

The Ramsay Way

THE CORPORATE NEWSLETTER OF RAMSAY HEALTH CARE

Our commitment

MESSAGE FROM THE CHAIRMAN

Paul's Christmas Message



Once again another year has finished and it's been a very successful one for our company. We now have 36 hospitals, over 4000 beds and 10 000 staff – a long way from where we started in 1964 with just a 16 bed psychiatric facility in Sydney. This year we celebrated 40 years of health care and of course I'm very proud that the company has grown to be as large as it is.

Even though we have become a large company, we have tried to keep the culture that we started out with 40 years ago. Our culture has always been to provide a good environment for our patients, staff and doctors and I believe we have been successful in doing this and will continue to be.

The company expanded again this year with the purchase of Benchmark Healthcare and I'm happy to say that it has been a very good cultural fit. The Directors of the Ramsay Health Care Board have recently visited the former Benchmark hospitals in both South Australia and Victoria and there are some truly wonderful staff, doctors and achievements at these hospitals.

We also acquired Australia's largest provider of home care – Silver Circle – this year and this fits well with our aged care strategy. We are already investigating ways of maximising the opportunities to expand this

business throughout Australia. We are also continuing our expansion into aged care with an acquisition soon to be announced and developments planned in other States. We see aged care as complementary to our hospitals and feel it may create opportunities for career enhancement for staff.

We have recently reached agreement to purchase Rockingham Family Hospital in Western Australia. I welcome the staff and doctors of this hospital to our Group.

We are also continuing to expand and enhance our existing hospital facilities and we are rebuilding Mt Wilga Hospital which when completed in March will be the best rehabilitation hospital in Sydney.

I am confident that the next 40 years of Ramsay Health Care will be as exciting and enjoyable a journey as the first and that we will continue to grow without losing sight of the culture and people that have made this Company what it is today.

Thank you to all our staff and doctors for their tremendous help throughout the year and I wish you all a Merry Christmas and a very happy new year.

Paul Ramsay - Chairman

Ramsay Health Care wins Ethical Investor Award for Employee Relations

Ramsay Health Care has been recognised for its outstanding achievement in employee relations by taking out the Merit Award for Labour Relations at the 2004 Ethical Investor Sustainability Awards in Sydney recently.

The 4th Annual Ethical Investor Corporate Sustainability Awards were announced in Sydney at a luncheon hosted by Total Environment Centre's Green Capital Program, attended by almost 300 guests. The awards recognise outstanding achievement in 2004 in a range of areas of corporate sustainability. Ramsay Health Care was nominated by independent sustainability research groups and was judged ahead of three other finalists, Billabong International, Corporate Express and Warehouse Group.

In receiving this Award Ramsay Health Care was recognised for its strategic commitment to workplace relations and leadership in the areas of work/life balance, professional development and industrial relations.

"As a Company, we recognise that our people are very important to us. Everyone says that but through concentrating on providing our staff with good educational opportunities, flexibility in work hours to suit family commitments and a range of employee benefits we have been able to really demonstrate that our people are important to us," said Managing Director of Ramsay Health Care, Pat Grier.

"Over the last 2 years we have offered staff access to childcare referral services and in 2005 we will open our first onsite childcare centre at our Hospital in Brisbane. This will be of significant benefit to staff who wish to return to work and do not have access to childcare. It can also be salary packaged making it cheaper for many staff to access childcare."

Despite operating in an industry that is highly exposed to industrial disputation, Ramsay Health Care has had little involvement in industrial disputes over the last three years.



Above: Managing Director, Pat Grier, accepts the Ethical Investor Award on behalf of Ramsay Health Care.

Other Award recipients included Sustainable Company of the Year and Merit Award for Environment, Investa Property Group; Sustainable Small Company of the Year, Gale Pacific; Merit Award for Community/Social, Telecom New Zealand; Merit Award for Corporate Governance, St George Bank.

FOR FURTHER INFORMATION ABOUT THE AWARDS VISIT: WWW.ETHICALINVESTOR.COM.AU

MESSAGE FROM THE MD



The Ramsay Health Care Staff Satisfaction Survey results have been collated and as expected, there are some good results and also some areas that we need to work on. The last survey was conducted across the Company in 2001 and compared to last survey overall, we rated far better.

One of the things that set Ramsay Health Care apart and was evident in the survey results is the friendliness of the staff and the support that staff feel in their work groups – I really commend all hospitals for making their hospitals friendly places to work in.

However, whilst we have come a long way since last survey, there is still a lot of improvements we can make. Some of the results of this survey are included in this edition of The Ramsay Way. Full results will be released in your facilities shortly and action plans developed in relation to issues raised.

Thank you to everyone who contributed to the survey process – it is very important that we understand the sentiment amongst our staff and try to improve where we can.

Ramsay Health Care recognises that our people are our most important asset and therefore we pride ourselves in making a strong commitment to staff. This was evidenced recently when we were recognised for outstanding achievement in employee relations by taking out the Merit Award for Labour Relations at the 2004 Ethical Investor Sustainability Awards.

This publication, The Ramsay Way, is an important part of our communication with staff. Through this we are able to communicate news on what is happening throughout the Company and corporate news from the operational areas of our business. In this edition of The Ramsay Way, we have included a Readership Survey and welcome your feedback. The survey can also be completed online via the Ramsay Health Care intranet home page. Please give us your feedback and assist us to improve this publication and our overall communication for you.

Finally, this has been a tremendous year for Ramsay Health Care and I would like to thank my colleagues in the management team, the Directors of the Ramsay Health Care Board and the great staff at all the Ramsay Health Care facilities for their work and dedication through 2004.

Merry Christmas everyone!!

Pat Grier

Managing Director

Rockingham Family Hospital

As part of the Company's ongoing growth strategy, Ramsay Health Care has exchanged contracts to purchase the 45-bed Rockingham Family Hospital in Western Australia.

The purchase from Caversham Property Pty Ltd will be finalised by late January 2005 once conditions of the contract have been satisfied.

Rockingham Family Hospital is located in Waikiki, which is approximately 47kms south of Perth.

Rockingham is the second WA health care facility for the Ramsay group which also owns Hollywood Private Hospital in Nedlands, Perth.

In welcoming the staff and doctors of Rockingham Family Hospital to the Ramsay Health Care Group, Managing Director Pat Grier said the Company aimed to enhance the features that had made Rockingham a very successful hospital in the Perth region.

"Rockingham Family Hospital has an excellent reputation in providing quality services in medical, surgical and maternity services and we look forward to continuing and expanding on the services available," Mr Grier said.

"We want the staff and doctors at Rockingham to feel confident that they are becoming part of a successful



private hospital operating group with a strong culture and set of values.

"Purchasing the Rockingham Family Hospital is a strategic decision for Ramsay Health Care as this hospital will complement the services already available at Hollywood Private Hospital and enable us to share some experience and resources."

Mr Grier said that Ramsay Health Care was keen to retain all employees at Rockingham Family Hospital and all staff would be offered continued employment.

Rockingham Family Hospital's Director of Clinical Services, Ruth Del Borello, will continue to manage the hospital.

Switched on at Westmead Private

The sound of rain sends most people into a state of excitement these days due to the drought, but for 85 year old Locksley Du Rieu, it is even more meaningful.

In August Mr Du Rieu underwent a Cochlear implant operation at Westmead Private Hospital and now, 40 years after losing his hearing, he has heard rain drops in on his rooftop.

"It's indescribable," said Mr Du Rieu.

"I'm starting to live rather than exist."

Mr Du Rieu lost his hearing during World War II and since that time has had to rely on his family to communicate.

It was on August 23 that the implant was switched on, a moment at Mr Du Rieu said he "couldn't describe."

"I believe it was going to be good but I didn't believe it was going to be as good as it is."

Mr Du Rieu's new found hearing has meant a change for his family as well, in particular his daughter Ruth Jarvis, who has been his ears for so long.

"For us it's been an adjustment," Ms Jarvis, who recalled the tear in her dad's eye when the implant was first switched on, said. "It's so much easier for the family."

"It's made me a lot more independent," Mr Du Rieu

said. "What I appreciate other people might not. I go outside to listen to the rain drops on the rooftops and birds singing."

And if there's anything the whole experience proves, it's that "it's never too late for anything," Mr Du Rieu said.

He turns 86 in a few weeks and plans to capitalise on his new found independence, including sitting for his driver's licence.

Peta Garrett - Courtesy, Parramatta Advertiser



Above: Locksley Du Rein enjoys a conversation with Ruth Jarvis & others after his Cochlear implant was turned on. (photo: Matt Sullivan)

Mt Wilga Redevelopment on track



The redevelopment of Mt Wilga is well underway and due for completion at the end of March 2005.

Mt Wilga Chief Executive Officer Meryl Brookes said the existing 1940s style multiple bed ward area would be closed making way for a purpose-built 80 bed, predominantly single room, rehabilitation facility.

The new accommodation block will link to the existing extensive therapy building in addition to two new therapy areas being developed in the ward

Once the relocation has occurred the closed ward block will be utilised to expand therapy areas to meet the growing demand of both inpatient and day patient services at this Hospital.

Multi-million Dollar Development announced for Melbourne's South East



Architects impressions of – **left:** redeveloped entrance, **below left:** proposed reception & atrium & **below right:** new birthing suite,

Ramsay Health Care has planned a multimillion dollar commitment towards the effective creation of a new hospital in Melbourne's south east.

To be known as Churchill Private Hospital, the new hospital is planned to be constructed on the site of The Valley Private Hospital, which backs on to Churchill Park in Mulgrave. The property is owned by Australian Unity Healthcare Property Trust.

Speaking at the launch of the new hospital in early December, Ramsay Health Care Managing Director Pat Grier said Churchill Private Hospital would be built with new purpose-built facilities to accommodate hospital services that are currently available at both The Valley and South Eastern Private Hospitals.

"While some of the existing facilities of The Valley Private Hospital will be maintained, Churchill Private Hospital will be a new hospital with state-of-the-art facilities, Churchill Private will be a bigger and better hospital for the community of Melbourne's south east. It is Ramsay Health Care's vision for Churchill Private Hospital to become the centre of private medicine in the region, providing excellent facilities and patient accommodation for the local community," Mr Grier said.

The new Hospital will be a 162 beds in total and will include a purpose-built 20-bed Day Surgery Unit, five operating theatres allowing the hospital to cater for greater surgical capacity, a six-bed intensive care unit, a new 24 bed obstetric unit with modern birthing suites and day and inpatient oncology services.

The new and extensive cardiac and emergency services currently at The Valley Private Hospital will be maintained and improved on.

Mr Grier said construction of Churchill Private Hospital was expected to be completed by mid 2006. However, he stressed that it would be business as usual at both of the existing hospitals until this time.

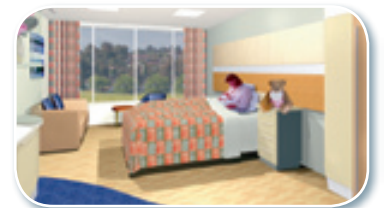
"The new hospital will accommodate a combination of services currently provided at The Valley and South Eastern Private Hospitals, which are best provided in a large, modern, state-of-the-art acute hospital setting.

"This will allow for the development of further medical services at the South Eastern Private Hospital, which are complementary to Churchill Private Hospital and continue to meet the needs of the local community.

"Predominantly, Ramsay Health Care plans to make Churchill Private Hospital a centre of excellence in south east Melbourne in the areas of cardiac services, endo-surgery, obstetrics and gynaecology, orthopaedics and urology as well as a range of other medical and surgical specialties.

The new hospital will necessitate some changes for both the existing private hospitals. The Valley will experience a large-scale building program over the next 18 months. Whilst remaining operational during the building program, some reduced activity may be required.

"As the population within the south eastern corridor of Melbourne continues to expand, Ramsay Health Care is proud to support the community through this investment and the establishment of first-class facilities."



ARC spirit rides high Clare Lonergan - Executive Assistant to CEO (ARC)

Albert Road Clinic for the very first time fielded a team of 20 (4 psychiatrists, 12 nurses, 4 admin) to compete in a dragon boat race as part of the 12th Australian Corporate Games held in Melbourne 19-21st November 2004. This report from one of the crew.

Spirits were willing and a sense of adventure was high after our first training session in the pool. At that stage we had only seen a paddle and had no idea of what to expect. The realisation came home with a thud when we turned up to New Quay to our first 'real' training session and saw how choppy and murky the water was and how long and narrow the boat was.

We had an instructor who was high on verbosity and low on teaching skills so by the end of that session we had sat in the boat, held the paddle and actually dipped it in the water a few times. Not good preparation for the big day but we were cheerful and determined to at least lose with style.

The day of the race dawned. It was wet, cold and windy but we all turned up ready to meet the challenge with only a few hiccups getting crew registered. It was then we discovered we needed a drummer to perch on the bow of the boat facing the crew and call out the beat. Great, would have been nice if we had practised

that! A sweep, to steer the boat, was provided and we would need to rely heavily on his expertise if we were to actually complete the course and stay afloat.

We were ready to board the boats for the first heat when we noticed a very well oiled crew next to us with beautiful red dragons painted on their paddles and grim determination on their faces. Who were they – The Australian Navy – really great!! Oh well we were the Albert Road Clinic Crew and we were determined to do our best. We paddled down to the start of the race full of nervous tension, the siren went and we were off paddling as hard as we could. Despite the drummer calling a beat everyone was out of time, splashing water with wild abandon and our sweep likened us to a caterpillar with arms and legs akimbo travelling through the water. We came a very creditable last.

With the second and third heats we became more confident and more determined and managed to lower our time for each heat. The end result was that we came second last in our section. However we had the best fun, and encouraged and supported each other, overcame our fears and worked together as a team to achieve the best outcome we possibly could in the true spirit of the games.





Good advice starts here

A new service at Silver Circle widens choices in the health care system by giving the right information.

Finding and arranging the right services from the disability or aged care systems can sometimes be a confusing experience. Questions like 'what is available to me?'; 'what are my entitlements?' and 'what will it cost me?' are common. Sometimes locating the best solution among a number of unconnected services is difficult.

Silver Circle's new *Information and Advisory Service* will be launched on 1 January 2005 to answer these questions.

While it is designed primarily to provide telephone advice to people who enquire about aged and disability care for themselves or on behalf of relatives, the service is also available to health professionals or corporations that operate employee assistance programs.

Advice will be free of charge to individuals, their families and carers in Victoria and greater Sydney with the view to expanding into other areas in the future.

Qualified professionals will give information and expert advice over the phone about options available. They will refer callers to the agencies or services most suited to their needs, make appointments and calls on their behalf and follow up if necessary.

Libby Saunders, Chief Executive Officer of Silver Circle, explains the need for the new service: "The health care system in Australia is changing to cater for an ageing population, but for many people finding what they need can be a complex task.

"Until now there hasn't been a central advisory body that can give people in different locations sound advice about the range of options available to them."

"Often before they can understand or find what they're looking for, their situation needs to be assessed by a number of different government or community agencies and this can be time consuming and frustrating."

"Our new service widens people's choices by making sure they know what's available to them," says Ms Saunders said.

Staff at the Information and Advisory Service are experienced in aged, disability or community services. They have access to a wide range of additional information that may be relevant to callers such as information on dementia or other health concerns, residential options or financial services. The service will be available from January on weekdays from 9am to 5pm by calling 1300 66 00 22 or emailing: care@silvercircle.com.au



Northside Clinics achieve Commendations

In November 2004, Northside Clinic and the newly named Northside Cremorne (formerly Evesham Clinic) underwent combined accreditation under the expert guidance of Ruth Miller, who was appointed to the new full-time position of Quality Coordinator in March 2004. The Clinics will go through the same process again in 2006 along with Northside West to complete integration of the three Sydney psychiatric hospitals: The Northside Group - Northside, Northside West and Northside Cremorne.

The surveyors spent four days at the clinics and David Kelly, Survey Coordinator reported it had been a pleasure to participate and to meet so many dedicated members of staff who were always welcoming, open and honest, and showed genuine empathy for patients.

The clinics achieved an MA (moderate achievement) rating in all the mandatory criteria as well as an EA (extensive achievement) for Improving Performance.

Mr Kelly said this was a terrific achievement and one not accomplished by many hospitals.

"There is a good foundation in continuous improvement and the Chief Executive Officer's commitment to improving performance and, culture and vitality is also impressive," he said.

CEO Anne Mortimer, received a Commendation for the development of management and staff education initiatives including The Oasis Project and The Year of Education. "Good communication and management processes are in place. Anne has established good foundations of clinical governance," Mr Kelly said.

Commendations were also received for safety of patients with the duress system and category observation system, and for the diversity of treatment programs.



Above L-R: Anthea Elvish (PA to CEO & HR Coordinator), Ruth Miller (Regional Quality Coordinator), Mary Sheldon (Acting Director of Clinical Services - Northside Clinic), & Anne Mortimer (CEO - The Northside Group).

"I would encourage the publication and presentation of these programs," said Mr Kelly.

Anthea Elvish, PA to CEO and HR Coordinator was congratulated on her management of human resources. And the management and staff have wished Anthea well when she leaves in the New Year to take up the challenge of living in India for a few years. Anthea has made a significant contribution to the team in her four and a half years of service and will be greatly missed.

And, a final comment from Mr Kelly: "The dedication of therapists and the group work is excellent. If you had to come into a psychiatric hospital these are the places you would come to."

Rare Cancer beaten

A life-saving operation at Westmead Private Hospital has meant a new start for 19 year-old Gregory Bertoldi.

Mr Bertoldi of Tregear was admitted to hospital in June after he had a car accident. It was discovered he had the condition called pheochromocytoma.

This is a rare cancer that sees tumours form in the adrenal glands.

For Mr Bertoldi, his prognosis was even more dire because he had two tumours.

"When they first found them, they said I would've had another two to three months."

It was urologist Dr Celi Varol who was willing to perform the operation that would give Mr Bertoldi his only chance of survival.

The procedure was known as a bilateral laparoscopic adrenalectomy had never been performed in Australia but offered the patient an 80 to 90 percent chance of success, Dr Varol said.

"The cancer this guy had was extremely rare, especially at his age - it's probably unheard of.

"There are only about half a dozen cases in the world."

A laparoscopic adrenalectomy involves telescopic surgery. It sees the removal of the adrenal glands. The surgeon uses a long slender telescope to perform the operation, with specialised instruments to bypass the pancreas and spleen.

Such advance sin surgery techniques have made "an amazing difference". Dr Varol said. They have also meant a shorter stay in hospital for patients.

"It's saving the health system and the patient money," he said.

But for Gregory Bertoldi, it is Dr Varol who is amazing.

"He's gone out of his way to help (me)," Mr Bertoldi said. "He didn't let me down."

Peta Garrett - Courtesy, Parramatta Advertiser



Above: Greg Bertoldi, recovering from his successful surgery. (photo: Matt Sullivan)



Beleura Clinic Alcohol Recovery Program

The Beleura Clinic Alcohol Recovery Program is a part of Beleura Private Hospital.

Set on a tranquil 10 acres on the Mornington peninsula, 55 km south of Melbourne, the program has assisted thousands of alcohol, cannabis and benzodiazepine patients over their addiction and to live a more fulfilling life.

The Clinic which has been running for 15 years, has a dedicated 11 bed inpatient unit and up to 15 outpatients attend the evidenced based, 28 day program. It is staffed by psychiatrists, doctors, counsellors, specialised nursing staff and allied health including physiotherapists and dieticians.

Please contact Campbell Green (Manager) on 03 5978 8224 for more information about this highly regarded and long running program.

Tamara has a ball!

Tamara Private Hospital held its Annual Hospital Ball on 26 November. Staff and doctors of Tamara were in attendance. Service Awards were given for staff for 10, 15 and 20 years of service to the Hospital.

Congratulations to the following staff:

Sharan York – 20 years service
Glenys White – 20 years service
Jan Brodbeck – 20 years service
Veronica Griffiths – 15 years service
Maureen Matthews – 15 years service
Rhonda Dennis – 15 years service
Val McDonald – 15 years service
Kris Wall – 15 years service
Cathy Foley – 15 years service
Kay Love – 15 years service
Sue Hogan – 15 years service
Catarina Walker – 10 years service
Anita Dernee – 10 years service
Therese Nowland – 10 years service
Marilyn Cody – 10 years service

10 year service recipients received glasses engraved with their name and period of service; 15 year service recipients received clocks with their name and period of service; and 20 years service recipients received a silver coffee set.



Above L-R: Noelene Martin, Cathy Foley (15 years Service Award), Barbara Perryman (won the annual Rewards Scheme) & Sue Sweeney.

Right L-R: Gail Rigby & Rhonda Dennis (15 years Service Award).



Leading the way in orthopaedics

New techniques and some groundbreaking research mean that it's an exciting time to be involved with orthopaedics at Hollywood Private Hospital.

What was once considered science fiction is now a reality for many patients who, without new surgical techniques, would not be enjoying the quality of life that they do today.

Many of the procedures can now be carried out as day surgery, while computer assisted navigation and use of the Holmium laser have lessened the previously invasive nature of this type of surgery.

Bone transplantation is becoming an increasingly common procedure, with Professor David Wood, Medical Director of the Perth Bone & Tissue Bank, and his team performing the transplant of an entire thigh for the first time in December.

"We'd done many segmental transplants before this, but the procedure before Christmas was the first time a whole bone was transplanted," Professor Wood said.

"With new techniques and the strict quality control, this type of transplantation is becoming increasingly sophisticated," he said.

Professor Wood's colleague, Mr George Sikorski, said that having the Bone and Tissue Bank on site was a great advantage to Hollywood patients, as it provided access to high quality bone, with many patients benefiting from it over the 10 years it has been established.

Hollywood has also pioneered the use of computer assisted orthopaedic surgery in Western Australia, and continues to be the major development centre using this type of technology.

Mr Sikorski said the software for the application was sent over from Germany and had been adapted to make it more suitable for surgeons' needs. It has now been in use for two and a half years.

"The advantage of computer assisted navigation is that it greatly increases the accuracy we can achieve," Mr Sikorski said. "It allows us to do, for example, a major revision (joint replacement) with much less trauma."

Several exciting research projects are currently being undertaken by Professor Wood and his colleague Associate Professor Ming Zheng, one of which involves studying the effects of using electricity to drive antibiotics directly into bone, thus lessening the risk of infection.

Another involves 'patching' bone with a non-soluble bone gelatin derived from a cocktail of bone proteins.



Cairns gets 'thumbs-up' in ACHS Review

Following on from a somewhat arduous organisation-wide review which took place in November 2002, shortly after the acquisition of the then Calvary Hospital by Ramsay Health Care, Cairns Private Hospital has received a glowing endorsement from ACHS surveyors during their periodic review last month.

The November 2002 review produced over 60 recommendations – all of which were acknowledged as cleared by the surveyors during the recent Periodic Review.

Whilst the final report has not yet been received, the summation delivered by the surveyors to the management team at Cairns Private Hospital was full of praise. The achievements in the hospital over the last two years indicated that there would be very few recommendations from the most recent review.

Congratulations Cairns!

Staff Satisfaction Survey results show our 'friendly-face'

Over 6000 Ramsay Health Care staff were surveyed by Best Practice Australia in the recent staff satisfaction survey. Thanks to the great work of the survey coordinators in each hospital, the response rate was up to 64%.

As expected, there are some good results and also some areas that we need to work on. The last survey was conducted across the Company in 2001 and compared to last survey, we rated better in 41 areas, the same in another seven areas but worse in 23 areas.

One of the things that set Ramsay Health Care apart and was evident in the survey results is the friendliness of the staff and the support that staff feel in their work groups with 71% of staff listing these as major factors in making Ramsay a "truly great place to work"

Compared to other private hospitals, the strongest attributes of Ramsay hospitals are:

- Flexibility of hours and shifts
- People are optimistic about their hospital's future
- My manager reviews my progress in achieving my objectives.
- My manager measures how well I perform against these expectations.
- The hospital encourages managers to develop their leadership skills.

The improvements in performance management reflect the good work that hospitals have been doing in this area.

However, compared to 2001, fewer people think that:

- The physical conditions of employment are as good.
- There is a strong sense of success and achievement.
- The hospital wants to hear the bad news as well as the good news about itself.
- The hospital acts quickly to stop small problems becoming large problems

Managing Director Pat Grier welcomed the results and thanked staff for taking the time to give their feedback. "We have done a lot of work since the last survey to improve conditions of employment for Ramsay staff but we still have more work to do. We will keep working to make our Company the best private hospital employer."

Hospitals will now have the opportunity to review their survey results and come up with a hospital plan to address the issues raised. Results of the survey will be circulated throughout hospitals during December



LETTERS TO THE EDITOR

Dear Editor,

I am due to retire from Berkeley Vale Private Hospital as Ward Clerk on the Medical /Rehabilitation Ward on 23 December 2004.

I have been employed with Berkeley Vale Private Hospital for over 13 years and take this opportunity to thank all the staff at Berkeley Vale for their friendship and support over the years.

I commenced employment with Berkeley Vale Private as an Enrolled Nurse in the Surgical Ward and I was taken under the wing of Janice Clark and Barbara Thomas. For this I feel very privileged.

I later took on the joint position as Ward Clerk in the surgical and medical wards but as our occupancy increased I remained in the Medical/Rehab Ward.

I thank you Marilyn Clayton (CEO/DON), and Judy Simpson, the Nursing Unit Manager, Medical/Rehab Team. I thank you "The Berkeley Vale Team".

Finally, I would like to thank Ramsay Health Care for my employ, I retire with mixed emotions but take with me many wonderful memories.

Wendy Graham
Berkeley Vale



RAMSAY PEOPLE



Larry wins seven gold at Masters & sets Australian Record

Congratulations to Larry Forsyth, Workplace Health & Safety Officer at Cairns Private Hospital who has scooped nine medals at the recent Pan Pacific Maters Games held on the Gold Coast.

Larry won seven gold, one silver and one bronze medal for swimming events. He said the highlight was being 0.28 seconds off the World Record for his 50m freestyle event with a time of 24.94 seconds, (which was a new Australian record!). He also won gold for backstroke and breaststroke events.

Larry is now steadily training for the National Masters to be held in Hobart, in 2005.

Greenslopes Private wins National Training Award

Accolades continue to pour in for Greenslopes Private Hospital, which last month received the Community Services and Health Industry Award at the National Training Awards ceremony in Melbourne.

Conducted by the Australian National Training Authority (ANTA), this award follows the Hospital's success at the Queensland Training Awards in September, where they won Employer of the Year.

Greenslopes Private Hospital takes great pride in coordinating and conducting high quality and effective training for more than 1200 hospital employees.

The Hospital's staff development team offers 57 formal training programs, covering clinical, medical, food and environmental services, administration and managerial skills training.

ANTA chairman David Hind said the key to becoming internationally competitive is recognition by employers that training is absolutely critical to achieving success.

"Employers such as the Greenslopes Private Hospital are setting the standard in on-the-job training, and are now reaping the rewards as a result," he said.

The Australian Training Awards recognise and celebrate the achievements of apprentices, trainees and students as well as the contribution of enterprises and training providers to skilling Australia.

Right L-R: Alan Kinkade (GPH CEO),
Cyndi Roughan (Corporate Educator),
The Honorable Tom Barton

(QLD Minister for Employment Training & Industrial Relations)
& Tracey Oakley (GPH Staff Development Manager).



\$100k committed to new medical research

Greenslopes Private Hospital's Research Foundation has allocated more than \$107,000 to new medical research to be undertaken on the Hospital campus in 2005.

The grants will support a variety of cancer, cardiac and speech pathology research, which will be conducted by some of Queensland's leading doctors and specialists.

Using a grant of more than \$55,000 Clinical Haematologist, Dr Andrew Nicol will conduct research into immune based therapies for cancer; focusing on ways of combining standard cancer therapies already available at the Hospital with new immune therapies being developed.

Dr Nicol said fighting cancer using immune system was seen as a major step towards comprehensive cancer care using a range of treatment modalities for each patient.

Cardiologist, Dr Roess Pascoe, Director of the Hospital's Hearts 1st clinic, will use his funding to research the assessment and prevention of cardiac dysfunction during cancer therapy treatment.

The main purpose of his study is to identify whether new cardiac ultrasound tests can be used to find early heart damage before it can be found by routine tests, and whether using certain inhibitors will protect heart function from the effects of chemotherapy.

With costs to society of more than \$300 million annually, Chronic Obstructive Pulmonary Disease (COPD) (lung disease) is the third leading cause of illness in the country behind heart disease and stroke.

Speech Pathologist, Linda Waymouth, will be investigating the links between swallowing and breathing in patients with COPD with

the aim of stabilising patients more rapidly after hospitalisation, which would result in a faster recovery and fewer re-admissions.

Established in 1997, the Greenslopes Private Hospital Research Foundation will be relaunched in 2005 with a new name.

The Foundation supports the efforts of researchers to find causes, cures, better management methods and improved medications for a range of major conditions, which affect the health of our veterans and the community at large.

CORPORATE NEWS

Ramsay exits API scheme

In February 2003, Ramsay Health Care commenced a two-year trial of the API Leisure and Lifestyle Program.

This program was initiated in response to staff comments that Ramsay needed to improve employee benefits. Unfortunately, there has been limited take up of the API benefits. While we have worked with API to improve the range of benefits offered, and access to existing benefits, utilisation of the API benefits has remained low despite trying to improve the service.

According to the recent staff survey less than 10% of staff have used API in the last twelve months.

We have therefore decided not to renew our existing agreement with API, which will expire on 31 January 2005. Staff who wish to continue using API can join individually. API will send details on how to go about this in their December Newsletter.

We regret that it has not worked, which is a real pity as we were trying to give something back to our Ramsay staff as a form of "thank you" for your good work.

Ramsay Health Care still has a range of other benefits on offer for employees and these are published and

regularly updated in the HR section of the intranet. They include:

- ANZ@Work
- Hertz Rental Car
- HCF
- Hotel Club
- Hotel Windsor
- Intercontinental Hotels
- Marriott Hotels
- MBF
- Sunlover Holidays
- Telstra Mobile

We will continue to build on these benefits and particularly those which prove to be the most popular.

If you have any suggestions about benefits that you think staff may use please contact your local manager, or Group Human Resources on 07 32336012.

Gavin O'Meara
Group HR Manager



National Supply Conference

National Supply hosted its 3rd National Supply Conference at North Shore Private on the 11 & 12 November 2004. The team has certainly grown, and was attended by 23 Supply Staff from 16 of the Ramsay facilities. This year we were very pleased to have the new Benchmark staff attend and for them to get to meet their fellow counterparts. The conference is always a great opportunity for networking and sharing ideas between the teams. Presentations were given by Chris Rex, Colleen Bromwich, Ray Jacobson and Paul Fitzmaurice, which were enjoyed by all.

The National Supply team would like to thank all the hospitals for their support this year, and wish everyone a festive holiday season and all the best for the New Year!

The Ramsay Way Readership Survey

**Fill-out, fax back or return & be in a chance of winning
a fabulous case of wine containing:
6 bottles of OysterBay Savignon Blanc, NZ
6 bottles of Church Block Shiraz Merlot**

Fax to: 07 3394 7728
or c/- Marketing Department
Ramsay Health Care
Newdegate St, Greenslopes 4120



Great PC deals for Ramsay staff from Harris Technology

\$1337.00

Intel Pentium 4 processor 520 with HT technology, 256Mb PC3200 DDR400 DIMM, 40Gb hard drive, Microsoft Windows XP Pro, optical mouse, 15" flat panel monitor.

\$1147.00

Intel Pentium 4 processor 520 with HT technology, 256Mb PC3200 DDR400 DIMM, 40Gb hard drive, Microsoft Windows XP Pro, optical mouse, 17" CRT monitor.

\$1436.00

Intel Pentium 4 processor 520 with HT technology, 256Mb PC3200 DDR400 DIMM, 40Gb hard drive, Microsoft Windows XP Pro, optical mouse, 17" flat panel monitor.

Extras:

CDRom Drive	\$88.00
1.44Mb Floppy	\$53.00
24x/24x Combo Drive	\$132.00
MS Office 2003:	
Basic Singles	\$231.00
Small Bus. Singles	\$331.00
Professional Singles	\$464.00

To take advantage of these great deals, simply log onto the website www.ht.com.au and log in using the following details:

LOGIN: Ramsay Employee
PASSWORD: N54249



Mobile phone deals from Telstra

Telstra is offering Ramsay staff the chance to join the Corporate Staff Mobile plan and enjoy a discount of 15%. For more information on their great deals, visit the employee benefits website:

<http://ramsay/corporate/HR/benefits/telstra.asp>

or contact Group HR on (07) 3233 6012 for a copy of the brochure.



...log on to your career with Ramsay Health Care

www.ramsayjobs.com.au



Latest accommodation deals from Resort2

Resort2 is pleased to announce some great deals just in time for Christmas. Currently they have two offers in Queensland at the famous Contiki Resort on Great Keppel Island and a new resort at Noosa.

Contiki Resort, Great Keppel Island

For a short break away or the time of your life, enjoy 50% off for 3 weeks only!

FROM \$62.50* PER PERSON PER DAY TRIPLE SHARE

- *50%OFF Includes: Accommodation Brunch and dinner daily PLUS more than 40 FREE activities
- For travel over the silly season from 5 - 26 Dec 04
- Package this with great airfares available now from \$69 one way.

For more info visit the employee benefits website <http://ramsay/corporate/HR/benefits/benefits.asp> or contact Group HR on 07 3233 6012.



The Beach Retreat, Coolum

Located at Coolum Beach on the Sunshine Coast the Beach Retreat Coolum overlooks the surf beaches.

The resort offers guests stylish Studio, One and Two bedroom apartments. All this makes the Beach Retreat Coolum the perfect place to relax and enjoy the beautiful Coolum Surf Beaches while on your Sunshine Coast holiday.

LIMITED TIME ONLY – offer extended to 1 & 2 Bedroom apartments The Beach Retreat Coolum is pleased to offer you these great deals Pay for 3 nights & Stay for 4 nights. From only \$49.50* - Studio Apartment \$57.50* - 1 Bedroom Apartment \$70.00* - 2 Bedroom Apartment * per person twin share, Minimum 4 night stay. Valid until 20 th December 2004 & 15 th Jan 2005 to 24 th March 2005.

Conditions apply For more info visit the employee benefits website <http://ramsay/corporate/HR/benefits/benefits.asp> or contact Group HR on 07 3233 6012.



PRODUCTION & MATERIAL

The Ramsay Way is produced by the Ramsay Health Care Marketing Department. For feedback, enquiries & material submission please contact: **Marketing Department - ph: (07) 3394 7614**

Newdegate Street, Greenslopes. QLD 4120 or email: marketing@ramsayhealth.com.au

The Ramsay Way Readership Survey

Fill out the survey, fax or return to us, & go into the draw to win a fabulous case of wine!

The Ramsay Way is a newsletter for staff and stakeholders of Ramsay Health Care. To evaluate and further enhance this publication, we are conducting the following readership survey. The questionnaire is simple to complete, and can also be completed on-line (see the RHC Intranet home-page). Your individual responses will be kept confidential. Thank you in advance; your participation will help us to continually improve your magazine.

QUESTIONS ABOUT EDITORIAL CONTENT

The length of articles appearing in The Ramsay Way is:

- ☐ too short,
☐ too long,
☐ just right

Overall, the type of articles appearing in

The Ramsay Way is:

- ☐ of no interest
☐ of little interest
☐ of great interest

PLEASE CIRCLE/INDICATE YOUR INTEREST LEVEL IN READING ARTICLES ON THE FOLLOWING TOPICS:

(On a scale of 1 to 4 where 1 is 'Extremely Interested'; 2 is 'Interested'; 3 is 'Somewhat Interested' & 4 is 'Not Interested'.)

Message from Chairman/MD	1	2	3	4
Employee benefits	1	2	3	4
Ramsay acquisitions	1	2	3	4
Other hospital news	1	2	3	4
Your own hospital news	1	2	3	4
Letters to the Editor	1	2	3	4
Corporate news	1	2	3	4
Stories about Ramsay people	1	2	3	4

List additional subject areas you would like to see covered in The Ramsay Way:

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PLEASE RATE THE CHRISTMAS EDITION OF THE RAMSAY WAY BY CIRCLING WITHIN THE FOLLOWING DESIGN AREAS:

Overall design/layout:				
Excellent	Good	Fair	No Opinion	
Cover design/appeal:				
Excellent	Good	Fair	No Opinion	
Overall readability:				
Excellent	Good	Fair	No Opinion	
Use of photography/illustration:				
Excellent	Good	Fair	No Opinion	

DISTRIBUTION FREQUENCY

How often would you like to see The Ramsay Way distributed?

- ☐ Monthly
☐ Every Second Month
☐ Quarterly
☐ Six Monthly
☐ Annually

OTHER COMMENTS:

NAME:

CONTACT DETAILS: