

The Ramsay Way

Ramsay Health Care Corporate Newsletter



Ramsay
Health Care

Natalie Davis joins Ramsay as Group CEO

Ramsay Health Care has begun an exciting new chapter with Natalie Davis stepping into the role of Group CEO & Managing Director last December. Since joining Ramsay, Natalie has been immersing herself in the business - visiting hospitals, clinics and services, meeting our teams and getting firsthand insights into Ramsay's operations.

"One of my priorities is getting into our sites to meet as many of our people as possible," Natalie shared. "I've been inspired by the passion and dedication of our teams – it's clear that Ramsay's purpose of 'people caring for people' truly comes to life every day."

Natalie has been focused on understanding the opportunities and challenges ahead for Ramsay.

"Listening to our leaders and teams is vital," she said.

"Their insights can help shape the way forward as we continue to innovate and evolve the way we work. One of the

opportunities I am excited about exploring is how we better use technology to reduce paperwork and manual processes that take a lot of our teams' time, so they can focus on what really matters - delivering great patient care."

With a strong background in leadership and transformation, Natalie is bringing fresh ideas and strategic vision to Ramsay at a pivotal time for healthcare.

"This is a time of great change for the sector, but it's also a time of incredible opportunity to build on Ramsay's strong foundations," she said.



Natalie Davis (centre) with team members at Greenslopes Private Hospital.

"Ramsay's success stems from our wonderful people and the dedicated doctors we partner with. Together, we will continue to focus on providing leading healthcare to our patients." 📌



Natalie Davis (centre) with team members at Joondalup Health Campus.

Smart support for clinicians

Mr Ian Sill with Dr David Little at St Andrew's Ipswich Private Hospital.



As part of Ramsay's ongoing innovation with Artificial Intelligence (AI), a pilot of a new tool called Ramsay Scribe has launched at St Andrew's Ipswich Private Hospital in Queensland to automate parts of the clinical documentation process.

Ramsay Scribe marks the first use of AI tools in the collection and voice transcription of patient notes and clinical documentation.

During the pilot, Ramsay Scribe will be used by two doctors in the hospital's Emergency Department.

Mr Ian Sill was the first patient to be involved in the Ramsay Scribe pilot and jumped at the chance to be involved, saying:

"I've worked with innovation all my life and AI is the way of the future."

Ian's journey with Ramsay began nearly 50 years ago when he worked alongside founder Paul Ramsay to implement the then revolutionary pager communication systems and other electrical innovations that improved and, at times, saved lives. Now, as a patient, Ian is proud to see Ramsay continuing its legacy of innovation and integration of cutting-edge technology in health care. 📌



Ramsay
Health Care



MESSAGE FROM THE CEO

Welcome to the first edition of The Ramsay Way Newsletter for 2025.

This will be my last 'message from the CEO' in this publication, as I head towards retirement in the coming months, so I wanted to take this opportunity to thank everyone who I have worked with during my 27 years in this incredible business.

Working at Ramsay, including almost five years as CEO, has been my deepest honour. I feel very lucky to have spent my working life in such an amazing organisation committed to our Ramsay Way culture of 'people caring for people'.

I want to express my heartfelt gratitude to all Ramsay staff and doctors and to all our external stakeholders for your support, especially over the past few years. We've worked together through good times and challenging ones like Covid. In particular, I'd like to thank those who have contacted me since my retirement announcement. The response has been overwhelming and I am humbled and overwhelmed by the very kind words from so many people.

Thank you also to the hundreds of Ramsay patients who come through our doors each year. You put your faith and your health in our hands, and you're the reason we do what we do. Paul Ramsay always said, "look after the people first, success will follow", and that is something I've always aimed to do.

I am pleased to say that I am leaving Ramsay in good hands, there are so many wonderful people throughout the organisation who will continue to lead it into the future.

For the next few months I remain committed to my role and to supporting our new Group CEO and Managing Director, Natalie Davis. I look forward to seeing as many of you as possible between now and the middle of the year. Although I am leaving Ramsay, I will take with me many fond memories and continue to uphold the Ramsay Way values which have been so important to me over the past three decades.

Warm regards,

Carmel Monaghan
Chief Executive Officer,
Ramsay Health Care Australia

Shepparton Private Hospital celebrates impressive staff milestones

Congratulations to three long-serving nurses at Shepparton Private Hospital in Victoria, who were recently recognised for their collective 110 years of service.

Clinical Nurse Specialist Elizabeth 'Liz' Mulcahy was recognised for an incredible 45 years of service, having worked at Shepparton Private Hospital since 1979. Liz, who currently works in the operating theatres, has been described by colleagues as a "book of knowledge".

Enrolled Nurse, Moniqua Wright, was recognised for 35 years of service to the hospital and its patients. Moniqua, who is currently working on the medical-surgical ward, began at Shepparton Private Hospital in 1989.

Ann-Maree Borrelli has been with Shepparton Private Hospital for 30 years. Currently working in a pre-admissions role, Ann-Maree previously worked as a Clinical Nurse Specialist for 17 years.

On her time in nursing Liz Mulcahy said:

"There is always something new to learn, whether it's new procedures or new technology. The field is always evolving and we have to keep up to ensure we're providing the best care."

Moniqua Wright adds that it's the people who matter most:

"I think we would all agree that we've loved the people most of all, and that we have loved nursing and coming to work here. It's a special place and the relationships we've built with patients and colleagues have made it all worthwhile." ■



Moniqua Wright,
Ann-Maree Borrelli
and Elizabeth
Mulcahy.

Wollongong welcomes cardiac care provider

Wollongong Private Hospital's David Sewell has become one of just a handful of cardiac specialised nurse practitioners in Australia.

After completing his master's degree, Mr Sewell plans to use his new qualifications, combined with his more than 15 years cardiac nursing experience, to speed up, streamline and support the health care experience for cardiac patients in the region.

"As a nurse practitioner I am able to take on some of the work traditionally performed by a cardiac specialist, reducing the wait time for these services and procedures," Mr Sewell said.

"I can diagnose patients and determine their treatment and care plans including prescribing medications, ordering scans and radiology and providing referrals to the necessary specialists and other health providers. I can also perform a range of minor surgical procedures, allowing these patients to be treated without delay.

"My main goal is to streamline care for local patients, supporting them through their transition to and from cardiac surgery. I can guide patients through their cardiac care journey from diagnosis, to preparing and undergoing surgery, followed by secondary prevention strategies

in cardiac rehabilitation."

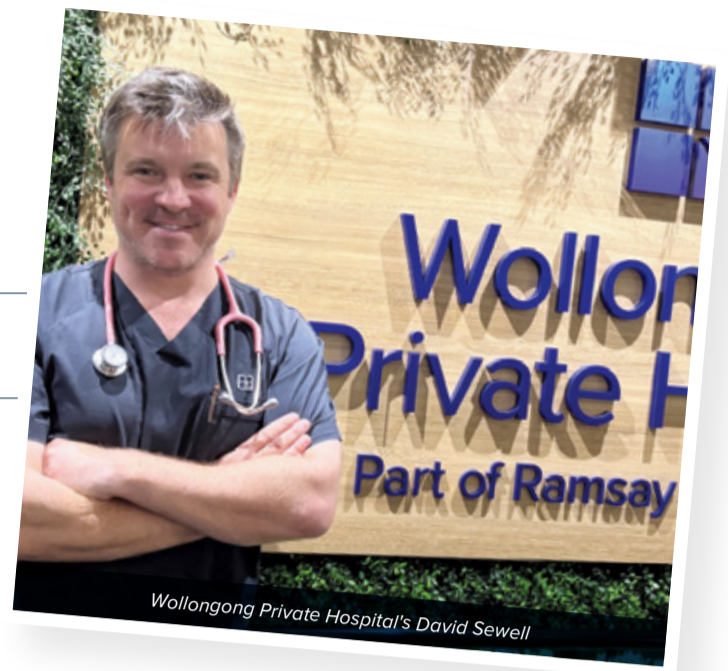
Mr Sewell said as an Illawarra local who studied nursing at the University of Wollongong, he feels incredibly proud to now work as a nurse practitioner within cardiothoracic surgery in the Illawarra region.

"It's a big role but the satisfaction of guiding local patients through their surgical journey makes it worth it," he said.

"I also look forward to teaching and mentoring other advanced practice nurses looking to grow their skills."

Wollongong Private Hospital CEO, Adrian Bautista, said he was thrilled to be able to further expand the hospital's leading cardiac care team for the benefit of local patients.

"It's wonderful to have David onboard to support local patients on their journey through cardiac surgery," Mr Bautista said.



Wollongong Private Hospital's David Sewell

"We're proud to have a wonderful cardiac care program here in Wollongong, offering the Illawarra community the heart health support they need, close to home. I'm excited to add David, as a nurse practitioner, to our experienced team of cardiac specialists, nurses, support and allied health staff here at Wollongong Private Hospital." ■■

Pre-season brain scans for elite rugby players

Lake Macquarie Private Hospital has teamed up with the Hunter Wildfires rugby team to help protect the long-term health of players, with the hospital's leading new concussion testing technology used for baseline brain health scans of senior players.

The testing was conducted using Lake Macquarie Private Hospital's new Neurocatch platform which is able to easily and accurately test cognitive function in just six minutes.

Lake Macquarie Private Hospital Director of Emergency, Dr Mark Lee, said by identifying a player's potential health issues early on, the club could take proactive steps to address them, potentially minimising the impact on that person's future.

"We will use the Neurocatch platform to quickly and painlessly scan and evaluate brain function," Dr Lee said.

"The results will identify potential vulnerabilities and allow a team of specialists to implement strategies to help protect the long-term health of players. The scans can also be used in the future if a player were to suffer a head knock, by providing a comparison to quickly identify any changes that may indicate a concussion."

This is the first time in Australian rugby that pre-season, brain health scanning has been undertaken using the technology, which is currently only available in one place in Australia – Lake Macquarie Private Hospital's Emergency Department.

Hunter Wildfires Director of Rugby, Darren Coleman, said: "At the Hunter Wildfires, the welfare of our players is always our top priority. Partnering with Lake Macquarie Private Hospital to integrate their cutting-edge Neurocatch technology allows us to take proactive steps in managing concussions and safeguarding brain health."

The NeuroCatch platform is available 24/7 to Hunter Valley locals who have experience mild head injuries and concussions in the Lake Macquarie Private Hospital Emergency Department (ED). The ED is supported by a dedicated team of health professionals including neurologists and rehabilitation specialists on-site. ■■



Lake Macquarie Private Hospital ED staff preparing Wildfires Rugby Union players for brain scans using the Neurocatch platform.

Social media ban: not the correct response

Professor James Scott

In late 2024, federal parliament passed legislation to ban people under 16 from having a social media account in Australia. Director of Youth Services at Ramsay Clinic New Farm, Professor James Scott, has weighed in, saying other interventions are needed including education and good modelling by parents and carers.

“There is no doubt social media is impacting the mental health of many young people,” Professor Scott said.

“I have seen social media lead to body image issues, eating disorders, low self-esteem, anxiety, cyber-bullying and online sexual victimisation. But a ban for people under a certain age is a blunt response to a very vexing challenge. We need to ensure that once these kids turn 16, they’re well equipped to know how to use social media wisely.

“We’ve got to teach them about moderation, and about balance – which is actually key for any potentially risky or problematic behaviour in young people.”

Professor Scott says one tip for parents is to ensure children see the value in social interactions.

“Young people need to interact socially with family when they’re young, and that needs to continue into their teenage years,” he said.

“For example, a family meal is a great place for conversation and when a young person grows up feeling comfortable to chat to the adults in their lives, it makes it much easier for them to come to you with questions or concerns about what they see online or on social media later in life.

“I see families where kids eat their meals in their bedroom in front of a screen, talking to friends online or scrolling by themselves. That can be really harmful, and it doesn’t matter whether the child’s 10, 16 or even older.

“It’s important parents set expectations and rules within the family early on that support family relationships through adolescence and especially once their young people are old enough to access social media.”

Professor Scott says parental monitoring of children’s internet and social media usage is key.

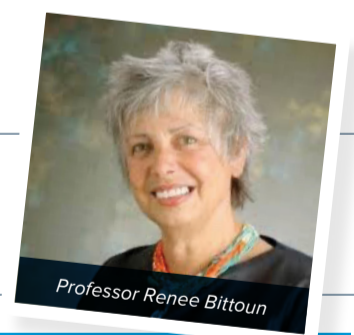
“Parents need to be looking at what their kids are looking at and who they’re talking to. As teenagers, they are so vulnerable online, parents need to be helping to monitor their usage to protect them.”

According to Professor Scott, it’s not just young people’s social media usage that parents need to be wary of, but their own.

“Parents don’t realise how much their children watch and absorb what they do. It’s so important for parents to model healthy behaviours, including moderating use of technology and social media.”

Ramsay Clinic Northside introduces Australian-first nicotine test

Ramsay Clinic Northside’s Vaping Cessation Clinic is offering patients access to a new, Australian-first test which uses a patient’s saliva to instantly determine nicotine levels in their body.



Professor Renee Bittoun

Professor Renee Bittoun, who spearheaded the establishment of the vaping cessation clinic, conceived the idea of the ‘graded nicotine test’ now being produced overseas.

“The use of vapes has increased dramatically in recent years, particularly among young people,” Professor Bittoun said.

“The danger of these vapes is still relatively unknown. But when you’re inhaling something into your lungs, be it cigarette smoke or any other sort of smoke or vape, it’s not benign, it’s not water vapour. The vape from vaping almost always contains nicotine.

“Emergency departments are seeing more and more young people with abnormal vascular conditions because of these really high doses of nicotine.”

Professor Bittoun fears vapes are undoing Australia’s world-leading progress on tobacco control, something she has been advocating for since the 1970s. Concerningly, she is seeing more and more young people addicted to nicotine.

“The younger you are when you start your exposure to nicotine, the harder it is to quit,” she said.

“I am treating teenagers so addicted they get expelled from school, or just quit school to have more time to vape. Some begin vaping from the minute they open their eyes.”

Professor Bittoun hopes seeing the nicotine levels in their bodies will be a wake-up call for anyone who takes the test.

For those who want to quit, she is offering evidence-based tips to help, including:

- Get up to do a short burst of exercise every time the urge to vape strikes.
- Suck on a jelly bean or other lolly, especially after meals.
- Try diversional activities such as fidget spinners.
- Reduce caffeine and alcohol, which stimulate the urge to vape.
- Institute a vape-free home.
- Draw on the support of Quitline or a vaping cessation specialist.

Ramsay Clinic Northside offers a comprehensive vaping cessation program that encompasses and addresses all aspects of vaping addiction. The program is open to people of all ages at all stages of addiction.

Faster, safer, smarter dispensing

Ramsay Pharmacy North Bundaberg has unveiled its new state-of-the-art dispensing robot, set to improve safety, accuracy and efficiency at the site.

CEO of Ramsay Pharmacy, Michelle Lynch, said the cutting-edge technology would bring incredible benefits to the local community, including freeing up team members to spend more time helping customers with their everyday wellbeing.

"The robot arm is capable of retrieving multiple boxes at once, regardless of shape or size, to increase speed and efficiency when filling prescriptions," Ms Lynch said.

"Medicines are delivered directly to a chute behind the dispensing pharmacist in about 7-10 seconds, saving time and allowing us to serve more members of the community quickly.

"When putting away an order, pharmacy staff can place a box of stock into the robot and it will scan expiries and put away stock. It also continues to work throughout the night, spending three hours each night optimising the location of various stock items based on size and frequency of use."

The robot also offers enhanced medicine safety with a triple-check process using barcodes, box dimensions, and pharmacist verifications.

"This robot is a wonderful investment, offering improved safety and convenience for the local community, and ensuring our expert pharmacist team are always available." ■■

Lauren Curley, Michelle Lynch, Jonathan Rogers, Cryssie Lawton with the new dispensing robot at Ramsay Pharmacy North Bundaberg.



Expanding virtual care for heart failure patients

Ramsay Connect has partnered with health insurer HCF to offer more Australians access to its Virtual Heart Failure Service. The service is designed to keep patients out of hospital for longer and improve their quality of life via hi-tech, remote monitoring of their heart health.

As part of the program, heart failure patients receive technology and wearable devices to monitor their blood pressure, pulse, oxygen levels and weight from home. Ramsay cardiovascular nurses can then remotely monitor their vital signs to detect any changes.

Ramsay Connect CEO Ian Galvin said he was thrilled that through this new partnership, the Virtual Heart Failure Service was now available to HCF's two million members.

"The Virtual Heart Failure Service is about empowering patients to better manage their condition and understand their symptoms, as well as early detection of changes to their heart health," Mr Galvin said.

"We know patients want flexibility in their care and through this partnership with HCF, more Australians now have access to this important program backed by advance technology and a team of clinicians to provide the care they need at home."

Virtual Heart Failure Service patients are also offered regular, virtual consultation with specialist nurses and allied health professionals to help them manage their medication, diet, exercise and mental health.

The Virtual Heart Failure Service first launched in October 2023 to Bupa health insurance members. ■■

Associate Professor Aaron Buckland (fourth from right) and The Avenue Hospital theatre team on the day of the first spinal navigation surgery.



Milestone spinal surgery at The Avenue Hospital

In January, Associate Professor Aaron Buckland successfully performed the first spinal navigation surgery at The Avenue Hospital. Navigated spinal surgery is designed to offer enhanced precision and improved patient outcomes.

The new procedure was possible after The Avenue Hospital in Melbourne acquired a state-of-the-art Brainlab Navigation System in late 2024. To ensure proficiency with this advanced technology, the hospital's theatre team participated in an offsite, hands-on training session. In a further win for the hospital and its patients, Lumus has invested in a Zeiss 3D II imaging machine, which complements the Brainlab system and is versatile enough to be used in all orthopaedic procedures.

The Avenue Hospital CEO, Lisa McFadden, said: "the integration of these cutting-edge technologies has significantly bolstered the hospital's capabilities, and should help us to attract leading new spinal surgeons. The Avenue Hospital remains committed to adopting innovative medical technologies and providing our patients with the highest standard of care." ■■

Armidale Private Hospital doc celebrates 1,000 new knees

Armidale Private Hospital orthopaedic surgeon, Dr Neil Ferguson, celebrated a significant milestone in December, after completing his 1,000th knee replacement in the region.

Sitting: Dr Ferguson and Dr Rowe (Anaesthetist). Standing: Claire Brown (Mako rep), Mel Springborg (Theatre Nurse), Kath Latter (Theatre NUM), Alex Draney (Surgical Assistant), Jane Horton (Theatre Nurse).



Dr Ferguson, who began performing knee surgery in Armidale in 2016, said the milestone came as a pleasant surprise with his focus firmly on his patients' needs.

"Reaching the milestone of 1,000 knee replacements is both humbling and rewarding. I don't usually focus on the numbers, so it came as a pleasant surprise. It's a privilege to help so many people regain their mobility and independence," Dr Ferguson said.

Dr Ferguson said the milestone achievement wasn't his alone, but a testament to the team around him at Armidale Private Hospital.

"I can't express enough gratitude for the incredible nursing, theatre, allied health and support staff who've been integral to this journey. Their expertise, dedication, and compassion make all the difference in patient care. Every successful procedure is a collective achievement, and I'm fortunate to collaborate with such a talented and committed team here in Armidale. Together, we've built an environment where patient well-being is our utmost priority, and that's something I'm immensely proud of. I look forward to the next 1000."

Armidale Private Hospital CEO, Melanie Butler, said she was proud Armidale Private Hospital could offer local patients access to wonderfully experienced specialists, like Dr Ferguson.

"Congratulations to Dr Ferguson on this incredible milestone. With his support so many people in our community are back on their feet," Mrs Butler said. ■■

Expanded Surgery Connect program to help reduce wait times

Australia's largest private hospital operator, Ramsay Health Care, has welcomed the Queensland Government's announcement of \$100 million of additional funding for *Surgery Connect Surge*, which will help to fast-track elective surgical procedures for patients waiting in the public system.



Queensland Minister for Health and Ambulance Services Tim Nicholls visited Greenslopes Private Hospital to announce an additional 10,000 elective surgeries will be delivered through private hospitals by the end of June.

Ramsay Health Care Australia CEO Carmel Monaghan said the announcement was a demonstration of the Government's commitment to patients early in its first term.

"Providing patients with timely access to diagnoses and

treatments is a great outcome and I want to congratulate the Minister and Government on their proactive and collaborative approach to tackling an issue that impacts all Queenslanders," Ms Monaghan said.

"Ramsay Health Care operates 20 private hospitals in Queensland and is well-placed to relieve pressure on the public system by partnering with the Government to bring down surgical waiting lists."

Types of admissions to be covered by the Surgery Connect program include procedures for ophthalmology, gynaecology, endoscopy, ear nose and throat, urology, orthopaedics and general surgery.

"We thank the Government for working with us on this important initiative and look forward to collaborating further to ensure Queenslanders receive the care they deserve in a timely manner," Ms Monaghan said. ■■

New bariatric trial launches in NSW

St George Private Hospital in NSW has joined an international clinical trial investigating a less invasive bariatric procedure from the pioneer of the gastric sleeve.

The Magnet Trial involves patients swallowing a series of flat, 5cm magnets, under medical supervision, which fuse together to create a bypass and small hole. The magnets are then passed by the bowel. The procedure is designed to help patients lose excess weight to reduce their risk of weight-related health problems.

St George Private Hospital Bariatric Nurse Unit Manager, Cassie Carter, said this was the first time the trial had been made available in Australia.

"It is a worldwide clinical trial but this is a first in Australia. The procedure is designed to be less invasive, and offer shorter hospital stays than traditional weight loss surgeries. All trial patients so far have only been in hospital for one night."

The procedure and the magnets used in the trial were created by Dr Michael Gagner from Canada who invented the gastric sleeve.

St George Private Hospital is Australia's highest volume bariatric hospital and was the first internationally accredited Centre of Bariatric Excellence in the country. ■■



Nurse Team Leader Aruna Bhandari, Dr Mark Magdy, Dr Michel Gagner, Dr James Chau, Dr Vytauras Kuzinkovas, Dr John Jorgensen, Dr Dominic Rao.



Dr Mark Magdy, A/Prof Michael Talbot, Dr John Jorgensen, Dr Michel Gagner, visiting surgeon Dr Leon Cohen and GT Metabolic engineer Michael Seffren

Concreting complete on Joondalup Private Hospital expansion

In a major construction milestone, the final concrete slab has been laid on the \$190 million Joondalup Private Hospital (JPH) expansion due to open by early 2026.

The transformation of JPH includes six new operating theatres, including two that will be shared with Joondalup Health Campus' public patients, two day procedure rooms, a day of surgery admissions unit, a 22-bed short stay surgical ward, 30-bed surgical/medical ward and six cardiac care beds.

With the fifth floor concreting complete, works are now underway on the façade installation. Spearheading planning for the increase in admissions and services is newly appointed JPH General Manager Steve Cohen-Jones who is also CEO of Glengarry Private Hospital.

Mr Cohen-Jones has more than 25 years of senior management experience across multiple sectors, including healthcare, and has successfully led the development and growth of new products, services, brands, and businesses.

"This is an exciting development for the people of Perth's northern corridor where the population is expected to increase by over 37 per cent by 2036," Mr Cohen-Jones said.

"JPH and Glengarry Private Hospitals are the only private hospitals servicing the area and with this expansion we are ensuring that we are able to offer the range of services required by private patients and are committed to providing an excellent patient experience."

Bed numbers will grow from the current 150 to 202 when the hospital expansion opens and the build has been future proofed by including a further 30 'shelled' beds, that is a 30-bed ward that can be fitted out and brought on line in future, as required.

The hospital anticipates a doubling of admissions building on the broad range of services it currently provides including cardiology, orthopaedics, general surgery, endoscopy, ophthalmology, urology and vascular surgery.

"Beyond delivering high quality services, the hospital is committed to delivering a pleasant and seamless experience for patients and visitors. The contemporary rooms will offer a high degree of comfort while a new café will open in the ground floor foyer," Mr Cohen-Jones said.

The expansion is due to open to patients in early-2026. ■■

General Manager of Joondalup Private Hospital Steve Cohen-Jones and CEO of Joondalup Health Campus Renaud Mazy atop the new concrete slab.



Maree Abbot (Nurse Unit Manager) and Michelle Pulford (Director of Clinical Services) with Caloundra Private Day Hospital's first patient.

New era for care on the Sunshine Coast

In January, the Caloundra Private Day Hospital reopened has a newly refurbished, expanded facility offering endoscopy and ophthalmology services to the local community.

The hospital, on the grounds of Ramsay Clinic Caloundra, now features three state-of-the-art operating theatres, significantly expanding its capacity to serve patients.

In addition, the hospital features enhanced patient support areas designed to provide the highest level of comfort and efficiency.

CEO of Ramsay Surgical Centres, Claire Thurwood said the reopening marked the beginning of a new era of enhanced patient care and surgical services for the Sunshine Coast community.

"These new facilities underscore Ramsay Health Care's commitment to advancing healthcare services and ensuring that local patients receive the best possible care close to home," Ms Thurwood said.

"The upgraded day surgery is equipped with modern technology in purpose-built environments, ensuring patients experience a seamless and comfortable journey from admission to discharge. The focus on specialised care allows the hospital to cater to the unique needs of each patient, providing tailored treatments and procedures designed to provide the highest standards of care."

Ms Thurwood praised the resilience of team members during the renovation.

"There were challenges in this build due to the post-COVID construction environment," she said.

"What this did bring to the forefront, however, was the spirit of The Ramsay Way. Our colleagues at Sunshine Coast University Private Hospital were able to provide our surgeons with a hospital to operate in whilst construction was completed, ensuring that surgical services continued uninterrupted.

"The end product is a beautiful day surgery which the team at Caloundra, led by DCS Michelle Pulford and Day Surgery Unit Manager, Maree Abbott, have pulled together."

Ramsay Clinic Caloundra remains onsite, dedicated to providing comprehensive mental health inpatient services. ■■



Hanneke Whiteley (Clinical Nurse), Maree Abbott, Sheridan Barker (Wardsperson) and Ann Schmidt (Patient Services) in the upgraded Endoscopy Theatre.



Monaha M Lummertz Domiciano (Registered Nurse) and Dimity Nelson (Clinical Nurse) in the new Ophthalmology Theatre.

New day infusion centre opens at Pindara

Gold Coast locals needing infusion services can now visit the new Pindara Day Infusion Centre (PDIC) at Pindara Private Hospital.

What started as a six-chair unit housed in one of the specialist buildings has now reopened as a 25-chair unit in a newly refurbished, purpose built space.

Pindara Private Hospital CEO, Mark Page, said as demand for the service grew, it was clear the PDIC needed a new home.

"The new, purpose-built space now looks and feels as wonderful as the care and service incredible team of staff and doctors have always provided to our patients," Mr Page said.

"Our Day Infusion Centre has seen incredible growth in recent years and is on track to provide almost 10,000 vital treatments to the community this year.

"A big thank you to everyone who contributed to help us develop this new facility with a special mention to the team at The Southport Private Hospital for hosting our day infusion services while our new site was being upgraded." ■■



Dr Marco Matos, Sue Brooks (NUM), Mark Page (CEO), Dr Hanlon Sia, Dr Herman Lee and Dr Andrea Tazbirkova.

Celebrating Ramsay's newest rehab unit

Albury Wodonga Private Hospital officially opened its new rehabilitation ward in February, the latest step in the hospital's multi-million dollar redevelopment.

The new space features a purpose-built rehabilitation ward with 14 private inpatient rooms and a new dedicated gym featuring state-of-the-art Tyro-motion robotic rehabilitation equipment.

Albury Wodonga Private Hospital CEO, Paul Boje, said the service would provide personalised rehabilitation care for local patients recovering from injury or illness.

"We're thrilled to have officially opened our new rehabilitation space which will provide personalised treatment plans designed to help local patients achieve greater functional independence and improve their quality of life," Mr Boje said.

"Patients will have access to our experienced team of health care professionals including rehab nurses, occupational therapists, physios, dietitians and mental health professionals.

"I am extremely proud that now our patients can access rehabilitation services on site, to begin their recovery journey." ■■



Some of the new equipment in the Albury Wodonga Private Hospital rehabilitation unit.

Bernadette Eather (Ramsay's Chief Nurse and Clinical Services Director), Michael Skinner (Allied Health Services Manager), Justin Clancy MP (Member for Albury).



CEO Kelly Grant officially opens the new rehab ward at North West Private Hospital.

Helping patients recover faster

North West Private Hospital in Queensland has expanded its care options for local patients recovering from illness or injury with the launch of a new inpatient rehabilitation ward, complementing its existing day rehabilitation services.

The new rehabilitation ward features 20 inpatient rooms where patients can access tailored rehabilitation plans supported by dedicated nursing and allied health staff.

North West Private Hospital CEO, Kelly Grant, said the new service would allow patients recovering from a range of injuries or illnesses to undergo rehabilitation on site.

"We are thrilled to open our new rehabilitation ward and expand the services we offer to the local community."

Ms Grant said the new ward would embrace a multidisciplinary approach to healthcare under the care of a diverse team of professionals.

"Patients on the rehabilitation ward will have access to our experienced team of health care professionals including rehab nurses, occupational therapists, physios, speech pathologists, dietitians and mental health professionals," she said.

"Our goal is to provide patients with the highest quality of care and support, helping them return to their homes and loved ones as quickly and safely as possible." ■■





Joondalup Health Campus welcomes 47 new medical interns

Joondalup Health Campus (JHC) has welcomed 47 new medical interns as part of its commitment to building a sustainable workforce for the future.

The new intake replaces the 47 medical interns who completed the requirements for general registration during their year training with the hospital in 2024.

Director of Postgraduate Medical Education Dr Athula Karu said JHC plays a valuable role in supporting interns to gain high quality clinical experience.

“Our program has been developed over several years and we are fortunate to be able to offer our interns exposure to a diverse case-mix in several specialties across the public and private hospitals and an opportunity for a regional rotation,” Dr Karu said.

The 47 interns include locally trained interns and international graduates who have studied within Australia or abroad.

Dr Sarah Cummings is a 2025 intern raised in Kalgoorlie, a regional city almost 600km from Perth, who trained in Perth and has ambitions of practising in rural Western Australia in the future.

Dr Cummings has begun her first rotation in anaesthetics and says she’s found her colleagues very welcoming and eager to teach.

“I love the environment at Joondalup, I have felt welcome from day one,” Dr Cummings said.

“There is an abundance of teaching and support and I was specifically interested in some of the unique terms JHC has to offer interns including in-house anaesthetics, paediatrics, and obstetrics and gynaecology.

“It was an easy choice to work at JHC.”

Dr Karu recognised the staff of JHC, the Medical Administration team and Postgraduate Medical Education teams who provide outstanding support to the medical interns.

“The interns make an incredible contribution to patient care during their year with us and we are able to offer some registrar positions at the end of their internship year to continue that contribution.”



Dr John Rogerson (centre) and colleagues at Warringal Private Hospital.



Dr Ken Geier (second from left) and colleagues at Warringal Private Hospital.

Warringal farewells long serving doctors

Congratulations and farewell to two of Ramsay’s long-serving visiting medical officers who retired at the end of 2024 after collectively caring for patients at Warringal Private Hospital for more than 75 years.

Urologist, Dr John Rogerson had been working at the hospital for more than 35 years, with gynaecologist Dr Ken Geier at Warringal Private Hospital for almost 40 years.

Warringal Private Hospital CEO, Maree Mendola, said: “Both Dr Rogerson and Dr Geier were wonderful supporters of Warringal Private Hospital and our patients for a very long time. They will be missed. I wish them both well in retirement.”



Chris Bonwick was one of the first patients to receive LDR brachytherapy at Hollywood Private Hospital.

Advanced prostate cancer treatment returns to WA

Prostate cancer patients in Western Australia now have access to an advanced, minimally invasive treatment option, with low-dose rate (LDR) brachytherapy now available at Hollywood Private Hospital.

The innovative treatment, commonly referred to as radioactive seed implantation, delivers highly targeted radiation directly to prostate cancer cells, minimising damage to surrounding healthy tissue.

LDR brachytherapy involves implanting tiny radioactive seeds, each smaller than a grain of rice, into or near the prostate gland. These seeds emit radiation over a short distance, enabling precise treatment of cancerous cells while sparing healthy tissue.

Radiation Oncologist Dr Eve Tiong said: "Advances in diagnostics and imaging allow us to pinpoint the cancer's location within the prostate with remarkable accuracy."

"Using brachytherapy seeds, we can treat the affected area in a quick outpatient procedure lasting just 15–30 minutes, designed to significantly reduce the risk of side effects like erectile dysfunction, urinary incontinence and bowel injury."

Urologist Dr Andrew Tan said:

"This targeted approach means patients retain the option of pursuing other treatments, such as surgery or external beam radiation, should cancer recur within the prostate in the future."

South Perth resident, Chris Bonwick (65) was diagnosed with prostate cancer in 2024 and was one of the first patients to undergo LDR brachytherapy at Hollywood Private Hospital.

"I didn't know much about prostate cancer or the treatment options available. My urologist, Dr Tan, suggested I see Dr Tiong following my diagnosis and she went through all of the treatment options available to me. When she spoke about LDR brachytherapy, it sounded too good to be true," Mr Bonwick said.

"I have always had regular health screenings, especially in the last 10 years. So thankfully the cancer was detected early and it was contained within the prostate. I feel very lucky to have access to such advanced treatment options."

Hollywood Private Hospital CEO, Andrew Tome, said:

"This is a major step forward in men's health, and we are thrilled to offer WA men access to such life-changing care." ■

Movements and Appointments

JOBIN ABRAHAM

has been appointed as the new Director of Clinical Services at North West Private Hospital in Queensland. Jobin will join North West Private Hospital from Greenslopes Private Hospital, where he has recently worked as the ICU Nurse Unit Manager and Acting Assistant Director of Clinical Services. Jobin has a wealth of experience and a strong background in both clinical and leadership roles. He has a keen interest in education and a proven track record of implementing innovative solutions and enhancing patient outcomes.

KYLIE AUSTIN

has been appointed as the new Director of Clinical Services at Caboolture Private Hospital in Queensland. Kylie has been with Ramsay since 2011, most recently serving as Acting Director of Clinical Services at Caboolture since August 2024. Kylie has previously worked as a Nurse Unit Manager and Assistant Director of Clinical Services at Ramsay's Sunshine Coast University Private Hospital. Kylie has a wealth of knowledge and experience and a kind and proactive approach to patient care.

GINA BANFIELD

has been appointed as National Health Information Manager. Gina brings extensive experience and a diverse background in Health Information Management and Health Informatics, having held key leadership and operational roles in health services both in Australia and internationally. Most recently, Gina has served as the Regional Health Information Manager for Queensland. Gina's previous roles include Manager of Health Information Services at Greenslopes Private Hospital and Deputy Manager of Health Information at the Royal Flying Doctors Service.

ROCHELLE BIANCOTTI

has been appointed as the CEO of the Cairns hospital group in Queensland which includes Cairns Private Hospital, Ramsay Surgical Centre Cairns and Ramsay Clinic Cairns. Rochelle has been acting in the role since September 2024, having previously served as the Director of Clinical Services for Cairns Private Hospital and Ramsay Surgical Centre Cairns since 2020. Rochelle has been with Ramsay for 18 years. While Acting CEO Rochelle has excelled in leading the business, driving extremely positive clinical and business performance.

KATE DASH

has been appointed as Director of Finance, Support Service (DoFSS) at North West and Caboolture Private Hospitals in Queensland. Kate brings more than 20 years of diverse finance and leadership experience across various sectors throughout Queensland, London, and Newcastle. Kate has been with Ramsay for four years across multiple roles including Director of Finance (DoF) roles, overseeing numerous Ramsay hospital sites in a roving DoF capacity and holding the Regional Accountant role for Lake Macquarie and Warners Bay Private Hospitals. Kate has a comprehensive understanding of the operational needs of hospitals and a deep familiarity with Ramsay's finance policies and procedures. Kate is a Chartered Accountant Fellow, holds an MBA with Distinction from the University of Newcastle and studied her Bachelor of Commerce at the University of Queensland.

SIMON McDERMOTT

has been appointed as Chief Executive Officer/Director of Clinical Services at Nowra Private Hospital in NSW. Simon has been with Ramsay for more than nine years, previously holding roles including acting CEO/DCS at Nowra on two occasions, Director of Clinical Services at Figtree Private Hospital and Operational Manager at Wollongong Private Hospital. Simon has more than 26 years' experience in clinical and managerial roles across various health care settings in Australia and internationally. Simon has completed the Ramsay Health Care Nurse Leaders of Tomorrow program and brings a wealth of knowledge to this role.

MARIA RICE

has been appointed as Director of Clinical Services at Waverley Private Hospital in Victoria. Maria joined Ramsay in 2007 and has worked as a Nurse Unit Manager and Assistant Director of Clinical Services at North Shore Private Hospital and Director of Clinical Services at Mt Wilga Private Hospital. Maria is currently serving as the Quality and Risk Manager at Warrigal Private Hospital where she successfully led the hospital through short-notice accreditation, demonstrating her strong leadership and commitment to excellence in healthcare. Maria has extensive experience in acute care and clinical management and has completed numerous Ramsay leadership programs including Amplify.

JENNIFER SAMSON

has been appointed to the role of General Manager Finance – Strategy & Performance. Jennifer has been with Ramsay Health Care for more than 18 years, having most recently worked at the Financial Controller. Jennifer has also held roles as the Group Taxation Manager and Commercial Business Partner Manager. Prior to joining Ramsay Jennifer worked as a Tax Manager at KPMG. In her new role Jennifer will head up a team responsible for financial strategy, planning and analysis.

MARK VAN DEN BIGGELAAR

has joined Ramsay in the newly created position of Financial Controller, Corporate for Ramsay Health Care Australia. Mark is an experienced finance professional who most recently worked as Group Financial Controller for Liberty InfraBuild, Australia's largest integrated steel manufacturer. Mark has previously worked at Deloitte Touche Tohmatsu, leading and conducting complex audits and technical advisory services for ASX listed clients, as well as driving process and reporting improvements and preparing and reviewing ASX financial reports.

Waverley Private Hospital welcomes milestone baby

To the maternity team at Waverley Private Hospital in south Melbourne, every baby born at the hospital is special. But one week in December, one little boy was getting a bit more attention than most. That's because Dylan, born on Saturday 14 December, 2024, was the 45,000th baby born at Waverley Private Hospital.

Waverley Private Hospital has been helping new parents bring their babies into the world for more than 50 years. Associate Nurse Unit Manager and midwife, Stacey Woods, was present during Dylan's birth, saying it was a privilege to help his mother during labour.

"I feel extremely lucky to have been on shift the day the 45,000th baby was born at Waverley Private Hospital," Ms Woods said.

"But I feel lucky every day to come to work and assist new mothers and families bring their babies into the world."

Ms Woods said she had been part of many special deliveries, but Dylan's birth is one she will remember for a long time.

"In my time at Waverley I have been a part of some memorable births, and Dylan's is certainly one of them. The 12 sets of twins I have helped birth are also very memorable. Some of my favourites are the many mothers who were born here who are now having babies here, and also a set of twin sisters who had their babies here just a few months apart.

"The best part is when families return either for the next pregnancy or just to visit and say hi."

For Ms Woods, Waverley's maternity unit is a special place, it's not just the place she works every day, but also the place her two children were born.

"I am very lucky to have had both of my daughters at Waverley Private Hospital 18 and 20 years ago, before I became a midwife. And now, I get to come here each day, as part of an amazing team of doctors, nurses and midwives, helping to continue the wonderful work of our maternity unit," she said.

"Is it a true privilege assisting new mothers and families to bring their babies into this world, and to help teach them how to feed, change nappies, hold and cuddle them.

"Our gorgeous staff that work in maternity are certainly a special set of strong women, who do their jobs with pride, patience and kindness. We all love looking after new families with the hope that they leave our maternity unit with a little more knowledge and confidence than they came in with and feeling empowered as a new mother and new family."



Aleksandra McNee (CEO), Stacey Woods and Lisa Young (Nurse Unit Manager).

Hollywood Private Hospital goes above and beyond to cater for patients

After finding it difficult to source reasonably priced, quality, local Kosher meals for patients, Hollywood Private Hospital's Catering Manager, Peter Trusler, decided to investigate ways for the hospital to produce its own.

Mr Trusler started by contacting the Kashrut Authority to understand the proper process required for certification.

"I wanted to ensure we followed the correct process to have the meals certified Kosher, which included a visit by the Kashrut Authority of Western Australia (KAWA) to obtain certification" Mr Trusler said.

Kosher meals cannot include, amongst other items, pork or pork products and must be prepared in a strict Kosher environment under proper supervision. Surfaces, appliances and utensils used in making Kosher meals must also be Koshered. Once food is cooked it is double wrapped and labelled with a kosher sticker certifying its authenticity. A KAWA representative is in attendance to certify all equipment and ingredients and to apply the Kosher Seal.

"Hollywood is now producing 600 Kosher meals every four months, not only for our patients, but also for six other public hospitals nearby, other Ramsay hospitals in WA, and also for three airlines – Air Mauritius, South African Airways and Vietnam Airways," Mr Trusler said.



Lenny Zeilinger from the Kashrut Authority of Western Australia preparing equipment at Hollywood Private Hospital.