

# The Ramsay Way

THE CORPORATE NEWSLETTER OF RAMSAY HEALTH CARE

Our commitment

## Ramsay Health Care's \$300,000 Tsunami Relief Package



**Above:** Ramsay Health Care staff see the last shipment off to Sri Lanka.  
**L-R** Catherine Gettens, Dayani Perera, Yvonne Pearson, Maria Ferraro & Ruth Nissim

The Ramsay Health Care Tsunami relief package of more than \$300,000 worth of urgent medical supplies were air and sea freighted to Sri Lanka over the last month with the last shipment leaving in mid-February.

The supplies included syringes, bandages, plasters, scalpels and giving packs, and it is expected that they will be used in the administration of first aid, pain relief, antibiotics and immunisation to patients, and for the management of fractures, wounds, and infections.

Ramsay Health Care coordinated the distribution of these urgently required medical supplies directly with the Sri Lankan Navy Medical Unit, the Sri Lankan Government, and members of the Medical Industry Association in Australia.

There are nearly 17,000 critically injured and

wounded people in Sri Lanka and therefore the need to get medical supplies into the country was urgent.

Managing Director Pat Grier said the Company believed that channelling their efforts and funds to supply much-needed medical supplies was the way that the Company could be of most assistance in helping victims of this disaster.

"It is really heartening that many of our suppliers have given such fantastic support to this relief effort," he said.

"There has been a lot of work go into coordinating this massive relief effort and we will be pleased to see the supplies on the ground in Sri Lanka over the coming days where they can be of most use."

The Commander of the Sri Lankan Navy's Medical Unit will personally coordinate the distribution of medical supplies donated by Ramsay Health Care to hospitals throughout the affected areas.

Locally, Ramsay's hospitals contributed to the effort through a corporate employee appeal as well as other local appeals by supplying medical and pharmaceutical aid, and money.

A number of medical and nursing staff from Ramsay hospitals volunteered to assist in the disaster relief effort and Ramsay Health Care supported their efforts by providing leave and free travel insurance.

Mr Grier said all Ramsay Health Care employees should feel proud that we have made a significant contribution to the relief efforts for this enormous humanitarian crisis.

### In the News

News of Ramsay Health Care's efforts in Sri Lanka hit the local press. An article, written by correspondent Panduka Senanayake appeared in Sri Lanka's newspaper, the Daily News - the leading English newspaper in Sri Lanka.

### Emirates Assists Ramsay Relief Effort

All of the urgently required medical supplies coordinated by Ramsay Health Care for distribution to Sri Lanka were air freighted by Emirates SkyCargo.

Ramsay Health Care would like to thank Emirates who gave the Company substantial discounts to air freight the cargo to the affected areas.

### Australia Day Honours awarded to Ramsay Employees

Two Ramsay Health Care employees have been awarded Order of Australia Medals in the Australia Day Honours. **See page 4 for further details.**

### Salary Sacrifice option now available!

Ramsay Health Care has agreed to offer salary packaging to all staff through Paradigm Total Salary Management. Trials will be conducted for 3 months in two selected Ramsay Health Care Hospitals and, if successful, the offer will be extended across all facilities in the later half of 2005. **Find out more on page 5.**



**Above:** The last shipment of the Ramsay Relief Package including food & medical supplies leaves for Sri Lanka in February.





The Ramsay Health Care Tsunami Relief Effort has been truly fantastic. It has been amazing how various people and organisations have rallied around to the cause.

The relevant suppliers have been great in doing so much to make supplies available often free or reduced rates. Specific health funds have covered the air freight costs. Emirates Airlines considerably reduced these costs for us.

Various medical organisations have also got behind the program (QLD AMA) and of course so have our hospitals and staff. The Sri Lankan Navy have made sure the much needed medical supplies are reaching the needy.

I also want to thank the taskforce we put together to run the effort – without whom this could not have happened.

The final shipment of Ramsay supplies, along with supplies from the AMA and Baxter is being sea freighted to Sri Lanka. The total value of supplies to Sri Lanka will more than likely reach \$300,000 – a great Ramsay effort.

Most importantly it has shown the humanitarian side of Ramsay Health Care. As a corporation, you are always looking for things your staff can identify with and be proud of the organisation they work for. I hope this has been the case. Some of the hospital efforts have been great.

As you may have seen, Ramsay Health Care has agreed to acquire five aged care facilities in Victoria from Ellis Residential Care. On acquisition, we will then have 474 operating aged care places. We have also been granted a first and last right of refusal on the remaining five aged care facilities in the Ellis portfolio. These are quality facilities, which have benefited from recent capital investment and the land adjacent provides potential to develop an integrated aged care campus including independent living accommodation. They are the type of facilities that fits Ramsay Health Care's credibility.

The Ellis acquisition means we have a reasonable aged care presence from which to expand with bolt-on acquisition and to complement our Greenfield development plans. We aim to build and develop between 500 and 600 aged care places over the next three years starting in Brisbane and Coffs Harbour. We are also holding thumbs waiting to hear about further licences in the latest round of the Commonwealth Residential Care Places in coming weeks, which we have already applied for. This will give us more opportunities to do Greenfield sites.

We have purchased two more hospitals – The Murray Valley Private Hospital (30 beds) in Victoria and Rockingham Private Hospital (45 beds) in Western Australia. Both of these are strategic acquisitions with the Murray Valley Private giving greater presence to Albury Wodonga Private Hospital and Rockingham Private Hospital (to become Coastal Private) working in conjunction with Hollywood Private Hospital.

Congratulations to two Ramsay Health Care staff for awards in the Australia Day Honours this year Enid Scott of Lake Macquarie Private Hospital and Dr K Suresh Badami, a Career Medical Officer at Berkeley Vale Private. There is an article in this edition on their awards.

Some very sad news, Andrew Hartley, the disabled sailor Ramsay Health Care has been sponsoring, passed away on the 1st of February. He had developed pneumonia and was admitted to the Royal Adelaide Hospital earlier this week. Andrew's family have thanked Ramsay Health Care for our sponsorship and are grateful for how it opened Andrew's horizons. They have also said they are very grateful for the video Ramsay Health Care organised and it will be treasured.

**Pat Grier**  
Managing Director

# Dayani coordinates distribution of supplies in Sri Lanka

Dayani Perera, Ramsay Health Care Taxation Manager left Australia on Tuesday, 11 January, to coordinate the logistics for collection and distribution of the medical supplies coordinated by Ramsay Health Care to Sri Lanka.

While in Sri Lanka, Dayani met with the Commanders of the Sri Lankan Navy and Naval Medical Unit and also with the Sri Lankan Government's Ministry of Health.

The Commander of the Navy Medical Unit personally oversaw the distribution of the medical supplies to the Navy Hospital.

The Medical Unit received the supplies at the Sri Lankan airport and then immediately distributed the supplies to Hospitals and treatment centres throughout the affected areas.

"As roads and rail tracks have been destroyed by the Tsunami certain areas were only able to be accessed by boat," Dayani said.

"Areas that were once peaceful now look like a war zone – not a house, shop, school or building were left standing. Even the trees and mangrove swamps were destroyed. All that was left was a trail of mud and devastation."

"The pain, anguish and suffering was firmly etched on the faces of the survivors. These are looks I will never forget."

Dayani said she took some flavoured milk cartons, colouring books and crayons and distributed them to the children.



**Above:** Dayani Perera, pictured with Sri Lankan Navy Commander, Vice Admiral Daya Sandagiri. (Photo – Dayani Perera)

"There were children who accepted these goods with a smile and others who were motionless and speechless. Many of these children were so traumatised all they did was stare into space, oblivious of their surroundings.

"Many people are now living in tents set up along the roadside. I continue to ask myself, 'What will become of these people?' Aid needs to continue to be given to these people, and it is critical that the distribution of aid is monitored so that all those affected benefit.

She said there was a field hospital set up by the Pakistani Navy along the roadside.

"I gave the box of medical supplies donated by Johnson & Johnson to this hospital. Here, they were even performing minor surgery - it was like a scene from Mash – but unfortunately it was real."



**Above & left:** Photo's from Dayani's trip to Sri Lanka

## Health Funds contribute to Ramsay Appeal Fund

Private Health Insurance Funds from around the country have contributed to the Ramsay Health Care Tsunami Appeal. The following health funds have given to the appeal:

- Australian Health Service Alliance
- Medibank Private
- HCF
- MBF
- BUPA/HBA

Ramsay Health Care Managing Director Pat Grier said the contributions by the health funds were greatly appreciated and went towards providing funds to air freight the urgently needed medical supplies.

## Albury Doctor Joins surgical team

Albury Wodonga Private Hospital Orthopaedic Surgeon Dr David Kirwan left for Sri Lanka on 5 February to provide medical aid to victims of the tsunami disaster.

He will operate in two hospitals providing first aid and repairing open fractures.

With the assistance of Ramsay Health Care, Dr Kirwan was able to take with him \$50,000 worth of medical supplies which were donated by Tyco Healthcare and Zimmer.

**Right:**  
Orthopaedic Surgeon, Dr David Kirwan. (Courtesy of Border Mail)



# Ramsay Assists others with distribution to Sri Lanka

Many organisations and individuals throughout the country heard of Ramsay Health Care's Tsunami relief efforts and asked for the Company's assistance in getting their own donated supplies distributed to Sri Lanka.

Ramsay Health Care has assisted donors from LaTrobe Regional Hospital, Freemasons and AUSeMED (National Company of Emergency Physicians) distribute 5 pallets of intravenous fluids to Sri Lanka by piggy backing it with our own relief package.

Ramsay Health Care has also provided assistance to AMA branches, which also supplied goods to affected areas.

CEO of the Queensland Branch of AMA, Kerry Gallagher wrote to Ramsay Health Care with a special thank you to the Organisation for supporting them with their donations and arranging the shipment to Sri Lanka.

# Navy Chief thanks Ramsay

Chief of Defence Staff & Commander of the Sri Lanka Navy, Vice Admiral Daya Sandagiri, addressed a letter to Ramsay Managing Director Pat Grier thanking Ramsay for their assistance and generous contribution.

“Dear Mr Grier

*On behalf of the officers and men of the Sri Lanka Navy, I sincerely thank Ramsay Health Care for its valuable contribution of medical supplies sent to our country. The medical supplies have and will continue to be used to treat the critically injured and wounded survivors of the recent Tsunami.*

*I wish to place on record the co-operation and assistance extended by Ramsay Health Care and your suppliers viz. Baxter Healthcare Pty Ltd, Smith & Nephew and Terumo. These much needed medical supplies have arrived safely and are on the way to hospitals and treatment centres throughout the affected areas in Sri Lanka to help victims of this disaster.*

*We greatly appreciate the enormous efforts that have gone into coordinating the distribution of these supplies to Sri Lanka. Please convey out sincere appreciation to all those who assisted in sending the medical supplies to Sri Lanka.*

*Yours sincerely  
Daya*



# How our hospitals helped

Thank you to everyone who has contributed to the numerous Tsunami Appeals operating around the country.

Examples of some of our hospitals uniting together with their local communities include:

- The Valley and South Eastern Private Hospitals contributed medical supplies to a number of their doctors who travelled to Sri Lanka to assist.
- Beleura had more than 25 beds collected by the Red Cross.
- Donvale's Social Club donated their Christmas raffle money to the appeal.
- Baringa donated \$2,000 to an appeal being run through the local Coffs Harbour newspaper in conjunction with Care Australia.
- Hollywood filled a number of containers with medical supplies, which were been transported to the different areas affected.
- Lake Macquarie Private Hospital staff donated cash, clothes, and toys to Father Riley's "Youth Off The Streets" charity to help with the establishment of an orphanage in the Tsunami struck region. The Hospital also matched cash donations dollar for dollar for a period of time.
- Management of North Shore Private Hospital, with the assistance of the Sydney Neuro Oncology Group, are held a fundraising luncheon. The food was generously donated by the Hospital with the support of a number of suppliers. The lunch raised more than \$2,890.

- Peninsula Private Hospital's Dr Peter Cole (Thoracic Surgeon) flew to Banda Aceh as part of a 10 person medical team. To assist him, the Hospital arranged through Ramsay his travel and medical insurance and a medical supplies package from Johnson & Johnson. The Hospital also contributed clothing through Church Groups.
- Head Office, coordinated, together with the Ramsay Sydney metropolitan Hospitals – Hunters Hill Private Hospital, Mt Wilga Private Hospital, Northside Cremorne, Northside Clinic, Northside west, Northshore Private Hospital and Westmead private hospital – "A Sri Lanka Tsunami Food Appeal". People's homes were destroyed by the Tsunami and approx 800 refugee camps were set up to temporarily house the homeless. Food supplies, in particular, rice, lentils, flour, tinned fish were in short supply. The food appeal was an overwhelming success and the Sydney group collected a total of 7 pallets of food. The food set sail on "Cotship London" bound for Colombo Sri Lanka. A special thanks to all the staff who gave generously to this food appeal and also to the Head Office and NSPH staff who packed the food ready for shipment.

# Thanks to our suppliers

Ramsay Health Care thanks the following Organisations for their valuable contribution to the Ramsay Tsunami Relief effort:

- **Baxter Healthcare** supplied intravenous fluids.
- **Smith & Nephew** Medical supplied bandages, plasters, cotton wool, and scalpels.
- **Terumo Corporation** supplied syringes.

As a result of their contributions of goods in kind and goods at reduced prices, the Company was able to distribute a relief package worth more than \$300,000 to the Sri Lankan Navy's Medical Unit.

Managing Director Pat Grier said he was delighted that many of our major suppliers had been more than willing to assist us. "This has been a massive coordination effort by many people and the support of some of our major suppliers assisted us to be able to channel our efforts and funds to supply these much-needed medical supplies on the ground in Sri Lanka."

In addition, the Medical Industry Association of Australia gave its support to the Ramsay Health Care relief effort such that members of that Organisation saw fit to support Ramsay Health Care's proposal.

Emirates Air Cargo has air freighted the urgently needed medical supplies at much reduced rates.

Other support has come from Johnson & Johnson Medical who offered surgeon's kits for Ramsay Health Care doctors travelling to affected areas. Device Technologies were also supportive of Ramsay's efforts.

"The management and staff of our Organisation acknowledge the cooperation and valuable contribution of all these Companies," he said.

## Baxter

smith&nephew

TERUMO®



# Ramsay Health Care diversifies into Aged Care

Ramsay Health Care has agreed to acquire five aged care facilities in Victoria from Ellis Residential Care.

The facilities to be purchased include Bairnsdale Aged Care Facility, Lakeview Aged Care Facility (Lakes Entrance), Paynesville Aged Care Facility and Sale Aged Care Facility, which together have a total 331 high care and low care places. The acquisition of these four facilities also includes the acquisition of vacant land adjoining some of the facilities, which provides Ramsay Health Care with expansion opportunities.

Ramsay Health Care has also entered into a separate agreement to purchase Gracedale Private Nursing Home from Ellis Residential Care. Gracedale has 75 extra service beds.

Subject to appropriate approvals from the Department of Health and Ageing, settlement for Gracedale is expected in early March and for the other four facilities in early April.

When the acquisition of the facilities is finalized, Ramsay Health Care will have 474 operating aged care places.

In addition, Ramsay Health Care has been granted a first and last right of refusal on the remaining five aged care facilities in the Ellis Residential Care portfolio.

Ramsay Health Care Managing Director Pat Grier said the acquisition of the five facilities is in line with the company's strategy to expand into aged care through both acquisition and greenfields developments.

"We are pleased to have reached agreement on this aged care acquisition that meets our objective to acquire quality aged care accommodation," Mr Grier said.

"These are quality facilities which have benefited from recent capital investment. In addition, the land adjacent to the facilities provides us with potential to develop an integrated aged care campus, including independent living accommodation.

"We now have a significant aged care presence from which to expand with bolt-on acquisitions and to complement our greenfield development plans," Mr Grier said.

Ramsay Health Care has previously announced that it has begun implementing its greenfield plan to build and develop between 500 and 600 aged care places over the next three years starting at sites in Brisbane and Coffs Harbour and it continues to investigate appropriate acquisition opportunities.

Ramsay has secured and continues to apply for new licences in order to develop suitable facilities and where possible attract accommodation bonds.



**Top:** Bairnsdale Private Nursing Home



**Above:** Lakeview Aged Care Facility



**Right:** Paynesville Private Nursing Home

**Far right:** Sale Aged Care Facility



## Ramsay people receive Australia Day Honours

Enid Scott has been awarded an Order of Australia Medal for her services to the Community and particularly for her service to Lake Macquarie Private Hospital. Enid had been the Director of Nursing at Lake Macquarie for over 31 years and has played a significant role in the development of health services in the region including the foundation of a cardiac surgery unit supported by an intensive care unit.

Enid received the Award for Excellence (for Hospital) from the Australian Private Hospital Association in 1995. She has been a member of the NSW Nurses Association since 1971 and a member of the Royal College of Nursing since 1997.

The nomination came from the Heart Support Group in recognition of the lead role Enid had played at this hospital in cardiac services over so many years.

Lake Macquarie Private Hospital held a special dinner for Enid after she received the Award.

Dr K. Suresh Badami who is a Career Medical Officer at Berkeley Vale Private was awarded the Medal of the Order of Australia. He was awarded this honour for his services to the community of Baradine and in particular for establishing a multi-purpose health facility. He has now returned to General Practice on the Central Coast and is a permanent part time employee at Berkeley Vale Private Hospital. He was the original Chairman of the Berkeley Vale Medical Advisory Board when the Hospital opened in 1990.



**Below:** Dr K Suresh Badami & patient.



**Above L-R:** John Duke - past CEO at Lake Macquarie Private Hospital & now CEO at Mater Private Sydney, Enid Scott, Former DON Lake Macquarie Private Hospital & OAM recipient, Paul Ramsay, Chair Ramsay Health Care, Roger Snell, CEO Lake Macquarie Private Hospital.

## Two more hospitals to join the Ramsay portfolio

Ramsay Health Care has recently acquired the 45 bed Rockingham Family Hospital in Perth, from Futuris Western Australia and the 32 bed Murray Valley Private Hospital in Wodonga, from the Melbourne-based company EMROC.

This brings the total number of hospitals in the Ramsay Health Care portfolio to 37.

In welcoming the staff and doctors of both hospitals to the Ramsay Health Care Group, Managing Director Pat Grier said the Company aimed to enhance the features that had made both Rockingham and Murray Valley Private Hospitals, very successful hospitals in their own right.

Rockingham Family Hospital provides services in medical, surgical and maternity services. It is proposed to rename this hospital Coastal Private Hospital.

Murray Valley Private Hospital provides services in rehabilitation and oncology and will complement the services currently offered by Albury Wodonga Private hospital across the border.

"We want the staff and doctors at both hospitals to feel confident that they are becoming part of a successful private hospital operating group with a strong culture and set of values.

Rockingham Family Hospital's Director of Clinical Services, Ruth Del Borello, will continue to manage the hospital soon to become Coastal Private. At Murray Valley Private Hospital Susan Blair will stay on as the Director of Clinical Services.

# Ramsay starts salary packaging trial for employees

A trial of salary packaging for employees of Ramsay Health Care will begin at two hospitals in April 2005 and is expected to be extended to all employees before the end of the year.

The Ramsay Executive Management Committee recently agreed that all permanent employees will be able to package their remuneration. Paradigm Total Salary Management has been selected as the organization that will provide the salary packaging service and the employee will pay a fee (which can be salary sacrificed) for this service.

As a first step, a trial of salary packaging will occur at Greenslopes and Lake Macquarie Private Hospitals and this will be reviewed after 3 months before it is extended to hospitals throughout the Group.

Salary, bonuses and allowances will continue to be paid by the Hospital's payroll department and at each pay, the monies relating to the salary sacrificed items will be forwarded to Paradigm.

## Who can Package?

Any permanent staff member

## Benefits to be packaged:

- Fully novated car lease including associate leased vehicles (max 2 per employee).
- Note book or similar portable electronic device, one per year;
- Superannuation contributions, including contribution to pay life insurance premiums. All super contributions including SGC contributions must not exceed the age-based limits based on which Ramsay is entitled to obtain a tax deduction;
- Financial and tax advice provided by independent and registered advisors;
- Disability and income protection insurance premiums, provided the employee would have obtained a tax deduction if they had claimed the premiums;
- Ramsay uniform and any other protective clothing Ramsay requires the employee to use whilst carrying out their duties for Ramsay.
- Fees in respect of in- house child care;
- Fees in respect of in- house gym;
- Sustenance - amounts paid for meals at in - house dining facility only.
- Membership and administration fees paid to Salary Packaging provider
- Self-education expenses;
- Professional expenses;
- Trade or professional journal subscriptions;

The following benefits would be offered to employees who have relocated as a result of their employment, provided all the criteria stipulated in the tax legislation is satisfied by the employee. (the Salary Packaging Provider would have to give Ramsay written confirmation that such criteria are satisfied):

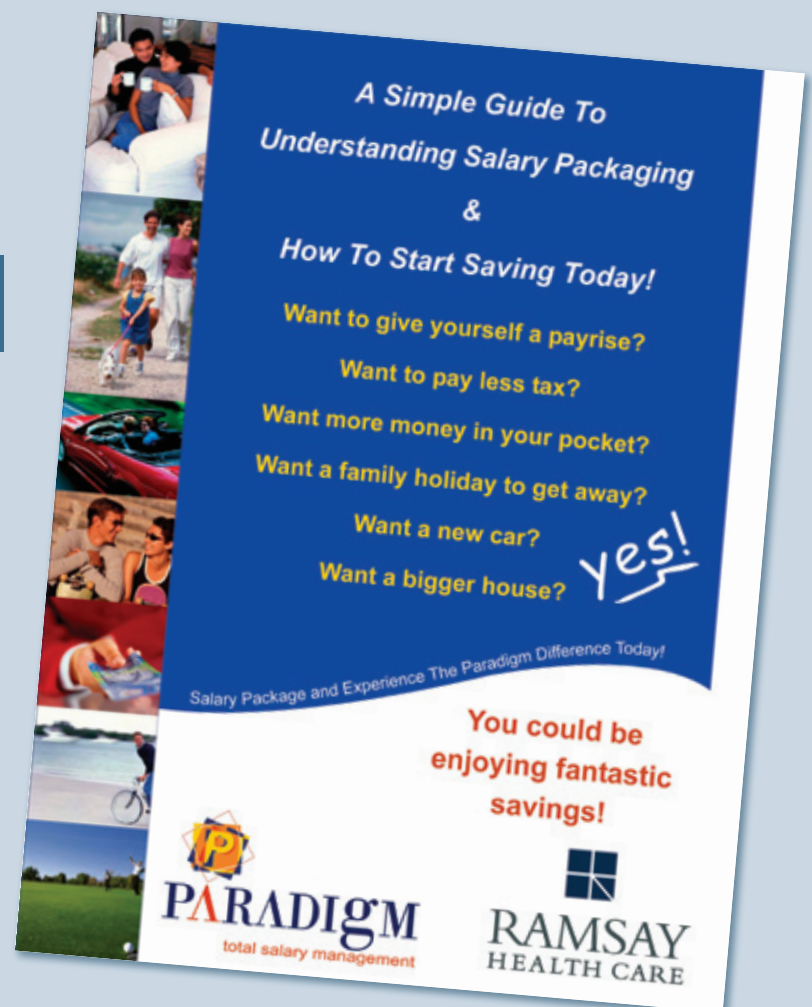
- Relocation benefits;
- Rent; lease of household goods

## Benefits to employees:

Paradigm believes that up to 80% of employees can package (subject to award and EBA conditions). Paradigm can package from salary levels of \$30,000 p.a. to the highest salaries

## Packaging provides:

- An increase in disposable income
- Greater choice and flexibility of benefits
- Eligibility for Government benefits e.g. Family Tax Benefit



## Minimization of:

- Superannuation Surcharge Levy
- Medicare Levy Surcharge
- HECS repayments
- Application of savings (super, investment, debt reduction)
- Cash flow benefits.... ability to bring forward tax deductible items
- Ability to sacrifice additional super and insurance cover

## Costs of packaging for employees

Paradigm will levy a fee of between \$150.80 and \$296.40 per annum, depending on what is packaged.

## Who are Paradigm?

Paradigm Total Salary Management ([www.paradigmtsm.com.au](http://www.paradigmtsm.com.au)) provides a total, outsourced salary packaging solution for corporate, Government and not-for-profit organizations.

Look out for further information regarding salary packaging over the coming months on the intranet and through future editions of The Ramsay Way.

Information sessions are planned to be conducted at Ramsay facilities by Paradigm Total Salary Management.

Each staff member will also receive information separately mailed to them and updates will be sent regularly.



# Churchill consulting suites

A new consulting suite complex is now under construction at The Valley Private Hospital and is due to be completed in mid March this year.

To be named The Churchill Consulting Suites, it will feature 6 fully leased consulting suites and a large sessional area containing five suites, a spacious and comfortable waiting area and modern reception.

Interest is strong with local specialists and rooms have already been permanently leased to cardiologists and orthopaedic surgeons. Support services including pathology and physiotherapy have also demonstrated strong interest.

In addition to the permanently leased area, there are



a further five sessional consulting suites catering to a variety of surgical services from most disciplines.

Project Manager, Steve Hall, said The Churchill Specialist Centre would not only feature a modern, architecturally designed interior offering a relaxing backdrop for patients and doctors, but would provide a comprehensive suite of specialist and diagnostic services for the region.

The Churchill Consulting Suites are the pretext to the multimillion dollar hospital redevelopment at this Ramsay Healthcare site, culminating in the opening of Churchill Private Hospital in 2006.

## New programs at New Farm Clinic

Two new Day Programs were introduced at New Farm Clinic in January 2005.

The Dialectical Behaviour Therapy (DBT) Day Program is a program which incorporates all DBT skills training modules, including interpersonal effectiveness, distress tolerance, and emotion regulation skills. This program is conducted over 12 months in five week cycles and is designed for patients with Borderline Personality Disorder.

The Mood and Trauma Day Program has been developed for patients who have a background of traumatic experiences. The cognitive behavioural therapy approach to this program is designed to assist patients to manage their mood or anxiety disorders.

New Farm Clinic has also introduced a Community Outreach Program. The program received accreditation from the Department of Health & Ageing effective January 1st 2005. Funding has also been received following negotiations with the major health funds.

The Program has been developed to provide care for patients beyond that of the traditional inpatient or day patient service. Patients can receive ongoing care in their home environment from an experienced Mental Health Nurse. The program is particularly beneficial for patients with a history of frequent and extended hospitalizations and those patients suffering treatment resistant conditions or complex psychosocial problems.

"We are delighted with the level of support we have received for our new programs from our psychiatrists" said Sue Feeney, Chief Executive Officer. "The Community Outreach Program, in particular, has been well received with 30 patients referred to the service since 1st January this year."

## Mildura honoured for its compassion

Mildura Base Hospital – Mental Health has received The Compassionate Employer Award 2005 from The Compassionate Friends Victoria Inc supporting bereaved parents and siblings & the Rotary Club of Geelong Central.



Mildura received the Award for demonstrating extra care and compassion to employees and going above and beyond the normal policy of most companies in helping employees who have suffered the death of a loved one.

A staff member of Mildura Base Hospital nominated the Hospital for the Award because of the caring attitude, ability to empathize, memorable acts of compassion and the provision of support services.

## Greenslopes Private introduces new treatment for heart rhythm problems



Greenslopes Private Hospital now offers the latest technology in treating difficult heart rhythm problems; the first of its kind available in Queensland.

The Carto 3D Mapping system, used for the first time in Queensland today, can cure rhythm problems from deep within the heart without the need for major surgery.

The system uses sophisticated localisation technology to identify the exact area of diseased muscle in the heart, which is causing irregular heart rhythms. These rhythms are common in patients who experience heart palpitations and can cause heart failure and severe limitations in a person's quality of life.

Greenslopes Private Hospital Chair of Cardiology Dr Narendra Kewal said as cardiovascular disease remains the biggest killer of Australians (claiming a life every 10 minutes), it is important to be able to provide the necessary cutting-edge technology to care for the community.

In welcoming this latest innovation, Dr Kewal said the introduction of the Carto 3D Mapping System was another first for the Hospital's comprehensive cardiac service.

"This system further complements our existing cardiac services and coronary care unit, which is now the State's largest unit of its kind," he said.

Cardiologist, Dr Stephen Pavia who performed Queensland's first 3D case said the procedure involved placing fine wires in the femoral vein in the groin.

"The 3D procedure maps the diseased areas and then uses radio waves to destroy the abnormal cells with great accuracy; destroying these diseased cells allows the heart to return to its normal rhythm," he said.

"Previously such accuracy in diagnosis and treatment was not possible as this technology was unavailable in Queensland."

There are several cardiologists at Greenslopes Private Hospital who have trained extensively with this technology in the United States and can now offer the treatment.



**Above:** Hollywood Nurses assisting with the new capsule endoscopy procedure. **L-R:** Julianna Griffin, Leah Hansen & Kate Gaspar

## Capsule Endoscopy now at Hollywood

Patients with undiagnosed recurrent gastrointestinal bleeding can now have the entire length of their GI tract inspected at Hollywood.

The exciting news is the result of the hospital's recently purchased capsule endoscopy system.

Capsule endoscopy is a simple outpatient procedure, in which the patient swallows a mini camera contained within a small capsule.

The camera sends a constant stream of data to a recording device, which is attached to a belt worn by the patient.

This is worn for 24 hours, then removed by staff when the patient returns. The capsule exits the patient's body and is flushed away!

The data from the sensor is downloaded into a computer, which converts the signals to a movie of the camera's journey through the small intestine. Sophisticated software flags any abnormalities and the record is viewed by a GI nurse and a gastroenterologist.

## The Northside Group

The Northside Group was registered as a business name in November 2004. This was to further regionalise our services and more closely align the three Sydney psychiatric hospitals: Northside, Northside West and Northside Cremorne by merging some of our marketing campaigns.



# Positive feedback for Baringa

HCF undertake a number of regular activities to assist hospitals in improving care and service for members. One of these activities is the regular HCF survey to seek feedback on hospital services.

The survey was conducted on behalf of HCF by Press Ganey Associates. HCF Patient Satisfaction Survey – 2004 results were compared between hospitals, Baringa Private Hospital ranked equal 1 out of the 39 private hospitals surveyed.

## Onsite child care centre for Greenslopes

Greenslopes Private Hospital opened an onsite child care centre for staff and the local community on 26 January 2005.



The 75 place, six room Greenslopes Child Care Centre provides day time care for the children of staff and doctors at Greenslopes Private Hospital.

Hospital Chief Executive Officer, Alan Kinkade, said the facilities had been purpose-built and designed to create an exciting, stimulating and practical area for young children to grow and learn.

"The engaging colours, modern facilities and interactive outdoor play areas are just some of the features that help create a soothing, friendly, and fun environment that children easily respond to," he said.

Mr Kinkade said the Centre had been built in response to the needs expressed by the Hospital's workforce and was an additional element of their Employer of Choice strategy, which incorporated aspects of individual and organisational wellness.

## Andrew Charles Hartley 9th June 1961 – 1st February 2005



***The Management of Ramsay Health Care regret to inform staff of the recent death of Andrew Hartley. Ramsay Health Care sponsored Andrew as a disabled sailor and his "can do" attitude was an inspiration to us all. He is fondly missed.***

His wife Anne, his son, Sebastian and the Hartley family, offer their heartfelt thanks for the support shown to Andrew by the dedicated members of the Hampstead Spinal Unit, the Royal Adelaide Hospital Intensive Care Unit and Spinal Unit and so many carers for their unwavering support over so many years.

Anne also thanks Ramsay Health Care for allowing Andrew to participate in something he loved and has asked to share this message with the Ramsay Health Care community.

Andrew had a passion for sailing from a young age, which stayed with him all his life.

Due to a "non-sailing" girlfriend, increasing work commitments and the life-changing sporting accident, he was not able to participate in sailing.

Over the next twenty two years, Andrew and now his "non sailing" wife worked hard to fulfil a normal lifestyle under difficult circumstances. Andrew studied journalism and law with great success, learning computer skills along the way, which held him in good stead for his recent job as the web editor of the Link Magazine.

Ten years ago another life-changing experience occurred which again altered our direction. Our son, Sebastian was born. Life now seemed complete.

Andrew had recently heard about sailing for the disabled and his passion was reignited.

Once he was on the water, the fear he had been feeling disappeared when he saw the wind fill the sails as he took control. A sense of independence returned to Andrew's life.

Ramsay Health Care's sponsorship allowed Andrew's passion for the water to continue and he greatly appreciated and valued your support.

**Anne and Sebastian Hartley**

## RAMSAY PEOPLE

### At Tamara

Tamara Private welcomes two new Graduate nurses for 2005. Dianne Crawley (left) and Sarah Thompson (right) will undertake rotational programs and complete the competency packages relating to ward & day surgery areas over the next 12 months. This is a pilot program for Tamara in the hope of recruiting and retaining new nursing staff members.

The Tamworth Country Music festival was a great hit! Pictured at right Dr Philip Mildenhall getting into the festive spirit.



### Craig's making a splash



When Albury Wodonga Private Hospital's Craig Gogoll gave up footy about seven years ago he was looking forward to some time lounging around on the couch. But that wasn't to be.

After some gentle 'encouragement' from his wife Grace, Craig started swimming lessons at the Albury pool with Coach Nan Brandt and Craig has never looked back.

Now Craig trains all year round and regularly competes in both State and National events all around the country.

Starting out as a freestyle swimmer, Craig has expanded to become a bit of an all rounder competing in all sorts of events including medleys.

His new challenge is open water distance swimming and he is taking this on full throttle.

Over the Christmas break Craig has taken on the chilly waters of Port Phillip Bay and competed in some great races.

He started off in freezing winds and rain to come 11th in the 'Port Lonsdale Classic' and followed that up with the 'Pier to Pub' at Lorne. Craig finished a fabulous 42nd out of over 700 competitors in his category. All in all, the Pier to Pub had more than 4000 entries!

Craig then went on the excitingly named 'Torquay Danger 1000' to finish 14th.

Craig says that he watches his diet pretty carefully all year round but makes sure he 'carbs up' before a big race. Lots of bananas, killer pythons and energy bars are on the menu.

Craig has many proud moments from his swimming, in particular, winning both the National and State titles for the 800m Freestyle in the Masters category in 2001.

**Congratulations Craig!**



# The Ramsay Way Readership Survey

**Thank you to all those staff who filled in The Ramsay Way Readership Survey in the last edition of The Ramsay Way. We had great feedback (see below) from 183 staff and the editor will now use your ideas in future editions. Congratulations to Sue Cross of Wakefield Hospital who won the case of wine.**

## QUESTIONS ABOUT EDITORIAL CONTENT

The length of articles appearing in The Ramsay Way is:

- 3.3% too short
- 5.5% too long
- 91.3% just right

Overall, the type of articles appearing in

The Ramsay Way is:

- 0.6% of no interest
- 25.6% of little interest
- 73.9% of great interest

## YOUR INTEREST IN 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'.)

	1	2	3	4
Message from Chairman/MD	25.1%	45.9%	22.4%	6.6%
Employee benefits	67.2%	24.6%	6%	2.2%
Ramsay acquisitions	36.6%	39.3%	18.6%	5.5%
Other hospital news	33.9%	42.1%	17.5%	6.6%
Your own hospital news	73.8%	19.1%	3.8%	3.3%
Letters to the Editor	37.7%	37.2%	20.8%	4.4%
Corporate news	30.1%	41%	22.4%	6.6%
Stories about Ramsay people	52.5%	27.3%	14.8%	5.5%

## FOLLOWING DESIGN AREAS:

Overall design/layout:

Excellent	Good	Fair	No Opinion
58.5%	35.5%	5.5%	0.5%

Cover design/appeal:

Excellent	Good	Fair	No Opinion
53.6%	37.7%	8.2%	0.5%

Overall readability:

Excellent	Good	Fair	No Opinion
57.4%	36.1%	5.5%	1.1%

Use of photography/illustration:

Excellent	Good	Fair	No Opinion
59.0%	33.9%	6%	1.1%

## DISTRIBUTION FREQUENCY

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

- 65.6% Monthly
- 18.6% Every Second Month
- 13.7% Quarterly
- 1.1% Six Monthly
- 1.1% Annually

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## PRODUCTION & MATERIAL

The Ramsay Way is produced by the Ramsay Health Care Marketing Department. For feedback, enquiries & material submission please contact:

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