement surgery.

Local orthopaedic surgeon Dr Mark Dekkers said: “The addition of robotics is a game changer in total knee replacement surgery. The Velys robot is designed to allow surgeons to precisely perform a total knee replacement and accurately balance soft tissue which can enhance a more pain free and quicker recovery and can also reduce operating time.”

Joondalup Health Campus in Western Australia has also expanded its robotic technology options for patients requiring knee replacement surgery, with the addition of a hand held CORI robot.

Local orthopaedic surgeon Dr Murray Blythe said: “CORI allows me to implement the patient’s surgical plan more accurately but also adjust it during the procedure depending on ligament tension.”

Warringal Private Hospital in Victoria has introduced a ROSA robotic surgical with hospital CEO, Maree Mendola saying: “At Warringal Private, we are committed to investing in innovation and cutting-edge surgical technology to offer our community and patients the best possible health care experience.”

Warringal Private Hospital is also celebrating a milestone for orthopaedic surgeon, Dr Jim Kiellerup, who recently completed his 1,000th Mako robotic-assisted orthopaedic procedure.

Warringal Private Hospital CEO, Maree Mendola said: “This is a remarkable achievement, and we are incredibly proud to have supported Dr Kiellerup on this journey.”



Dr Andrew Cheung (surgical assistant), Dr Grant Pang (Orthopaedic Surgeon), Mary Bhagat (ANUM Orthopaedics) and Marilyn Dey (Theatre ANUM).



Dr Mark Dekkers (orthopaedic surgeon), Jordyn Roberts (Velys rep) and theatre nursing team members Mikki Donovan, Grace McLaughlin, Bec Scott and Emma Brownlie.



Dr Murray Blythe and the CORI robot.



Dr Jim Kiellerup (third from left) with members of the Warringal Private Hospital theatre team celebrating his 1,000th MAKO-robotic assisted procedure.

Game changing technology set to transform heart and lung health at St George Private Hospital

Residents across Sydney will be the first on the eastern seaboard of Australia to have access to game-changing medical imaging technology with the first whole-body photon counting computed tomography unveiled at Lumus Imaging at St George Private Hospital in NSW.

This ‘first of its kind’ technology provides CT data at a significantly higher resolution, with lower doses of radiation.

Ramsay State Manager - NSW, Lloyd Hill, said he was pleased the new technology would be available to patients at St George Private Hospital.

“Ramsay Health Care is committed to partnering with providers who offer leading innovation and technology for the benefit of our patients and their families.”



Dr Jim Kiellerup (third from left) with members of the Warringal Private Hospital theatre team celebrating his 1,000th MAKO-robotic assisted procedure.



Anthea Mitilineos (EPC Nurse Unit Manager) and Warren Rivett (Mitcham Private CEO).

Mitcham Private Hospital celebrates 30 years supporting local families

The team at Mitcham Private Hospital has celebrated 30 years supporting local parents and their newborns through its Early Parenting Centre.

Established in 1994, the unit features six private suites where new families can receive specialist help with infant feeding and sleep concerns, issues including reflux and colic as well as support for parents adjusting to parenthood.

Mitcham Private Hospital CEO, Warren Rivett, said the centre has spent three decades providing specialised care and guidance to new parents.

“For 30 years the team at the Mitcham Private Hospital Early Parenting Centre has been helping local families through postnatal difficulties and ensuring a healthy start for babies up to 12 months old,” Mr Rivett said.

“This celebration not only marks three decades of dedicated service but also highlights the centre’s ongoing commitment to the wellbeing of families in the community.”



Amy Smith (Assistant Nurse Unit Manager), Anthea Mitilineos (EPC Nurse Unit Manager), Margot Duve (Enrolled Nurse) and Shelley Fairall (Enrolled Nurse).

Mt Wilga honours Australia’s first female Paralympian

For more than 70 years, Mt Wilga Private Hospital has been a leader in rehabilitation services.

Despite many remarkable athletes receiving treatment at the facility over the years, one patient from 1960 truly stands out.

Daphne Hilton spent a year at Mt Wilga Private Hospital from 1959, eight years after sustaining a spinal cord injury resulting in paraplegia during horse-riding accident. It was there she developed her sporting abilities, leading to her selection as Australia’s only female athlete at the 1960 Rome Paralympics. Daphne won fourteen medals across three Paralympics in archery, athletics, fencing, swimming, and table tennis.

In recognition of her lasting legacy, Mt Wilga Private Hospital has dedicated its Neurological treatment area as the Daphne Hilton Building.

Daphne’s twin daughters Rachael and Nikki Hilton were on site for the unveiling of the plaque. “It was a wonderful morning honouring a remarkable woman, at the site where it all began,” said Mt Wilga Private Hospital CEO, Lorrie Mohsen.

“We’re extremely proud to dedicate our Neurological treatment area, to henceforth be known as the Daphne Hilton Building, in honour of a true trailblazer. I hope this new name can inspire other patients to learn about Daphne’s journey and embrace their recovery and future the way she did.”

Lorrie Mohsen (CEO Mt Wilga Private Hospital), Kate McLoughlin (Chef de Mission 2024 Australian Paralympics Games), Rachael Hilton and Nikki Hilton (Daphne’s twin daughters).



Julian Leaser (Federal MP), Mick Garnett (CEO Wheelchair Sports NSW/ACT), Lorrie Mohsen (CEO Mt Wilga Private Hospital) and Lloyd Hill (Ramsay NSW State Manager).



New discharge lounge.

New discharge lounge opens at Joondalup Health Campus

A new discharge lounge has opened at Joondalup Health Campus (JHC), the latest milestone in the \$281.4 million redevelopment funded by the State and Australian Governments which, combined with the \$190 million expansion of Joondalup Private Hospital, will make the site one of Australia’s biggest health campuses.

The discharge lounge offers a more comfortable space for suitable patients to be transferred to await collection by loved ones, or while final tasks are completed for their discharge, freeing up beds on the wards for new patient admissions. It can accommodate 24 patients, offers a range of comfortable seating options and a beverage bay for the serving of light refreshments.

The lounge has a dedicated consultation room which will provide more privacy for patients during final consultations with medical, nursing, allied health, and other staff, or community services.

Several major stakeholders including local Members of Parliament and local Mayors recently toured JHC’s construction projects, including the 112-bed public ward block and new theatre complex that form part of the public hospital expansion due for completion next year.

Stakeholders also saw the speed at which the new private hospital tower is taking shape. Funded by Ramsay Health Care, the private hospital expansion includes 82-beds comprising a 22-bed short stay surgical ward, a 30-bed surgical/medical ward, six cardiac care beds, and 30 shelled beds for future use. There will also be six new operating theatres, two day procedure rooms, and a day of surgery admissions unit.

The private hospital expansion is due to open in 2026, significantly increasing private hospital services for residents of Perth’s fast growing northern corridor.



L– R: Federal Member for Pearce Hon. Tracey Roberts MP; Federal Member for Moore Hon. Ian Goodenough MP; City of Wanneroo Mayor Linda Aitken; and JHC CEO Renaud Mazy.



L– R: Member for Joondalup Emily Hamilton MLA; Member for Hillarys Caitlin Collins MLA; City of Joondalup Mayor Hon. Albert Jacob; JHC CEO Renaud Mazy; Member for Kingsley Jessica Stojkovski MLA; Member for Burns Beach Mark Folkard MLA; City of Joondalup CEO James Pearson; and North Metropolitan Health Service Chief Corporate Operations Officer Jordan Kelly.

Ramsay Health Hub team shines at the CIO50 Awards

Congratulations to the Ramsay Health Hub team which won the “Team of the Year Award – Customer Value” for the Ramsay Health Hub and patient tracker technology at the 2024 CIO50 awards in November.

The CIO50 Awards celebrate the achievements of digital executives and teams in Australia who are “driving innovation, rapid change, building great cultures, and influencing leadership teams across their organisations.”

The “Team of the Year Award – Customer Value” recognises teams that deliver increased levels of customer value and experience, with a fresh approach to customer engagement. The Ramsay Health Hub team was recognised by the judging panel for innovative thinking that puts patients first and for connecting loved ones to the patient journey.

The cross-functional Ramsay Health Hub team includes developers, designers, project managers, product managers, analysts, change managers, operations team members across our hospital network and a range of representatives from across the business.

Dr Rachna Gandhi, Ramsay Health Care Group Chief Transformation and Digital Officer, said the award was recognition of the team’s commitment to the Ramsay Way.

“The team worked tirelessly over the past year to bring this vision to life, and they continue to work closely with the business to enhance the solution while the national rollout progresses,” Dr Gandhi said.

“This award is not just a recognition of the team’s technical prowess. It is also a celebration of their collaborative spirit, focus on patient-centric design, and ability to drive meaningful change. By starting the journey to streamline the pre-admission processes, facilitating online consent and payments, and providing real-time updates to loved ones, Ramsay Health Hub has significantly improved the patient journey.”

“I congratulate the Ramsay Health Hub team and thank them for their dedication and commitment to delivering people-centric solutions.”

Ramsay Health Hub is now active at 39 sites and Ramsay Patient Tracking also active at 41 sites across the Ramsay network. National rollout to the rest of the sites is expected to be largely completed by July 2025. ■■

Members of the Ramsay Health Hub team at the CIO50 award.



Movements and Appointments

RENAE BALCKE

has been appointed as the Director of Clinical Services at John Flynn Private Hospital in Queensland. Renae started her career at John Flynn Private Hospital in 1996 as a perioperative graduate nurse, and has since held roles including Floor Coordinator, Perioperative Nurse Unit Manager and Assistance Director of Clinical Services. Renae has recently completed both Ramsay’s ‘Nurse Leaders of Tomorrow’ program and the ‘Inspire Ramsay’ academy program.

STEVE COHEN-JONES

has been appointed as General Manager of Joondalup Private Hospital in Western Australia while also maintaining his role as CEO Glengarry Private Hospital. Steve is a respected health care leader with more than 25 years of senior management experience across multiple sectors including health care, general practice, Medtech and pharmaceutical. Steve is driven towards the advancement of better experiences and outcomes for those giving and receiving health care.

DAVID CROWE

has been appointed as CEO at St George Private Hospital in New South Wales. David joined Ramsay in 1995 and has worked as a nurse, Director of Clinical Services and as CEO at both Figtree Private Hospital and Wollongong Private Hospital. David is currently working as a Corporate Development Executive in Ramsay and has spent time acting as CEO at St George Private during periods of leave over the past 12 months. David is excited to be returning to a hospital leadership role.

SAM DODD

has been appointed to the role of Performance Acceleration – National Manager. Sam will continue to lead Ramsay’s Performance Acceleration Program to identify opportunities and drive value and improvement in our hospital operations. Sam joined Ramsay in 2007 and has experience as a Nurse Unit Manager, Director of Clinical Services and CEO in Victoria and as Queensland State Manager. Sam’s clinical and operational experience will help her lead the program which is a core component of Ramsay’s Sustainable Growth Strategy.

DITA KUKSAL

has been appointed to the role of General Manager Transformation Office. Dita has demonstrated great leadership while acting in the role, successfully integrating and driving the delivery of eight major transformation streams. She has worked toward advancing Ramsay’s Sustainable Growth Strategy, while leading the Change team, Program Management Office, and Results Delivery Office. Dita brings cross-industry experience in transformation leading practices. Dita’s expertise and dedication will help drive transformation initiatives at Ramsay.

JO MITCHELL

has been appointed as CEO of John Flynn Private Hospital in Queensland after acting in the role for 18 months. Jo first joined Ramsay in 2005 working as a surgical nurse and then Nurse Unit Manager at St Andrew’s Ipswich Private Hospital. Jo joined John Flynn Private Hospital in 2007 as Director of Clinical Services Director. While Jo was acting CEO, John Flynn Private Hospital had its best financial year performance to date. Jo has recently completed the Global Ramsay Way Academy Program.

DARREN MODIN

has been appointed as Director of Finance for Mitcham and Waverley Private Hospitals in Victoria. Darren is a Certified Practicing Accountant with 25 years professional accounting and senior management experience. Darren has worked within the private health sector for the last 13 years at Epworth (Eastern) and Healthscope (Know Private and Melbourne Private). Darren has demonstrated strong experience in business case development, analytic skills, mentoring, communication and working collaboratively with his teams.

JASON MURPHY

is joining Ramsay in the role Director of Finance and Support Services for Lake Macquarie and Warners Bay Private Hospitals. Jason has extensive leadership and finance experience in a range of different sectors. Jason is joining Ramsay from Life Without Barriers where he has spent the last four years as the Director of Finance. Jason has also served as the Director of Corporate Finance and Operations for the University of Newcastle and has worked as a Senior Manager with PwC Newcastle. Jason holds a Master of Business Administration and is a Chartered Accountant and Member of the Australian Institute of Company Directors. Jason has experience leading organisational change and transformation projects.

DR CHRISTIANA MUSTAC

has been appointed as the new Director of Medical Services at Hollywood Private Hospital in Western Australia. Dr. Mustac joined Ramsay in 2020 and has a wealth of health care and leadership experience, having previously worked at Linear Clinical Research and Sir Charles Gairdner Hospital.

CARLIE NIELSEN

has been appointed as Director of Clinical Services at Greenslopes Private Hospital in Queensland. Carlie has a wealth of experience, having previously worked as General Manager and Director of Nursing at St Vincent’s Private Hospital Brisbane and most recently serving as General Manager/Director of Clinical Services at Mater Private Hospital Sydney. Carlie holds a Bachelor of Nursing and a Post Graduate Certificate in Leadership and Management from Griffith University, along with a Post Graduate Diploma in Oncology Nursing from Queensland University of Technology. Carlie has expertise in cancer nursing and education and is dedicated to people-centered and strategic leadership.

ADAM STEVENSON

has been appointed to the role of State Manager, Queensland, having acted in the role for 18 months. Adam has been with Ramsay for 11 years, having held senior hospital positions in Victoria including Director of Finance and Corporate Services and CEO of Mildura Base Hospital, before moving to Queensland in 2020 and taking on the role of CEO John Flynn Hospital. Adam will lead Ramsay’s Queensland operations, driving efficiency, financial performance, and exceptional patient care.

ANDREW TOME

will assume the role of CSO Attadale Rehabilitation Hospital in Western Australia to his existing role as CEO Hollywood Private Hospital. Andrew is a Chartered Accountant and a Fellow of the Governance Institute of Australia. Andrew’s diverse experience includes more than 20 years’ working in the property, mining and health industries in Australia, Asia, Europe and the USA. Andrew’s values strong relationships, aiming to constantly improve and seeking to grow sustainably.



Hollywood Private Hospital honoured by the Australian Red Cross

Hollywood Private Hospital has been recognised for 50 years of valuable contributions to the Red Cross soup patrol.

Hollywood Private Hospital's Catering Manager, Peter Trusler, said the kitchen at Hollywood Private Hospital was currently producing 60–70 litres of soup per day to be distributed to some of Western Australia's most vulnerable via the Red Cross soup patrol van.

"The soup we donate is made from the excess soup, vegetables and meats that we bulk-cook for staff and patient meals. It is a great way to help others while also preventing

good food from going to waste," Mr Trusler said.

"The soup is provided seven days per week, 365 days per year.

"The soup patrol team have told me they would not be able to provide this service without the donation from Hollywood Private Hospital."

As a key donor, Hollywood Private Hospital was recently awarded the Red Cross Humanitarian Partner Award. ■■

A paws-itive partnership

While Ramsay hospitals avoided disruption this year during the international IV fluid shortage, not all care providers were so lucky.

The team at Tamworth Veterinary Hospital were concerned they may not be able to perform potentially life-saving surgeries on local pets and animals due to issues with their supply. Nearby Tamara Private Hospital stepped in to help, saving part used IV fluids that would otherwise be thrown away to be donated to the vet surgery.

Tamworth Veterinary Hospital team member, Georgia, said: "The team at Tamworth Veterinary Hospital would like to say a massive thank you for the donations to help us through these very tough times of a fluid shortage crisis. Your donations have ensured that we have been able to care for these patients. The benefit of putting our patients on fluids is to speed up recovery and keep hydration up just like humans. We couldn't be more thankful for your donations!" ■■



Warringal Private Hospital get stepping for a good cause

The team at Warringal Private Hospital got stepping for a good cause in September, raising more than \$4,800 for the Cerebral Palsy Alliance as part of STEptember. Ten Warringal teams took part, collectively walking more than 13 million steps in the month. Congratulations to everyone who took part! ■■

Joondalup Health Campus proud to support ADF Reservists

Ramsay Health Care was recently nominated for the Australian Defence Force Employee Support Awards in Western Australia by Joondalup Health Campus (JHC) Emergency Department (ED) Clinical Nurse Specialist Pam Truscott, an Army reservist.

The awards are designed to formally recognise civilian employers committed to supporting reservists in their workplace. JHC actively supports several Australian Defence Force (ADF) reservists among its workforce, accommodating training and deployments, in recognition of the valuable contribution they are making to our country. In Pam Truscott's case, were it not for the Army, she may never have realised her career ambition of becoming a nurse.

"I discovered my passion for nursing while completing a combat first aid course in the Army. The course not only sharpened my skills in emergency medical care but also ignited a profound interest in the broader field of nursing," Ms Truscott said.

After completing a nursing degree as a mature age student, Ms Truscott has worked at JHC for the last eight years on a variety of wards before finding her place in the ED.

"Working in Emergency is one of the most rewarding jobs as you have the privilege to assist people on their very worst day. It is a challenging job that's not for everyone and it is fast paced however, I work with the most amazing team and it makes all the difficult situations easier to manage," she said.

Ms Truscott was supported to deploy with the Army on Operation Resolute, the ADF's contribution to the whole-of-government effort to protect Australia's borders and offshore maritime interests through surveillance and response in the maritime approaches to Australia, and on other large scale military exercises.

Accepting the recognition of nomination for the ADF Employee Support Awards was JHC Deputy Director of Clinical Services Specialty Services, Vicki Reid.

"Reservists often have exceptional leadership qualities, situational awareness, and adaptability, and training provided by RHC and the ADF is complementary and builds skills which are equally valued in the hospital as they are on deployments," Ms Reid said.

"We are proud to be able to support our reservists who give so generously." ■■



Clinical Nurse Specialist, Pam Truscott and JHC Deputy Director of Clinical Services Specialty Services, Vicki Reid.