



WINTER 2011

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|--|------------------------------|-------------------------------|---------------------------|------------------------|------------------|-----------------------------|
| 1 NEW HOSPITAL FOR QLD'S SUNSHINE COAST | 2 CEO'S MESSAGE | 4 INDUSTRY NEWS | 6 RAMSAY SANTÉ | 7 HOSPITAL NEWS | 12 OUR COMMUNITY | 19 MOVEMENTS & APPOINTMENTS |
| 3 PRIVATE HOSPITALS WEEK | 5 DEVELOPMENTS UPDATE | 7 RAMSAY MENTAL HEALTH | 9 RAMSAY INDONESIA | 14 HR UPDATES | 19 OUR PEOPLE | 20 FUN & FITNESS |

RAMSAY TO BUILD NEW HOSPITAL ON SUNSHINE COAST

"WE BELIEVE THAT TOGETHER WITH QUEENSLAND HEALTH, WE CAN DELIVER THE FIRST COMPONENT OF A WORLD CLASS TERTIARY HEALTH CARE CAMPUS FOR THE SUNSHINE COAST COMMUNITY."

Queensland Health has announced that Ramsay Health Care has been successful in its bid to build and operate a private hospital collocated on the campus with the future Sunshine Coast University Hospital.

The private hospital facility, to be opened in late 2013, will have the capacity to treat up to 200 patients and will offer a wide range of medical and surgical services including orthopaedics, urology, ear nose and throat, general surgery, oncology and day chemotherapy.

A key part of the deal is that the new private hospital will provide a significant range and volume of services to public patients through a service purchase arrangement with Queensland Health, whilst the Sunshine Coast University Hospital itself is being built and commissioned. The volume of public patient services will be a major component of the private hospital over this time period. This arrangement is important in accelerating service provision to the Sunshine Coast community from late 2013 in advance of the opening of the Sunshine Coast University Hospital.

Ramsay's Managing Director, Chris Rex, said the Company was very pleased to have been successful in its bid and looks forward to working in partnership with the Queensland Government on this project.

"This is a very exciting opportunity for Ramsay to develop a private hospital collocated with the Sunshine Coast University Hospital. Our substantial experience in collocation models, provision of services to public patients and local service delivery on the Sunshine Coast provides a unique base for a long-term successful relationship with the Sunshine Coast University Hospital

and Queensland Health," Chris said.

Building of the new private hospital will commence later this year. Ramsay's design-build team comprises construction firm John Holland and architects Phillips Smith Conwell, with Akalan Projects as Project Manager. All firms have significant experience in major hospital developments and have worked extensively with Ramsay Health Care.

The multistorey private hospital will have six operating theatres, a procedural suite and day surgery centre and will offer a comprehensive range of diagnostic services. A 2,000 square metre medical consulting suite complex will also be built on the campus.

"This Hospital will serve one of the fastest growing regions in Australia and will deliver great benefits to the local economy, bringing jobs and improved healthcare services to the region and we are delighted to be part of it," Chris said.

"We believe that together with Queensland Health, we can deliver the first component of a world class tertiary health care campus for the Sunshine Coast community."

The new private hospital to be collocated on the campus of the future Sunshine Coast University Hospital will have the capacity to treat 200 patients with 6 operating theatres, a day procedural centre & 2,000sqm of medical consulting suites.



RAMSAY SANTÉ MAKES FIRST STRATEGIC ACQUISITION IN FRANCE

Ramsay Health Care finalised the acquisition of Clinique Convert, a 179 bed hospital located in the Rhone-Alpes region of France, on 31 May.

This is the first acquisition by Ramsay's French subsidiary, Ramsay Santé, since Ramsay acquired 57% of the group early last year.

Clinique Convert was purchased from Générale de Santé for €15million. The Hospital is located in Bourg-en-Bresse in the Rhone-Alpes region. It is a general acute facility offering a wide range of surgical and medical specialty services, with an emergency department also.

Ramsay's Managing Director Chris Rex said the acquisition of Clinique Convert was a positive first step in expanding the Ramsay Santé business. Ramsay Santé is continuing to investigate acquisition opportunities in the highly fragmented French market, which meet its investment criteria.

"We are very excited about the growth prospects in the French market and the acquisition of Clinique Convert is an important first step for Ramsay Santé's growth. Clinique Convert is a quality business and will be a welcome addition to our portfolio" Chris said.

CEO'S MESSAGE

We are very pleased to have been successful in our bid to build and operate a private hospital collocated on the campus of the future Sunshine Coast University Hospital. This is a very exciting opportunity for Ramsay and we are looking forward to working with Queensland Health on this project that will deliver 200 new beds for the Sunshine Coast.

Planning and development for the new hospital is underway with a scheduled opening for late 2013. Over the next two years we will be seeking staff and doctors for this new hospital which will be a wonderful addition to the current public and private health services on the Sunshine Coast.

At the same time, Ramsay Health Care has announced our first bolt-on acquisition in France, adding Clinique Convert to our existing portfolio of Ramsay Santé facilities. This is also the first hospital outside of the Ile de France region being located in Bourg-en-Bresse in the Rhone-Alpes region.

The hospital is 178 beds making it one of the largest hospitals we now own in France. We continue

to investigate opportunities in France to add to our portfolio there – now 10 facilities.

Back in Australia, the Federal Budget announced that it would reintroduce the Bill to means test the 30% private health insurance rebate. A report released by the Australian Health Insurance Association (AHIA) last month, which was compiled by Deloitte and based on ANOP/Newspoll research, shows that over the next five years 1.6 million Australians would drop their health insurance cover as a direct result of means testing. For those who remain in private health insurance, premiums would be 10% higher than with no means testing.

The Australian Private Hospitals Association (APHA) has been actively lobbying against this Bill and we are pleased that some of the independents have shown that they understand the impact that this issue could have on the balanced health care system in Australia. It would put added pressure on an already struggling public hospital system and it will significantly impact rural and regional private hospitals. These hospitals already face difficult operational circumstances. If private health insurance declines it will become even more difficult to attract and retain doctors in these areas.

I have personally visited some of Ramsay's rural and regional hospitals and the staff and doctors in these regions are very concerned about the impact of the Bill and have been actively lobbying their local MPs regarding this legislation. Ramsay remains strongly supportive of the current incentives

for people to take out private health insurance and we will continue to assert our views to government through the voice of the APHA.

Finally, congratulations to our two major national award winners this quarter: Kerri Phillips-Smith who took out the inaugural APHA private hospital week award for excellence in patient care; and Jenny Fullarton who won the National Trainee of the Year award. These staff are recognised in this edition of The Ramsay Way. Sincere congratulations to both of them who are deserved recipients of these awards..



Chris Rex
CEO



John Flynn Private Hospital midwives celebrate their achievement on International Midwives Day.

JOHN FLYNN MATERNITY RATES IN TOP 3

John Flynn Private Hospital has been rated in the top three private maternity hospitals in the country by Medibank Private members in a national survey into maternity hospital experiences.

The Medibank Private Maternity Experience Index evaluated the experiences of over 2000 patients who have recently given birth in private hospitals across Australia allowing parents to rate hospital performance, environment, staff and support throughout the pregnancy, birth and early parenthood.

With a score of 90.0, John Flynn Private Hospital ranked third behind Sunshine Coast Private Hospital (94.4) also in Queensland and Cabrini Hospital in Victoria (90.2).

Ramsay's Figtree Private in Wollongong was rated in the top 3 hospitals in New South Wales with a score of 81.3 and Glengarry Private Hospital in Perth was ranked in the top 3 hospitals in Western Australia with a score of 74.0.

John Flynn CEO Greg Jenke said the accolade was excellent recognition for the maternity team and obstetricians at the Hospital.

"We are really thrilled with this achievement and it is great for our staff and doctors to receive this feedback independently," Mr Jenke said.

"John Flynn Private Hospital delivers over 800 babies per year and was the first accredited "baby friendly" hospital on the Gold Coast ensuring the best possible support is provided for parents to give babies the best start in life. We have a terrific maternity team, who work very hard to ensure our patients have an excellent experience and they really deserve this accolade."

Conducted as part of Medibank Private's annual Hospital Experience Survey, this is the first year that the Fund has released details specific to maternity services.

The survey results were released also in time for International Midwives Day celebrated on 5 May, and in time for Mother's Day in May.

Ramsay maternity hospitals achieve top rankings!

- **John Flynn Private Hospital**
– 3rd in Australia (Score 90.0)
- **Figtree Private Hospital**
– 3rd in NSW (Score 81.3)
- **Glengarry Private Hospital**
– 3rd in WA (Score 74.0)



Amanda Ferguson & David Standish travelled from London to have their second baby at Glengarry Private Hospital.

Glengarry tops for London couple

Amanda Ferguson and David Standish agree with the top rating that Glengarry received in the Medibank Private Survey. The couple have recently travelled thousands of miles to have their babies at Glengarry Private Hospital. Amanda and David originally from Perth have lived in London, for the past 8 years. Both disillusioned with the NHS they decided to make the long journey home to Perth to have their babies at Glengarry. In 2007 they welcomed the safe arrival of their first born a son Bailey Ferguson-Standish born just before Christmas.

In March 2011, they packed up Bailey who is now three and travelled to Perth to welcome the arrival of his little sister, Mia.



CONGRATULATIONS TO ALL RAMSAY HOSPITALS FOR SUCCESSFULLY PARTICIPATING IN PRIVATE HOSPITALS WEEK 2011

AUSTRALIA'S PRIVATE HOSPITALS

We do so much more



PRIVATE HOSPITAL WEEK STAFF AWARDS



GREENSLOPES NURSE WINS NATIONAL AWARD FOR EXCELLENCE IN PATIENT CARE

Greenslopes Private Hospital Breast Care Nurse, Kerri Phillips Smith was announced during Private Hospital Week as the winner of the Australian Private Hospitals Association (APHA) Valuing Private Hospitals Staff Awards for Quality, Excellence & Innovation for an Individual in a Clinical role.

Kerri was one of three finalists in the category that recognises clinical staff who have excelled in the provision of clinical treatment and demonstrated excellence in patient care. As the winner of this award, Kerri received \$10,000 in prize money thanks to the award sponsors, HESTA Super Fund.

Kerri's passion for excellent patient care led to the introduction of the breast care nurse role at Greenslopes Private Hospital to support and guide breast cancer patients through their treatment. Kerri was so passionate about this service that she initially commenced this role unofficially and in her own time. She saw the need for the role from hearing about patients' experiences when she met with them later in their breast cancer journey whilst receiving chemotherapy in the day unit where she is based.

Feedback from patients and medical staff accessing the service has been extremely positive and the role is now firmly embedded in the services at Greenslopes with Kerri continuing to be the driving force.

Kerri was presented with her award on Monday 4 April at a special presentation attended by Chris Rex, Managing Director of Ramsay Health Care & Michael Roff, President APHA.

WESTMEAD RECOGNISED FOR TREATING TROOPS

Staff at Westmead Private Hospital were one of five finalists in the APHA Team Excellence award announced during Private Hospitals Week for overseeing the treatment and recovery of seven Australian soldiers wounded in a helicopter crash in Afghanistan last year.

Every department in the Hospital was involved in treating the men, whose injuries included 39 fractures, nine dislocations, six traumatic health injuries, 10 deep lacerations and one full thickness burn.

In the first 48 hours, the surgical team performed 15 operations.

Former Hospital Chief Executive Carol Bryant said the hospital managed their stay with no interruption to usual patients.

Intensive care unit director Peter Clark said while the men had been initially treated in Kandahar, Afghanistan, then transferred to the American military hospital in Germany, they all had to be reassessed, rescanned and x-rayed on arrival.

"We had great communication with defence personnel, but when the patients arrived, there were no executive summaries of their condition, just piles and piles of notes," Dr Clark said.

"So we really used all of the hospital to have their situations assessed by lunchtime of the day they arrived."

Intensive care nurse unit manager Rebecca Burke said from the day the soldiers arrived on July 2, until the last one was discharged four months later there had been a change in the atmosphere.

"Everyone was very keen and very passionate about getting the job done well," she said.

"There was a sense of being really proud to do it."

MT WILGA PRIVATE PHYSIOS FINALISTS IN AWARDS

Mt Wilga Private Hospital's Neurological Physiotherapy Team was also a finalist in the inaugural APHA Team Excellence awards during Private Hospitals Week.

The Mt Wilga team developed and introduced a group physiotherapy session – NeuroMoves – to increase the amount of physiotherapy stroke patients receive on a weekly basis while staying within existing staff constraints.

With a willingness and flexibility to embrace new clinical approaches, the Team developed a model that treated patients in a group setting rather than the historic individual setting. NeuroMoves delivers targeted therapy to each patient while utilising motivation and competition to encourage patient engagement and optimise the patient's potential for recovery.

NeuroMoves, which is offered five times a week, has increased the amount of time patients spend in therapy by 48 minutes on average per week, a rise of 19 per cent. Importantly, this is having a real impact on patients' health with demonstrated improvements in two functional outcomes measures.

**Voice
your
support**
for Private Hospitals

www.privatehospitals.org.au



AHIA RESEARCH SHOWS MEANS TESTING THREATENS PRIVATE HEALTH CARE

The Australian Health Insurance Association (AHIA) has released research recently which shows the negative impacts of the Federal Government's proposal to means test private health insurance rebates.

The research shows that the measure could drastically drive down private health insurance membership across Australia with 1.6 million Australians expected to drop their membership and 2.8 million to downgrade their extras cover within 5 years.

A report compiled by Deloitte based on ANOP/Newspoll research with 2000 people showed that means testing the 30% rebate would

have a far more drastic effect on private health insurance membership than government studies have shown.

As people withdraw from their cover, premiums will increase by an additional 10% above what would otherwise be expected for those who remain.

As privately insured Australians fall back into the public system, public hospitals will struggle to cope. Public health care users will wait longer because an extra 800,000 patients will need treatment in public hospitals over the next 5 years.

For further information visit www.ahia.org.au

REGIONAL HOSPITALS CONCERNED WITH MEANS TESTING PROPOSAL

Many of Ramsay's rural and regional hospitals have gone public recently with their concerns about the impact of the Federal Government's proposal to means test the private health insurance rebate.

Regional NSW Hospitals Manager Malcolm Passmore said the AHIA research showing that 1.6 million would leave private health insurance if the Government's proposal to means test the rebate was introduced was very alarming for regional hospitals.

"Any reduction in private health insurance membership resulting from this legislation could have a major impact on rural and regional hospitals which already face difficult operational circumstances. It will make it even more difficult to attract and retain doctors to rural and regional areas and the combination of a reduction in patient numbers and specialists in town could eventually lead to the closure of private hospitals in rural and regional Australia.

"Closures would of course negatively impact the large number of people employed at these hospitals as well as the local businesses who supply these facilities, thereby, harming the local economy.

"And it is not just the private part of healthcare in these areas that will suffer; the whole population will be made much worse off due to an increase in premiums as well as an increase in waiting times at the local

public hospital and the loss of specialist doctors in the town.

"The research shows that private health insurance premiums will rise 10 per cent above what would otherwise be expected. As premiums rise, private health cover will become less affordable for all consumers.

"With fewer people insured and able to access private hospital services, these government proposals will lead to an additional 846,000 admissions needed in the public health sector over the next five years.

"It is an accepted fact that towns that have both a public and private hospital are far more likely to have a good range of specialist doctors. People can be treated by experts locally avoiding disruptive travel to major cities.

"This legislation is just poor policy. The rebate encourages people to take their healthcare costs into their own hands thereby relieving the pressure on the public hospital system.

"All of our hospitals have been actively fighting against the Bill to means test the rebate."

Means test threat to hospitals



Warning on health fallout



Hospitals under threat from rebate changes



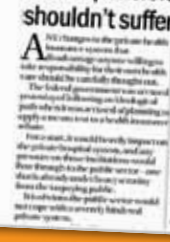
Doors would close ... and specialist doctors would leave



Situation critical Experts fear insurance changes will cripple hospital and the city



The responsible shouldn't suffer



Take a health reality check





WANGARATTA PREPARING FOR NEW DAY CENTRE

Wangaratta Private Hospital has recently completed the initial renovations needed before the development of the new day procedure facility can commence.

The initial renovations involved the relocation & refurbishment of the stores and maintenance areas of the hospital. Work

commenced on the new area in January 2011. The re-development of the old stores area is almost completed which will create new space for Dorevitch pathology. Relocation of their laboratory area is required to allow the commencement of the new day procedure facility in the near future.



Port Macquarie roof renovation - BEFORE



Port Macquarie roof renovation - AFTER

PORT MACQUARIE FACELIFT

A new colorbond steel roof for Port Macquarie Private Hospital has not only improved its aesthetics but has also stopped the rainwater leaks which were occurring through the 32 year old tiled roof.

With no operational disruption, the entire roof of the Hospital was replaced over three months from January through to

March 2011.

Port Macquarie CEO Paul Geddes said the project was significant given the desire to complete the project with no service disruption and within a relatively tight deadline.

"Port Macquarie's Maintenance Manager Rob Huf played a pivotal role in seeing the project completed," Paul said.

LAKE MACQUARIE COMPLETES \$12 MILLION DEVELOPMENT

Lake Macquarie Private Hospital has now completed its \$12 million development which includes a new 31 bed ward, 1200sqm extension to the Lake Macquarie Specialist Medical Centre and an 8 recliner bed Day Oncology Unit.

CEO John Pitsonis said the new facilities were a welcome boost to the provision of private health services in Newcastle

and the Hunter Region.

Following completion of this development, Lake Macquarie Private Hospital grows to a 149 bed hospital, positioning it as one of the largest private hospitals in the region. The recently completed development also includes 120 additional car parking spaces and an on-site Pharmacy.



Alexandra Kotze, NUM for the new Lake Macquarie Private Day Oncology Unit.

WARNERS BAY REDEVELOPMENT NEARS COMPLETION

Warners Bay Private Hospital is currently adding 11 new private rooms, a hydrotherapy pool and an improved rehabilitation gym, as part of a major redevelopment underway at that hospital.

CEO Robyn White said the expansion was designed to meet the growing demand for rehabilitation services in the region and

was due for completion in July 2011.

The Hospital is also undergoing an expansion of its mental health services with a 26 bed new accommodation wing now under construction at the Hospital.



Lakeside Clinic extension at Warners Bay.

SOUTHERN HIGHLANDS TO RECEIVE NEW ONCOLOGY FACILITY IN BOWRAL

Southern Highlands Private Hospital has been successful in its bid for a \$500,000 grant from the Federal Government's Health and Hospitals Fund toward the building of a new purpose-built oncology facility for the residents of Southern Highlands and its surrounding regions.

The \$500,000 investment by the Federal Government, combined with a \$645,000 contribution from Ramsay Health Care will provide a purpose built day oncology facility on the Southern

Highlands Private Hospital campus.

The Unit will have 7 chairs, 2 treatment bays and four consulting rooms. It will also contain a wig library. The Oncology Unit will move from its current location offsite to the new unit on the site of the hospital by March 2012.

Southern Highlands Private CEO Jenny Harper said the Centre would improve access to oncology services for public and private patients in the region, reducing demand on the public hospital's services.

"The new facility will include an increase in oncology chairs from five to seven, an oncology procedure room with two new beds, three consulting suites and a cancer information centre," Jenny said.

The oncology facility had been selected for funding from the Health and Hospitals Fund (HHF) regional priority round. Applications were assessed by the independent HHF Advisory Board and found to satisfy the funding requirements.



Stephen Jones MP, Federal Member for Throsby with Southern Highlands CEO Jenny Harper & RN Jo Pearson following the announcement of Southern Highlands Private Hospital successful grant.

CLINIQUE DU MOUSSEAU CELEBRATES ITS 40TH ANNIVERSARY

Ramsay Santé's Clinique du Mousseau, Evry recently celebrated its 40th anniversary. The Hospital underwent extensions and renovations in the latter half of 2010 to cater for increasing activity. In particular the kitchens were outdated and the newly refurbished kitchens and staff dining areas have led to much improved satisfaction amongst patients and staff.



NEW LOOK FOR CLINIQUE LA MONTAGNE

Ramsay Santé's Clinique La Montagne celebrated its merging with the Centre Chirurgical d'Asnières and the enhancement and modernisation of its facilities with an Open Day for the public on 30 April 2011.

Over 300 persons attended the event including the Mayor of Courbevoie (Deputy of the Hauts de Seines), local councillors, practitioners and employees of the Clinique, health care professionals and patients.

"For the last two years la Clinique La Montagne has been upgrading its facilities," said Ugo Cres, Director of Clinique La Montagne.

"These improvements have allowed the Clinique to welcome 14 new surgeons and 23 employees who worked at Ramsay

Santé's other facility - Centre Chirurgical d'Asnières, which has been merged into the Clinique La Montagne.

"With this merging, the Clinique La Montagne becomes the number one Clinique in orthopaedics in the West of Paris (in volume of surgical acts)."

During this inaugural event the staff of the Clinique organised guided tours allowing the public to see the new facilities.

Renovations have included:

- Expansion and refurbishment of the ambulatory service
- Creation of a new theatre reserved for ambulatory care
- Renovation to accommodation

HOSPITAL PROFILE: CLINIQUE LA MONTAGNE

- 75 surgeons & doctors
- 110 employees
- 88 beds
- 11,500 patient operations per year



International Nurses & Midwives Week

2011

NW
Nurses & Midwives Week

*Ramsay says
Thank-you!*

*In appreciation
of our great Ramsay team!*

CELEBRATING INTERNATIONAL NURSES & MIDWIVES DAY

Around the country, Ramsay hospitals celebrated, saying "thank you", in recognition of the wonderful contribution all of our Nurses and Midwives make to our patients and families, our doctors and our people.

International Nurses and Midwives Day is celebrated around the world every May 12, the anniversary of Florence Nightingale's birth and is a chance to celebrate nurses and their contribution to the health of society.

Each year, the International Council of Nurses chooses a theme for International Nurses Day discussions. The theme for 2011 was "Closing the gap: increasing access and equity". The International Council of Nurses believes that nurses have an important role in achieving health equity and developing a clear understanding of how the health sector can act to reduce health inequities.

NW
Nurses & Midwives Week

In appreciation of our great Ramsay team



International Nurses Day and International Midwives Day was celebrated during May at Mildura Base Hospital. With banners created by local primary school, Mildura South depicting "what nursing means to us" the hospital was full of colour with staff in Midwifery wearing their "Mildura Midwives" T-shirts and Ward nurses wearing the brightest of shirts they could muster up. Every nurse at Mildura Base received a hand written card from management, thanking them for their efforts, along with Pens and M&M's from the Ramsay's range of goodies. Hospital wide afternoon tea was very much a cake affair with two amazing themed cakes, created by one of Mildura Base's very own staff members. Celebrations continued on into the evening with after works drinks held at a local restaurant.

A huge thanks goes out to our nursing staff that often go above and beyond with the care of patients, International Nurses and Midwives days was the perfect way to recognise them.



TOP: Midwives at Mildura Base Hospital celebrate with one of the amazing cakes (at right) made by executive PA Hayley Green.

The image chosen to represent Ramsay Mental Health is that of the sunflower. The warm colours of the photo image represent the compassion and support we extend to our patients, and the actual choice of sunflower is aimed at evoking optimism, hope and a sense of increasing joy.

The graphic is a stylised version of the sunflower which converts well to support RHC as a brand leader in the delivery of mental health services.

The sunflower and logomark will be used on all brochures and marketing material across the mental health units.



RAMSAY MENTAL HEALTH

LAUNCHING RAMSAY MENTAL HEALTH

In 2011 Ramsay Health Care launched a new image for its mental health services.

Ramsay has had a long history in mental health with Paul Ramsay's first hospital being a psychiatric hospital in Sydney, established in 1964.

National Strategy & Business Development Manager Mental Health Anne Mortimer said since that time the company had grown to become the largest provider of private acute mental health services in the country.

"We have tremendous experience across a broad range of areas including mood disorders, drug and alcohol dependence, postnatal depression, eating disorders, post traumatic stress disorder and general mental health disorders," said Anne.

"Ramsay now has 18 mental health units and 762 beds. Our hospitals admit over 50,000 patients per annum representing just over 30% of all

psychiatric admissions. Ramsay also operates extensive public mental health facilities in Perth and Mildura and has had significant experience in treatment of veterans at its facilities at Greenslopes and Hollywood."

Ramsay has recognized the growing need for mental health care and is committed to increasing mental health services across many of its hospitals.

"We want to be able to provide more services and improved access to individuals and families who need care, support and treatment for mental health issues. We have a solid foundation and reputation in delivering expert care and innovative programs and believe that by forming a national identity we will be better able to meet that goal."

Through launching Ramsay Mental Health Services and developing a brand identity Anne also states "It will provide greater opportunity for improved collaboration and sharing of information not only across our own facilities but with other networks and community and government agencies again all aimed at being better prepared to meet consumer and carer need and ensure a quality service."

"We want to make a real difference in the lives of those we treat providing our patients with the very best care, treatment and customer service and every opportunity to maximise their health and life potential."

Mental Health Day Program

Day Patient Program for the treatment of emotional & behavioural problems



Lake Macquarie employee wins National Trainee Award

Lake Macquarie Private Hospital Medical Records Clerk Jenny Fullarton has taken out the National Trainee of the Year Award at the MIGAS (Manufacturing Industries Group Apprenticeship Scheme) Awards held in May.

After a 27 year absence from the workplace to raise a family, Jenny started a four year traineeship at Lake Macquarie in the Medical Records Department and completed it in just 12 months. She is now a full time employee at the Hospital.

Jenny took out the NSW/Victoria Trainee of the Year Award in April and went on to take out the National award on 13 May.

Congratulations Jenny!!



TAMARA PROMOTES HEALTHCARE CAREERS



Tamara Private Hospital recently participated in Tamworth's annual Rotary Careers Expo and was ably promoted to high school students in the local region by the Hospital's two school-based trainees – Jessica Billett (Calrossy College) and Sally Wood (Carinya Christian School). Jessica and Sally had a fabulous time checking temperatures, pulses and respirations and taking blood pressures and explaining all the benefits of a school-based traineeship with Ramsay Health Care.

The team from Tamara spoke to students about the range of options available now to progress a nursing career through Ramsay Health and the benefits of working with an international health care provider. They were interviewed for the regional evening TV news.

SAMOAN BOY HAS GIFT OF HEARING RETURNED AT WESTMEAD



Twelve-year-old Uaealesi Faatoia from Samoa has been returned the gift of sound after receiving a cochlear implant at Westmead Private Hospital recently.

Uaealesi, who lost his hearing after meningitis at the age of seven, is the fourth boy from Western Samoa to have their hearing returned through Senese, an organisation helping children with disabilities and the first to be operated on at Westmead Private Hospital under ENT surgeon Associate Professor Melville Da Cruz.

Because Uaealesi had speech when he lost his hearing, he is expected to be able to speak and recognise speech in about three months," Associate Professor Da Cruz said. "He is a bright boy, good at mathematics, I believe."

What makes this implant special is that Uaealesi has been fitted with a mapping device so that when he leaves Westmead Private Hospital, Associate Professor Da Cruz will be able to follow his progress remotely.

EXTRA SPECIAL BIRTH AT NORTH SHORE PRIVATE



Audrey Rose is the 23rd grandchild of Judy (pictured in pink jacket) to be born at North Shore Private Hospital. Judy has 28 grandchildren in total.

To welcome and celebrate the newest addition to the family Greg Brown and Sue Engele hosted a celebration in the maternity ward attended by obstetrician Dr Sophie Lynch (pictured- above far right) and Dr Barry Wyeth.

MASADA MOTHER BABY UNIT OPEN DAY

Masada has celebrated the recent upgrade of the Mother Baby Unit by inviting neighbouring hospitals and Maternal Infant Health Care centres to an Open Day in May.

Over 100 guests were welcomed in to the unit for tours afternoon tea, giveaways and an official opening by local Liberal MP David Southwick.



L-R: Dr Sam Mangis, Mother Baby Unit Psychiatrist; local MP David Southwick & Director of Clinical Services Lisa Carter.



L-R: Clinical Nurse Educator (Maternity) Wendy Peart with Clinical Midwifery Consultant, Simone Payn.

ST GEORGE PRIVATE LEADS THE WAY IN CORD BLOOD COLLECTION

St George Private Hospital is leading the way in the collection of cord blood which is hailed for its therapeutic qualities.

Women giving birth at the hospital can donate cord blood, which is stored for anonymous use by patients needing a blood stem cell transplant.

Pamela Clark, director of the Sydney Cord Blood Bank, said precious few drops remained in the placenta after a baby was born. "This blood has provided the baby with nutrition while in the womb but after birth is no longer needed and would normally be discarded," she said.

Cord blood transplant is a curative treatment for diseases including immune deficiency, acute and chronic leukaemias and some blood diseases. The use of cord blood transplants is increasingly being used in place of bone marrow transplants.

Of the 441 cord blood units collected over the past financial year, 47 or 11 per cent were collected from St George Private Hospital. "This is significant as it is the smallest hospital from which the cord blood bank has a collection in terms of birth numbers," said Ms Clark.

(article courtesy St George & Sutherland Shire Leader)



L-R: Pindara's Sarah Brenchley-Hole with Trish Roberts & Denise Hartley.

PINDARA MATERNITY UNIT COMMENCES CPAP SERVICE

The Pindara Private Hospital Maternity Unit team has commenced a Neonatal Continuous Positive Air Pressure (CPAP) service in the Hospital's Special Care Nursery.

This new service ensures babies previously requiring transfer to either Brisbane or Gold Coast Hospital can now remain at Pindara Private.

Emergency Paediatric back-up is vital to this service and the recent opening of Paediatric specialist practices in the Hospital's new Specialist Suites building facilitated the set up.

In April, Pindara's Special Care Nursery staff admitted their first baby and the Unit handled this first case with expert care and all went very smoothly.

RAMSAY HEALTH CARE WA INVESTS IN NURSING STUDENT SCHOLARSHIP PROGRAM

BELOW L-R: Joondalup Health Campus' CEO Kempton Cowan, Ramsay Health Care WA Executive Manager Glen Power, Amanda Brown, Kiri Fonotia, Jessica Kinder, Ramsay Health Care's WA State Manager Kevin Cass-Ryall & West Coast Institute of Training's Managing Director Sue Slavin.



In mid May, Ramsay Health Care WA presented three nursing students from the West Coast Institute of Training with scholarships to train at one of the premier health facilities in the state.

Jessica Kinder, Kiri Fonotia and Amanda Brown received \$2,000 cash and will complete 2 stages of practical work placement at the Ramsay Health Care owned Joondalup Health Campus.

25 year old Padbury resident Jessica has wanted to be a nurse since she was a little girl and says the scholarship will allow her to devote more time to her studies and family. "At the moment I work an average of 50 hours a week to support myself and pay for fees and books," she said. "This scholarship will go a long way to easing those pressures."

Joondalup Health Campus is currently undergoing major redevelopment, a new state-of-the-art Emergency Department was opened in March and the facility will double in size by 2013. This expansion ensures that these scholarship recipients, and other Academy students, will receive cutting edge training, equipping them for the workforce.

"I really wanted to complete a work placement at Joondalup Health Campus as I feel it is a part of my local community and I would really love to give back to that community," said Jessica. "Plus the new and exciting extensions to the hospital mean I am getting the most progressive on-the-job training available."

Ramsay Health Care's WA State Manager Kevin Cass-Ryall said the three scholarships were part of Ramsay Health Care's commitment to training future health care workers.

"The on-the-job training will see the three scholarship recipients exposed to the numerous clinical disciplines on offer at Joondalup Health Campus where they will be supported by a great team," he said.

Ramsay Health Care has been working in partnership with the West Coast Institute of Training since 2009. This scholarship is the latest in a series of joint initiatives designed to ensure that the workforce needs of Ramsay Health Care are met and that graduates of West Coast's nursing programs receive quality, industry-led training. The scholarships will be available in the future for training at other Ramsay Health Care WA sites including Hollywood Private Hospital, Glengarry Private Hospital and Attadale Private Hospital.

Jessica, Kiri and Amanda will commence their placements at Joondalup Health Campus later this month.



John Flynn Private Hospital has recently expanded its community bus service to cover the southern Gold Coast/Tweed region. The expansion of the bus service was made possible following the generous support of the local Palm Beach-Currumbin RSL which loaned their bus on a 3 month trial.

Hospital CEO Greg Jenke said the expanded service would enable many elderly patients and visitors the advantage of parking at Club Banora Services Club at Banora Point and Twin Towns Service Club at Tweed Heads in NSW and travelling to John Flynn for their appointments and admission.

The Hospital has recently opened a new carpark and is completing the upgrade of an existing carpark to deal with the carparking demands onsite. When complete the Hospital will have over 1000 carparking spaces onsite for doctors, staff, patients and visitors – more than any other hospital on the Gold Coast.

RAMSAY INDONESIA

Below: Winner of the Ella Lowe Innovation Award 2011 at Premier Bintaro Hospital with Jusup Halimi, President Director of Ramsay Health Care Indonesia.



PREMIER BINTARO HOSPITAL CELEBRATED INTERNATIONAL NURSES DAY

Premier Bintaro Hospital celebrated International Nurses Day on the 12th May 2011, with the announcement of the winner of the **Ella Lowe Innovation Awards**. Eleven ward/units entered the competition and all entries were of a very high standard. The winner was Cendrawasih Ward which developed a systematic process for patient follow up post discharge. This project had a strong focus on customer service.

INDONESIA BRAND CHAMPION 2011 AWARD

Premier Surabaya Hospital received the Indonesia Brand Champion Award 2011 held by MarkPlus Inc., one the most reputable Independent Research Institution in Indonesia. The Award Ceremony was held at the Ballroom of Shangri-La Hotel Surabaya in May. Premier Surabaya Hospital attained the Award for **The Most Recommended Hospital in Surabaya**. This is the second Award received from MarkPlus Inc., after the first one in 2010 Premier Surabaya Hospital was successfully voted as **The Best of Surabaya Service Excellence for Hospital Category**.



Premier Surabaya Hospital received the Indonesia Brand Champion 2011 Award from MarkPlus Inc.



Above L: Leading cardiologist at Premier Jatinegara Hospital, Professor Dr Harmani Kalim, gets hands on in the Hand Hygiene Campaign. **Above R:** Dr Juniwati Gunawan, Director of Premier Bintaro Hospital, opened the Hand Hygiene Campaign.

RHCI HOSPITALS PARTICIPATE IN THE W.H.O. "SAVE LIVES: CLEAN YOUR HANDS"

Infection Control Nurses and their infection control teams across the three Indonesian hospitals used the WHO Hand Hygiene 1st moment tools to audit staff on hand hygiene in May. Staff, patient and visitors were also involved in the education programs provided on the day.

CHANGING DOCTOR PRACTICE!

Premier Jatinegara Hospital in Jakarta has changed doctor practice recently with all doctors now wearing short white coats. The aim of this new rule is to comply with "Bare below the Elbows" practice and to reinforce Hand Hygiene Compliance.

Premier Jatinegara Hospital is committed to achieving the highest clinical standards possible and to this end will have a mock Joint Commission International Accreditation Audit between the 23rd and 27th May 2011. Premier Bintaro Hospital achieved JCI accreditation earlier this year.



Some of the Medical Committee members at Premier Jatinegara Hospital. **Clockwise from back left:** Dr Christopher Budihardjo; Dr Jahja Zacharia; Dr Wiewik Setiawati & Dr Sukono Djojatmodjo.

HOSPITAL NEWS



NEW SLEEP CENTRE OPENS AT MITCHAM

Mitcham Private Hospital has opened a redeveloped and enhanced sleep disorder service, offering an even greater breadth of valuable medical services to patients in Melbourne.

Located onsite at Mitcham Private Hospital in a dedicated standalone unit, the centre has been operational since 1998, providing evaluation and treatment of all sleep-related medical disorders.

Following an extensive redevelopment in May 2011, the Mitcham Sleep Centre now features a new, state of the art Compumedics sleep laboratory with digital recording and scoring equipment to enable full diagnostic and CPAP-titration studies. A major refurbishment has also been undertaken to offer the best possible sleep conditions for an optimum sleep study. All three private overnight sleep rooms have been furnished with hotel quality king single beds, modern soft furnishings, flat screen TVs and integrated décor, with access to a comfortable sitting area and mini kitchen. In addition, the service has been expanded to offer greater flexibility for patients and referring doctors and specialists. The Centre will increase the hours of operation to up to 7 days a week, to prevent excessive waiting times, and to accommodate a growing team of experienced sleep and respiratory specialists.



L-R: Patrick Hegarty of Pyramed & Cardiologist Dr Guy Wright-Smith.

RAMSAY CARDIOLOGIST IN AUSTRALIAN FIRST

John Flynn and Pindara Private Cardiologist Dr Guy Wright-Smith was the first interventional cardiologist in Australia to use the new Guideliner catheter now approved by the TGA.

The Guideliner catheter is distributed by Pyramed Pty Ltd and increases guide catheter back-up support, allows delivery of devices into distal vessels and enables selective contrast delivery. It is designed to decrease the risk of bypass surgery by improving the angioplasty technique and allow interventionists to access areas that they have not been able to access in the past.



Surgeons at Lake Macquarie test out the latest Stryker i-suite technology.

LAKE MACQUARIE INTRODUCES LATEST THEATRE TECHNOLOGY

Lake Macquarie Private Hospital has introduced the first multi-specialty, fully integrated operating suite to Newcastle and the Hunter Region. The new operating theatre incorporates pioneering *Stryker i-Suite*™ technology, offering patients the latest in minimally invasive and advanced surgical technologies.

With the installation of the new *i-Suite* technology at Lake Macquarie Private Hospital, patients now have access to the very latest medical technology and surgical services available in Australia.

Stryker Communications, Smith & Nephew, and Olympus have partnered with Lake Macquarie Private Hospital to incorporate this high definition technology into the operating theatre environment.

Chief Executive Officer, John Pitsonis, said "The advanced medical technologies and enhanced operative services incorporated in our new *i-Suite* provides Lake Macquarie Private Hospital with one of the premier operating theatres in New South Wales."

"Lake Macquarie Private Hospital is committed to continuing to provide the highest level of patient care through the introduction of state of the art, clinically proven, international technologies."

"Our new *i-Suite* enables surgeons to perform both routine and specialised operations with enhanced technological capability, improved efficiency and patient safety."



NOWRA PRIVATE CELEBRATES WORLD HAND HYGIENE DAY

Nowra Private Hospital participated in the global celebration of this day, with creative displays of life size handmade biscuit hands iced in different themes. The Hospital's very own Jodie Parson's from housekeeping was the artistic biscuit maker.

Staff participated by entering the Hand Hygiene questionnaire which was distributed one week prior to the day. All entrants who answered all questions correctly went in a draw for wine and chocolates which was drawn on the day.

The day was enjoyed by all, and it drew attention to the importance of good hand hygiene in health care facilities.



The Avenue Catheter Laboratory team who participated in the live coronary stenting with Dr Sal Rametta. L-R: Nicky Bryant, Angeline Baron, Mary Somers-Robinson & Liz Haydon.

HEART WEEK AT THE AVENUE

Dr Sal Rametta and The Avenue Cath Lab team performed a live coronary stenting case for 12 General Practitioners as part of Heart Week 2011.

Having travelled from various parts of rural and metropolitan Victoria, GPs were invited to observe the work of Interventional Cardiologist Dr Rametta, Director of Cardiology at The Avenue.



STRATHFIELD TURNS 22

Strathfield Private Hospital celebrated its 22nd birthday on 9th May 2011. Many of the staff who started when the Hospital opened are still working there today including - Norma Sinclair (NUM), Anne Edgington (Quality Manager) and Sandra Miller (catering services).

ABOVE: Original Strathfield staff members Norma Sinclair (front centre) & Anne Edgington (back centre) pictured here with the Strathfield Executive team.

MIDDLE L-R: Dr Frank Stening, General Surgeon & MAC Chairman, Ramsay Chairman Paul Ramsay, Southern Highlands Private CEO Jenny Harper & Ramsay CEO Chris Rex at Paul Ramsay's Bowral house for the 15th birthday celebrations for Southern Highlands Private Hospital.

RIGHT: Registered Nurse Mary Orth & Urologist Dr Neil Gordon celebrated the Cairns Day Surgery's 14th birthday in May. Both Mary & Dr Gordon are the two original members of the Cairns Day Surgery team.



SOUTHERN HIGHLANDS TURNS 15

Southern Highlands Private Hospital celebrated its 15th birthday in April with 19 staff recognised for serving the entire 15 years since the hospital opened in April 1996.

The Hospital was 5 years old when Ramsay Health Care acquired Alpha Healthcare in June 2001. Since that time Ramsay Health Care has invested in Southern Highlands Private Hospital such that the Hospital has been able to attract more specialists to Bowral and grow its services from just a small number of services 10 years ago to a wide range of surgical services plus palliative care, cancer care and gastroenterology.

Over 170 staff, doctors and Ramsay Executive attended a cocktail party in April to celebrate the anniversary, held at the home of Chairman Paul Ramsay who resides in Bowral.

CAIRNS DAY SURGERY CELEBRATES 14TH BIRTHDAY

The Cairns Day Surgery celebrated its 14th year of service recently with an afternoon tea party for staff. The facility employs 60 staff members and performs over 7100 procedures a year which makes it one of the busiest private standalone day surgeries in Australia.

The Cairns Day Surgery was purchased by Ramsay Health Care in November 2007 and CEO Mark Page said it has gone from strength to strength in the three and a half years it has been part of Ramsay Health Care.

"This year is shaping up to be a year of celebrations for Ramsay Cairns," Mark said.

On Friday, September 16 this year, Cairns Private Hospital will celebrate its 60th anniversary and The Cairns Clinic will turn one on August 31.

"The success of the Cairns Day Surgery is a credit to all the valuable staff who work hard to deliver quality care in such a professional way."



POST FLOOD RECOVERY – NEW FARM CLINIC

After six months of repairs and restoration following the floods that besieged it in January, New Farm Clinic has reopened much-needed facilities.

The main flood damage occurred in the basement area of the Clinic which accommodates the staff car park, maintenance department, hotel services area, chemical and non-chemical storage areas, two group therapy rooms, staff change rooms, lockers and showers. These facilities are all back to being fully operational and an opening ceremony was held to celebrate in May 2011.

New Farm Clinic CEO Ken Craig gave special acknowledgement to Mick Morris, Maintenance Manager who coordinated the refurbishment.

"The commitment and determination of the Clinic team over the last six months has been a great example of the 'Ramsay Way' philosophy in action. The team displayed stirring strength of mind, excellent professional values and work ethic," Ken said.





MEDICAL STUDENTS AT NORTH SHORE PRIVATE HOSPITAL

A formal training program for medical students from the University of Sydney has now been established at North Shore Private Hospital following a successful grant received from the Department of Health and Ageing.

As a teaching hospital of the University of Sydney, North Shore Private Hospital can now offer clinical placements for medical students to observe and participate in the delivery of high quality medical and nursing care. In January 2011, North Shore welcomed 1st, 2nd, 3rd and 4th year students from the University of Sydney (northern campus).

Hospital CEO Greg Brown said the teaching approach to be used at North Shore Private will be a multidisciplinary one. "Medical students will spend time on the wards speaking to patients and doing basic examinations. They will visit theatres, preadmissions clinic, endoscopy, Northern Cancer Institute and various other areas," he said.

"In Australia and the United Kingdom there is very little experience of medical students rotating through clinical placements within the private sector. This is an exciting new initiative for North Shore Private.

"So far the experiences have been very positive. Students have found the hospital very welcoming, friendly and an excellent learning environment. The staff have also found the students, polite, friendly, punctual and eager to learn."



The successful Graduates L-R: Rachel York, Rebecca Gilbert, Sam Sgaroto & Maria Seymour
Photo courtesy Occasion Studio Wangaratta.

WANGARATTA PRIVATE HOSPITAL NURSING STAFF GRADUATE

Wangaratta Private Hospital has continued to encourage and support nursing staff to further their education by recently seeing four enrolled nurses successfully complete the Diploma of Nursing (Enrolled /Division 2 Nursing) at the local GoTAFE facility.

The Diploma subjects included aboriginal health, acute and chronic care, mental health, research, first aide, anatomy & physiology, preceptorship, IV administration, Australian health Care System and ethics.

Graduate nurse Maria Seymour reported that the course has given each of the nurses "an increased understanding of the scope of practice required and holistic approach to patient care and outcomes". It is a move away from the task orientated nursing of which they were taught when they commenced nursing.

Leonie Wilson, Manager of Acute Care is delighted that the staff have completed their studies, with the increased education providing each nurse with a greater understanding of recognition of health care needs of the patients of Wangaratta Private Hospital.

A further four enrolled nurses have commenced the Diploma of Nursing course this year, which will ensure that an upskilled workforce for Wangaratta Private Hospital.



ABOVE: Plastic surgeon Mr Adrian Brooks with Mr Agostinho Marques before the operation.

RIGHT: Mr Agostinho Marques after the successful surgery, with his interpreter Eleriko who travelled over from East Timor with him.

HOLLYWOOD PRIVATE HOSPITAL FUNDS MUCH- NEEDED OPERATION FOR EAST TIMORESE RESIDENT

Hollywood Private Hospital recently funded the medical treatment and operation of East Timorese resident Agostinho Marques to remove a large, aggressive tumour on his forearm.

The operation performed in May directed by Hollywood orthopaedic surgeon Mr Richard Carey-Smith and plastic surgeon Mr Adrian Brooks took 7 hours and despite the complexity of the bone and soft tissue tumours, the operation went well.

Mr Carey-Smith said, "We found the major nerves and vessels and then moved the tendons off both sides of the arm. Next step was the removal of the tumour and bone from the arm and reconstruction of the arm by fusing the hand to the remaining bone. We then had to correct the lengths of the tendons as they had been stretched by the tumour."

Mr Brooks said one of the aims of the surgery was to maintain Agostinho's hand function.

"All of the nerves are working, we have stabilised the wrist joint and preserved the appearance of his dominant forearm," said Mr Brooks.

Agostinho is doing well and spent a few days recovering in Hollywood before commencing six weeks of hand therapy.

"With the limited medical resources in East Timor, Hollywood Private Hospital was happy to assist Agostinho who otherwise would have been facing an amputation of his forearm," said Dr Margaret Sturdy, Director of Medical Services at Hollywood Private Hospital.



MAIN: Some of the children at the Doi Saket orphanage. RIGHT: Dr Bruce Watts helps out at the Thai orphanage.

BARINGA HELPS ORPHANAGE IN THAILAND

Baringa Private Hospital, through its doctors and nurses, has been assisting an orphanage in northern Thailand for several years. The group who contribute each fortnight from their pay have assisted to finance a new orphanage at Doi Saket specifically for young girls who are at risk on the streets of Chiang Mai.

Baringa doctor Bruce Watts said they had some future plans which include trying to train the orphan children with skills for work after they leave school, and trying to develop some functioning businesses in the villages to get everyone working and supporting themselves.

"We hope to expand our supporter base over coming months. All those who have been to visit have felt privileged to see the kindness and faithful work of the families and pastors who care for these children under circumstances that can be quite basic at times. The team in Doi aket love to have "Aussies" visit them there.

ALBURY WODONGA COMMITS \$30,000 TO CHARITY

Albury Wodonga & Murray Valley Private Hospital has resurrected its community council and has distributed nearly \$20,000 to charity organisations across the twin cities. Altogether the Hospitals will earmark \$30,000 for charity this year.

The beneficiaries of the first lot of funding included "Betty's Place", a women's refuge, (\$5000), Granya House (\$5000), Hume Public School (\$3000), Meg's Children (\$2000) Carevan (\$2000), Cooinda (\$2000) and Accorn Support Group (\$750).

The funding was distributed during Private Hospitals Week 2011. The community council was reformed by Roger Snell who started it when he was previously CEO of Albury Wodonga Private Hospital.

"This is a consumer representative board and they are a sounding board in the community for us, an earpiece which our executive team can bounce ideas with," Roger said.

"I believe that this amount is something that the Hospital can afford to donate back to the community."



Albury Wodonga Private Hospital's CEO Roger Snell (right) & DCS Robin Haberecht (left) present the Hospital's donation to "Betty's Place" a women's refuge in Albury.



Centre L-R Joondalup records clerk Lucinda Cavanagh & her 11 year old son, Lucas, enjoy the atmosphere at the WACA.

A SPECIAL REASON FOR LUCAS' RUN

Over 260 Ramsay Health Care WA staff members participated in the 14km or 4.5km HBF Run for a Reason in May.

There were many reasons staff members decided to run in the popular event this year, but for one staff member a very special reason was behind her family's journey of the 4.5km event.

Joondalup Health Campus health records clerk Lucinda Cavanagh has an 11-year-old son Lucas, who has autism. Like many children living with autism, Lucas struggles with loud noises, crowds and has physical deficits which make events like this very daunting.

Lucas read about the HBF Run for a Reason and asked his mum if they could take part in the event by entering in the 'special Ramsay team'.

Lucinda said she was more than happy to do the run with her son and managed to recruit the rest of the family to join in on the fun.

"Once we decided to participate we had to prepare Lucas as much as possible for the event because the day presented

massive changes to our normal routine, which is always challenging for people with autism," she said.

"I prepared Lucas by talking about the event for several weeks before and I went online and found photos of the previous year's event so I could show him. I explained to him that although the track would be busy at first, we would have more space as the race moved on.

"When we arrived at the event, he was overwhelmed by the crowds, so we found a quiet spot at the WACA to sit until the race started.

"I wanted the run to be a fun event with no pressure, so we let Lucas control the pace and said he could run, walk or stop whenever he wanted."

"At the end of the race, we went to the Ramsay Health Care marquee and enjoyed a nice hot breakfast," Lucinda said.

"This event was a huge milestone for us as a family and I am very proud of my son."

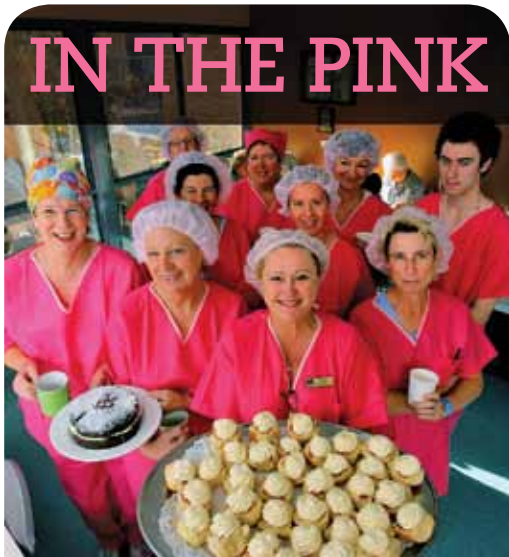
Ramsay Health Care WA was a major sponsor HBF Run for a Reason for the second year.

"THIS EVENT WAS A HUGE MILESTONE FOR US AS A FAMILY & I AM VERY PROUD OF MY SON."



"WILGA WARRIORS" DO IT AGAIN!

For the third year in a row, the staff of Mt Wilga Private Hospital in Hornsby participated in the Leukaemia Foundation's, "World's Greatest Shave 2011". The team of staff named "Wilga Warriors," donned wigs, coloured their hair, wore hair extensions and held a cake stall to raise funds for this worthy cause.



Albury Wodonga Private Hospital staff celebrated Australia's Biggest Morning Tea dressed in pink to raise money for cancer research recently.



NOWRA PATIENT HONOURS OUR ANZACS

Mr John Dickman, a patient at Nowra Private Hospital over the ANZAC weekend, proudly accepted the role of the wreath laying ceremony at Nowra Private.

An emotional Mr Dickman was involved in the navy enlisting at only 18 years of age, serving all over the Pacific area and performed convoy work on the Corvettes. He was involved in keeping the waters safe of mines from Rabaul down to the Bass Strait. His most memorable personal highlight of his work in the services was escorting fallen Australian Servicemen back to mainland New Guinea.



Nowra Veteran Mr John Dickman



RAMSAY CAIRNS STAFF MEMBERS APPRECIATE VOLUNTEERS

National Volunteers Week was celebrated from May 9-15 and Ramsay Cairns gave gift vouchers and thank you cards to each volunteer in appreciation of the tireless work they do throughout the year across the three facilities.

The volunteer program, which started in 2008 at the Cairns Private Hospital, now has 13 volunteers and Health Information Manager Carol Roughsedge who runs the volunteer program said that hospital staff members are always appreciative of the Ramsay Cairns volunteers.

"The volunteers help the nursing staff, ward clerks, physiotherapists and administration staff; everyone benefits from the wonderful work our volunteers do," Carol said.

"They are also very good with the patients who often just want someone to sit down and talk to them.

"They organise activities, arrange their flowers and help the nursing staff when they can. Their job is a very important one and we just want them to know how much we appreciate them, not just during Volunteer Week, but throughout the entire year."

CEO Mark Page said "Since we commenced the volunteer program, the 'volles' have added a whole new dimension to the great care and service our team provides. They are a fantastic group and we are truly lucky to have each and every one of them. Carol has been wonderful in taking on the management of our volunteer program and deserves significant credit for the success of the program.

HEAD OFFICE STAFF DONATE BLOOD

Eight staff from Head Office in St Leonards recently answered an urgent call for blood donations. They attended the Chatswood Red Cross blood bank in April and hope to make this a regular occurrence. **For more information about donating blood or to book in a group from your work place, visit: www.donateblood.com.au.**



Karina Kelly & Jonathon Molnar from Head Office donating blood.

FEDERAL GOVERNMENT NATIONAL PAID PARENTAL LEAVE SCHEME

From 1 July 2011, Ramsay Health Care will commence making these payments, on behalf of the Federal Government, directly to eligible employees via the payroll system. This is only for those employees who commence their participation in the National Paid Parental Leave scheme after 1 July.

Applications for this scheme are to be made directly to the Family Assistance Office via their website. You will be required to input your company ABN as part of your application.

Refer to your payslip for the correct ABN to quote.

For further information regarding eligibility criteria or to apply, visit the Family Assistance Office's website:

www.familyassist.gov.au

Are you applying for the Federal Government's National Paid Parental Leave Scheme?

Important information you need to know!

From 1 July 2011, employers are required to pay their eligible employees the Federal Government's National Paid Parental Leave payment. Whilst you will make your application directly to the Family Assistance Office for this payment, you are required to put your employer's ABN on your application.

Employees should use the ABN shown on their payslip.

Further information about the National Paid Parental Leave scheme and how to apply is available on the HR Intranet or email Group HR at: hrenquiries@ramsayhealth.com.au or visit the Family Assistance Office website: www.familyassist.gov.au

www.familyassist.gov.au

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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.

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HUMAN RESOURCES UPDATES



THE ABSOLUTE BEGINNERS GUIDE TO E-LEARNING

The Ramsay Training Institute has recently produced the Absolute Beginners Guide to eLearning. Drawing inspiration from the simple brilliance of IKEA furniture instructions, the guide combines images with minimal words to guide users through turning on the computer, using the mouse, logging onto the Ramsay network, accessing the Ramsay eLearning platform, logging into their eLearning account, and finally opening a module. Advice is given at every step of the way on who to contact if information such as your log in details are not known.

These guides, along with other steps such as the inclusion of voiceover for all mandatory training modules, are part of an overall strategy being undertaken to support staff who may need extra help in accessing the Ramsay eLearning platform. These strategies aim to empower staff to develop their confidence in using computers to access greater training opportunities through blended learning programs such as the Perioperative Fundamentals or the upcoming webinar-driven training series.

Each hospital educator has received some of these guides to trial at computer stations within the hospital. If educators require additional copies, these can be obtained through the Ramsay shop, or by contacting the RTI team: rti@ramsayhealth.com.au

The RTI is also keen to receive any feedback on these guides to ensure continual improvement of these training materials.



RAMSAY FLIES THE FLAG AT RCNA EXPOS

Ramsay Health Care has attended all of the RCNA Nurse Expo events in the Eastern states this year. There were large numbers of nurses, future graduates and high school students present. Across Australia over 500 expressions of interests were received and these are each being followed up by Workforce Planning/Gradplus roles in each state.

National Workforce Planning and Development Manager Liz Spaul said the organisation was truly grateful to all of the staff who came along and gave their time so generously.

NSW NURSES & MIDWIVES CONFERENCE



SAVE THE DATE: October 2011

The organising committee for the 2011 NSW Nurses and Midwives Conference have held their first meeting. We plan another informative and fun day for our wonderful nurses. There will soon be an online survey asking you to tell us what topics you would like to hear about. This will be closely followed by a call for abstracts. This year as part of the online survey we invite you to be creative and propose a theme for this year's conference. **The person with the winning theme will receive a \$100 gift voucher. Last year's theme was "Inspiring future directions". So get your thinking caps on NSW Nurses and help us to plan your conference.**

Organising committee members are Karina Kiely, Grant Frecklington, Leah Hammond, Richard Ryan, Sheila Collins, Tracey Weir and Carmel Kennedy.

RAMSAY APPEARS AT THE SENATE INQUIRY INTO AHPRA REGISTRATIONS

Further to its submission to the Senate Inquiry into the administration processes for AHPRA, Ramsay Health Care was invited by the Senate Finance & Public Administration Committee to appear at the Senate public hearing held in Canberra in May.

Pictured here are Liz Spaul (National Workforce Planning and Development Manager) and Gavin O'Meara (Manager People and Culture) who took to the stand to deliver an account of the Company's experiences with the AHPRA registration process.



HUNTERS HILL & STRATHFIELD PAINT THE TOWN ORANGE

Hunters Hill and Strathfield Private Hospitals have launched Wellness Programs in March and April respectively. With Olympic swimming star Matt Welch on hand at both launches, staff enjoyed a week of wellness and are now fully immersed in improving the health and wellbeing through a range of initiatives.

At Hunters Hill, Trish D'Angelo (Finance Manager and wellness coordinator) and her wellness ambassadors are making sure that everyone at Hunters Hill including CEO Marg Fagan is a walking, talking example of health and wellness!

At Strathfield, Chantelle Williams (Clinical Coder) has taken on the role of Wellness Coordinator and with the support and leadership of CEO Carmel Kennedy and the wellness ambassadors; Chantelle is available to provide information, advice and to take feedback on the Wellness Program now and into the future for the benefit of the staff at Strathfield Private Hospital.



HUMAN RESOURCES UPDATES



GRADPLUS UPDATE

Gradplus continues to run successfully and go from strength to strength across the country.

In NSW Gradplus 2011 is well underway with 86 RN grads, 8 Registered Midwifery grads, and to date 7 EN grads with an estimated 10-15 more ENs to be employed later this year once they complete their studies.

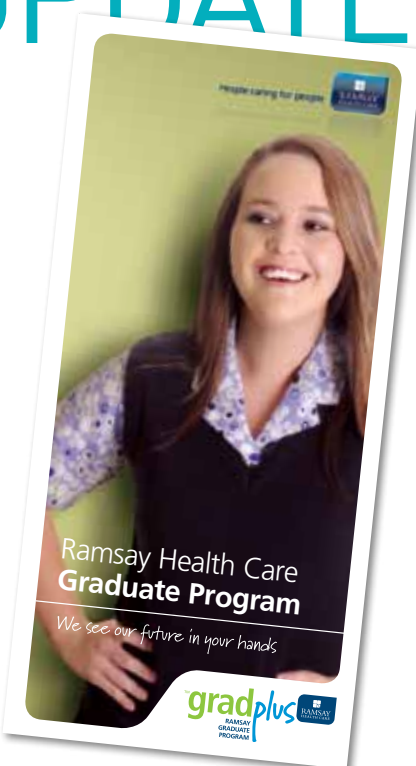
NSW Gradplus Coordinator Karina Kiely said all graduates were settling in nicely and becoming accustomed to "The Ramsay Way" as well as being embraced by their wonderful preceptors and made feel welcome to their new surroundings.

"With almost 30 study days planned in NSW for 2011, the graduates are being offered every opportunity to develop their knowledge and skills and this year we are also including specialty study days such as maternity, peri-op, critical care, rehabilitation and mental health," Karina said.

National Workforce Planning and Development Manager Liz Spaul said Ramsay was currently planning a campaign to attract nurses and midwives to mental health and maternity areas.

"This new area of work will be aligned with our most vulnerable workforce groups in terms of demographics and forecasted supply shortages. We continue to strive for a sustainable workforce in every way we can and enjoy the journey of working closely with our hospital executives, managers and educators to operationalize these successful creative strategies," Liz said.

For further information visit www.gradplus.com.au.



MENTAL HEALTH WORKFORCE TASKFORCE CONVENED

The Ramsay Mental Health Workforce Taskforce (MHWT), with representation from across the Company, was established this year in response to workforce supply forecasts and emerging industry trends.

Through analysis, planning and collaboration with key stakeholders the MHWT will endeavour to provide our hospitals with nationally consistent and innovative strategies and solutions for enhancing and sustaining a skilled and competent mental health workforce well into the future.

Key areas of action to be followed up with the Workforce include:

- Branding and design of a dedicated GradPlus Mental Health Nursing Program for RNs and ENs across Australia
- Development of Mental Health "basics (fundamentals)" E-learning for novices/new staff (RTI)
- Sharing of core clinical competencies for RNs, ENs and AINs
- Development of project plan for creating video marketing material that will showcase our facilities and great teams (alongside a wider recruitment and retention strategy in line with the Ramsay Mental Health Strategic Plan)
- Exploration of clinical support and supervision for mental health nurses working for Ramsay Health Care
- Coordination of a National Mental Health Conference in partnership with the APHA

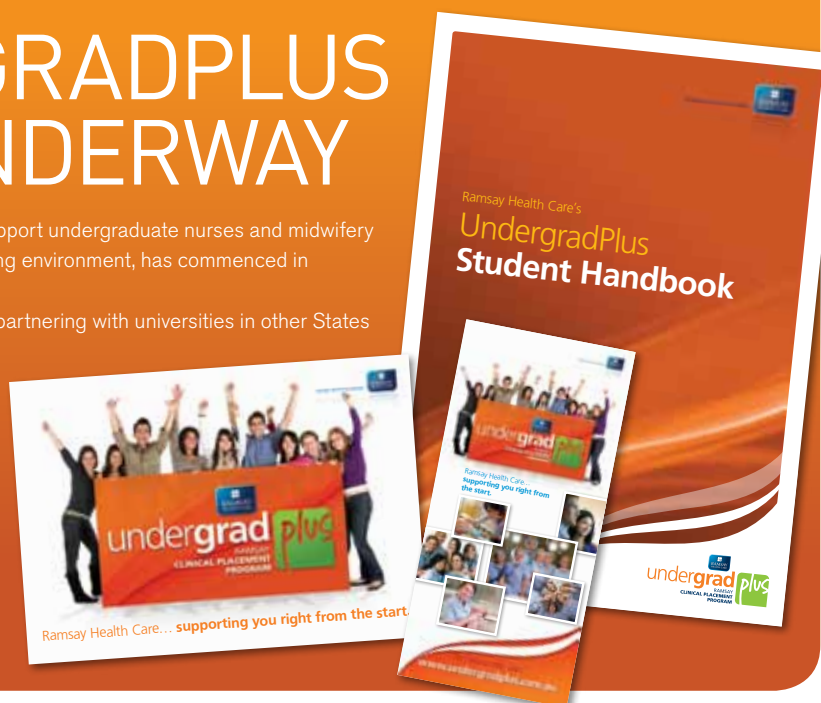


UNDERGRADPLUS GETS UNDERWAY

UndergradPlus, which aims to support undergraduate nurses and midwifery students in a supportive and partnering environment, has commenced in Queensland and Victoria.

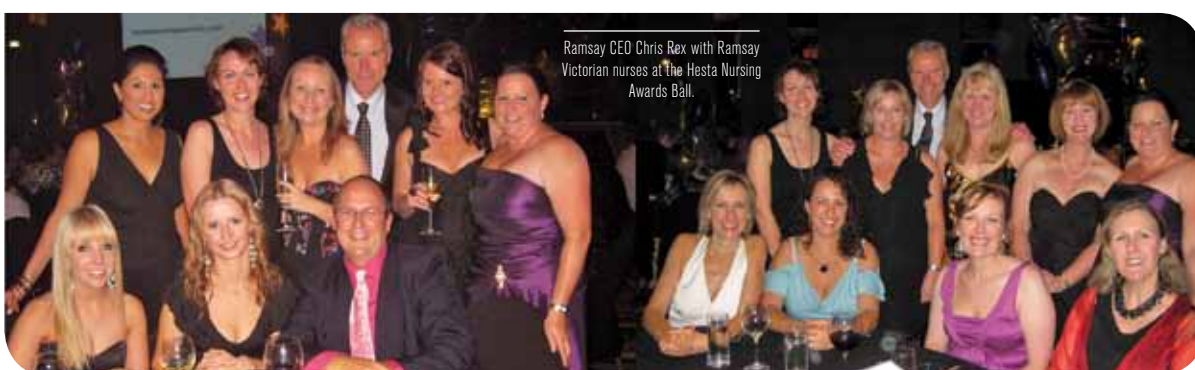
Ramsay Health Care is hopeful of partnering with universities in other States on this program in the near future.

National Workforce Planning and Development Manager Liz Spaul said new partnerships with QUT, the University of the Sunshine Coast, Monash and Holmesglen were proceeding extremely well and undergraduate students from these institutions were now enjoying clinical placements in Ramsay hospitals.



HESTA NURSING AWARDS

A great night was had by several of the wonderful Ramsay Victorian staff who went along to the HESTA nursing awards at Crown Casino in Melbourne. Everyone enjoyed dressing up and having a dance on an evening where some wonderful nursing achievements were awarded by HESTA. Chris Rex dropped by to say hello and catch up with our nurses, midwives, educators and preceptors.



Ramsay CEO Chris Rex with Ramsay Victorian nurses at the Hesta Nursing Awards Ball.

LIBRARY UPDATE

WWW.RAMSAYLIBRARY.COM.AU

Access the Library resources from home!

You will need a personal ATHENS login. To gain this, while at your hospital/facility, submit the form at <https://register.athensams.net/rah/>

You will be emailed your username and password and be able to access the Library site from any computer with Internet.

Two new journals are *The Journal of Bone & Joint Surgery (UK)* and *Journal of Nursing Care Quality*. You can find these listed at AtoZ (the journal catalogue).

If you would like to promote the Library there are new flyers for Best Practice and Nursing Reference Center at the Tutorials & User Guides tab.



Ramsay Health Care Nursing Scope of Practice Collaborative

NURSING SCOPE OF PRACTICE COLLABORATIVE UPDATE

Ramsay Health Care's Scope of Practice Collaborative consists of over 25 DCS, Clinical Managers and Educators from across Ramsay Australia. In the first industry hospital team of its kind, this dynamic and dedicated group work behind the scenes to support the clinical decision-making and scope of practice aspects of nursing and midwifery care.

The collaborative is chaired by National Workforce Planning and Development Manager Liz Spaul and the group communicate by teleconference and email regularly.

Liz noted that this is a very unique and important group for Ramsay Health Care.

"We are excited to announce that we are now only weeks away from releasing the first of our learning products and practice frameworks to support skill mix and scope of practice. We also have great confidence that these tools align appropriately with the clinical risk domains."

Items in development include:

- A standardised Ramsay branded national tool for teaching nurses, midwives and AINs/PCAs about scope of practice
- Frameworks for delegation and supervision
- Seven Steps for Scope – knowing what is safe and lawful for to do within your scope of practice
- Frameworks for expanding scope of practice
- Matrix for scope of practice and sharing tasks in a team care model

For more info, simply email the Collaborative via the RHC Global Email address book at nspc.rhc@ramsayhealth.com.au or contact Liz Spaul

LIBRARY RAMSAY HEALTH CARE

New Registrars' page: Here you will find an exciting list of new e-Books. Titles from AccessMedicine include:



IT'S GREAT TO BE 50+ AT RAMSAY



At Ramsay Health Care we value experience. More than a third of our national workforce is aged over 50 years of age. We know that our older employees have developed a broad range of work and life experiences and skills that they contribute to our workplaces every day.

The 50+ Program was initially developed, piloted and evaluated in West Australia and is soon to be extended nationally to all Ramsay Health Care employees aged over 50.

In recognition of the contribution and commitment made by employees, the 50+ program is specifically designed to meet the work and lifestyle needs of our employees over 50 years of age. It's all about addressing the changing needs and expectations of our employees so that we can provide a working environment and culture that supports everyone's career and life goals.

Ramsay has a genuine commitment to working with all employees to provide options and choice to enhance all aspects of life, including career, leisure, health and wellbeing and finances.

50+ is here to provide a helping hand, with products, services, information and advice for all the important elements that make up our lives. As a 50+ member of Ramsay Health Care, employees can access what they need to be happy and productive in their working lives for as long as they choose!

50+ will include products and services to meet work and lifestyle needs, including health and wellbeing, travel and leisure, money and investments and career and training opportunities.

ME Bank and HESTA have joined 50+ as Program partners. We are honoured to be partnering with Ramsay Health Care to provide you with super and financial education as you transition into your varying lifestyle stages. HESTA has been taking care of your superannuation savings for over 20 years. Our Education and advice service can provide you valuable insight about your super and help you make a difference to your lifestyle when you stop work. ME Bank are committed to providing members of industry super funds, including HESTA, simple, low cost and fair banking solutions with low interest rates and high returns built in for members.

As part of this partnership ME Bank is offering a \$5000 ME Bank account to one lucky 50+ member. Join in August and you can go in the draw to win this fantastic prize!

Look out for your 50+ information pack or go to the 50+ page on the RHC intranet: <http://vwidc95/sites/corporate/hr/50plus> or see your manager or site champion.



FUTURE LEADERS GRADUATE

The third group of Ramsay Future Leaders Program participants "graduated" at the end of 2010.

The Ramsay Future Leaders Program is specifically targeted towards high performing Ramsay Managers who have the potential to be promoted into Executive positions such as Hospital CEO or Director of Clinical Services. The intensive program includes participation in a 360 feedback exercise, personal coaching, establishment of a mentoring relationship with a senior Ramsay Executive, participation in group workshops focusing on both business and leadership skills, and the presentation of a business improvement project.

National HR Manager Carolyn Terry said places in the program were highly sought after and it consistently received extremely positive feedback from participants.

"In just the last 12 months, we have seen 10 promotions from amongst participants from the first three programs," Carolyn said.

Applications will open in October for the next Future Leaders program commencing in February 2012. Please contact Carolyn Terry, National HR Manager for further information: terryc@ramsayhealth.com.au or ph: 02 9916 2102.



Bottom Row: David Harper (Greenslopes), Pia Clark (North Shore), Mat Sullivan (Nambour)
Middle Row: Ken Craig (New Farm), Sally Cameron (Peninsula), Kim Pickering (North West), Connie Porter (Figtree), Claire Gaudi (Greenslopes)
Back Row: Matt Wall (Kareena), Steve Rawald (IT VIC), Paul McKenna (Southern Highlands), Nicole Hall (Mitcham)
Absent: Susan Harrison (ex-St George), Robin Copeland (Greenslopes)

HUMAN RESOURCES UPDATES



Ramsay Health Care
**Employee Benefits
Program**

*Providing benefits
for all Ramsay
employees*



RAMSAY EMPLOYEE CLUB

Attention Employees:
Do you know about the Ramsay Employee Club?

The Ramsay Employee Club is a fantastic optional program within our national Ramsay Employee Benefits package of programs. The Ramsay Employee Club is available to all staff (including casuals), and provides staff with a variety of discounts, privileges and benefits. There are currently over 4,500 suppliers providing benefits to Club members!

A few of the terrific benefits you can receive are:

- "25% off your bill" & very special "2 for 1" offers at a huge number of restaurants all over Australia
- You can get 'best seats' at a huge range of shows, concerts, exhibitions, festivals and sporting events. This allows you to access the very best seats available without having to stand in line at ticket stands and still get stuck down the back of the venue!
- Up to 40% discount at city & regional cinema's (Village, Greater Union, Birch Carroll Coyle, Events, Hoyts, Palace, Dendy, Reading, AMC, Majestic, Kino, Moonlight, IMAX, CMAX, Wallis & many other Regional cinemas too)

There is also a large range of Online Shopping and Retail offers with a wide selection of shopping portals providing members with access to just about anything they may need to purchase at super special prices! If you aren't into online shopping, you might like to purchase discounted retail vouchers for real shopping or for gifts.



**Ramsay has a website specially dedicated to
Ramsay Employee Club members.**

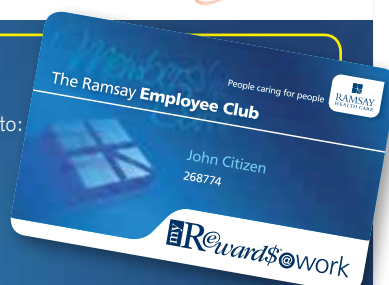
Prospective members can look at the incredible benefits by logging on to:

www.ramsay.atwork.com.au

Username: ramsaynew

Password: rewards

To join/find out more, simply talk to your local Employee Benefits Site Champion or contact the Ramsay Employee Club customer service consultants on **1300 857 787**. To find out who your Site Champion is, visit the Ramsay HR intranet site – go to the Employee Benefits page of the **Ramsay HR** Intranet.



Read some Testimonials from our sites that are actively using The Ramsay Employee Club:

"Shopaholic's look out...have Pegasus and the Ramsay Employee Club got a program for you. At last, a place we can go exploring for hours and not be bored. Thank you so much. I love wandering around the different sites and opportunities available and especially love Luxor to shop for sheets and towels.

As a Site Champion in a regional area the support we have received from the management of Pegasus has been commendable. The ability to be able to recommend the employee program and Pegasus to local businesses has been received with gusto. That's not to say we don't enjoy shopping on-line, but it also provides something locally."

Shayne - Port Macquarie Private

"I ordered from deLUXE Linen on a Saturday and the items arrived the following Thursday. I'm very happy with the massive savings and speedy service."

Krystal - Greenslopes Private Hospital

NATIONAL SAFETY TEAM UPDATE

ANNUAL SAFETY REPORT LAUNCHED



The National Safety Team has launched their first official Annual Safety Report covering the team's activities for the period 1 January 2010 – 31 December 2010. The report outlines the initiatives, audit activities, overall performance, strategic direction and development, key performance indicators and future direction of the team for 2011 and beyond.

The report has been printed in hard copy and copies are being forwarded to all facilities this month, a soft electronic copy will also be available on the safety and workers compensation intranet page. The report will be useful for accreditation surveys within facilities to demonstrate the activities of the corporate team supporting the facility.



HOLLYWOOD WINNERS IN RAMSAY'S SAFE WORK AUSTRALIA COMPETITION

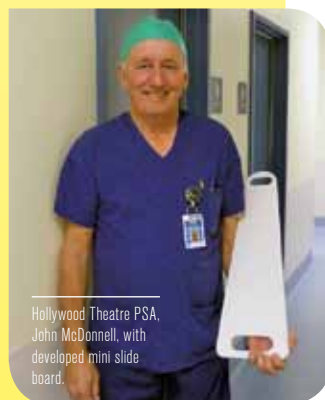
Hollywood's workplace health and safety department was awarded first place in Ramsay Health Care's Safe Work Australia competition in March. The competition, which had 38 entries, was all about demonstrating proactive initiatives covering the entirety of the control hierarchy including elimination, engineering, design and administration.

Hollywood's OHS team organised the manufacturing of a mini slide board for insertion of slide sheets under patients on a theatre table. John McDonnell, Theatre PSA, came up with the idea and developed the prototype.

Ramsay's national safety manager Channele McEnallay, presented the OHS team with their \$4,000 first place prize in March. The prize money will go towards aiding occupational health and safety at Hollywood.

She said the huge number of entries from all facilities received "was indicative of the every growing positive safety culture within Ramsay".

Details of all winners and runners up can be found @ Safe Work Australia Week - 2010.



Hollywood Theatre PSA, John McDonnell, with developed mini slide board.



L-R: RHC National Safety Manager Channele McEnallay presents the first place prize to Hollywood's DHS Team - Kate Reynolds, Debbie Baker & John Burke.



THREE ALBURY WODONGA STAFF CELEBRATE 30 YEAR MILESTONES

Three Ramsay Health Care staff have celebrated 30 year service milestones recently. Carol Cassidy from Murray Valley, Robyn Evans and Chris Robey from Albury Wodonga all started in 1981 at the Hospitals. When Chris was asked why she has stayed at the hospital all those years, Chris said: "I've stayed because I love it, why would you leave when you're working with people that you like. The hospital has also been very good to me".



DEBORAH CELEBRATES 20YRS

Deborah Byrne, Payroll Supervisor based at John Flynn who together with her team, processes pays for 4,000 people in Queensland each fortnight celebrated her 20th year anniversary with the Company recently.

Deborah Byrne presented with her 20 year service award by Queensland HR Manager Lynda Hepworth

FAREWELL CHREENA!

Chreena Thomas, Diversional Therapist recently retired after 27 years of service to Fullarton Private Hospital. Chreena has not only been an inspiration to patients and staff in the area of art diversional therapy but has assisted the clinical team in many ways in the delivery of care that allows patients to explore both feelings and thoughts through a very diverse range of art therapies. Chreena was respected by all clinicians at Fullarton.



JENNIFER PUBLISHED

Mt Wilga Psychologist Jennifer Dietrich recently had an article published in the Anaesthesia and Intensive Care Medicine Journal on psychology and chronic pain. The article explored some specific psychological responses to pain and outlined the historical developments that have led to current treatments. The recognition and treatment of maladaptive psychological responses to pain can lessen distress and the progression of chronic pain states.



Jennifer Dietrich, Psychologist at Mt Wilga.



Chreena Thomas pictured here with DCS June Mattner & staff.



SALLY CAMERON has been appointed to the role of Director of Clinical Services at Peninsula Private Hospital. Sally has held a number of positions at Peninsula Private most recently Theatre Manager and prior to this Quality and Risk Manager and Hospital Coordinator. In addition to her more recent roles, Sally held a variety of positions at St Vincent's including executive Project Officer and Staff Development Coordinator. Sally completed the Ramsay Future Leaders Program in 2010 and holds a Post Graduate Diploma in Business Management.



KIM CHANT has been appointed to the position of Australian Development Manager. In this position Kim will be responsible for all development projects in Australia. This new role has been created to ensure there is a continued focus on the development opportunities in Ramsay hospitals in Australia. The State Development Managers will now report directly to Kim with no other change to reporting processes for major developments. Kim has worked as a senior member of the Development Team for many years and has a wealth of experience in development projects.



MARK PAGE, Chief Executive Officer of Ramsay Cairns group of hospitals, since November 2007, has been appointed to the position of Chief Executive Officer, Greenslopes Private Hospital in Brisbane. Mark commenced with the company in May 2000 as the Coordinated Care Trial - Project Manager based at John Flynn Private Hospital. He held various commercial manager roles before being appointed CEO Frances Perry House in 2005 where he oversaw the finalisation of plans for the new Frances Perry House as part of Royal Women's Hospital and the relocation to Royal Women's Hospital. He has been CEO of Ramsay Cairns since 2007 and has continued to grow the business in Cairns with the development of Far North Queensland's first Interventional Cardiology service and the development of The Cairns Clinic. Mark commences as CEO Greenslopes on 20 June.



JOVEYL BAUTISTA has been appointed in the Ramsay Training Institute as their new Clinical Educator. Joveyl is a registered nurse who has worked in many fields including: respiratory medicine, coronary care, oncology and theatre. Most recently Joveyl worked at Greenslopes Private Hospital as the clinical cardiac educator. Joveyl has a broad range of experience in clinical education and as a lead teacher at TAFE running the Diploma for Endorsed Enrolled Nurses.



ANNABEL NOLAN has been appointed to the role of Finance Manager at Wangaratta Private Hospital. Annabel is a Certified Public Accountant and brings with her over 20 years experience in various accounting fields. Her previous experience includes tax and public practice, management accounting, trust and investment accounting, financial reporting and insolvency, aged care, law and private medical practices.



DEANNE ATKINSON has been appointed to the position of Director of Clinical Services, New Farm Clinic. Deanne is a registered mental health nurse and has worked in several key clinical management positions at New Farm Clinic and brings to the position a wealth of clinical and management experience.



SUZANNE NUTLEY has been appointed to the role of Finance Manager at Kareena Private Hospital. Suzanne was previously the Finance Manager at Port Macquarie Private Hospital for 3 years. She has worked in finance manager roles at several Ramsay hospitals over the years including Strathfield, Tamara, Mt Wilga, Shepparton, Wangaratta and Warners Bay. Suzanne started at Kareena in May.



DAKSHAI PATEL is the new Finance Manager for North Shore Private Hospital. Dakshai had worked with Ramsay for 6 years as Finance Manager of Westmead Private Hospital. For the last 2 years Dakshai has been working for the Little Company of Mary in a number of senior management positions.



JOANNE PARKER has been appointed Finance Manager of St George Private Hospital. Joanne is very well known to the Organisation as she has held the Finance Manager position at Kareena Private Hospital since 2002.



FUN & FITNESS



Following intensive rehabilitation at Ramsay UK's Dean Neuro Centre, Alistair Holyhead & Alex Callaghan complete a two mile walk after being told they would not walk again.

A CHALLENGE TO BEAT ALL CHALLENGES

Who would think that two young men on a two mile walk could raise over £3,600 in just one afternoon? Such was the courage and determination of two spine injured residents that, with the support from staff and friends at Ramsay UK's Dean Neuro Centre, they achieved not just this amazing feat but also realised their personal goals too.

Alistair Holyhead and Alex Callaghan were both residents at The Dean for several months. Alistair had testicular cancer and spinal metastases and was told it would be unlikely he would be able to walk up the aisle to marry his long term sweetheart this autumn. Alex lost all power and use of his legs following a life-changing motor cross accident earlier this year. Both were admitted for intensive rehabilitation at The Dean and have now been discharged from the unit, able to walk unaided and get on with their intended lives.

Whilst they were at the centre the men developed a natural friendship and devised a walking challenge to raise awareness of the specialist unit as well as funds for the Spinal Injuries Association charity who have supported and encouraged them during this time, too.

Without a walking frame or chair in sight, the pair stepped out from the centre of Gloucester on the September Saturday, cheered on by over 50 friends and family and walked nearly two miles back to a rapturous reception and party at The Dean. En route they rattled their cans and called in to thank the local businesses and restaurants who had sponsored them in various ways. Back at The Dean they then celebrated with a range of activities which Dean staff had organised to boost the fund raising. These included a pig roast, disco, raffle and tombola and a

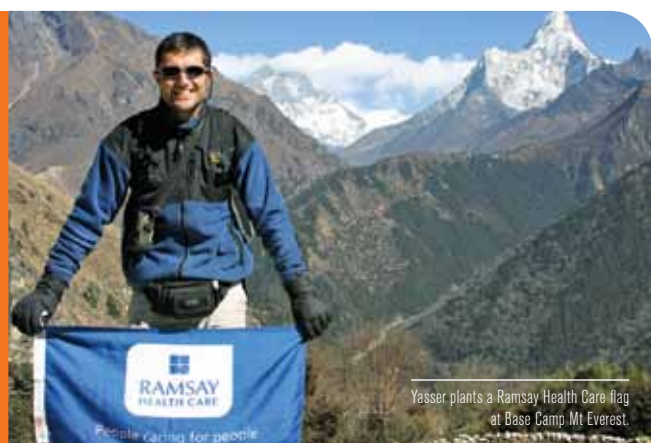
significant auction managed by Alex himself which alone raised around £500. Amazing prizes for this included a signed Rugby shirt and both an Aston Martin and Bentley driving experience!

"Everyone was so generous" said Gemma ..., The Dean's Receptionist who was pivotal in persuading so many contacts to support the challenge. "Apart from the auction prizes, we were given lots of meal vouchers by local restaurants, treatments from hair salons and sports prizes, to name a few. It was just wonderful to have so much interest and support."

And it was not just Gemma who enjoyed the event. One lady on respite care wrote to The Dean afterwards with the comment "... the afternoon was superb, made even more so by the fact that the staff seemed to be committed and happy to give up their free time in order that the afternoon was a success".

For Alex and Alistair the event was important to demonstrate to their family and friends the achievements of the therapies and care they received, and show their appreciation by raising awareness of the centre.

From The Dean's point of view the men remain the stars of the occasion. "A few months ago these men had difficulty even getting from their beds to a chair" says Julie Latchem "but sheer guts and determination are the qualities which have helped them to achieve their goals. We are all thrilled to bits that they could fulfil their goals and raise so much money at the same time. In addition, seeing Alistair able to stand at the altar and await his bride and dance his first dance as a married man last weekend was something truly special. I think everyone has something to be really proud of" she concludes.



Yasser plants a Ramsay Health Care flag at Base Camp, Mt Everest.

NORTH SHORE PSA REACHES BASE CAMP

North Shore ICU PSA Yasser Sadigh completed his long term dream to climb Mt Everest in January this year after months of training which included three days per week gym work; 7km runs four times a week and one 15km run once per week.

Carrying with him a Ramsay flag, Yasser climbed 4500 metres reaching Base Camp (half way, Everest summit is 8848 metres) in 11 days.

Yasser said it was the experience of a lifetime. "Even though I had altitude sickness, my passion for mountain climbing, allowed me to appreciate the beauty of the place."



Cairns Private staff get into the pedometer challenge spirit.

RAMSAY RACE PEDOMETER CHALLENGE

After a false start, the race is underway! With hospital pride on the line the competition is hotting up with one competitor logging an incredible 40,000 steps in a single day! Keep in mind the objective is to continually increase the number of steps you take each day/week and make sure that you keep reminding your teammates to ensure you are keeping up with the front runners.

Thanks to Liz Spaul who is playing amateur film maker with her mobile phone, highlighting some of the creative ways people can increase their step count while at work! Please send your stories and photos in so we can share them in the next issue along with showcasing the winning individual, team and hospital!

CITY2SURF SYDNEY TO BONDI

Sunday August 14, 2011
From 10.30 until 15.00

Entries for the 2011 Sydney City2Surf are now open and the Ramsay Health Care team has been set up for entrants to join. So set aside 14 August & join the Ramsay Health Care team walking, jogging or running from Sydney City to Bondi Beach. **Go to www.city2surf.com.au and click "Enter Now"**. If you want to be part of the Ramsay Health Care team, select "search for an existing team".

The after party will be held on the roof top of the Swiss Grand Hotel as per last year. Ramsay has selected the Bowel Cancer Foundation as our preferred charity this year so if you want to join us in fundraising for this charity, you can select this in the list when you register. We look forward to you being part of the Ramsay Health Care team in city2surf 2011.



L-R: North Shore staff Carol, Dena & Katrina with their NY Marathon medallions.

NORTH SHORE'S MARATHONERS

Three staff from North Shore Private ran in last year's New York City marathon. This is one of the largest marathon races in the world and last year over 45,000 runners crossed the finish line.

Doing Ramsay Health Care proud were Dena Hogben (ICU educator), Carol Himmelhoch (Childbirth and parenting Coordinator) and Katrina Crawshaw (Midwife).

The three staff all crossed the line in one piece with times that they can be very proud of- Dena: 3hrs 43 mins, Carol: 4hrs 35 mins and Katrina: 4hrs 47mins. Well done Dena, Carol and Katrina!



GREAT FRIENDS & GREAT COMPETITORS

Pindara Private workmates Chanel Hickman (right) and Melissa Howard (left) have a lot in common. They are good friends, they work together (at Pindara), they live together and they "play" together. They also happen to both be world standard, champion life-savers who are each other's toughest competition in their chosen sport.

And the two pushed each other, down to the line, at the Australian Surf Life Saving Championship titles held recently on the Gold Coast, when they competed against an international field, for the Australian Surf Lifesaving Beach Flags Championship title.

Tipped as favourites, their race was as close as their friendship, but in the end it was Mel who snatched the flag to take out her seventh consecutive title, milliseconds in front of Chanel.

When asked how they handle being so close, Mel admits it's a mental game when it comes to competition.

"We both love our sport but we are also great friends so when it comes to competition what happens on the field stays on the field," she said.