

The Ramsay Way

THE CORPORATE NEWSLETTER OF RAMSAY HEALTH CARE

Our commitment

Ramsay Health Care welcomes Benchmark Healthcare

Ramsay Health Care has welcomed the staff and doctors of Benchmark Healthcare to the organisation in a letter from Managing Director, Pat Grier, sent out to over 2500 Benchmark employees.

The acquisition of Benchmark Healthcare, which operates 10 hospitals in Victoria and South Australia, was finalised on 1 July 2004 (see page 3 for further details).

"We did not take the decision to acquire Benchmark lightly. The strategic and cultural fit of their organisation with ours was paramount to our decision," said Mr Grier.

"We believe that Benchmark has well run hospitals to which we can add value through our management expertise and our core values and relationships. We also hope that the professional aspirations and career opportunities of all staff in Ramsay Health Care will be enhanced by the depth and scale of Ramsay Health Care's facilities and support systems."

Over the next month, Mr Grier will personally visit all the former Benchmark hospitals with the intention of meeting as many staff and doctors of the hospitals as possible. In the meantime, staff of Benchmark with any queries, should contact the Ramsay Health Care Human Resource Office on 07 3229 5188 or email via the Ramsay website (www.ramsayhealth.com.au) with any questions.



Benchmark staff join with Ramsay staff at the Victorian Nurse Expo

Staff of Ramsay Health Care and Benchmark Healthcare joined forces to man a stand at the Victorian RCNA Nurse EXPO held in late June.

Between 7000 and 8000 people attended the whole day including undergraduate nursing students, enrolled and registered nurses and patient care assistants.

Coordinator of the stand, Kerry Page, said not only was it successful in promoting Ramsay Health Care but also a great opportunity for networking and sharing information with the staff of Benchmark facilities.

Staff Development and Graduate Nurse Program Coordinator Bronwyn Chambers of South Eastern Private

Hospital attended the event and said Ramsay Health Care staff were very professional in their marketing and made an enormous effort to make the Benchmark educators welcome.

"The vibes were very positive. It was wonderful that all the Benchmark Hospitals were already on the Ramsay Health Care brochures. The Ramsay staff were eager to find out about the Benchmark Hospitals and help us in any way they could," said Bronwyn.

"It was very encouraging to be made so welcome by our new owners."



Above L-R: Kathy Mills (Benchmark), Kerry Page (RHC), Jackie Reddick (Mildura Base Hospital), Faye O'Sullivan (Benchmark), & Karen Hanrahan (Albert Road Clinic).

40 years of commitment to better health care

As highlighted in previous issues, this year, Ramsay Health Care celebrates 40 years 1964 - 2004. In this edition of *The Ramsay Way*, Paul Ramsay reflects on his first hospital – Warina House.

Warina House is a grand old house just like any other in Bradleys Head Road, Mossman. Yet, this particular house holds a lot of fond memories for Paul Ramsay, founder of Ramsay Health Care, as it was the location for his first hospital and thus was the start of his long and rewarding career in private hospitals.

On visiting the location recently, Mr Ramsay shared his vivid memories of Warina House as it was in 1964.

“Returning here now is very nostalgic for me – I remember driving up to the house to deliver the wages in person – that was 40 years ago!”

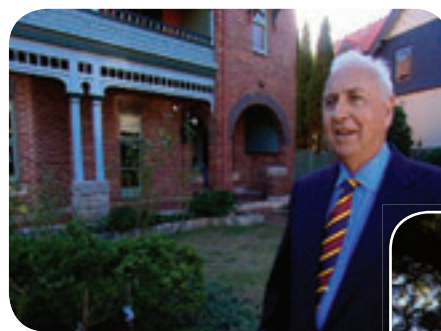
Mr Ramsay started the 16 bed hospital as a step down facility for patients who were past the acute phase of their illness – however, this proved very unsuccessful.

“I was getting very worried that there was no income. The staff and I were just waiting for the patients. One day, I hopped on my bike and rode around and visited all the small hospitals in the area. I found one, bulging at the seams, and so I employed the matron. She introduced me to Dr John Ellard who happened to be one of Sydney’s best psychiatrists.

I remember my first meeting with Dr Ellard here. I remember him saying to me on his first visit: ‘Now Paul, if you don’t interfere with the clinical side of things, I think this will go very well here’. And that was the start of a great partnership. We had some very happy times here.”

Mr Ramsay brought Warina House for £9200 in 1964 and operated it until 1972. He built one extension – the matron’s quarters – which had a view all the way down to Sydney Harbour Bridge. From the exterior, the house has not changed a great deal. It has not been owned by Ramsay for some time, but was sold last year for reportedly \$5 million.

“Returning here is very nostalgic for me – I remember driving up to the house to deliver the wages in person.”



Above: Paul Ramsay AO & Warina House



With Warina House going so well, Dr Ellard asked Mr Ramsay if they could get a bigger place and so, in 1966, Mr Ramsay moved just down the road to his second psychiatric hospital, Evesham Clinic – then known as Northside Clinic.

“When I purchased Evesham Clinic, it had been a nursing home. We did some renovations and it became a 42 bed facility and we had some more psychiatrists join us at this location.”

He noted that over the years Evesham Clinic had developed an excellent reputation in patient care and in particular, more recently in PTSD treatment for veterans.

“This is a great place but I note that nothing much has changed – the parking was bad back then, and it’s still bad!” However, he commented that when he purchased Evesham Clinic all those years ago, the trams ran only two streets away.

40 year video

As part of the 40 year celebrations a video is being produced that will cover the development of Ramsay Health Care over the last 40 years. It will look into the rich and colourful history that has made Ramsay Health Care into the company it is today - from the humble beginnings at Warina House in Sydney to the largest publicly listed private hospital organisation in Australia. It will centre on Paul Ramsay, the person, the developer, the Company Chairman and how he has personally steered Ramsay Health Care to its current position but will also pay tribute to those who have assisted along the way – in particular, Michael Siddle (Deputy Chairman), Pat Grier (Managing Director) – the staff, doctors and nurses of the Company. This video will be available to hospitals in September. Contact Corporate Marketing for further details.



New Code of Conduct for Ramsay Health Care

A Code of Conduct has recently been developed for Ramsay Health Care and approved by the Board of Directors for distribution and implementation throughout the Group. Managing Director Pat Grier describes the purpose of this Code below.

The Ramsay Health Care Code of Conduct is a statement on how we conduct our business and how we treat our colleagues. It is intended to prescribe in a clear and concise manner the standard of conduct and workplace behaviour expected of management and staff.

Our Code identifies the values on which our relationships are based and which in turn influence our reputation as a leading healthcare provider. The strength of Ramsay Health Care has always been its people and each of us carries the responsibility for demonstrating acceptable standards of behaviour in all circumstances. This Code of Conduct is intended to provide a framework of shared understanding in relation to behaviour towards others in the workplace and how we interact with those business partners who are associated with our company.

The Code covers a range of topics including respect for government and the law, compliance with principals of privacy and confidentiality, respect for others, workplace health and safety, risk management and access to professional development.

As with our Ramsay Way values, the Code of Conduct has been created with input from our own people and applies to us all. I believe that you will all benefit enormously in your workplace communities by respecting and adopting this Code.

The complete Code of Conduct is currently being prepared for posting on our intranet site and for printing as a hard copy version. A more concise user friendly version is also being prepared for distribution as a handout for staff. Your Hospital Management will let you know in due course how to obtain a copy of this Code and all new employees will automatically receive a copy as a part of their orientation.

I commend this document to you as a framework for behaviour to all those who come into contact with us in the workplace and which demonstrates our commitment to the rights of the individual.

Pat Grier
Managing Director

Ramsay gives \$5000 to Kokoda Hospital Appeal



Above (L-R): Football identity Chris (Buddha) Handy & Dr Andrew Graham, at the Kokoda Trail Memorial.

Ramsay Health Care has given \$5000 to an appeal to fly much

needed medical supplies to the Kokoda Hospital in Papua New Guinea and has called on its major suppliers to also provide monetary donations or medical supplies.

Cairns-based orthopaedic surgeon, Dr Andrew Graham who heads the cause asked Ramsay Health Care for assistance earlier this year. He is a qualified outdoor guide and takes an ever increasing number of Australians along the Kokoda Track. Dr Graham intends to fly supplies in directly when he goes to PNG and on each trek.

Kokoda Hospital was built by the Australian Government in 1995 and services 15,000 villagers who live along the historic ‘Kokoda Trail’ leading to Port Moresby.

Dr Graham said the hospital is run by Sister Margaret, who has “pitifully small supplies, no doctors but a big heart”.

Dr Graham has completed the track a number of times and describes giving to these villages as an emotional experience for all involved. “Helping with this project is a wonderful opportunity to give back to the villagers of Kokoda who now need our support,” he said.

Individuals or companies wanting to make either monetary donations or provide supplies are urged to contact Tracey Shearer at Ramsay Health Care on (07) 3233 6005.

Ramsay Health Care sponsors world competitive disabled sailor

Ramsay Health Care has agreed to sponsor Andrew Hartley, a disabled sailor from Adelaide, for the 2004/5 sailing season.

Andrew is a ventilator-dependent quadriplegic. Andrew was left paralysed from his neck down and reliant on a ventilator to breathe after he broke his neck playing Rugby Union. He lives in the community with his wife, Anne, and ten-year-old son Sebastian.

Andrew is an active member of his local community. He works for an IT company designing and managing websites. He is also studying law and history. Andrew sits on a variety of community-based committees, including Sailability SA (Sailing for the Disabled) and the Board of Management of Mitcham Primary School, which Sebastian attends.

Andrew is Australia's, and probably the World's, most disabled competitive sailor. He sails a boat called an Access Liberty, a 3.6m twin masted dinghy with two sails. He is strapped into a special seat and operates both the steering and sails of the boat with a chin-control. A magnetic switch taped to his cheek allows him to operate each sail independently. Andrew's ventilator is carried in a special splash proof compartment in the stern of the boat.

"After just three days as a disabled sailor, Andrew finished eighth in the 2004 Single Person Disabled Sailing World Championships."

Before Andrew became disabled, he was a successful junior sailor. After just three days as a disabled sailor, Andrew finished eighth in the 2004 Single Person Disabled Sailing World Championships.



Above: Disabled sailor Andrew Hartley in his specially modified boat

As well as regular Saturday afternoon sailing at Adelaide Sailing Club, Andrew will also compete in the 2004 Australian Access Dinghy Championships in Belmont, NSW, the South Australian State Titles, Sail Sydney Harbour Regattas in October and March and the South Australian Sailability Regatta. Andrew's season will culminate in the 2005 Single Person Disabled Sailing World Championships in Rutland UK in August next year.

Ramsay Health Care's sponsorship will assist Andrew in his carer, travel and accommodation costs throughout the season. Andrew will carry the Ramsay Health Care logo on his sail.

25 years of Albury Wodonga Private Hospital

AWPH plan to celebrate their 25th Birthday with a week of activities commencing Monday July 19th and topping it all off with a huge birthday party on Saturday, July 24th. The theme for the anniversary is "25 Years in the Country". For more information on the birthday celebrations, please contact Sally Elston on 02 6022 4106.



New name for Illawarra Private

Illawarra Private Hospital will be relaunched as Figtree Private Hospital on 15 September 2004.

Located in Woolloongong, Illawarra Private Hospital was known as Figtree Private when it first opened.

Doctors of the hospital presented the idea to management on the basis that there was little distinction between the name recently given to the public hospital - Illawarra (Base) Hospital.

Ramsay Expands

On 1 July, Ramsay Health Care finalised the acquisition of Benchmark Healthcare. Benchmark operates 10 hospitals in Victoria and South Australia, comprising 980 hospital beds and 68 aged care beds. The total number of beds will rise to 1,119 beds in 2005 as a result of capacity expansion currently underway.

The purchase increases the number of facilities in Ramsay Health Care's portfolio to 35 and the number of licensed beds to approximately 4,000.

Ramsay Health Care Managing Director Pat Grier said the acquisition was strategically significant for Ramsay Health Care and would enhance the Company's position as a leading private hospital operator. He said the acquisition extended Ramsay's national presence and enhanced its existing portfolio of quality hospital assets.

"These are well run hospitals to which we can add value through our management expertise, our core relationships, synergies, and there is further upside when the extra capacity and medical specialties come on-stream."

"Importantly for Ramsay Health Care employees and our doctor partners, the acquisition is a good strategic and cultural fit. Our

experience in integrating hospitals into the group will ensure the process of integrating the Benchmark hospitals will be smooth and effective and the value added by Benchmark employees will be maintained and enhanced."

"For Benchmark employees, the meeting of their professional aspirations will be enhanced by the scale and depth of Ramsay Health Care's facilities and support systems."

"This acquisition is in line with our stated strategy to grow the business both organically and through strategic acquisitions in the hospital and aged care sectors. It also meets our investment criteria and is expected to achieve our targeted return at the end of the integration process."

"It will not direct resources away from the pursuit of our aged care strategy."



- CAIRNS - QLD**
Cairns Private Hospital
- BRISBANE - QLD**
Greenslopes Private Hospital
New Farm Clinic
- REGIONAL NSW**
Albury Wodonga Private Hospital
Baringa Private Hospital
Coffs Harbour Day Surgery
Lake Macquarie Private Hospital
Tamara Private Hospital
- SYDNEY REGION - NSW**
Berkeley Vale Private Hospital
Evesham Clinic
Hunters Hill Private Hospital
Illawarra Private Hospital
Lawrence Hargrave Private Hospital
Mt Wilga Private Hospital
North Shore Private Hospital
Northside Clinic
Northside West Clinic
Southern Highlands Private Hospital
Westmead Private Hospital
- MELBOURNE - VIC**
Albert Road Clinic
Beleura Private Hospital
Donvale Rehabilitation Hospital
Mitcham Private Hospital
Peninsula Private Hospital
South Eastern Private Hospital
The Valley Private Hospital
- REGIONAL VICTORIA**
Mildura Base Hospital
- ADELAIDE - SA**
The Adelaide Clinic
Central Districts Private Hospital
College Grove
Rehabilitation Hospital
Fullarton Private Hospital
Kahlyn Private Hospital
North Eastern Community Hospital
Wakefield Hospital
- PERTH - WA**
Hollywood Private Hospital

The new Benchmark hospitals acquired

Name	Current Beds	Future Beds (2005)	Location	Specialities
Beleura	117	118	Mornington, VIC	Med/surg/psych
Peninsula	135	135	Frankston, VIC	Med/surg/obs
Donvale	80	80	Donvale, VIC	Rehab
Mitcham	99	93	Mitcham, VIC	Med/surg/obs
South Eastern	116	103	Noble Park, VIC	Med/surg/A&E
The Valley	122	119	Mulgrave, VIC	Med/surg
Wakefield	142	204	Adelaide, SA	Med/surg
College Grove	32	62	Walkerville, SA	Rehab/geriatric
Central Districts	79	79	Elizabeth Vale, SA	Med/surg/obs
North Eastern	58	58	Campbelltown, SA	Med/surg/obs
	68	68		Nursing Home
Total	1048	1119		

Maternal rejection discovery by North Shore obstetrician



Thanks to funding provided by Ramsay Health Care and the North Shore Private, local researchers have discovered part of the mechanism that occurs during pregnancy to stop a mother's immune system rejecting the foetus – a process that until now has remained a mystery.

Researchers at the Kolling Institute of Medical Research at Sydney University and the North Shore Hospital said their work also threw light on problems that occur during pregnancy such as miscarriage and early delivery.

As well, the research could have implications for preventing organ rejection in transplant patients, and for treating immune system diseases such as rheumatoid arthritis.

Co-researcher and joint head of the institute's perinatal research group, Jonathan Morris, said a foetus was "similar to a transplanted tissue" because it was genetically different to the mother.

"Despite there being direct contact between the placenta – the foetal tissue – and the mother's immune cells in the peripheral blood, there isn't an immune rejection," he said.

"That has been known for many years, but what hasn't been known is the mechanism by which that occurs."

Professor Morris said they had discovered a mechanism by which the mother's immune cells are turned off. They found that a protein called nuclear factor kappa beta, which is found in the mother's immune system's T cells, is switched off during pregnancy. This means the T cells are unable to produce damaging proteins associated with tissue rejection.

"What we strongly suspect is that the placenta is producing something early on that causes this, and what we're now trying to do is identify what that substance is," Professor Morris said.

Story adapted from The Australian: Friday, June 4 2004 - Journalist: Helen Tobler

Study confirms value of ECT for severe depression

Electro-Convulsive Therapy (ECT), often referred to as 'Shock Treatment', tends to be regarded with suspicion in the community. However, a South Australian study can help ease our mind.

The research, which investigated the effects of ECT, will be published in the Journal of ECT. It was conducted by Laura Fisher, Professor Robert Goldney, Dr David McCleave and Jody Williams of The Adelaide Clinic, and June Mattner and Dr Peter Furze of Fullarton Private Hospital, and compared memory and other psychiatric and quality-of-life outcomes of two groups of mood disorder inpatients – those who received ECT (n=129) and those who did not (n=843), during 2002. Patients were assessed at admission and discharge from hospital using the Health of the Nation Outcome Scales (HoNOS) and an abbreviated version of the Short-Form 36-item Health Survey (SF-36).

The results showed that on the majority of HoNOS and SF-36 items patients had a positive response to either ECT or medication treatment for depression. There was no significant difference in HoNOS depression score between the ECT and non-ECT groups upon discharge, despite the ECT group being significantly more depressed at admission. Memory disturbances of those who received ECT did not change significantly from admission to discharge.

The findings confirm the value of ECT for severe depression, and they are a reassuring demonstration that ECT is not necessarily associated with a deterioration of memory.

Elderly Assessment Unit Refurbished at New Farm Clinic

As the Australian population ages, the need for quality programs and services for the elderly is increasing. New Farm Clinic, as part of its ongoing refurbishment program, has recently completed the refurbishment of the Elderly Assessment Unit.

Each patient bathroom has been completely renovated and the designated disabled bathroom has also been renovated so as to comply with current Australian Standards.

The former Therapy Department has been converted to a sunny lounge room and group room for the exclusive use of the Clinic's elderly patients. New bright coloured sofas and chairs especially designed for the elderly have been set up in the lounge room where patients can socialize or watch television.

Double sliding doors lead from this room to a courtyard. The courtyard provides a secure outdoor area for the patients where they can enjoy the garden. A covered pergola with outdoor furniture is also provided for the Clinic's elderly patients in this area.

New program helps trauma victims

Everyday the media reports a never-ending succession of horrific accidents, violent robberies, sexual assaults and natural disasters taking place around Australia and, indeed, the world.

If these reports are upsetting to watch, you can imagine the negative psychological impact such events cause to those involved. In fact, if left untreated, the symptoms of Post Traumatic Stress Disorder can be just as devastating as any physical injuries sustained.

A unique Hollywood program is now helping people to recover from the serious effects of trauma. The Trauma Recovery Program is facilitated by a dedicated team of mental health professionals in The Hollywood Clinic, Hollywood Private Hospital's mental health service.

Some of the aims of the Trauma Recovery Program include providing a safe environment to help the patient understand and explore the impact of the trauma, as well as developing anxiety management strategies and positive ways to embrace life.

Clinical Director and Consultant Psychiatrist, Dr Brendan Jansen, said it was vital that people who had

experienced a trauma seek medical help as soon as possible. "There is clear evidence that this disorder, if not treated, can lead to long term health, social, interpersonal and family problems," Dr Jansen said.

"A very special aspect of the program is art therapy, which helps participants communicate their feelings in powerful, non-verbal ways."

Trauma Recovery Program Coordinator Dr Robert Segal said, "After a trauma we often try to file away our memory of what happened, putting it to the back of our mind. It's as if we are trying to pack the event away into a box.

"In this way the contents of the box becomes like a ghost that we are terrified of confronting. As part of therapy it's important that we confront this fear, open the box and inspect the contents for what it really contains."

The recent pilot of Trauma Recovery has been a great success with very positive developments gained for participants. The Hollywood Clinic has now made the Trauma Recovery program available to the general community.



Above: The Trauma Recovery Program helps people who have experienced recent trauma (six months to three years ago). Clinical Director Dr Brendan Jansen (on left) & Program Coordinator Dr Robert Segal work together to help people deal with traumatic experiences.

Above left: Mental Health Nurse Sharlene Chew (on right) works with people suffering the effects of Post Traumatic Stress Disorder.

Greenslopes opens State's largest Coronary Care Unit



Queensland's largest Coronary Care Unit (CCU) and a new cardiac catheter suite centre were officially opened by Queensland Premier Peter Beattie at Greenslopes Private Hospital in May.



Premier Beattie said the Greenslopes hospital was a valuable part of the Brisbane region's health services. "Greenslopes Private Hospital is clearly one of the leaders in health care in the Smart State," he said.

"With 18 single rooms, the Hospital operates the largest coronary care unit in the State. In addition, it is having a tremendous impact on meeting the needs of patients in the burgeoning southern suburbs of Brisbane, as well as the ageing veteran community."

The new CCU is equipped and staffed to handle all

acute cardiac emergencies, stabilisation of patients following complicated cardiac procedures and investigation of serious cardiac conditions.

Located adjacent to the theatre and new CCU, the centre consists of three cardiac catheter laboratories, two fitted with the most sophisticated, automated digital medical imaging equipment available today.

On opening the new Coronary Care Unit in mid February, it has averaged more than 70 per cent occupancy – a testament to the excellence of this Unit.

Just in time for the official opening of the new cardiac facilities, in March the Hospital's cardiac catheter laboratory staff performed their 10,000th procedure.



Top (L-R): RHC Managing Director Pat Grier, the Hon. Peter Beattie MP Premier of QLD, RHC Chairman & founder Paul Ramsay AO, & GPH CEO Alan Kinkade.

Above (L-R): Paul Ramsay, the Premier & Dr Narendra Kewal - Chair of GPH's Cardiac Services.

Centre: One of the new CCU suites.

Oneplus calls for graduate nurses

What do you get when you add the best nursing graduates to one year of outstanding industry training? You get oneplus!

Oneplus is Hollywood Private Hospital's graduate nurse program and opens the door to exciting opportunities for a first-year nurse's career.



Hollywood is looking for the best graduate nurses in the country to join the hospital's well-respected team and is currently in its mid-year intake.

Employee Relations Manager, Rita Maguire said, "Oneplus offers graduate nurses a fantastic program with extensive support, confidence and staff benefits."

"The Oneplus program includes regular education sessions and a comprehensive study day program. We offer a variety of clinical settings with ongoing education, feedback and assessments.

"This means that first-year nurses have the reassurance of knowing their clinical and professional skills are meeting industry standards."

Current Oneplus Graduate Nurse, Lisa Crawford, said she applied to the program on the recommendation of other people.

"I know other nurses who at Hollywood and they really enjoy it," Lisa said. "The training, development and support have been fantastic."

On successful completion of the 12-month Oneplus program, nurses have the opportunity of permanent

employment at Hollywood, with the potential to select their preferred speciality.

Oneplus Coordinator, Scott Hawkins said he was proud to support the training and development needs of the graduate nurses.

"Helping first-year graduate nurses develop their skills is very rewarding.

The graduates live up to their reputation of being outstanding nurses," Scott said.

In addition, Oneplus Graduate Nurses become part of the Ramsay Health Care network, with health care facilities across Australia.

This means Oneplus nurses have the opportunity to work in one of the many facilities owned by the Ramsay group.

Hollywood Executive Director, Kevin Cass-Ryall said, "Hollywood and Ramsay Health Care know that if we target and hire the best graduate nurses our patients will receive the very best level of nursing care."

"To do this, we need to listen to graduate nurses needs and concerns and act on these. Oneplus achieves these important goals."

For an information brochure on the Oneplus Graduate Nurse Program please call Hollywood's Training and Development department on: 08 9346 6617 or go to: www.ramsayjobs.com.au



Top & above: Hollywood Private Hospital's Oneplus promotional posters.

Left: Julieanne Burton is one of Hollywood Private Hospital's Oneplus graduate nurses & recently provided information to student nurses at the WA Nursing Expo.

New Ramsay Brochure



A new brochure on Ramsay Health Care has been distributed to all facilities. This brochure has been expanded to accommodate our newly acquired facilities in Victoria and South Australia. This brochure can be used for new employee orientation packs, visitor's areas, trade displays and hospital events.

Please contact Corporate Marketing if you would like to order more copies of this brochure on 07 3394 7614 or via email at:

marketing@ramsayhealth.com.au

Southern Highlands gets seal of approval for high quality patient care



Southern Highlands Private Hospital is the first Ramsay Health Care hospital to receive 4 years accreditation from the Australian Council on Healthcare Standards (ACHS) under the new accreditation standards introduced last year.

Southern Highlands has been given a seal of approval for the outstanding care given to its patients. The ACHS, Australia's foremost independent authority on quality health care, has recognised and endorsed the high quality care given to patients of Southern Highlands Private Hospital by awarding it 4 years accreditation through the Evaluation and Quality Improvement Program (EQUIP). They received high commendation for their Rehabilitation Program, Psychiatric Day Program and Day Surgery.

Lake Macquarie redevelopment completed

The redevelopment has been completed at Lake Macquarie Private Hospital and incorporates three new theatres (one shell only), increase in bed numbers by 46 beds, new CSSD, redevelopment of ICU and day surgery, kitchen extensions, new laundry and maintenance workshop and additional car parking.

A new medical centre was also constructed across the road with a bridge link between the hospital and medical centre. The Centre has provided for 9 consulting suites - most suites accommodate multi specialist practices as well as housing new comprehensive radiology and pathology practices.



Above: The newly constructed Medical Centre & bridge link.

The overall development has improved capacity of the hospital as well as providing much more functional and quality service provision. The medical centre has also provided good access for quality specialists.

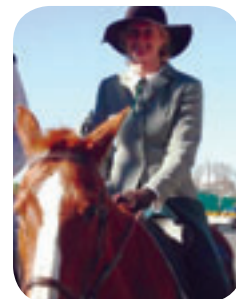
RAMSAY PEOPLE

Annette rides for History

Annette Arthur, CEO of Tamara Hospital in Tamworth rode in the Reserve Forces Parade on 4 July in Sydney.

A number of riders from Tamworth participated in the Parade. Horsemen and women volunteered to join in the commemoration of the Light Horse Troops that served in World War One.

90 riders rode through the main streets of Sydney acknowledging the role of the horses sent from Australia to serve in WWI. Riders consisted of Light Horse troops and "new recruits" donating their horses from "the bush".



Above: second from right: Annette Arthur, CEO of Tamara Private Hospital, with fellow riders commemorating the WWI Light Horse Troops.

Top Honours for Staff Development team

Congratulations to Greenslopes Private Hospital who took out top honours at last month's regional finals for the Queensland Training Awards.

GPH won Large Employer of the Year, Brisbane region for its training and initiatives.

The Hospital's Staff Development Department offers hospital staff more than 50 formal training programs from clinical management to administrative skills.

Staff Development Manager, Tracey Oakley, said the Hospital had positioned itself as an employer of choice in Brisbane. "We offer a diverse range of educational opportunities that include clinical, non-clinical, and nationally recognised management training," she said.

"The Staff Development team take great pride in equipping employees with all the skills they need in order to provide our customers with a sensational service experience."

Award winners were announced at a gala presentation dinner at the Greek Club in front of the cream of Brisbane's business fraternity.

Employment, Training, and Industrial Relations Minister, Tom Barton, said the winners deserved the highest recognition for their outstanding achievements.



Above: Back row L to R: Caroline Carter - Staff Development Secretary, Cyndi Roughan - Corporate Educator, Tracey Oakley - Staff Development Manager, Kerry Page - Clinical/Corporate Educator, Jane Roebuck - Generalist Educator/Graduate Program Coordinator, Karyn Allen - Clinical Cardiac Educator

Front row L to R: Susan Adams - Oncology Educator, Leonie Dieckmann - Critical Care Services Educator, Sue Mantova - Surgical Clinical Educator

"The exceptional quality of nominees in this region indicates that Brisbane plays a key role in boosting the State's economy by skilling Queenslanders," he said.

In August GPH will compete against other regional winners at the State Awards.

Story adapted from South East Advertiser. Journalist: Milan Cuk.

Farewell Lyn



It is with much regret that Pat Grier has announced the resignation of Lyn Lewis, Corporate Project Manager, from Ramsay Health Care at the end of July. Lyn has been with RHC for almost nine years and in that time has been involved in a number of major projects including the development of North Shore Private Hospital, the coordination of the The Ramsay Way program across the Group, and the development of a Code of Conduct for all employees.

Lyn started with the Company in Head Office in late 1995 when RHC was awarded the contract for North Shore and soon after, following the acquisition of The Centre for Bone and Joint Diseases was appointed as the CEO with responsibility for the relocation and integration of that hospital to the new campus at North Shore. After the commissioning of North Shore in July 1998, Lyn moved into Head Office and since then has embarked on a number of diverse projects ranging from the coordination of the Y2K compliance program, to the establishment of an allied health division - Ramsay Professional Services, and secondments to overseas projects in Malaysia and Indonesia.

According to Lyn, the most challenging and satisfying project in this time was the coordination of the Ramsay Way program following the staff survey in September 2001, which gave her the opportunity to spend time out in the field interacting and talking to employees in all our facilities - it is the people and the unique culture of RHC that she will most miss.

Lyn is leaving us to pursue other interests and hopes to be able to spend much more time on her favourite pastime which is sailing.

LETTERS TO THE EDITOR

Have your say!

Letters with comments or suggestions can be forwarded to:

The Editor - The Ramsay Way
RHC Marketing Department
Newdegate Street, Greenslopes. 4120 QLD
ph: 07 3394 7614
fx: 07 3394 7728
or email: marketing@ramsayhealth.com.au



New Aged Care Operations Manager

Mark Caldwell has been appointed as Aged Care Operations Manager and commenced his new role on 12th June. Ramsay Health is strongly committed to major expansion of its operations into the Aged Care sector and Mark's primary role will be to both initially develop the infrastructure to establish these additional services and be responsible for the ongoing day to day management in providing innovative and high quality services.



Mark has substantial successful management experience from working in both acute health and the aged care sectors.

New CEO at North Shore

Greg Brown has been appointed Chief Executive Officer of North Shore Private Hospital replacing Mark Parrish.

Greg has extensive private healthcare management experience. He has worked within the health care sector in Australia in senior executive positions for ten years, including Alpha Health Care (now part of Ramsay Health Care) and most recently at the flagship of Affinity Health Care, St George Private Hospital. He will commence on 16 August 2004.

North Shore's Olympic Cox



Royal North Shore Private Pharmacist, Michael Toon, has been selected as Cox in the Olympic Mens Heavyweight Eight rowing team headed for glory in Athens in August.

Like most Olympic athletes, Michael's story is one of hard work and sheer determination.

But this 25 year-old has overcome some fearsome obstacles to join the elite squad, which also includes Mike McKay, a member of the original awesome foursome.

Michael was born in Brisbane with an extremely rare condition called transposition of the great vessels, in which his blood was slowly starved of oxygen and he turned blue.

At the age of three he underwent major open-heart surgery to correct his congenital heart defect and at seven years old was fitted with a pacemaker...he is now on his second pacemaker.

Michael loved rugby and remembered watching his brother play. But, after being told he was not to play highly-competitive sport, Michael decided to become a linesman for his school's rugby team...this didn't satisfy his need to be part of a team, so he decided to take up coxing with the school's rowing team.

A rower since 1992, Michael worked his way up through the school ranks in Queensland before moving to New South Wales two years ago to give himself a better chance at national selection.

In 2001 he was selected in the Australian Senior Eight team, after representing Australia between 1996 and 2000 in the Under 23s.

The squad is now preparing for Athens by training in the waterways around Sydney. Michael leaves for Athens in mid July.

Ramsay Nurse wins State Nursing Award

Ramsay Health Care's contribution to Mental Health Services in South Australia and in particular the calibre of nursing staff, continues to be recognised with Carolyn Rosenbauer taking out the State Division of the Australian Nursing Awards in May.

Carolyn is a senior registered nurse with thirty-three years of experience in the area of Mental Health. She has the distinction of establishing the Psycho Intervention Unit at the Adelaide Clinic, which also includes Psycho-educational sessions for families.

As the Coordinator of the Community Service this training has been invaluable to patients, families and caseworkers.

The Community Service now has a team of six staff, which addresses the needs of over 200 patients and over 40 active referring doctors throughout the Adelaide Metropolitan area.

Patients referred to the community program have diagnoses covering all psychiatric disorders. They often have a history of long term or multiple admissions and can have self-destructive behaviour. Many of those referred can become dependent on the community staff as a means of dealing with their illness, so managerial interventions and directions are an ongoing aspect of the service.

Carolyn corroborates the knowledge that the relationship of nursing to patient outcomes is crucial to managing professional nursing resources and to optimising patient care.



Above: The Federal Minister for Health, Mr Tony Abbott, & award recipient Carolyn Rosenbauer at the ANA Dinner.

Left: Carolyn proudly displays her Award.

The nomination said: "Carolyn has a genuine compassion for people and has always had the ability to do 'that little bit extra' for each and every one of her patients, peers and friends. Each patient Carolyn takes on is treated with respect and compassion. She has the capacity to make each individual feel special and is able to be therapeutic without crossing boundaries – a skill is often overlooked in the Psychiatric arena. Equally Carolyn has the enthusiasm to drive the Team to meet the demands of a growing service that has never faltered. She remains the epitome of what a nurse can be."

Carolyn along with Paul Donnell and David Lindsay was also nominated by patients and carers for the 'Sunflower Award'.

Paul Donnell won the outstanding individual achievement award for his commitment to patients with mental health illness.

CEO of the South Australian psychiatric hospitals Carol Turnbull said Ramsay Health Care was extremely proud of the staff at these hospitals.

New Vic/SA Regional Manager



Ray Jacobson, formerly the Chief Operating Officer for Benchmark Healthcare, is now the Regional Manager for Ramsay Health Care in Victoria and South Australia.

Ray qualified as a Chartered Accountant in 1977 and after 14 years with Deloitte Touche Tohmatsu joined with a group of investors who were proposing to form a private hospital group. He worked with the original investors to form Benchmark was a Director of the Company since its inception in 1986. During the first ten years Ray was responsible for the financial, accounting and statutory activities of the company whilst it grew from a single hospital owner into the group it is today. He was the Chief Financial Officer until 1999 when he was appointed into the newly created position of Chief Operating Officer.

New Director of Clinical Services at Northside



Paul Dolan worked at Northside Clinic for two years as a Registered Nurse from 1991-93. He returned to the Clinic in 1997 as an After Hours Supervisor – a role he held for five years working as both evening and night supervisor. Since then Paul has stepped up to the Assistant DOCS role on numerous occasions and has been acting DOCS since March this year. Following an extensive recruitment campaign, Paul has accepted the role of DOCS on contract until March 2005.

A Century of Service

In the lead up to the Silver Anniversary at Albury Wodonga Private Hospital, five of the hospital's nursing staff are celebrating 20 years and beyond of service. Collectively, over a century of AWPB experience between them!

Karin Goodland, Robyn Evans, Timmy Turnbull, Judy Hofmeyer and Judy Webster all commenced work at AWPB in the early 1980s and have seen the hospital grow and change substantially over the years.

In recognition of their great achievement, all were presented framed certificates to mark the occasion.



Above L - R: Karin Goodland, Robyn Evans, Timmy Turnbull, Judy Hofmeyer, & Judy Webster.

INFORMATION SERVICES UPDATE

BPAY payment option

In order to speed up cash collections and enable patients to pay downpayments and payments against invoices via internet banking, the BPAY payment option has been added. MIS is currently implementing this new option with inclusion on invoice stationary and training for accounts staff.

IBA Upgrade in July

This upgrade is required to enable medical records coding in ICD10 edition 4, (required from 1 July) and to comply with new state statutory requirements. Queensland and Victoria can expect a few changes. User acceptance testing is scheduled in early July and the upgrade will go live soon after, in mid to late July.

Hospital Intranets

As the new Ramsay Intranet is up and running, hospitals now have the opportunity to create and maintain their own Intranet pages, using existing template pages. Have a look at the successful pilot - Westmead Private hospital Intranet pages via the RHC intranet. This fantastic job has been completed with little assistance from MIS and a few hours of training. If interested to find out more contact Sean Higgins on (02) 9433 3453.

Reports Library: IBA & Pronto

A library of reports, including samples, has been published on the Information Services Intranet under 'User Help'. In addition to the standard reports, available to everyone with the right access level, we have published the details of over 300 custom-written reports for IBA and over 150 Pronto custom reports. If you require any of these reports for your hospital please contact the MIS Helpline on 1800 243 903.

Telstra contract

New rates have been implemented and electronic billing, including reporting, will be available from July.

New Intranet launched



In line with the Communications Development Project, which is aimed at improving communications across the Group, a new Ramsay Health Care intranet site has recently been launched.

The new features incorporated on the intranet include:

- A calendar of corporate events
- Comprehensive and easily navigated web pages on all the key corporate functions
- The latest Ramsay news
- Easy access to corporate policies and forms
- Information about employee benefits
- Ramsay organisation chart and corporate information.

The new electronic phone book also provides vastly improved access to contact numbers for staff across the Ramsay Group.

The Ramsay intranet site has been designed to be continually updated and reviewed based on staff feedback and staff have recently been urged by Managing Director Pat Grier to have a look at the site and provide feedback, via the link on the home page.

"We are committed to improving communication and providing better access to information for all staff. The updated intranet is our first major strategy to achieve these aims," said Pat on the launch of the new intranet.

EMPLOYEE BENEFITS

Access the MBF Corporate Plan over the Internet

Staff can now join or access the Ramsay Corporate MBF Plan over the internet. You can simply access the site from:

WORK

1. Logon to our HR intranet site for employee benefits at <<http://ramsay/corporate/HR/benefits/MBF.asp>>.
2. Just click onto the MBF under employee benefits logo or follow the link .
3. Click onto Corporate Login on the right hand side of the page and enter the following:

User name: ramsay
Password: employee

or

HOME

1. Just logon to www.mbf.com.au/corporate <<http://www.mbf.com.au/corporate>>
2. Click onto Corporate Login on the right hand side of the page and enter the following:

User name: ramsay
Password: employee

This Internet site offers a great way to:

- View your health cover options
- Get a quote straight-away
- Join on-line and get your MBF Membership number instantly - even if you are with another health fund.
- Print useful forms such as claim forms.
- Register for Self Service
- Transfer your level of cover

So start enjoying the benefits of Corporate Membership today. If you switch to the Plan from another fund, you will get continuity of cover for services common to both MBF and your current health cover, so long as you have served your waiting periods. Further more by joining MBF you get:

- Rate protection
- Availability of different payment options
- Competitive Rates
- Dedicated Corporate 1300 Number
- Waiver of 2 and 6 month waiting periods until 31/5/03

Of course, if you need any other information regarding your Health Plan, you can always contact Corporate Member Services on 1300 653 525. For any further information about employee benefits please contact Rita Mudie on 07 3233 6012.

Coming Soon! – Ramsay Health Care Staff Satisfaction Survey

As previously advised Ramsay will again conduct a staff satisfaction survey in 2004 using Best Practice as in 2001. It is proposed that this survey will be run in the first 2 weeks of September 2004. Further details will be available from Hospital CEOs in the near future.

anz@work for Ramsay Health Care staff

It is our pleasure to make available to you, an exciting new package of banking benefits and rewards called anz@work. Because Ramsay Health Care has a valuable relationship with ANZ, you can take advantage of this exclusive package. Here are just a few ways that you can save with anz@work:

EVERYDAY BANKING & SAVINGS

- Monthly account service fee waived on Access Advantage Account (save \$60 per annum)

CARDS

- Special Introductory interest rate
- Bonus Sphere Reward points

MARGIN LENDING & STOCKBROKING

- 0.35% up to 0.65% p.a interest rate discount on Margin Lending
- Brokerage for first trade rebated

We would welcome the opportunity to discuss this program in more detail with you and how anz@work can deliver you substantial savings. Please feel free to contact us via:

Anthony Gee - Manager
Phone: (02) 4942 2271
e-mail : geea@anz.com
212 Pacific Highway, Charlestown

Melissa Groves - Manager
Phone: (02) 4947 7971
e-mail : grovesm1@anz.com
554a Pacific Highway, Belmont

MORTGAGE LENDING

- 0.25% up to 0.60% p.a interest rate discount on many loans
- Reduced Loan Approval Fee

HOME INSURANCE

- Discounted premiums (save up to \$80 per annum) and bonus Sphere Reward points

PERSONAL FINANCE

- 0.25% p.a interest rate discount on Variable Rate Personal Loan
- Discounted interest rate and Loan Approval Fee on ANZ Car Loans

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. 4120 QLD or email: marketing@ramsayhealth.com.au