



The Ramsay Way

Our Commitment

THE CORPORATE NEWSLETTER OF RAMSAY HEALTH CARE



Above: "I am delighted to have met so many wonderful people through Ramsay Health Care over the decades." Paul Ramsay - founder of Ramsay Health Care



Above: "We are proud of our culture & our heritage & look forward to celebrating our 40 year milestone this year." Pat Grier - RHC Managing Director

40 years of commitment to better health care

This year Ramsay Health Care celebrates its 40th anniversary as a Company. Founded in Sydney in 1964 by Paul Ramsay, Ramsay Health Care began with only a small psychiatric and convalescent facility in Mossman before establishing Evesham Clinic (known originally as Northside) and Northside Clinic in 1967 and 1973 respectively.

The Company's first medical/surgical hospital, Baringa Private Hospital in Coffs Harbour, celebrated its 25th anniversary in December last year. Ramsay Health Care now has 25 facilities throughout Australia and has grown to become not only one of the largest but also one of the most respected operators of private hospitals in the country.

Chairman of Ramsay Health Care, Paul Ramsay said it was an honour to be part of the development of a great Australian Company over the last 40 years.

"This Company is made particularly special because of its people and I am delighted to have met so many wonderful people through Ramsay Health Care over the decades."

Managing Director Pat Grier said, "We are proud of our culture and our heritage and look forward to celebrating our 40 year milestone this year".

In other news, Communications Consultant, Tracey Prescott, has recently finalised her report into communications between Head Office and the hospitals. Communication processes in the Company have come under spotlight as a result of the Company's rapid growth phase. The recommendations of the report have been accepted by the Ramsay Health Care Executive and an action plan for each recommendation has now been requested.

"Once again, I assure you of my commitment to our program of improving communications and the importance of this exercise in maintaining the special culture which has become the hallmark of the Company," said Mr Grier.

40th

As part of the 40th Anniversary celebrations this year, we will be featuring some special stories about the rich history of the Company. The Editor is interested in receiving any information from staff who have special memories about their time with Ramsay Health Care please forward these to The Editor at email: marketing.rhc@ramsayhealth.com.au



Above: Craig McNally - RHC Business Development Manager

Aged Care Update

Ramsay Health Care has been granted 186 residential aged care places in the latest round of Commonwealth approvals for residential aged care places. This takes the number of approvals to 206 as Ramsay Health Care was allocated 20 places in the last round.

Ramsay's Business Development Manager, Craig McNally said the Company would now work towards developing greenfield sites. "These places are in key areas of growth, such as Brisbane and Coffs Harbour, and Ramsay Health Care will expedite development at these sites to ensure the new aged care places will be available for use by the community within two years," McNally said.

"Ramsay Health Care is committed to developing an aged care business by acquisition and through greenfield developments. The Company has been examining acquisition opportunities and is currently involved in discussions with a number of parties."

Ramsay brings Ageing Workforce into focus

With the Federal Government putting the spotlight on the ageing workforce recently, Ramsay Health Care has started to consider its own ageing workforce and strategies to deal with this issue.

A demographic study of the Company's workforce conducted last year, showed that the average age of nurses was 41 years and the largest percentage

Corporate Satisfaction Survey

A satisfaction survey on corporate office and its services, was distributed in March to hospital managers at all facilities. The results of the survey will assist Head Office to measure manager's perception of the level of services being provided by corporate office such as finance, marketing, human resources, national supply and risk management, and identify any areas for improvement.

CEOs go back to school

Hospital CEOs and senior corporate managers, including the Managing Director Pat Grier and Chief Operating Officer, Chris Rex, went back to school in February when they attended a two day workshop on managing performance conducted by the Australian Graduate School of Management.

The workshops focused on communication skills, conflict resolution, goal setting and providing effective feedback.

Group HR Manager Gavin O'Meara said this was the first time that CEOs had been involved in such intensive management training as a group and Ramsay Health Care would look at extending this sort of training to other management groups in the organization.

of the Company's nursing workforce was in the 41 to 50 year age bracket.

The team nursing model and the Company's commitment to vocational learning across the working life, are some of the innovative strategies that Ramsay Health Care will continue to pursue as the ageing workforce becomes more of a priority.

"One of the biggest challenges for organizations will be that people will work longer but may not have the skills required so vocational training will become critical in keeping people's skills up to date," says Group HR Manager Gavin O'Meara.

"The continuing professional development program for Ramsay managers recognizes that people will be staying in the workforce for longer. The challenge for HR departments will be ensuring objective, fair and transparent methodology is used when it comes to determining whether a person is still competent to do a job and putting in

He said the training complemented the frontline management program that was currently being offered to middle managers throughout the Company.

Communication Project Update

The Communications Development Steering Committee Report completed by our Communications Consultant has recently been presented to the Executive.

The principle objective of this Committee was to facilitate organisational performance through better communication by improving two way communication within Corporate Head Office, and between Corporate Head Office and Hospital Managers.

The Executive have accepted the recommendations almost in entirety and have congratulated both the Communications Consultant and the Steering Committee. Members of the Steering Committee included: Gavin O'Meara, Chair, Group Human Resources Manager, Paul Fitzmaurice, Group Corporate Services Manager, Mike Hirner, Group Financial Controller, and Lyn Lewis, Corporate Project Manager.

An action plan for each recommendation will now be developed. Any comments regarding the communication project can be made direct to the Managing Director or to Gavin O'Meara, Chair of the Communications Development Steering Group.

place strategies for dealing with it, when they are not."

He said workplace health and safety risks would have to be reassessed in light of an ageing workforce.

"Manual handling is already a significant risk in health care and it is expected that this will continue to be a major risk for an ageing workforce. Programs such as the 'no lift' programs already in place can ease the burden."

Ramsay Health Care already has some innovative policies with respect to concepts such as family leave and it is expected that looking after aged relations will become just as important as looking after children and Ramsay will need to be innovative in this regard.



Ramsay Health Care Leisure & Lifestyle Program: First Birthday

The Ramsay Health Care Leisure & Lifestyle Program has now been operating for one year and is our way to acknowledge the very significant contribution that staff make to our organisation.

The Leisure & Lifestyle Program designed by API Australia offers a range of discounts and services to assist staff balance the demands of work, family and budget.

We would appreciate any feedback you wish to provide on the program. This feedback can be forwarded to Group HR via email at: HRenquiry@ramsayhealth.com.au

Gavin O'Meara - Group HR Manager



New API Magazine Now Out!

In the latest Leisure and Lifestyle Program magazine, "Living", you will find heaps of great ways to "stretch your dollar further" and get the most out of life. Check pages 4 and 5 to find ways to save on everyday purchases such as supermarket shopping or your weekend handyman requirements when you visit Bunnings. Just pre-purchase your discount shopping vouchers for fantastic savings at a range of national retailers. Check your magazine for other ways to save on fragrances, weddings, beer, wine & spirits, holidays and even "2 for 1" coffees at the Coffee Club plus much, much more. Plus you could win \$50 if you purchase vouchers to the value of \$100 or more through the 1300 130 566 Member Service Centre number. Every 10th person to make a purchase wins. Much better odds than Oz Lotto or Scratchies!!!! See Page 14 of your magazine for all the details.

If you have not received your magazine and would like a copy, contact Donna on 1300 130 566. Remember though, the Ramsay Health Care Leisure & Lifestyle Program is provided to all permanent and part time staff who have completed a full 12 months service with Ramsay Health Care. Contact your local HR Co-ordinator to check your eligibility.

Frequently Asked Questions about API

WHY HAS RAMSAY HEALTH CARE PROVIDED THIS BENEFIT TO STAFF?

Because the Ramsay Group care about their staff and believe that a happy, healthy and balanced lifestyle brings greater job satisfaction and a contented workforce.

AM I ELIGIBLE FOR THE RAMSAY HEALTH CARE LEISURE & LIFESTYLE PROGRAM?

All permanent and part-time staff who are employed by Ramsay Health Care and have completed a full 12 months of service automatically become eligible to benefit from the great services and lifestyle benefits of the Ramsay Health Care Leisure & Lifestyle Program. You will receive a membership card, National Directory of Services and regular magazines to keep you up-to-date with new providers and events.

I HAVE HEARD OF STAFF SAVING OVER \$1,000 PER YEAR. HOW CAN I START SAVING MONEY THROUGH THE RAMSAY HEALTH CARE LEISURE & LIFESTYLE PROGRAM?

There are many ways you can start saving straight away. As soon as you receive your membership card, you will see on the back a range of ways you can start saving. For example, to get some instant saving, simply flash your card at Domino's Pizza and Civic Video or by pre-purchasing your supermarket shopping vouchers from API by calling 1300 130 566 (8.30am- 4.30pm EST), a family can start saving \$10 per week on groceries. Multiply that by 52 weeks and you can see that you are well on the way to saving over \$1,000 per year. There are so many ways to save everyday. For many more ideas, see your National Directory of Services, visit: www.ApiAustralia.com.au and look out for your Program magazine in your mail box.

DOES THE PROGRAM COVER MY FAMILY?

Yes, the Program allows access to all the services and lifestyle benefits for your partner and all dependent children up to the age of 18. You can even order a card for your partner (but not your children) by calling 1300 130 566 (8.30am – 4.30pm EST).

BUT IS THERE A "CATCH"?

No. The program is there for you to use as you wish and as much as you like. Some employees may utilize only a small proportion of the range of benefits, whilst others could save over \$1,000 each year if they check their National Directory of Services before spending their hard-earned money on purchases, entertainment, accommodation, dining, or services. Ramsay provides the program simply as a reward to staff with more than 12 months service – no catch.

IS THE LIST OF BENEFITS GROWING?

Absolutely! New services and lifestyle benefits are constantly being added for Ramsay staff. Your National Directory of Services is jam-packed with 320 pages of benefits, and API is always on the lookout for more. You can help! If there is something that you cannot find in the Directory let API know and they will do their best to arrange a discount or benefit for you and all your colleagues. Email your ideas and suggestions to api@ApiAustralia.com.au

HOW DO I FIND OUR MORE ABOUT THE PROGRAM?

You can call the Member Service Centre on 1300 130 566 between 8.30am – 4.30pm Eastern Standard Time or log on to: www.ApiAustralia.com.au at any time. On line ordering of tickets and vouchers is available if you are unable to call the Member Service Centre. Alternatively you can email a consultant at api@apiaustralia.com.au with your particular enquiry.

Roger returns to Ramsay



Roger Snell has returned to Ramsay Health Care in the role of CEO at Lake Macquarie Private Hospital. Roger started in 1983 with Ramsay Health Care, as the Chief Executive Officer of Albury Wodonga Private Hospital - the second Hospital CEO position created in the Company.

Following this, he spent many years at the forefront of Ramsay's interests in the US as the CEO of Riverwest

Medical Centre, Louisiana, returning in 1993 to assist with the privatization of Hollywood Private Hospital in Perth. He went on to become this hospital's first General Manager in 1994.

After 15 years with Ramsay Health Care, he left in 1998 to manage the Sisters of St John of God Hospital in Ballarat, Victoria, a 200 bed medical/surgical hospital.

Ramsay Health Care is delighted to have Roger back to lead our newly developed hospital in Lake Macquarie.



New Director of Clinical Services at Albury

Zane Healy has been appointed to the position of Director of Clinical Services at Albury Wodonga Private Hospital. Zane's management and leadership skills combined with her previous experience in this role will strengthen and enhance the clinical team at Albury.

This role has been expanded to incorporate Hotel Services and Medical Records as part of the Clinical Service Team.

HOSPITAL NEWS

10 year celebrations at Hollywood

Hollywood Private Hospital recently celebrated its 10 year anniversary of ownership by Ramsay Health Care. Speaking at the anniversary ball, Paul Ramsay said that over the last decade Hollywood had gone from strength to strength.

"Under the guidance of Ramsay Health Care, Hollywood has gone much, much further than even our original pledges to the veteran community. Hollywood is now a world-class hospital," said Mr Ramsay.

At the ball, Mr Ramsay presented an award to the staff of Hollywood Hospital for their dedication and hard work.



Above: From left to right: Hollywood's Medical Administrator, Dr Margaret Sturdy; Department of Veterans' Affairs Deputy Commissioner, Russell McLaughlan; Returned & Services League (RSL) State President, Bill Gaynor; Hollywood's Executive Director, Kevin Cass-Ryall; & RSL Ex-President Jim Hall celebrate the 10th year since Hollywood became a private hospital & part of Ramsay Health Care.

Hunters Hill rewards long service

To recognise the commitment and dedication of long serving staff, Hunters Hill Private Hospital has implemented a "Length of Service" Award program.

In February a staff lunch was held under a marquee in the grounds of the hospital at which the awards were presented by Pat Grier, Managing Director of Ramsay Health Care, and Margaret Fagan, Director of Clinical Services.

Staff employed at the hospital for 5 or more years were presented with an award certificate and gift. Approximately 50% of staff received "Length of Service Awards" with one special employee receiving a 20 plus years certificate.

Richard Carlton has heart surgery at North Shore

Richard Carlton of 60 Minutes, Channel 9, recently had open-heart surgery at Ramsay Health Care's North Shore Private Hospital which was shown on the show on Sunday, 22 February.

North Shore Private Hospital CEO Mark Parrish said the 60 Minutes production team approached the hospital with a request to shoot a "point of view" shot where the camera films the shot from the patient's perspective.

The footage required involved having a cameraman lie on a bed as it is wheeled along the corridor and through the doors into the operating theatre where the lights are on.

Tamara Private nurse selected for nursing service award.

Sue Knight was nominated by Management & Staff of Tamara Private Hospital for the prestigious Nursing Service Award for Zone 3 promoting 'Excellence in Nursing Management'. The title of this submission was one that is appropriate and descriptive of the role many nursing personnel acquire and require when working in rural health, 'How Many Hats Does One Have!' Sue Knight was one of four who were presented with the NSW Distinguished Nurse Award at an official function held recently in Tamworth.



Above: Award recipient Sue Knight