



### RAMSAY COMMENCES WORK ON NEW PRIVATE HOSPITAL AT SUNSHINE COAST

ueensland Health Minister Geoff Wilson joined with Ramsay Health Care's Queensland State Operations Manager Lloyd Hill on 1 September in turning the first sod of the first stage of development of a world class healthcare campus on the Sunshine Coast University Hospital site at Kawana.

The sod turn marks the commencement of work on the new private hospital to be built and operated by Ramsay Health Care and to be collocated on the campus of the \$2.03 billion Sunshine Coast University Hospital.

Mr Hill said that Ramsay Health Care was very excited to be starting construction.

"We are delighted to be part of this project with Queensland Health. This new hospital will not only bring much needed health services to one of the fastest growing regions of Australia but will also deliver great benefits to the local economy, bringing jobs and improved healthcare services to the Sunshine Coast," Mr Hill said.

# RAMSAY HOSPITALS TOPS FOR PATIENT SATISFACTION



### MEDIBANK PRIVATE MEMBERS' EXPERIENCE SURVEY RESULTS

Overall National Award:

Glenferrie Private Hospital, Melbourne - Bronze

### Rural & Regional Hospitals (National):

Armidale Private Hospital, Armidale - Gold
 Shepparton Private Hospital, Shepparton

- Silver (equal) Nowra Private Hospital, Nowra - Silver (equal)
- Baringa Private Hospital, Coffs Harbour
   Bronze (equal)
- Warners Bay Private Hospital, Warners Bay - Bronze (equal)

amsay Health Care hospitals have excelled in the latest Medibank Private Members' Experience Survey with Glenferrie Private in Victoria and Armidale Private in Armidale taking out top honours.

Glenferrie Private Hospital in Victoria came third in the nation for overall satisfaction of Medibank Private members with a hospital and first place in Victoria. This is the second year running that Glenferrie has been rated the best private hospital in Victoria.

Armidale Private Hospital took out first place for a rural and regional private hospital and first in New South Wales also for the second year running.

Overall nine Ramsay hospitals featured in the top three hospitals by category across the country.

Medibank Private's Hospital Experience Survey analysed 22,668 responses covering 140 private hospitals in the largest and most authoritative survey of its type in Australia. The Survey covers every stage of the hospital experience, from pre-admission to discharge and follow-up with respondents sharing their thoughts on everything from the standard of medical treatment provided to privacy levels, cleanliness and food quality.

Over 250 jobs are expected to be created during the construction phase and, when it is opened, the hospital will employ over 600 staff from a range of disciplines including nursing and hospital administration.

The new \$150 million private hospital will have an initial capacity of 200 beds, six operating theatres, a day surgery centre, a day chemotherapy unit and an 8 bed intensive care unit.



### Victoria

Glenferrie Private Hospital, Melbourne - Gold
 Frances Perry House, Melbourne - Silver (equal)
 Beleura Private Hospital, Mornington Peninsula

- Silver (equal)
- Shepparton Private Hospital, Shepparton
- Silver (equal)

Peninsula Private Hospital, Frankston - Bronze

### NSW

Armidale Private Hospital, Armidale - Gold
 Nowra Private Hospital, Nowra - Silver
 Baringa Private Hospital, Coffs Harbour

- Bronze (equal)

Varners Bay Private Hospital, Warners Bay - Bronze (equal) In a remarkable achievement, Ramsay's rural and regional hospitals took out gold, silver and bronze in the rural and regional section of the Medibank survey with Armidale taking out gold, Shepparton & Nowra equal silver and Baringa & Warners Bay equal bronze.

And in the State categories, Ramsay Health Care hospitals in New South Wales and Victoria also blitzed the survey taking out gold, silver and bronze in the overall State Awards.

Ramsay Chief Operating Officer Danny Sims said these hospitals and the staff of these hospitals should be extremely proud of these results. "It is a wonderful achievement and I am very proud that our hospitals are achieving such high levels of patient satisfaction," Danny said.



### CEO'S MESSAGE

ongratulations to the nine Ramsay Health Care facilities that achieved top ratings for patient satisfaction in the recent Medibank Private Members' Experience Survey. In particular, both Glenferrie and Armidale hospitals should be recognised for their outstanding results.

For a second year running both hospitals have achieved top of their benchmark with Armidale being voted the top rural and regional hospital in the nation as well as the overall top hospital in New South Wales while Glenferrie took out first

> place in Victoria and achieved third place for all hospitals across the nation. But equally outstanding is that Ramsay Health Care hospitals took out first, second and third placings in both Victoria and New South Wales. While regional and rural hospitals feature predominantly the placings of our metropolitan facilities in Melbourne – Glenferrie and Frances Perry House is a great result.

> > I am sure that these excellent results are being shared and

celebrated with staff and doctors across these hospitals – what a wonderful achievement and recognition of the care and dedication to patients being applied in our hospitals.

Overall the survey shows that Australians are very satisfied with the standard of care provided in the private health system. People with private health insurance (now over 45% of the Australian population) want to know that they have access to services that suit their individual needs. The results of this survey show that private hospitals, and Ramsay hospitals specifically, are delivering this.

I am also pleased to report that Ramsay Health Care has been announced as one of five finalists in the Australian Human Resource Awards for the Best Health and Wellbeing Strategy.

Being selected as a finalist recognises Ramsay's commitment to the health and wellbeing of employees across the organisation.

We have invested heavily in the areas of occupational health and safety and the Ramsay Wellness Program over the last few years. These programs are a strategic investment in our people to ensure that our workforce can continue to deliver the high quality care and service to our patients.

Being selected as a finalist is recognition of the importance that Ramsay places on our staff and our philosophy of "people caring for people".

Ramsay will be up against BUPA, Sensis, Clayton Utz and Monash University in this category with the winner to be announced in Sydney on 28 October 2011. I look forward to the outcome but being announced as a finalist is, in itself, recognition of the great work being achieved already.

l Mn, UY Chris Rex CEO

### NEW UNIFORM LOOK COMING FOR RAMSAY

**A new uniform** range for Ramsay Health Care has been launched with first orders being despatched to staff in December 2011.

Whilst remaining with navy as the base colour, the new range incorporates changes to the shirting for nurses, administration and hotel services staff. The popular ruby allied health shirts and navy administration shirts remain

but these ranges have been extended with some additional items. Due to popular demand, chef's outfits and scrubs are included in the new range and a wide variety of shirts for other purposes are included to allow for flexibility at hospitals.

Thanks to staff feedback, the new range incorporates adjustable buttons on sleeves and longer shirts for improved modesty.

For further information on the new range visit the wardrobe site on the intranet.

### 7PM PROJECT FILM NORTH SHORE PRIVATE

**Staff at North** Shore Private Hospital recently appeared on Channel 10's 7pm Project for their role in assisting the Birthing Kit Foundation which is aiming to provide tools to expectant mothers in developing countries to reduce the chance of childbirth death.

Every minute in the world a woman dies from complications related to childbirth including infection, bleeding and obstructed labour.

Birthing kits, which contain apair of gloves, soap, scalpel blade, string, gauze squares and a plastic sheet, are sent to developing countries by the Birthing Kit Foundation to enable women to have a clean childbirth when they are giving birth at home without the help of midwives.

North Shore Private Hospital staff assisted in assembling 1000 birthing kits for distribution to Madagascar, a small country in the Indian ocean off the east coast of Africa.

BELOW: North Shore Private staff help out by assembling 1000 birthing kits.



### PINDARA PRIVATE DELIVERS BABY FOR FIRST MUM OVER 50



indara Private Hospital recently featured in an exclusive Women's Weekly story after the first woman over 50 to conceive naturally and deliver a healthy baby, chose Pindara for the birth of her baby.

The birth of a first child is a special moment in the life of any couple but for Anthea Nicholas and Peter Byrnes the arrival of their son, Nicholas Jay Byrnes, was nothing short of a miracle.

Born on 15 June 2011 by caesarean delivery, Nicholas's arrival meant that Anthea and Peter had officially beaten the odds, both medically and statistically, to become the first couple in Australia, over the age of 50, to conceive naturally and deliver a healthy baby.

While Nicholas's birth fulfilled Anthea's fading dream of motherhood, it also added joy to her

personal experiences of a place where so many major milestones had already occurred.

Anthea's association with Pindara began when her father and later her best friend succumbed to cancer. Their passing brought bittersweet feelings of personal loss and sadness along with positive memories because of the level of care her loved ones had been given while they were in the hospital. Peter had similar experiences. His aging mother had been a regular patient in Pindara before being placed in care.

So, when the couple discovered they were pregnant they were delighted to discover their Obstetrician, Dr Andrew Cary, only delivered at Pindara.

Anthea said the birth of baby boy was always going to be special and while she was nervous about the operation she was confident that everyone was committed to doing a great job.

"We had met so many really special people at Pindara," Anthea said, "I was confident I was in safe hands."

"I have curvature of the spine, which made it difficult to get the epidural block in, so Rob, one of the theatre staff, stood with my head resting on his chest for 50 minutes, so that I didn't move while the anaesthetist inserted the spinal block." "It seemed to take forever but Rob stood completely still - he didn't move a muscle!"

"And then there were Andrew's angels, and Rudi, Andrew's surgical assistant, and Karen our support person throughout the procedure and of course Vicky from the Maternity Unit, who called in every day to see that everything was OK – they were all amazing. They went out of their way to make sure we were OK."

Nicky was born six weeks premature and was kept in the Special Care Nursery for three weeks.

"Not having had exposure to a little baby previously we were nervous new parents," Anthea said.

"We were so grateful to have the help and support of the nurses in Special Care Unit. They taught us so much and gave us the confidence to bring our cute little guy home."

"Before Nicky arrived we already felt part of a Pindara family, we had spent so much time there – and now with his arrival - Pindara is very much part of our family."

TOP LEFT: Anthea, Peter & Nicholas with Pindara Obstetrician Dr Andrew Cary



ake Macquarie Private Hospital recently appeared nationally on Channel 10 news as vascular surgeons at the Hospital introduced a

new procedure which aims to prolong the benefits for patients after vascular procedures. It was the first time the new technology had been used in the southern hemisphere. The surgeons at Lake Macquarie are conducting clinical evaluations of a drug

coated balloon catheter for treatment of peripheral vascular disease.

The technology is designed to overcome a common problem of arteries renarrowing after surgery.

Lake Macquarie Vascular surgeon and Conjoint Associate Professor Paul Myers said procedures had come a long way in the past decade but many patients experienced renarrowing of arteries after surgery.

"What we've been doing with stents and balloons is a mechanical fix for a biological problem," he said. "When you do something to an artery it regards it as

Peripheral vascular disease is any abnormal condition that affects the blood vessels and lymphatic vessels, except those that supply the heart.

Approximately 30 patients are due to undergo the procedure at the Hospital in coming months. All have experienced renarrowing after surgery.

Each case is subject to Therapeutic Goods Administration approval. Terese Mulholland was one of the first patients to have the procedure at the hospital. The 76-year-old had vascular surgery on her leg twice after experiencing pain and problems that limited her to walking no more than four or five steps.

But about six months after the first surgery and four or five months after the second, the blockages returned.

Six weeks after the latest procedure using the new balloon catheter, she is walking two kilometres a day.

"I'm feeling great," Mrs Mulholland said. "And I'm hoping it's going to do



### PHI ON THE RISE

The Private health Insurance Administration Council (PHIAC) released its quarterly statistics for the June quarter of 2011 showing that 45.3% of the Australian population or 10,255,675 people now have some form of hospital treatment cover.

Looking more closely at people with PHI, two age groups stand out over the June quarter. The first group are those aged between 30 and 34, with their number increasing by 19,376 people since the previous quarter. Contrary to this group age are those aged between 20 and 24 for which their number declined by 6,526 people since the previous quarter.

### RAMSAY AWARDED SPECIALIST TRAINING FUNDS

Ramsay Hospitals have again been successful in securing funding for specialist training positions in the latest 2012 funding round. Greenslopes and Hollywood Private Hospitals and Mildura Base Hospital have been awarded funding by the Commonwealth Department of Health and Ageing for specialist trainees in fields ranging across oncology, emergency medicine, general medicine, medical administration, anaesthesia and immunology.

### RAMSAY QLD GRANTED \$1.5M FOR VOCATIONAL EDUCATION

Ramsay Queensland has recently been granted \$1.5million over the next 24 months from the Skills Queensland Strategic Investment Fund. There were over 200 applications for the \$50 million on offer

### **RAMSAY ANNOUNCES \$60,000 FOR POST GRADUATE SCHOLARSHIPS**

**Ramsay Health Care** has announced \$60,000 for staff who wish to pursue post graduate scholarships.

National HR Manager Carolyn Terry said applications were now open for staff. Applicants can apply for a maximum of \$5000 in scholarships towards supporting their post graduate study. Staff can apply via a dedicated Scholarship intranet site on the Ramsay HR intranet. The Workplace Safety & Culture Committee will be responsible for selecting and allocating sponsorships. Carolyn said the National Postgraduate Scholarship Program had been made possible by through the support and contribution of HESTA, Stryker and Johnson & Johnson. "Applicants may also apply for the annual Ella Lowe \$10,000 nursing research scholarship and two \$5000 Hartmann wound care scholarships via the intranet site. The Scholarship intranet site also features links to a range of other professional development opportunities available through external bodies such as the RCNA," Carolyn said. "This new program complements the generous support that individual hospitals already provide locally for employee career development." Please contact Carolyn Terry: **terryc@ramsayhealth.com.au** or Liz Spaull: **spaullL@ramsayhealth.com.au** for further information.







National Workforce Planning & Development Manager Liz Spaull said Ramsay would use the funds to support the training of ENs, PCAs, technicians and clinical coders.

"We also plan to establish a School-Based Traineeship Program in Queensland focused on fostering career pathways in health," Liz said. She said although the funds would benefit all Queensland hospitals, it was obviously also very timely in terms of supporting workforce planning for the new private hospital at Kawana.

### DEVELOPMENTS UPDATE



**Castlecrag Private has** been given a facelift from its apricot tones reminiscent of 1970s to a more modern taupe shade which is designed to blend the hospital in with it surrounding environment. Hospital DCS Tina Boger said the torrential rain that Sydney

experienced over the past couple of months delayed the project but it was "well worth the wait"! feedback from the staff, patients, visitors & the community has been very positive," Tina said.

Castlecrag Private Hospital has a colourful history, with the origins of the hospital going back to 1927 when Dr Edward William Rivett purchased the Walter Burley Griffin-designed 'King O'Malley House'.

### LAKESIDE CLINIC EXPANDS

**Warners Bay Private** Hospital officially opened its expanded mental health ward, Lakeside Clinic, in August.

The new expansion brings the hospital's total number of mental health beds to 51. The new Clinic consists of an adult mental health ward, a mental health day program area and consultation rooms.



"The local community had input into the colour change and the

### LAKE MACQUARIE OFFICIAL OPENING

Lake Macquarie recently held the official Opening of its new facilities which includes recently opened Williamson Ward and Day Oncology Unit and the expanded Lake Macquarie Medical Centre.

Lake Macquarie has now completed and opened its \$12 million development



# **\$3 MILLION UPGRADE FOR JOONDALUP NURSERY**

**An upgrade of** the special care nursery at Joondalup Health Campus has seen the unit double its capacity from 8 to 16 cots. The facility was previously a 75m<sup>2</sup> area and following the \$3million expansion the nursery is now 325m<sup>2</sup> in size.

Local member for Ocean Reef, Albert Jacob officially opened the special care nursery on behalf of the Minister for Health in August. Mr Jacob's son Joshua was a patient of the nursery last December.

Joondalup Health Campus Chief Executive Officer Kempton Cowan said that the facility has been funded by the State Government through savings from the wider redevelopment.

"The facility was not part of the original works program but with the increase in population growth and high-risk deliveries, Joondalup Health Campus has responded to the needs of the local community and has invested in neonatal care which is a vital part of paediatric and maternity services at the hospital," Mr Cowan said.

The \$364m expansion of Joondalup Health Campus continues to track ahead of schedule and under budget.

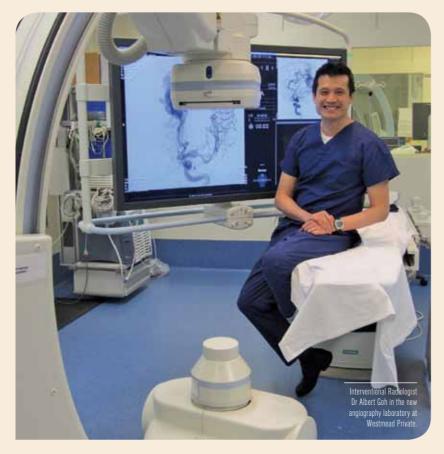
The redevelopment has already delivered a new emergency department and an expanded public Mental Health Unit. The first of 12 new operating theatres come online an early 2012 followed by an expanded critical care unit, a cardiac-vascular laboratory and an

including the 31 bed ward, an 8 chair day oncology unit and a 1200sqm extension to the medical centre. The new facilities have been welcomed by the Newcastle community.



additional specialist medical centre. On the completion, the hospital will accommodate 650 beds across the campus including 145 beds in the private hospital.





### WESTMEAD PRIVATE OPENS 2ND ANGIOGRAPHY LABORATORY

**Westmead Private Hospital** opened a second angiography laboratory in June complete with a new single plane machine allowing for a comprehensive range of diagnostic and interventional cardio vascular procedures.

The new machine (Siemens Artis zee) offers 3D image quality which will enable specialists to treat their patients with greater speed, efficiency and precision.

Westmead Private's Associate Professor David Richards said "The new laboratory brings our facility up to date with the latest imaging and processing capacity and will facilitate a range of procedures including the treatment of cerebral and other aneurysms.

"The new lab will improve image quality for coronary stenting and the improved fluoroscopy will facilitate treatment of a variety of heart rhythm disorders".

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### MT WILGA PRIVATE GETS GREEN LIGHT FOR NEW DEVELOPMENT

**Mt Wilga Private** Hospital, Ramsay Health Care's premier specialist Rehabilitation Hospital in Hornsby, Sydney, will be transformed in the forthcoming months to a new and improved hospital campus with new patient accommodation areas, and new therapy gyms, after the Ramsay Board approved a multimillion dollar development for the Hospital.



The Hospital has recently received development approval from the Hornsby Shire Council and will now commence construction with the new facilities expected to open in April 2012.

The development will include 39 new private accommodation rooms, two new gyms, and

additional car parking.

Mt Wilga Private Hospital CEO Ms Jude Emmer said Ramsay Health Care had



### NEW LOOK FOR ASHTEAD UK

**Work is drawing** to a close on the first phase of the Ashtead Hospital refurbishment. The initial work will totally transform reception and includes a brand new ione stopî patient reception desk with a Premium Care lounge for private patients.

Ashtead Hospital is a medical surgical hospital located south of London in Surrey. As part of the redevelopment, 28 bedrooms have been refurbished and MRI and CT scanners will be updated.

Speaking about the significant investment, Hospital Matron Hilda Williams said: "This is an exciting time for Ashtead Hospital and enhances our reputation in the competitive Surrey marketplace. Our patients expect the best and their initial reaction has been tremendous. Mandy of them have told us that the efficient friendly way they are welcomed is appreciated and the staff are really proud of their new facilities."

The development of Ashtead is the start of the major development program in Ramsay UK to upgrade clinical and patient facilities across the network of hospitals.

Tim Pearl Ramsay UK Development Director said: "This year we are investing over 2.5m with further capital expenditure scheduled every year in a rolling program of investment."

### RAMSAY UK ENTERS SUNDAY TIMES BEST COMPANIES SURVEY



**Ramsay Health Care** UK will be surveyed by the Best Companies team this autumn when it takes part in the Sunday Times Best Companies Process which measures employee engagement across organisations from all industry sectors across the UK.

The Leadership Team at Ramsay decided to dismiss its regular staff satisfaction surveys and have thrown their support instead behind the Sunday Times survey. Jill Watts said the Ramsay UK Leadership Team was fully committed to making Ramsay UK a great place to work.

"Our last Pulse survey, run in 2010, had an impressive completion rate of 81% - and we hope to build on the enormous success of this staff satisfaction tool with the Best

Companies survey this year so that all staff in Ramsay will have the opportunity to share their views about their workplace," Jill said.

Ramsay will also be included in the Best Companies Accreditation process; similar to the Michelin star rating system used in restaurants, which (if successful) will grade us as either a First Class, Outstanding or Extraordinary UK organisation.

demonstrated its commitment to providing much needed additional rehabilitation services to northern Sydney, and was keen to proceed with the development of modern facilities that would serve the market well into the future.

"Mt Wilga Private Hospital is an excellent hospital offering a complex and comprehensive range of rehabilitation services. We are privileged to have a leading team of rehabilitation physicians, therapists and nurses working at this hospital and are very excited about our next stage of growth and development," Ms Emmer said.

"With redeveloped facilities, Mt Wilga Private Hospital will be able to meet the increased demand for quality rehabilitation."

The hospital offers a full range of services for patients recovering from a brain injury, spinal injury; an accident, post surgery or any condition where there is a need to improve tolerance, strength, pain relief or functional ability. The hospital also offers hydrotherapy and physiotherapy services to the general public.

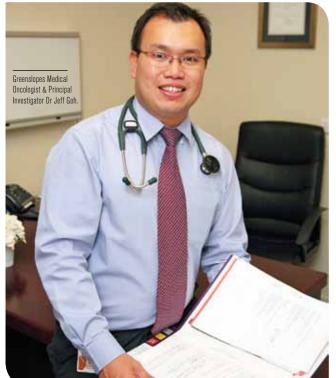
### LITHOTRIPSY SERVICE LAUNCHED AT SPRINGFIELD

Ramsay UK's Springfield Hospital has launched lithotripsy services thereby enhancing its urology services on offer to patients. The new Lithotripter machine uses innovative technology that can destroy most kidney stones without the need for an operation.



# HOSPITAL NEWS

# TRIALS OF WORLD-FIRST VACCINE TO TREAT OVARIAN CANCER



reenslopes Private Hospital is one of the lead sites participating in the trial of the world-first vaccine to treat ovarian cancer. The trial being conducted through the clinical trials unit of the Gallipoli Medical Research Foundation is targeted at patients who have achieved first or second complete remission after surgery and chemotherapy for ovarian cancer.

Medical Oncologist & Principal Investigator, Dr Jeff Goh said that a number of patients had recently started on the trial at Greenslopes Private Hospital receiving the CVac vaccine as part of the multi-centre international study. The CVac vaccine is proudly an Australian innovation.

"This study was designed to determine the effectiveness of the CVac vaccine in delaying or even preventing ovarian cancer recurrence/ relapse. The other aims are to determine its safety and also whether it improves overall survival. The vaccine trial is primarily a maintenance therapy trial after completion of standard chemotherapy and is generally

# CAIRNS PRIVATE HOSPITAL FAST TRACKS CHEST PAIN PATIENTS

airns Private Hospital has initiated a fast track admissions process for Far North Queensland with a dedicated phone number for the region's general practitioners (GPs) to call when they have a patient visit them with chest pain. The GP calls the number which is diverted to one of the hospital's

four cardiologists- on-call 24hours a day, seven days a week



The patient is then admitted into the Coronary Care Unit's dedicated Rapid Cardiac Assessment Unit for urgent assessment and same-day investigation and management. The unit's flexible availability of cardiac stress testing and cardiac catheter laboratory services will mean the patients receive early treatment for their chest pain.

The direct number aims to take the pressure off already busy GPs who need to quickly manage these patients with chest pain of presumed cardiac origin and provide a rapid service with an available and fully equipped bed in the hospital's CCU. The Coronary Care Unit has admitted 20 rapid admission patients since the service started in June.

Nurse Unit Manager for Cardiac Services, Deborah Gray, said the new phone number for the GPs has helped accelerate the care given to patients in the community with chest pain.

"The mere fact that GPs know they can contact a cardiologist straight away means that support and advice is only a phone call away and our cardiologists are only too happy to help the GPs," Deborah said.



### **10,000 PROCEDURES IN CAIRNS CATH LAB**

**Cairns Private Hospital** reached a milestone in August with the Hospital's catheter laboratory performing its 10,000th procedure.

The catheter laboratory, which opened in 1999, performs diagnostic angiograms, interventional procedures such as angioplasties, and implantation of pacemakers and defibrillators.

This year alone, the laboratory has performed 371 angiograms and 111 Percutaneous Coronary Interventions. Cardiologist Dr Chin Lim, who also performed the catheter laboratory's very first procedure, said the 10,000 milestone was a great achievement for Cairns Private Hospital.

### CARDIAC ANGIOGRAPHY RECOMMENCES AT ALBURY WODONGA

lbury Wodonga Private Hospital



well tolerated", Dr Goh said.

"In other words, the trial was designed with the intention of keeping ovarian cancer sufferers in remission longer and delaying or even preventing a relapse of the disease. This will hopefully result in a higher cure rate, for some patients."

The vaccine therapy works by stimulating patients' own immune system to attack the ovarian cancer.

In Australia each year more than 1000 women are diagnosed with ovarian cancer and more than 800 women die from ovarian cancer. Only 40 percent of women with ovarian cancer will be alive after five years, however, if diagnosed early, this could double to 80 per cent. Unfortunately, ovarian cancer is generally diagnosed at a late stage and only 20-30% of patients with late stage disease survive beyond 5 years. Seventy six percent of these patients relapse within a year of chemotherapy. recommenced diagnostic cardiac angiography services in August following an extensive upgrade of its cardiac angiography equipment. A Toshiba Angiography II Machine and monitoring equipment was transferred from Kareena Private Hospital in Sydney to Albury. The Angiography Machine is also a hybrid machine suitable for

diagnostic and interventional vascular and radiology procedures.

The Hospital has secured the expertise of Grant Hill who was the former Manager of the Cardiac Angiography Laboratory at Lake Macquarie Private Hospital. Grant has assisted in reintroducing the service, managing the installation and commissioning process, educating staff and, along with the Director of Clinical Services Robin Haberecht, progressing the cardiology service to the next phase of providing interventional cardiac angiography services. Grant will also play a lead role in recruiting staff and transition a new Manager into the service.





# 5 STAR FOOD SAFETY RATING FOR WAVERLEY

he importance of proper food safety practices is always on the menu at Waverley Private, with the Hospital recently being recognised as a five star food safety premises.

Waverley Private Hospital achieved the highest possible rating for food safety, based on a Golden Plate Food Safety Assessment carried out by Monash City Council's Environmental Health Officers.

The assessments were conducted during impromptu visits throughout the year, and focussed on hygienic practices, the physical structure of the kitchen and confidence in the management of food safety.

"We are proud of our catering department and their achievement of this 5 star rating," said CEO, Jill Gleeson. "Our hospital is committed to public safety, and we place great emphasis on our duty to maintain excellent standards in care and safety across all our departments."

She said "the catering staff also prepared delicious and nutritious meals daily for patients, doctors, visitors and staff."



### BABY LAYLA COULDN'T WAIT TO GET TO JOHN FLYNN



### TAMARA IS "GROWING THEIR OWN" RNs

**In 2011 three** EENs completed their conversion to RN status at Tamara Private Hospital.

Hospital CEO Annette Arthur said all three nurses (Tammy McMahon, Judee Ireland & Trish Eather) were now nearing the end of their GradPlus year and had become an integral part of the Tamara team that would help sustain staffing for the Hospital into the future.



# TRAINEESHIP PROGRAMS KEY TO SUCCESSION PLANNING AT WANGARATTA

vive staff at Wangaratta Private Hospital are undertaking further learning through a range of traineeship programs.

Marina Kingston and Dominica Bowden commenced their traineeship in the Diploma of Nursing program through Gold Coast TAFE in April. The program consists of a blend of online, and faceto-face learning. The staff work two days a week on the acute care ward at the hospital to gain clinical experience.

Lana Whitehead commenced her studies as an Assistant in Nursing (Certificate in Health) through The Centre in Wangaratta. Lana attends evening classes twice a week, and gains clinical experience two mornings a week on the acute care ward.

Liam Wright commenced his apprenticeship as a Chef (Certificate

### GPH & HPH TAKES OUT INNOVATIONS AWARDS



reenslopes Private Hospital has taken out first prize for the second year in a row at the recent Innovations in Private Practice Conference hosted by the Private Hospitals Association of Queensland (PHAQ).

The presentation "Transforming Patient Education" was presented by Kelly Atkinson and Kerri Phillips Smith, and featured a patient diary that was formulated for patients having chemotherapy and cancer treatments.

This diary has demonstrated clinical excellence and a new approach to educating patients.

The layout of the diary and information provided addresses improving symptom control, gaining higher patient satisfaction as well as promoting patient engagement with their treatment course and disease.

Kerry and Kerri won the category award for "Innovations in Education and or HR management and also won the overall winner of the presentation in "Innovation of the Day".

The Mole Patrol, a Ramsay WA skin cancer prevention campaign managed to save lives and win hearts when it took out the category award for Innovations in Community Awareness.

The two WA hospitals, owned by Ramsay Health Care, competed against three other finalists in the category to take out the award. The Mole Patrol campaign was also announced overall runner-up of the awards over four categories ahead of sixteen finalists.

The awards now in its eighth year, is hosted by the PHAQ and recognise innovative practice in the private hospital sector. This was the first year for a Marketing and Community Awareness Initiatives category.

### NEW BABY FEEDING CLINIC OPENS AT NSP



ohn Flynn maternity mum Meleah Heap made national news recently when she gave birth to baby Layla in the car, on the way to the hospital. Husband Trent made a mad dash to John Flynn Hospital on the Gold Coast from their home 20 mins away determined to get his wife there in time for the birth.

But baby Layla Grace had other plans.

Meleah gave birth to Layla in the front seat of the car, just a couple of kilometres short of John Flynn, whilst being talked through the birth process by John Flynn's wonderful midwife Linda Blenkins.

As the baby had the umbilical cord wrapped around her neck twice, Meleah was on the mobile phone calmly receiving instructions from Linda on how to break the membrane and unravel the cord.

All were delivered safely to the waiting midwives and Emergency team at John Flynn by a very relieved father.

in Hospitality & Commercial Cookery). Liam Studies through GOTAFE Wangaratta and gains practical experience working in the hospital's catering department.

Yvette Huntington commenced her Certificate V in Finance through a traineeship program in conjunction with GO TAFE Shepparton. Prior to undertaking her studies, Yvette was employed as the hospital's supply manager. Following a period as theatre clerk, Yvette is now responsible for management of prostheses. Since commencing her traineeship, Yvette's role has expanded to enable her to assist the Finance Manager. Wangaratta CEO Sheryl Keir said the energy that all staff have displayed in their learning was inspiring, and their enthusiasm to assist and work as a team has been great.

"They have been a real asset to our team here at Wangaratta Private Hospital and we all look forward to seeing them further consolidate their knowledge through the remainder of their courses." postnatal mother and baby feeding clinic has recently opened at North Shore Private Hospital. This purpose built room is comfortably furnished with armchairs, footstools and a television for showing educational DVDs.

Gabrielle Hallahan who manages the Hospital's lactation services and the Clinic said the Clinic was developed in response to patient feedback. "Information gained from our focus groups suggested that mothers needed more support with breastfeeding in the early days of parenthood and they experienced some difficulties accessing external clinics".

Gabrielle visits new mothers on the maternity ward prior to their discharge in order to assess for any issues and alert them to the availability of this service.







### LAKE MACQUARIE WELCOMES EX-OLYMPIAN

Former Olympian Raelene Boyle was the special guest speaker at a recent Hunter Breast Cancer Education and Support Network day sponsored by Lake Macquarie Private Hospital. The forum attracted 300 local participants and was an enormous success.

### MT WILGA PHYSIOS WALK FOR OXFAM

Pictured is Jude Emmer CEO Mt Wilga presenting Aaron Goh (Physiotherapist) with a cheque for \$540 from Mt Wilga towards his fundraising "walk" for OXFAM Australia, he and the Neuro Physio team also held a cake stall to raise



more funds. Aaron will be walking 100km's in 48 hours with three of his friends, in an attempt to raise \$5000 for OXFAM.









# PLASTIC SURGERY HANDS MAN NEW CHANCE AT LIFE

imply holding a telephone wasn't always possible for Palestinian man Belal Barbakh, 20. But thanks to Brighton plastic surgeon Chris Coombs and Linacre Hospital in Hampton, Mr Barbakh has been given a fresh start.

Mr Barbakh received shocking burns and lost part of his right hand as a two-year-old when caught in regional conflict in his homeland, Gaza.

The Children First Foundation heard of his plight and brought him to Australia for treatment.

Dr Coombs and Linacre Hospital have donated their time and resources to treat him with several surgeries. Dr Coombs transplanted one of Mr Barbakh's toes to his hand to form a thumb, which has hugely improved the young man's life.

"(This) means he can get a job and support his young family," Dr Coombs said.



# HOLLYWOOD BEDS **PROVIDE GREATER COMFORT TO NURSING** HOME PATIENTS

### NORTH SHORE SUPPORTS **BRAIN CANCER ACTION WEEK**

North Shore Private Hospital recently assisted to raise over \$2000 for brain tumour research for the Sydney Neuro Oncology Group (SNOG). In conjunction with staff at the Kolling Institute and Royal North Shore Hospital, a cake stall was held during Brain Cancer Action Week.

ollywood Private Hospital recently donated 55 electric hospital beds to Swan Care Group, a non-denominational not-for-profit charitable provider of residential aged care and services

The good quality Huntleigh electric beds (with mattresses) are being replaced at Hollywood Private Hospital as part of an upgrade of inventory.

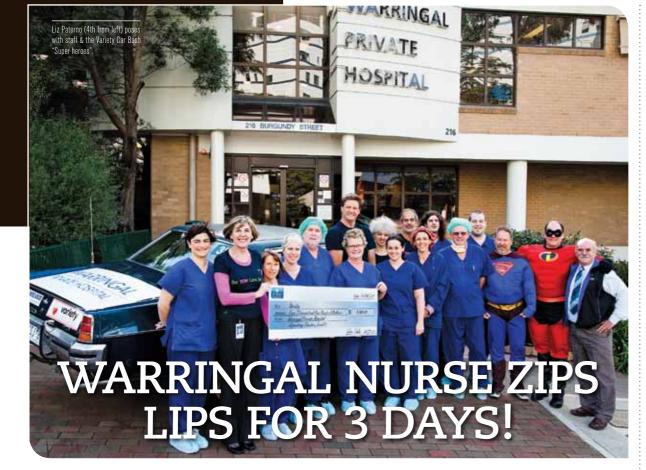
The donated beds will benefit staff safety and the residents of Swan Care's high care nursing home Tandara allowing residents the ability to adjust their

own beds.

Michelle De Ronchi, Swan Care Group General Manager Aged Care said that a large portion of their budget was necessarily spent on repairing and replacing beds each year.

"The gift we have received through the generosity of Hollywood Private Hospital allows for this substantial budget allocation to be directed to other residentfocused areas of the care spectrum that enhance lifestyle and wellbeing for our residents and their families."





hen Warringal's Assistant Nurse Unit Manager, Liz Paterno committed to not talking at work for 3 days, no-one could believe it. Liz is renowned for being a big talker but she was committed to raising funds for disabled and disadvantaged children through the Variety Car Bash and this was the way she thought she could best raise funds.

The novel idea was embraced by doctors and staff who pledged \$4100 towards the charity if Liz could complete her

task. There were only 2 rules: If Liz spoke during the 3 day event, those who pledged donations would only have to pay half their pledge, BUT those who pledged a donation who touched or physically provoked Liz to talk, their donation pledged doubled.

To the surprise to many Doctors and Staff – Liz was silent for 3 days. Her hand writing skills and "playing charades" to communicate to all was a sight to behold. She completed the task while working in a busy theatre complex and to everyone's delight, the total amount of \$4100.00 was raised and paid in full.

# GLENFERRIE ASSISTS

ith support from the Hospital, Sam Jervios theatre manager at Glenferrie Private Hospital travels each year to Laos to assist plastic surgeon Mr Phil Slattery with his interplast work.

Interplast Australia and New Zealand provides life-changing surgery care to developing counties in and around the Pacific rim.

Since1983 over 20,000 operations have been performed. Each year approximately40 volunteer teams operate on people who realistically do not have any other chance of receiving such care. Not only are operations done but training is provided to the local medical staff. Funding is provided by Rotary, Ausaid and donations. Each team usually consists of two surgeons, one or two anaesthetists and two nurses.

As part of the program to Laos, Glenferrie Hospital has been represented for the last four years by Sam Jervios, theatre manager and Philip Slattery hand surgeon.

Sam said the surgical trips to Laos are predominantly to respond to the request for burns reconstruction, but a very wide variety of surgical problems is presented.

"Operations vary from long reconstruction procedures on severely burnt, neglected hands to complex reconstruction after a bear attack," Sam said.

"Some of the patients have amazing stories. It is not uncommon for them to travel for several days in buses from the rural provinces, and sleep with their relatives under mosquito nets in the hospital grounds, while awaiting surgery.



### RAMSAY INDONESIA

### RAMSAY INDONESIA EDUCATES MEDIA



L-R: Dr SW Handayani (Deputy CEO Premier Jatinegara Hospital), Dr Juniwati Gunawan (CEO Premie Bintaro Hospital) & Dr Benny Handojo (CEO Premier Jatinegara Hospital) addressing the media.

**Over 60 journalists** attended a media gathering held by Ramsay Indonesia in August with the aim of building closer relationships between journalists and hospitals.

In his opening speech, Jusup Halimi, President Director of Ramsay Health Care Indonesia stressed the importance of hospitals focusing on high clinical standards. The aim of the gathering was to build closer relationship between journalists and the hospitals.

NORTH SHORE PRIVATE MIDWIVES TRAIN INDONESIAN STAFF



North Shore Midwives Alison Nugent & Anne Dale with Premier Jatinegara Hospital Midwives & Nurses

**North Shore Private** midwives Alison Nugent and Anne Dale recently provided training across Ramsay Indonesia's three hospitals. The midwives spent two days at each of the hospitals, sharing their significant knowledge and skills with

### Most are incredibly poor.".

### MITCHAM CEO JOINS IN SLEEPOUT



**Mitcham CEO Darren Rogers** recently bunkered down at Etihad Stadium in Melbourne as part of the annual St Vincent de Paul CEO Sleepout. CEOs are asked to sleep rough for one night to experience what it is like to be homeless while raising awareness and money for Vinnies homeless services across the nation.

The Vinnies CEO Sleepout is held nationally, last year raising \$2.9 million.

Darren joined other leading CEOs including: Ralph Norris, CEO, Commonwealth Bank; L Janusz Hooker, CEO, LJ Hooker; Andrew McEvoy, CEO, Tourism Australia; and John Latham, Managing Director, Pfizer Australia,

At the last Census, 104,700 Australians were counted as homeless (Australian Bureau of Statistics 2006) with 50,256 Australian's on the street, every night.

### Indonesian Midwives and Nurses

STAFF AWARDS IN INDONESIA

**Long service awards** have been given to the following staff in Ramsay Indonesia Rosdelima Simarmata (20 years); Nurseha (15 years); Dian Trisnawati (15 years); Arifin (10 years) and Taryudi Sarta (10 years).



### OUR PEOPLE



# RAMSAY SA STAFF AWARDS

**Congratulations to four** staff in Ramsay SA Mental Health Services who were recently awarded 25 years of service to Ramsay Health Care.

This brings the total number of staff across the three hospitals in South Australia who have served 25 years to seven. These staff include:

- Prue Anderson (absent)
- Gill Perrin (absent)
- Cherie Wake (absent)
- Eva Munro (absent)
- Sofie Kotseriadis (far right)
- Sue Boxer (fifth from left)
- Shindo Dhillon (far left)

### FIONA WINS INAUGURAL AWARD FOR EXCELLENCE IN EDUCATION



ABOVE L-R: Garth Griffiths, Lisa Wells, Lisa Carter (Director of Clinical Services), Jessie Swallow, Michelle Fisher, Fiona Cowie, Mila Kogan, Polly Aleksiejewski

**Fiona Cowie, Peri-Operative** Educator at Masada Private Hospital, has been awarded the Outstanding Support in Education and Training Award for 2011 by Monash University.

This is an inaugural award that recognises excellence in education and training and was open to nominations from Ramsay Health staff in Victoria in 2011.

Fiona was nominated by Lisa Carter, Director of Clinical Services at Masada.

"Fiona is passionate about her work and about teaching others, not only so that they can complete tasks competently, but so they too can experience the excitement, sense of achievement and genuine job satisfaction that Fiona role models so well," Lisa said.

"Fiona's attitude and approach to the Undergrad plus students' development is all encompassing from her involvement in adapting the Holmesglen assessment tool to the weekly education sessions where Fiona has each student do a presentation to share their experiences and is wound up with a de-brief for the week time. There are many wonderful Educators within the group that I have had the pleasure of working with, Fiona is one of the outstanding ones whether she wins an Award for it or not."

### VALE JO RICHARDSON

Beleura staff were saddened by the recent death of much loved colleague and friend Jo Richardson. Jo was a part of Beleura since



her mother Irene opened the hospital in 1969 and when the family lived in a house adjacent to the hospital.

As a teenager Jo worked in the hospital kitchen; she trained as a nurse and continued her career at Beleura after returning from an overseas trip.

She later moved into the medical records department and she worked there until she became ill at the end of 2010.

Jo was a vibrant person who loved life and loved people, she had the unique ability to make people feel better just by being there. Jo will be sadly missed by everyone who knew her.

# SHIRLEY SAYS GOODBYE AFTER 25YRS

**Westmead's Shirley Maloney** has retired after 25 years of service in health information services at the hospital. Managers of the hospital said her bright smiling face would be missed around Westmead Private Hospital.



# MOVEMENTS & APPOINTMENTS





TIM DANIEL has been appointed CEO of Westmead



TREVOR MATHESON has been



**STEVEN RAJCANY** has been appointed to the position



has been appointed to the role of

MATT O'SHANNESSY

has been appointed as the new

Finance Manager at Shepparton

was employed for over 10yrs in

the Newspaper industry and the

Petroleum industry before that as

a Accountant-CPA. He is looking

forward to the challenge offered

within this new industry and to

becoming better acquainted with the various software systems

and procedures within the health

sector

Private Hospital. Prior to this, Matt

### KYLIE MCKIBBIN has

commenced in the role of Finance Manager at the Ramsay facilities in Port Macquarie. Kylie is a CPA as well as holding a Graduate Diploma of Information Technology. Kylie has experience in various commercial industries and is looking forward to the challenge of private health. 

 ROBYN MARKLEW
 re

 has been appointed to the position
 of

 of Director of Clinical Services
 at

 at Wangaratta Private Hospital.
 Robyn has been a part of the

 Wangaratta team since 1996,
 and has held many roles including

 Clinical Support Manager, After
 Hours Coordinator, Quality & Risk

and Surgical Case Manager.

 Private Hospital. He has been the
 appointed CEO/

 CEO of Kareena Private Hospital
 Private Hospital

 in Sydney for the past two years
 has worked at M

 and has successfully guided that
 Hospital since 1

 hospital through both an extensive
 nursing and ma

 redevelopment and reconfiguration
 and recently set

 of clinical services.
 at the Hospital.

appointed CEO/DCS at Dudleyof CEO forPrivate Hospital in Orange. Trevorof Hospitalhas worked at Mildura Basecareer withHospital since 1990 in variousas a Nursenursing and management positionsMacquarieand recently served as Acting CEOyears, he Iat the Hospital.at Dudleyhe has ovegrowth of

of CEO for Ramsay's Cairns Group of Hospitals. Steve commenced his career with Ramsay Health Care as a Nurse Unit Manager at Port Macquarie Private. For the last 3 years, he has been the CEO/DCS at Dudley Private Hospital where he has overseen the successful growth of the business including the introduction of mental health and rehabilitation services.

Deputy CEO at Joondalup Health Campus. Sean is a resident of South Africa and will be joining the team on 5 December 2011. Sean holds a Bachelor of Commerce (Majoring in Accounting and Law), Higher Diploma in Accounting (HdipAcc), Chartered Accountant (CA (SA), Diploma in Advanced Taxation. He has extensive Senior Executive experience in the Health Care industry in South Africa being a Regional Manager of 13 hospitals as well as overseeing the successful commissioning of a new

135 bed greenfield hospital there.

**10 TRW** SPRING 2011

### COFFS HARBOUR NURSE RECEIVES QUOTA WOMAN OF THE YEAR AWARD

**Coffs Harbour Day** Surgery Nurse Unit Manager Elise Crofts has been awarded the 2011 Quota Coffs Harbour Woman of the Year Award for her role in being a volunteer Girl Guide leader and administrator for the Guides for more than three decades.

Over those years, Elise devoted her time to being a

Ranger Leader (Senior Guides), Brownie Leader (Junior Guides) and a NSW State Trainer and District Leader for Coffs Harbour. She has just added another 'string to her Guiding bow' by being appointed The Division Development Consultant.

Back in 1988, Elise and another local leader were successful in their application to represent Australia in India at one of the four International Guiding Centres called Sangam.

Elise became interested in volunteering with Marine Reach in 2002 on a ship called the Island Mercy near Fiji. Not long after that Elise became involved with the East Timor Eye Program run by the Royal Australasian College of Surgeons. Since then she has been to Timor 7 times, and will be going again to Timor as well as Papua New Guinea later this year.

For the past 5 years Elise along with her mum Joan have been distributing toys and gifts from the Target Christmas Tree at Park Beach Plaza to disadvantaged families at Uniting Care Burnside in Coffs Harbour.

Elise has always been interested in the plight of the homeless joining the night patrol van for 12 months handing out hot soup and food to the homeless. She also organised a trip to Sydney with a group of Brownies, Guides and other leaders one year to join the 'Big Sleep Out Under the Stars' at Toronga Zoo.

In her paid job Elise has been working as a Nurse Unit Manager specialising in eye surgery nursing at Coffs Harbour Day Surgery since its opening 20 years ago.



# NEW NORTH WEST CHEF COMES WITH ROYAL FLAVOUR

Jeffrey Gear, North West's

newly appointed Executive Chef was the personal Sous Chef to their Royal Highnesses, the Prince and Princess of Wales at Kensington Palace.

When Princess Diana became a friend and a confidant, Jeffrey was invited to cater at Highgrove Estate.

He describes Diana as an enchanting personality who liked nothing better than coming down to the kitchen on weekends when

she was left alone, to share a bottle of wine with the staff or asking the staff to provide her with her cache of Gummy Bears as lollies are not encouraged in the Royal households.

The Garden Parties with the Queen at Buckingham palace were a major affair with the food preparations taking days. In spite of the hundreds gathered to meet the Queen, the event might be over as soon as it started if the Queen was not in a good mood that day and decided on a quick exit.

When Jeffrey later opened his own restaurant 'Burn Brae' on the Isle of Man it was not long before his clientele included his previous employers and their friends, Princess Michael of Kent and the Duchess of York and Diana. He watched Diana grow into the icon that she was to become and said that he was not shocked by Diana's tragic death as she herself often forecast this.

Jeffrey's love for contemporary, new age and fresh art cuisine is proving a big hit with North West's patients and staff!



**Wangaratta Private Hospital's** first year apprentice chef Liam Wright has received a silver medal in the regional level of the 2011 Australian TAFE Apprentice Cook of the Year Competition.

Within a 90 minute time frame, Liam had to cook and plate a rack of lamb and an omelette. Hotel Services Manager, Eric Churchill reported that "Liam has demonstrated a high level of ability at such an early stage in his career and we are proud of his achievements".

"We look forward to watching Liam develop his culinary skills over the future years."



# ABOUT US – RAMSAY PHARMACY SERVICES

amsay Pharmacy Services was established in 2009 as a corporate services division of Ramsay Health Care and now operates 27 inhouse pharmacy departments/dispensaries in Ramsay hospitals across the eastern seaboard employing over 120 staff.

上 🔪 The primary goals of the division is to work with each hospital facility to ensure patients receive

optimum clinical pharmacy services ensuring favourable patient outcomes whilst working with each of the sites to manage and contain drug costs.

Ramsay Pharmacists can complete clinical reviews and prepare discharge profiles ensuring that they receive the relevant information to assist with optimising their medication treatments.

Ramsay Pharmacy Services also assist hospitals in their preparation for accreditation under ACHS or ISO guidelines.

The team also manage hospital pharmacy imprest through a customised pharmacy software system (Merlin). Merlin enables hospital pharmacy imprest to be centrally maintained, ordered, goods receipted and accounts

### NEW PATIENT SERVICE FROM RAMSAY PHARMACY

Ramsay Pharmacy Services

would like to extend a valuable new service that will facilitate the provision of dispensed medications to our patients being treated in our day units.

Patients will be able to get their community based prescriptions filled whilst they are undergoing treatment thereby providing greater convenience.

Patients will be notified of service through a postcard

this service through a postcard flyer that will be distributed through the day units.



payable functions to be performed. In addition this has allowed increased compliance to preferred brands producing savings to a large number of facilities.



### Ramsay Pharmacy Services

To access the service and get prescriptions filled, patients will need to bring in their pharmacy repeat prescriptions and the onsite pharmacy staff will ensure these are filled in a timely manner whilst treatment is being administered. Recording of PBS Safety Net totals will also be part of the dispensing process to ensure that patients optimise their access to cost effective medications.





**R**1

RAMSAY

eLearning

Ramsay
 Training Institute

# **RTI LAUNCHES ALS** TRAINING PACKAGE

he newly developed Advanced Life Support online learning training package

developed by the Ramsay Training Institute was launched in July to all Ramsay Hospitals.

The ALS Learning Package is a blended approach to ALS certification, comprising online and flexible face-to-face sessions with formal assessment.

It has been designed to support all hospital based programs meeting Australian Resuscitation Council Guidelines 2010. One of the drivers behind the transition to a blended approach to ALS was the capability for online training to provide Ramsay staff with interactive, simulated information prior to undertaking practical workplace experience and assessment.

Tina Potter, Education Manager at Nowra Private, said the ALS online module was a cost effective and efficient way to deliver best practice theory to staff, particularly in a regional area.

"Traditionally we would incur the costs of sending staff to a city centre or get instructors down to us in Nowra to deliver this vital training program. When this training package was developed by the RTI, we were quick to enrol our staff and so far, the content and presentation look impressive. We intend to use our accredited ALS instructors to complete the face-to-face component." Tina said. For more information on how to access the program please contact your hospital educator or the

### Ramsay Training Institute: rti@rmsayhealth.com.au



# WELCOME **ONBOARD**

"OnboardPlus" is a new Ramsay Health Care HR initiative being launched nationally. Although our overall turnover rate for all permanent employees was 11.52% last year, 43.7% or 582 new employees left Ramsay Health Care before reaching their first birthday with us! In contrast, less than 5% of new nurses participating in our structured and supportive Gradplus programs leave within their first 12 months, and retention remains very high into their second and third years.

Given current and future shortages in the health care workforce, it is not good to see so many new recruits walking out the door so soon. OnboardPlus seeks to replicate some of the features of the successful Gradplus program for **all** new Ramsay employees through a series of structured recruitment, orientation, engagement, support and feedback activities focused on those highly critical first few months with our organisation. An Onboardplus Toolkit with a wealth of tips, tactics and tools has been developed for implementation throughout the

business from September and initial feedback has

been very positive. For further information, please contact Ramsay Group HR: hrenquiries@ ramsayhealth.com.au



# **CLASS CHAMPION INITIATIVE**

amsay Pharmacy Services (RPS) are pleased to be working on the first of what will hopefully be a number of relationships formed between RPS and key leading R&D pharmaceutical manufacturers. It is the intention that each of these alliances will identify a 'Class Champion' drug molecule providing the most effective in its class therapeutic outcome, side effect profile, dosing robustness and PBS cost effectiveness.

The first of these initiatives is a focus on the Proton Pump Inhibitor (PPI) class of drugs. Pariet® (Rabeprazole) will be positioned as the 'Ramsay Preferred PPI'.

### This decision is based on:

- No need for dose adjustment in the elderly or renally & hepatically impaired patients.
- Unlike other PPIs, there is no requirement for monitoring of INRs for patients taking Pariet & Warfarin.

consumers of the PBS. Please note that whilst our preference is for Rabeprazole to be used based on the clinical benefits and cost benefits compared to Esomeprazole which comprises the majority of the current PPI market Pariet is not going to be the only brand of PPI available from the hospital dispensary

Ramsay Pharmacy Services would welcome the involvement of interested clinicians in subsequent evaluations of other classes of drugs.

effective molecule which can be routinely be used across a broad PBS in an environment where there is unprecedented pressure being



therapeutic response across a broader range of patients. Many public hospitals provide drugs on the basis of an established Drug Formulary or a Standard Drug List (SDL) in order to contain costs associated with the provision of pharmacotherpies to patients. the process known as 'PBS reforms' in an effort to create a more sustainable PBS model designed to deal with the increasing ageing population and the associated increased costs to the PBS and the tax payers.

The 'Class Champion' initiative has been premised on selecting the most appropriate molecule on the basis of clinical merit and patient outcomes whilst being custodians of medications and responsible



Over 35,000 forms have now been received online by Ramsay Health Care hospitals from patients. With almost 40 hospitals to have rolled out the new online form both for elective surgical and maternity admissions, it is now improving the admission process and cutting down the paperwork for thousands of patients.

In the near future an online patient portal will allow patients to return to the form and only fill in changed details thereby cutting down the paperwork for patients and improving their experience with the admission process.

For further information visit the online admission form section of the marketing intranet.





### TOMORROW STARTS TODAY RETURNS

**Due to the** overwhelmingly positive feedback following the inaugural Tomorrow Starts Today events in each State last year, over 500 clinical managers and educators from around the country will be again be invited to participate in one day State based forums.

This year's events will also include awards for the Nurse Manager of the Year and Hospital Education Awards with prizes kindly sponsored by Health Super. Dates and venues have been confirmed and invitations will be issued soon.

Monday 14 November – Sydney Thursday 17 November – Melbourne Thursday 24 November – Perth Wednesday 30 November - Brisbane

### **health**super

### SKILL MIX STEERING COMMITTEE LAUNCHED

The inaugural meeting of the RHC National Skill Mix Steering Committee was held in July. Through analysis, planning and collaboration, the new Skill Mix Steering Committee will endeavour to provide Ramsay Health Care's facilities with opportunities for benchmarking and sharing best practice methodologies with regard to their nursing workforce.

The purpose of the Skill Mix Steering Committee will be to provide a forum for the review and discussion of local, state and national workforce skill mix data trends and serve as a central point for discussion and review of initiatives and new projects. The group will also coordinate and implement agreed national or state skill mix related.

Danny Sims, Chief Operating Officer – Australia/Indonesia and the Chair of the committee, noted that the committee enjoyed a very productive and constructive first meeting. "With all the great work that is occurring, I am supremely confident we will maintain a sustainable nursing workforce far into the future," he said.

### PULSE EMPLOYEE SURVEYS REVEAL SOME HEALTHY IMPROVEMENTS

 wenty hospitals and two corporate departments conducted an abridged "pulse" Employee Survey with a sample of employees earlier this year to gauge how they were tracking with Action Plans arising from the last full survey in 2010.

Many hospitals showed very positive results. Fullarton Private Hospital in South Australia showed the greatest improvement overall with a very impressive 24.9% increase across the four measures versus last year.

Pindara Private in Queensland also showed very significant improvements with a 17.2% increase, closely followed by Warringal Private Hospital in Victoria with a 15.9% improvement. Congratulations to the teams at these three hospitals for such outstanding results!



The next full survey for all Ramsay hospitals and corporate departments will be conducted in March 2012. For further information, please contact Carolyn Terry: terryc@ramsayhealth.com.au

### **NSW FORMS SCRUB CLUB**

**The NSW Scrub** Club has been established to help facilitate a coordinated and streamlined state wide approach to the provision of education and professional development for theatre staff in Ramsay NSW hospitals.



All activities are intended to compliment local programs and provide our theatre staff with additional development opportunities "outside" of the usual theatre/hospital based activities. The Scrub Club team members are made up of Clinical Nurse Educators, Team Leaders, Clinical Coordinators, Theatre Managers, and CNSs.

This newly formed network enjoyed its first telechat meeting on 4th August and the first face-to-face planning meeting is on 10th October. This concept has been established in Victoria for some years now and is also looking set to evolve in QLD very soon too.

# In the industry fund for the people who care

### Nurse consultant, driving instructor and member since 2005.

Like so many other nurses, I put in long hours and have put my career plans on hold to be a mum. I now come home at a normal time so I'm not too exhausted to take my son to the park on his little trike. He's just ridiculously adventurous, but I guess that's all part of being a little boy. I prefer to play it safe – which is why it's great to be a part of an industry super fund that takes care of my interests – like my super.



### healthsuper.com.au 1800 331 719

Health Super is a division of the First State Superannuation Scheme ABN 53 226 460 365 of which FSS Trustee Corporation ABN 11 118 202 672 AFSL 293340 is the Trustee.







### **RAMSAY WA & MARR** MOODITJ COLLEGE PARTNERSHIP

amsay Health Care WA is providing real opportunities for Indigenous Australian's to encourage more Indigenous nurses into the workplace. The partnership with the indigenous health training college Marr Mooditj is an innovative approach which includes promoting opportunities for Indigenous Australians within its workplace.

"Ramsay will work to ensure that our workforce is supported, engaged and provided with improved opportunities for career and skill development for indigenous people," said Rita Maguire, State HR Manager, Ramsay Health Care WA.

The relationship has already commenced successfully with many nurses having already received practical experience at Ramsay hospitals in WA with further educational and training opportunities in the pipeline. Several enrolled nurse graduates from Marr Mooditj Training will be commencing employment with Hollywood Private, one of the Ramsay Health Care hospitals, in the August 2011 Gradplus program.

### RAMSAY QLD MARKETS THE **GOLD COAST**

Queensland teams on the Gold Coast recently adopted a creative approach to joint advertisement of our great hospitals by hosting a "Nursing on the Gold Coast with Ramsay" seminar. In total 76 students (40 ENs and 36 RNs) attended.

Ramsay Queensland Gradplus and Undergrad Plus Coordinator, Liz Ohl said: "The students were truly interested to find out more about Ramsay and our facilities on the Gold Coast (Pindara, John Flynn & Short Street Day Surgery)."

### **UNDERGRAD PLUS RESOURCES KIT**

The National Undergrad Plus Resources Kit has been released and can be used for all students (Undergrad Plus or Vocational placement).

Resources are optional, and have been developed based on feedback and expressed needs from hospitals. They are simple resources created to reduce duplication across sites, allowing sites to spend more time supporting the undergraduates on clinical placement. Check the UndergradPlus intranet site for further details.





NSW will be holding its 2011 Nurses and Midwives Conference on Saturday 15 October at the Novotel at Sydney Olympic Park. The conference theme this year is "Nurses & Midwives Aspiring for Excellence." Registrations for the conference are now full but a waiting list is available - see the Ramsay HR Intranet for more details.



### VICTORIAN CONFERENCE A SUCCESS

In July, 350 Victorian nurses and midwives attended the Ramsay Victorian Nurses & Midwives conference at Hemisphere Conference Centre in Moorabbin.

Danny Sims opened the day with a moving poem about nursing. Our attendees were treated to a dynamic day that covered topics such as - Passion in nursing, experiences in nursing abroad, innovative approaches to breast feeding, new dimensions to graduate programs, olympic athlete to life athlete, simulation in nursing, and care or survival nursing in disaster zones - the Christchurch earthquake experience.

NATIONAL SAFETY TEAM UPDATE

### **MAINTENANCE** MANAGERS **CONFERENCE**

SSE REPORTING **CHANGES** – **NEW ONLINE** FORM

required or if Regulatory Authority Notification is necessary. In order to assist with this process we have developed an online tool to record the notification after the NSM has been notified by phone.

Please note this is now the only way to complete the SSE paperwork - no paper forms are to be used from Monday 1st August 2011.

You will find the form and the instructions for completing, saving and submitting the form at the following link: Significant Safety Event [SSE] - Reporting - All Documents or on the

Safety & Workers Compensation Intranet home page. To further assist you - the form can be completed by any staff

The National Safety Team is excitedly anticipating valuable outcomes for maintenance managers at the upcoming conferences in September.

A dedicated maintenance managers conference will be held in each state in September (see our NST calendar on the Safety and Workers Compensation intranet home page for the dates in your state) and will focus on safety issues affecting facilities management, maintenance managers and those staff managing external contractors.

The conference covers a full day and includes a motivational speaker who lost his leg in a major workplace event, open discussion from the floor on day to day issues, contractor management specific presentations and more.

The National Safety Team has been working on initiatives to increase the level of compliance with Significant Safety Event Reporting. SSE's are defined in our National manual - Workplace Safety Standards and Guidelines Manual [WSSGM] and as the list is extensive due to the different legislative requirements of each State, SSE's are often not reported (and are picked up out of RiskMan) or reported late.

SSE's are to be reported to Chanelle McEnallay, National Safety Manager [NSM] (or one of the Safety Project Managers if the NSM cannot be reached) immediately so that the NSM can advise if the scene should remain undisturbed, if the investigation should be placed under privilege, if an RCA is

member via the Intranet without any handwriting, a signature is no longer required on the form, it does not have to be printed and your staff can complete the form on behalf of the executive, when the information is entered the form is automatically sent to the National Safety Team.

Please remember this is not a substitute for phoning notification, you must ring the NSM or one of the Safety Project Managers as your first step, then complete this form as the formal record of notification and capture of the SSE. Please archive your existing paper forms and remove them from any areas where they are printed ready for use. The National Safety Team has delivered training in the form at all State Safety Network Meetings held this month so that coordinators are familiar with its use.



# RAMSAY WELLNESS PROGRAM LAUNCHES

ongratulations to Lawrence Hargraves, North Shore, Castlecrag and Westmead Private Hospitals which have all launched Ramsay Wellness Programs in August and September.

Matt Welsh was special guest at the Sydney metro events, thanks to BUPA and each launch was well supported by our Wellness partners including, Fitness First, HESTA, CUA, MBF, Australian Diabetes Council, NSW Cancer Council, and New Balance.

The Ramsay Wellness Program offers Ramsay employees the opportunity to improve their health and wellbeing through a variety of health education and promotion initiatives focusing on nutrition, physical activity, mental health, weight management and promotion of work/life balance.

# RAMSAY 50PLUS 50PLUS PROGRAM

amsay 50plus was officially launched on 1 August 2011. This 'free-tojoin' program recognises the contribution made by all our employees aged over 50 by offering a range of services, products and benefits. A unique aspect of the national program is the partnership with National Seniors Association.

Ramsay has negotiated a discounted membership fee with the National Seniors Association of \$30 (single) and \$35 (couple). Membership to National Seniors



provides an extensive range of benefits, with the NSA travel service potentially saving members thousands of dollars off domestic and international travel.

When you join National Seniors you automatically receive a \$50 Domestic travel voucher and a \$100 International travel voucher.

As part of Ramsay's partnership with National Seniors. for every 1000 Ramsay members (employees or partners), NSA will provide a \$3000 scholarship to be awarded to a 50+ employee to support additional study or training.

50+ is open to all Ramsay employees aged over 50 years. For more information or to join 50 plus and National Seniors visit the Wellness section of the Ramsay intranet or contact Genevieve D'Adam in Ramsay Group HR.

### **NEW BALANCE 30% DISCOUNT OFFER TO RAMSAY EMPLOYEES**

The Ramsay Wellness Program is pleased to announce a new partnership with New Balance. This unique partnership enables all Ramsay

# **SUPPORTING RUOK?** DAY ON THURSDAY RU®K?™

hursday 15 September, 2011 is R U OK? Day a national day of action that aims to prevent suicide by encouraging Australians to connect with someone they care about and help stop little problems turning into big ones.

On that day Ramsay Health Care will be encouraging

staff to ask family, friends and colleagues: "Are you OK?" Staying connected with others is crucial to our general health and wellbeing. Feeling isolated or hopeless can contribute to depression and other mental illnesses, which can ultimately result in suicide. Regular, meaningful conversations can protect those we know and love.

It's so simple but in the time it takes to have a coffee, you can start a conversation that could change a life. This year Ramsay employees have the opportunity to raise awareness and money for RUOK? Day by making a gold coin donation in return for a 'Grab and Go' reusable coffee cup. These cups will be available at your Ramsay workplace on the days leading up to RUOK? Day.

We also encourage you to host a RUOK? Day morning or afternoon tea and of course ask your colleagues 'Are you OK?'.

So on 15 September grab your coffee cup and a colleague and check in with each other by asking R U OK?



of action which aims to prevent suicide by s to connect with someone they care the problems turning into big ones.

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employees to access a discount of 30% when buying from the New Balance online shop:

### http://www.shopnewbalance.com.au/

Your site champion will soon be supplied with VIP cards that have a unique Ramsay Promotional code. When you get to the online checkout simply key in the promotional code and the discount will be automatically applied. These cards will be valid until 31 December, 2011. New cards will be issued in January 2012. It is important that while you can use your card to buy products for other family members you must not give your card to another person. Lost or stolen cards will not be replaced. For more information contact Genevieve D'Adam in Group HR.

New Balance shoes are manufactured in the United States and are rated by Green America as the No.1 supplier of ethically produced athletic shoes.





### FUN & **FITNESS**



### ROBBIE **BLITZES CITY2SURF**

St George Private Hospital's very own Robbie Neill (above centre) achieved the fastest time for a Ramsay employee in this year's City2Surf with an amazing 47minutes 24 seconds. This put him just 6 minutes behind the overall race winner. Robbie, 30 is a keen runner who often trains 4 times a week and regularly competes in running events. In 2004 Robbie was runner up in the Amsterdam half marathon.

Congratulations to the 360 Ramsay Health Care participants who competed in the 2011 Sun Herald City2Surf in Sydney.

The team included 40 from Figtree Private; 15 from Nowra Private; 35 from Lake Macquarie Private and participants from as far away as Melbourne, Gold Coast and Brisbane. Congratulations to Hunters Hill's Judith Johns who raised almost \$2000 for Bowel Cancer Australia and Ramsay Head Office's Kim Chant who raised almost \$10,000 for this charity. Kim's efforts put her into the position of 7th highest fundraiser overall of all 85,000 participants in this year's city2surf.





# **BARRY COMPETES** IN SHITBOX RALI

In May Ramsay IT Project Manager Barry Mather and wife Blanche Tsetong took part in the annual Shitbox Rally by driving their \$900 Toyota Corolla from Sydney to the start line in Brisbane, then onwards to Darwin!

The ethos of the rally is to raise more than 4000 for Cancer Council, buy a car for less than \$1000 and drive it over 5000 kilometres in one week

Barry's team raised over \$18,000 with the rally having raised over \$700,000 in total for Cancer Council NSW.

Barry said the rally took its toll with some 10 cars failing to make it to the finish line out of 112 starters.

"The route was inspiring, lush green forests one day and open savannah to the horizon the next. The road surfaces were just as changeable with smooth tarmac through to river crossings that brought water up to the windscreen and dirt roads that would worry some 4WDs.

"Our trusty Corolla made it pretty much intact to Darwin, all be it with some severe suspension wear. The cars were then auctioned off in Darwin, with our very 'used' Corolla fetching \$120."



Sydney – Sat 8th Oct 2011 Gold Coast - Sun 16th Oct 2011 Perth – Sun 6th Nov 2011 Sunshine Coast -13th Nov 2011 Melbourne – Sun 22nd or 29th Jan 2012 (TBC)



### MAT GETS GOLDI

Mathew Sullivan raced into first place and a gold medal in the Men's 3K at the recent Sunshine Coast Track Championships.

Setting the pace for the other competitors, he blitzed the field in a record setting time, finishing in 10mins 46secs.

When he's not 'on track for Gold' Mat is busy looking after renal patients in his position as Nurse Unit Manager, Renal Unit, Nambour Selangor Private Hospital.





### LIFE. BE IN IT FOR RAMSAY SA

Six Ramsay Health Care SA Mental Health Services staff members from varying departments are competing in the Corporate Cup. The Corporate Cup is an event run annually by 'Life. Be in it' to promote and improve fitness.

This year marks the 31st anniversary for the Corporate Cup, and its popularity is only increasing with more than 1000 workplace teams and approx. 6500 participants.

The Ramsay SA team includes: Jo Smith, Chris Bindon, Alex Wiegelmann, Justine Shacklady, Chris

### HEALTHY PEDOMETER CHALLENGE IN BOWRAL

### Following the success of

Ramsay Health Care's recent Pedometer Challenge and the enthusiasm it received, an eage Southern Highlands Private Hospital staff member Janet Malone, suggested Southern Highlands Private Hospital and Cancer Centre run an Interdepartmental Challenge (IPC) as part of the Hospital Wellness Program.

Prizes in the form of \$50 gift cards to each member of the winning team were offered.

Being a small regional Hospital, with 210 employees, organisers

were optimistic that at least 8 teams would enter but between Janet's infectious

Back: Lisa Gorton (Grinners), Middle L-R: Kacey Urban (Grinners), Donna Shaw (Winners) & Front: Lina Merhi



### GOLD COAST AIRPORT MARATHON

Ramsay Health Care took out second place in the Largest Team awards yesterday at the Gold Coast Airport Marathon with 218 entrants. The Ramsay team came second to Queensland Health which took out 1st place with over 600 entrants. Team organiser Bev Borgas said it was fantastic to see so many pink and blue Ramsay shirts on the track during the events (5km, 10km, half and full marathons).

Robey and Rachael Gibbons

Once a fortnight each team member walks the 4.5km circuit around the Torrens River, and each walk is timed by 'Life. Be in it' officials. Points are awarded to those who make improvements on their previous times; making this a race against yourself instead of against other people.



enthusiasm and the staffs' keen competitive spirit, 18 teams of 4 members quickly registered for the challenge.

Janet said throughout the challenge, everyone was determined to show that their department worked and walked harder than the rest of the teams.

And she said the challenge certainly raised everyone's awareness' on their own activity during their day.

"We all started to think about how to increase our total. Lunch hours were filled with walks around the block (even when it was snowing); cars were parked further away, and suddenly we all chose to hand deliver items rather than using pigeon holes."

In a tight competition, the two winning teams were from Hotel Services with 2,240,695 steps in first place (Winners) and 2,226,499 steps in second place (Grinners) with only 14,196 steps between them.

Southern Highlands Private Hospital CEO, Jenny Harper, said with one in three employees entering the Challenge it was a wonderful achievement for an inaugural event and a triumph for the wellness team.