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November 2005



The Ramsay Way

THE CORPORATE NEWSLETTER OF RAMSAY HEALTH CARE

People caring for people

MESSAGE FROM THE CHAIRMAN

Welcome to the New Ramsay



The acquisition of Affinity Healthcare has been a highlight of this last year. Ramsay Health Care has doubled in size and become the largest private hospital operator in the country. While the sheer size of our Company now presents us with huge opportunities going forward, size is nothing without a good reputation and the respect of both the customers who use our services and the staff who work in our Organisation. I am constantly overwhelmed by the terrific feedback I receive personally from patients who use our facilities and experience the great service provided by the staff and doctors of our hospitals. This is *The Ramsay Way* and without this, we would be nothing.

The Ramsay Health Care slogan, "People Caring for People" is all that it is about. We have a culture in Ramsay that is based on people – our doctors, our staff and our patients. I am personally a great believer in people. If we had the best facilities in the world but did not have good staff and doctors, then we may as well not be in business. Ramsay Health Care prides itself on the excellent relationships we have with staff and doctors in our Organisation which enables us to provide a high standard, cost-effective level of care to the community.

The acquisition of Affinity provides us with an opportunity to blend the best of two great private hospital organisations. We believe we have an exciting future ahead of us and that we can lead the industry in a range of new initiatives that will be attractive to the public, the health funds and government. Our increased market share will enable us to achieve a range of benefits including economies of scale, benchmarking of best practice and career path enhancement for our staff. Our increased scale will give us greater industry influence and allow us to take a greater leadership role in the health care industry.

I am confident that with our management team at the helm, we will experience a smooth integration of the former Affinity hospitals and will also progress new and exciting initiatives as the expanded New Ramsay.

Welcome on board to our new employees in the New Ramsay Hospitals. I am looking forward to meeting you in the near future.

Paul Ramsay AO
 Chairman

The Ramsay Way launched at hospitals around the country

The Ramsay Way has been successfully launched at many of the New Ramsay (former Affinity Healthcare) Hospitals around the country. Staff in the New Ramsay Hospitals have been welcomed to *The Ramsay Way* in a range of different ways at cake cutting ceremonies, and open staff barbecues.

In an innovative project, Frances Perry House reproduced *The Ramsay Way* statement on small cards to enable it to be worn by staff with their ID badges.

Ramsay Health Care caps, shirts and lanyards are now being worn with pride by many staff at the new Ramsay facilities.

Ramsay Health Care Managing Director Pat Grier and Chief Operating Officer Chris Rex have been conducting a hectic roadshow itinerary to many of the New Ramsay



hospitals. By December, Pat and Chris will have visited all of the new facilities. The roadshow has consisted of a presentation to staff, a tour of the facility, meeting with Executive and doctors of the Hospital.



Far left – L-R: Staff of St George with CEO Tracey Burton (far right) celebrate change of ownership to Ramsay Health Care.

Left – L-R: Port Macquarie Private Hospital CEO, Greg Jenke, & DoCS Trudi Kwast cut the "Welcome to Ramsay Health Care" cake at Port Macquarie Private Hospital.



2005 has been a transforming year for Ramsay Health Care. The acquisition of Affinity Healthcare brings together two groups of high quality hospitals facilities and greatly enhances Ramsay's presence in the private hospital sector where it has a proven track record.

We are very excited about the prospect of integrating the new

hospitals into Ramsay Health Care and the opportunities that are presented to us in becoming the largest private hospital operator in the country. We believe that our leadership role in the private hospital industry can be enhanced by this acquisition. Our aim through the integration is to successfully blend the best of both groups. To this end, we have promoted many people from the former Affinity Healthcare team to new positions and are currently reviewing our processes to see what information we can share across the two groups.

We are also very pleased that the ACCC has recently given the go-ahead for Healthscope to acquire the 14 hospitals we have to divest. This gives those hospitals more certainty to their future and will bring an end to the 'hold separate' arrangement. Unfortunately, we still have to divest a further five hospitals and I once again apologise for the uncertainty that this must cause to those hospitals and thank you for bearing with us. These hospitals include Belmont (Qld), Lingard (NSW), North Gosford (NSW), The Valley (Vic) and South Eastern (Vic) Private Hospitals.

Chris and I are now in the process of getting around to the new Ramsay Hospitals to meet the hospital executive and staff, to tour the hospitals and make a presentation. During these roadshows, CEO's have been briefing us on their hospital business plans. It has been great getting out and meeting the new Ramsay people. It's always amazing to see how enthusiastic people are to do a good job in the health care industry. I am sure our new staff will quickly become very much part of the Ramsay spirit and I thank everyone for making us feel very welcome on these roadshows.

In other news, we are delighted to report that we have had a significant reduction in our malpractice premiums across the Group. This is directly attributable to management of risk in hospitals by managers and staff. This is an important area for the Company and we acknowledge and really appreciate the enormous effort all staff are putting into risk management and in turn improving the outcomes for our patients. There is an article on risk in this edition of The Ramsay Way.

Pat Grier
Managing Director

Research Project to examine impact of accreditation on performance

Ramsay Health Care is a partner in a world-first health care research project examining accreditation, which was launched by the Centre for Clinical Governance Research in Health, University of NSW recently.

The Australian Council on Healthcare Standards (ACHS), along with Ramsay, is also an industry partner in the research project, which will explore the impact that accreditation has had on both the performance of individuals and organisations within the health care industry.

The investigation is an international first and will provide significant insight, not only for the health care industry, but for many industries, both in Australia and internationally.

Associate Professor Jeffrey Braithwaite, from the Centre for Clinical Governance Research in Health at the University of NSW, is the Head of the research team. Another member of the team is Dr Marjorie Pawsey, ACHS principal research consultant.

The ACHS is Australia's leading health care accreditation agency with more than 950 hospitals and health care organisations across Australia accredited to ACHS standards and criteria.

Speaking at the launch of the project at the ACHS offices in Sydney, Chief Executive of the ACHS, Brian Johnston, said determining the value of accreditation was a crucial step forward in the longstanding commitment of the ACHS to improve the quality of health care.

"This unprecedented collaboration supports the drive for more robust evidence as the basis for both policy decisions and quality improvement programs in the health care industry," he said.



Above: Standing – L-R: Brian Johnston (Chief Executive, ACHS), Kim Knoblauch (Ramsay Health Care), Dr Clive Wellington (Affinity Health), Professor Richard Henry (Acting Dean, Faculty of Medicine, UNSW), Dr Christine Jorm (Centre for Clinical Governance Research in Health, UNSW), Dr Jon Mulligan (President, ACHS), Professor Sally Redman (Institute for Health Research), David Greenfield (Research Associate).

Sitting – L-R: Dr Frances Cunningham (AHIA), Associate Professor Johanna Westbrook (Centre for Health Informatics, UNSW), Associate Professor Jeffrey Braithwaite (Centre for Clinical Governance Research in Health, UNSW), Dr Marjorie Pawsey (Principal Consultant, Research, ACHS)

He said it would be an honour to work with leading research partners that were so well-regarded within their field.

The project has been made possible through an Australian Research Council linkage grant of \$450,000 over three years. The Australian Health Insurance Association joined the industry partners in committing a total of \$258,000 in direct contributions to complement the grant funds. The total value of the grant is \$1.3M over three years including in-kind contributions.

Leading research into Alzheimer's Disease underway at Hollywood



The McCusker Research Unit at Hollywood Private Hospital in Perth has found that high cholesterol and obesity are directly linked to the development of Alzheimer's disease.

Professor Ralph Martins from the McCusker Foundation has discovered that oxidation, which is a normal part of the ageing process in the body, is exaggerated in Alzheimer's disease.

It is beta-amyloid (the protein which forms thick deposits, or plaques, in the brains of people with Alzheimer's disease) that causes this abnormally fast rate of oxidation in the fatty brain tissue and places the brain under 'oxidative stress'.

Fifty per cent of people in the Alzheimer's community have a gene known as APOE4, which has such an intimate link with cholesterol that it makes sense to lower cholesterol levels through medication, diet and physical activity.

Professor Martins' team has also established a link between body fat and amyloid levels. The fatter you are - especially if you are 'apple' shaped with the majority distributed around your waist - the higher the beta-amyloid levels.

According to Professor Martins, the biggest plus about these cholesterol-related findings is that preventative measures to modify obesity and high cholesterol can be implemented quickly and relatively cheaply.

These two ground-breaking discoveries have provided the basis for scientists throughout the world to identify possible causes. Understanding how Alzheimer's develops is the first step towards finding a cure for the disease.

Ramsay acquires Affinity

In April 2005, Ramsay Health Care acquired Affinity Healthcare. Affinity had a portfolio of 48 hospitals across Australia and 3 hospitals in Indonesia. Simultaneously, Ramsay agreed to divest 17 hospitals mainly to satisfy the requirements of the competition regulator, the ACCC (Australian Competition and Consumer Commission).

On 30 August 2005, the ACCC resolved its competition concerns with Ramsay's acquisition of Affinity and removed the 'hold separate' requirements which it had put in place at the acquisition date. However, the ACCC required Ramsay to divest a further two hospitals making a total divestment of 19 hospital facilities. These divestments included 14 hospitals originally agreed to plus Belmont, North Gosford, Lingard, The Valley and South Eastern Private Hospitals. Whilst the Company was keen to retain as many hospitals as possible, and worked closely with the ACCC during their investigation period to put its case forward, Ramsay agreed to the ACCC ruling and the required divestments.

Ramsay Health Care had been in negotiation to sell 14 previously agreed divestment hospitals and reached agreement to sell these hospitals to Healthscope in September 2005, with the only change being selling Sunnybank instead of North West Private Hospital in Brisbane. Healthscope made a superior offer for the hospitals and the final decision to go with Healthscope was made after much consideration and, in the end, had to be made in the best interests of the Company's Shareholders. As at October 2005, the Company is in the process of selling the other five hospitals which it is required to divest.

After all the divestments are finalised Ramsay Health Care will have a portfolio of 72 private hospitals and day clinic facilities across Australia and Indonesia, with over 7,400 beds and almost 30,000 staff.



QUEENSLAND HOSPITALS

Caboolture Private Hospital
Cairns Private Hospital
Caloundra Private Hospital
Greenslopes Private Hospital
Hillcrest - Rockhampton Private Hospital
John Flynn Private Hospital
Nambour Selangor Private Hospital
New Farm Clinic
Noosa Hospital
North West Private Hospital
Pindara Private Hospital
Pindara Day Surgery
Short Street Day Surgery*
St Andrew's Ipswich Private Hospital

NEW SOUTH WALES HOSPITALS

Albury Wodonga Private Hospital
Armidale Private Hospital
Baringa Private Hospital
Berkeley Vale Private Hospital
Castlecrag Private Hospital
Coffs Harbour Day Surgery
Dudley Private Hospital
Figtree Private Hospital
Hunters Hill Private Hospital
Kareena Private Hospital
Lake Macquarie Private Hospital
Lawrence Hargrave Private Hospital
Macarthur Private Hospital
Mt Wilga Private Hospital
North Shore Private Hospital
Northside Clinic
Northside Cremorne Clinic
Northside West Clinic
Nowra Private Hospital
Port Macquarie Private Hospital
Southern Highlands Private Hospital
St George Private Hospital
Strathfield Private Hospital
Tamara Private Hospital
Warners Bay Private Hospital
Westmead Private Hospital

SOUTH AUSTRALIA HOSPITALS

Adelaide Clinic
Central Districts Private Hospital
College Grove Rehabilitation Hospital
Fullarton Private Hospital
Kahlyn Day Centre
North Eastern Community Hospital*
Wakefield Hospital

WESTERN AUSTRALIA HOSPITALS

Attadale Private Hospital
Coastal Private Hospital
Glengarry Private Hospital
Hollywood Private Hospital
Joondalup Health Campus

VICTORIA HOSPITALS

Albert Road Clinic
Beleura Private Hospital
Casey Gardens Day Centre
Donvale Rehabilitation Hospital
Frances Perry House
Glenferrie Private Hospital
Linacre Private Hospital
Masada Private Hospital
Mildura Base Hospital
Mitcham Private Hospital
Murray Valley Private Hospital
Peninsula Private Hospital
Shepparton Private Hospital
South Eastern Private Hospital+
The Avenue Hospital
The Valley Private Hospital+
Wangaratta Private Hospital
Warringa Private Hospital
Waverley Private Hospital

INDONESIA HOSPITALS

RS Internasional Bintaro
RS Mitra Internasional Jl.
RS Suabaya Internasional PT.

AGED CARE FACILITIES

Bairnsdale Aged Care Facility
Gracedale Private Nursing Home
Lakeview Aged Care Facility
Paynesville Aged Care Facility
Sale Aged Care Facility

COMMUNITY CARE

HCS Home Care Services - South Australia
Silver Circle New South Wales
Silver Circle Victoria

*Management contract only
*Required divestment

St George turns 10!

The St George Private Hospital Team will celebrate the Hospital's tenth anniversary in early November with a range of functions including a Community Open Evening on Wednesday 2 November.

St George Private Hospital opened in 1995 with the amalgamation of Pacific Private Hospital and Kogarah Private Hospital. Soon after Bexley Private Hospital also merged to this site. The success of this merger is a credit to the many staff and doctors who moved and continue to work at St George Private Hospital today.

Narelle Dean, who coordinated Infection Control for Pacific and Kogarah Private Hospitals, became a member of the Commissioning Team and is now the St George Private Hospital Infection Control Consultant.

"When the project to build St George Private was first announced it all seemed like an amazing vision. As I became part of the commissioning team it all became very real with tight timeframes and deadlines. It was obvious from the start that this facility was to be very high tech and cutting edge," she said.

"The focus on décor and patient comfort was only the tip of the iceberg. The clinical technology and systems planned were to be second to none however a dedicated and caring team was a priority to breathe life into this amazing facility.

"I believe that ten years on, we can proudly say we achieved our goals and continue to strive for excellence."

St George Private Hospital continues to grow with the development of the eleventh operating theatre, the



admission of over 30,000 patients and birth of over 1,600 babies last year.

The clinical expertise of the hospital team has created a centre of clinical excellence for many specialities including neurosurgery and cardiac care.

Tracey Burton, current CEO, said the dedication of the 800 staff and the expertise and commitment of leading medical specialists had made this growth possible.

"I'm sure the people who created the original vision for St George Private Hospital would be extremely proud of the high level of care and surgery now provided," Tracey said.

Major refurbishments underway at Figtree

Figtree Private is in the middle of a major refurbishment with the kitchen and CSSD being recently completed and commissioned by the NSW Department of Health.

The construction of ensuites in the medical ward and refurbishments to the postnatal ward to enhance accommodation in this area are now underway.

CEO Helen Webb, said the staff of Figtree had been commended for their hard work and dedication during the refurbishment process.



Top: CSSD refurbishment
Above: The refurbished kitchen.

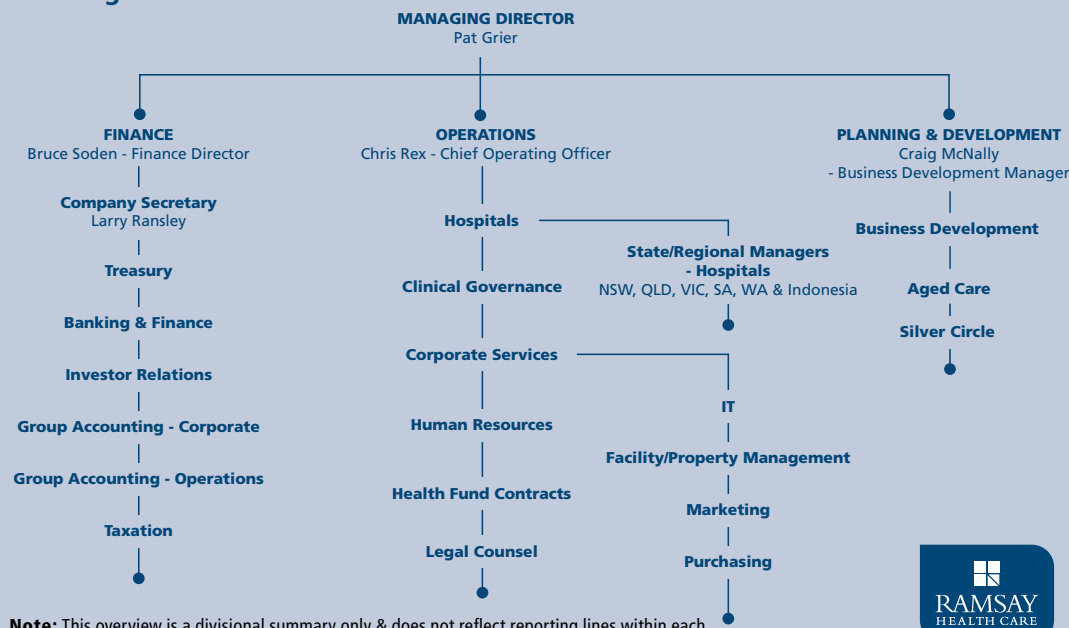
New Organisational Structure announced

Ramsay Health Care has adopted a new organisational structure following the recent expansion of the Group.

The main changes are in the area of hospital management, where State Managers have been appointed to assist with the operational management of hospitals and will report directly to the Chief Operating Officer, Chris Rex. Announced at the recent Managers' Conference in Sydney, the new State Managers, Operations include Mark Doran (Qld), Bronte Kumm (Vic), and Kevin Cass-Ryall (WA). Colleen Bromwich, currently on maternity leave, remains State Manager, Operations (NSW).

In other changes, a restructure in the area of Clinical Governance has been announced. A new position and structure has been created to enhance the management of clinical risk, quality and accreditation, and significant event/ medical malpractice claims management activities for the Organisation. Ramsay Health Care will announce the successful applicant for the position of Group Clinical Governance Manager in the near future.

RHC Organisation Structure



Note: This overview is a divisional summary only & does not reflect reporting lines within each division. A full organisation structure will be published on the Intranet before Christmas 2005.



Queensland Premier opens new cosmetic & plastic surgery

Queensland's Premier Peter Beattie recently opened the new Greenslopes Plastic Surgery, a one stop shop for cosmetic and reconstructive plastic surgery along with a range of non-surgical cosmetic procedures, at Greenslopes Private Hospital.

The Premier conducted a tour of the facilities taking great interest in the latest technology on offer in skin cancer surveillance, the Siascope. Practice Manager, David Chambers was able to demonstrate the capabilities of the Siascope to accurately assess skin spots, on the Premier himself.



Above: QLD Premier, Peter Beattie, has a skin cancer check with latest siascope technology at Greenslopes Plastic Surgery

Peninsula Private Hospital top bone donor two years running

Peninsula Private Hospital on the Mornington Peninsula in Victoria, is the largest donor hospital on the Satellite Bone Banking Program which is run out of the hospital by the Donor Tissue Bank of Victoria (DTBV). The DTBV has praised the results of the femoral head bone donation program which works so successfully at Peninsula Private.

Located in Melbourne, the DTBV is one of 3 major donation centres in Australia (the others are in Perth and Brisbane). Donor bone is the second most transplanted tissue after blood. The demand for bone has risen significantly as orthopaedic procedures have become more advanced. Each bone undergoes rigorous testing over a 6 month period to ensure suitability for transplantation at the DTBV. Once released, the orthopaedic surgeon mills the bone and uses it to plug bone cancer and tumour holes, support and aid the healing process after knee, shoulder and hip replacements.

Liz Grayson, Medical Liaison at the Donor Tissue Bank has nothing but praise for the way Peninsula

Private has embraced the program so thoroughly. She feels the success is due to outstanding organization, internal communication and the depth of knowledge among staff. Championed by the Orthopaedic Team at Peninsula Private, each patient interaction with the orthopaedic surgeon, pre-admission, front office, theatre, and ward staff is supportive of the patient and committed to the program.

Patients must give informed written consent to the donation prior to their hip replacement surgery. The patient must complete a thorough medical and social history questionnaire as part of enrolling in the program. This questionnaire is completed by the patient in the pre-admission clinic or taken home for them to fill out but often not without the encouragement and assistance of staff.

There are now 24 hospitals and 55 orthopaedic surgeons involved in the Satellite Bone Banking program throughout Victoria. Peninsula Private donated 50 femoral heads in the 2004 financial year and 69 in the 2005 financial year, well exceeding the other



L-R: Gwenda Bischof, Sue Dunn, Melissa Garth (kneeling), Liz Grayson, Nicole Ethercon of Peninsula Private Hospital, receive a certificate for their efforts with the Satellite Bone Banking Program.

participants. Policies and procedures for implementation are available from PPH for any Ramsay Hospital interested in being involved or wishing to increase their participation. An in-service session demonstrating the procedure for bone collection is also available from the DTBV.

Congratulations to the team at Peninsula Private Hospital for their outstanding success in this program.

Unique recognition for young employees



Above: The "Under 23's Group" recently formed at Lake Macquarie Private Hospital.

Lake Macquarie Private Hospital has started an "Under 23's Group" as a support network for this group of staff who are often isolated in a large organisation due to the small numbers of staff in this age group.

CEO of Lake Macquarie Roger Snell said management at Lake Macquarie had become aware of the isolation that several young staff encountered as new employees, given that the hospital has a staff of around 350 of which only 20 are aged 23 and younger.

"These staff members are our future and this is reason in itself to pay particular attention to their welfare - their sense of feeling welcomed and appreciated, their understanding of private health care, their training, their satisfaction at work and their commitment to both LMPH and Ramsays," Roger said.

"The "Under 23's Group" was conceptualised and in order for this group to acquaint with each other starting with a "Dinner on Lake Macquarie" at a fine dine restaurant. This coming together occurred in July and from accounts was a raging success."

It is the intent that members of this Group will get to know each other better, understand the needs of each other and generally be a support group to each other. Longer term relative professional development needs would be identified and addressed.

Roger said it was early days but the sentiment had been well-received across the Hospital and positive feedback received from those involved.

Ramsay Hospitals undertake first HIFU procedures

Urologists at Ramsay Health Care's John Flynn and St George Private Hospitals have led the way in undertaking Australia's first High Intensity Focused Ultrasound (HIFU) procedures for the treatment of localised prostate cancer.

Dr Alistair Campbell of John Flynn and William Lynch of St George Private undertook the first HIFU Procedures in October 2005.

The procedure consists of treatment with a High Intensity Focused Ultrasound which actually heats the prostate tissue and cancer tissue and, as a result, causes the cancer to die.

Dr Alistair Campbell, the urologist who performed the procedure at John Flynn, said the HIFU procedure aimed to potentially cure organ confined prostate cancer.

"This is a minimally invasive, day case procedure, with no blood loss and does not require any incisions to be made or any prolonged treatments associated with surgery or radiotherapy," Dr Campbell said.

"The treatment can actually improve lower urinary tract voiding dysfunction and has an extremely low incontinence rate, as opposed to surgery or radiotherapy or brachytherapy."

He said the technique was now gaining widespread popularity within Japan and Europe.



Above L-R: Dr Alistair Campbell of John Flynn Private Hospital & his first patient Mr Noel Harbrow from Tamworth.

Left, top-bottom: Console & probe; planning & treatment monitoring; treatment monitoring

Carmel Kennedy joins executive at Westmead

Carmel Kennedy has been appointed as Director of Clinical Services, at Westmead Private Hospital. Carmel is no stranger to the company, commencing with Southern Highlands Private Hospital as Deputy Director of Nursing in 1996. She then transferred to Westmead Private Hospital as Clinical Services Manager in 2001 and now joins the Executive Team as Director of Clinical Services.

Annette Arthur to look after Armidale & Tamara

Annette Arthur, currently CEO of Tamara Private Hospital in Tamworth, is also now CEO of Armidale Private Hospital in Armidale, NSW. Annette has been with Ramsay Health Care for over 20 years.



New National Supply Manager Bill Porter

Bill Porter has recently been appointed as the new National Supply Manager for Ramsay Health Care and started with the company on 10 October. Bill joins the Company from South Eastern Sydney and Illawarra Area Health Services in NSW where he had overall responsibility for procurement, accounts payable, warehousing and distribution, clinical product management and fleet services. Bill is also actively involved in local and state steering committees including the NSW Peak Purchasing Council, NSW Supply Chain Reform and E-Commerce working party.



Greg Jenke to look after Baringa & Port Macquarie

Greg Jenke, currently CEO of Baringa Private Hospital in Coffs Harbour has also been appointed CEO of Port Macquarie Private Hospital. Greg has been in the health industry for many years and CEO of Baringa for almost 10 years.

Katerina Andronis aids IT integration process

Katerina Andronis has been appointed as the Transitional Services Manager, Information Services based in the Melbourne Corporate Office and will assist with all IT-related integration issues. Katerina has worked with Ramsay Health Care in the past in a similar role.



Mark Page new CEO at Frances Perry

Mark Page started as CEO at Frances Perry Private Hospital in Melbourne, on 31 October. Mark was formerly Commercial Manager for Pindara Private Hospital in Queensland and prior to this, Commercial Manager for both Frances Perry and Melbourne Private Hospital.

Michael Ferguson new ICU NUM at Port Macquarie

Michael Ferguson has been appointed the new Nurse Unit Manager of ICU at Lake Macquarie Private Hospital. Michael began working as a medic in the army; worked as a Clinical Facilitator for a Sydney University; worked in general Intensive Care at Nepean Public; worked in senior roles at three major Saudi Arabian General and Cardiothoracic Intensive Care Units; and most recently has been working at the Hills Private Hospital in ICU and CCU.



Roger Snell to take on Warners Bay

Roger Snell, currently CEO of Lake Macquarie Private Hospital in NSW will also take on the role as CEO of Warners Bay Private Hospital. Roger has worked for Ramsay Health Care as CEO at many of its hospitals for over 20 years.



New DoCS for SA Mental Health

June Mattner is the newly appointed Director of Clinical Services for Ramsay Health Care SA Mental Health Services, incorporating The Adelaide Clinic, Fullarton Private Hospital and Kahlyn Day Centre. June has been with Ramsay Health Care SA, Mental Health Services for 11 years. During this time Youth Management within the private sector has been continued in various locations and June has been a part of that initiative. June has a vast experience as a senior Clinician and Manager and has worked in all three RHC MHS sites and has an understanding of the uniqueness of each centre that has attributed to the success of each area in the delivery of expert psychiatric care to the Private Sector in South Australia.



Above L-R: June Mattner & Carol Turnbull

The appointment came as the management portfolio of General Manager, Carol Turnbull extends to include North Eastern Community Hospital, College Grove and Central Districts Hospitals.

Greg Hall new CEO at Masada

Greg Hall is the incoming CEO for Masada Private Hospital in Victoria. Greg is currently the Director of Clinical Services for John Fawkner Private Hospital in Victoria and will commence Monday, 30 November.

Dane Huxley adds Albury Wodonga & Murray Valley to Mildura

Dane Huxley, CEO of Mildura Base Hospital has been appointed as CEO of Albury Wodonga and Murray Valley Private Hospitals in the Albury Wodonga region. Dane will also remain as CEO of Mildura.



Grant Hill new CCL Manager at Lake Macquarie

Grant Hill is the new Cardiac Catheter Laboratory Manager, at Lake Macquarie Private Hospital. Grant has over 20 years experience in critical care areas which includes being a NUM of ICU in a major private hospital in Sydney for 3 years. More recently Grant has worked for a number of years in Saudi Arabia where he has specialised in setting up and working in cath labs with a focus on education. Grant has a management qualification and is working towards a Masters in Nursing Management.



Libby Gillingham retires after 28 years

After 28 years of dedicated service to Beleura Private Hospital, Libby Gillingham retired in August 2005. Libby has been Director of Nursing for the past 13 years and has, in conjunction with CEO, Cynthia McQuillan, shown great leadership and support to staff, doctors, and patients at Beleura. Libby is wished a very happy retirement by Ramsay Health Care.



Albert Road gets new CEO Petra Walker

Petra Walker started as CEO at Albert Road Clinic on 31 October. Petra comes to the company from St. John of God Health Care where she holds the position of Business Development Manager, Eastern States. Petra's career has encompassed diverse roles within health care and she has management experience within both the public and private hospital systems.

Local Ghost Hunter awarded Most Outstanding Enrolled Nurse



Judy Kemme recently qualified as an Endorsed Enrolled Nurse from the Trainee Enrolled Nurse Program at the Southern Highlands Private Hospital. She was awarded the academic achievement of the Most Outstanding Student 2004 for her year by Shellharbour TAFE and is now employed in the operating theatres.

Not only is Judy an asset to the operating theatres but, in her spare time, she is developing a reputation in the Highlands and beyond as the local ghost hunter.

Judy conducts Saturday night tours through the Old Berrima Courthouse, which was built in 1835. The Courthouse stands beside the Berrima Gaol, which is still operating and was home to such occupants in the past as axe murderer Lucretia Dunkley.

Judy has conducted many tours and can guarantee paranormal activity is going to happen and many, who have taken the tour, say it is the most haunted place they have been to.

Judy's Southern Highlands Ghost Hunts have received a lot of interest lately and was featured in the travel section of Sydney's Sun Herald newspaper. So if you are passing through the Highlands, join the tour and see how brave you are!

AGED CARE NEWS

Shepparton renews contract with Silver Circle

Silver Circle was recently announced the successful tender of a contract to provide Home Care for The City of Greater Shepparton.

Following on from two previous winning tenders, Silver Circle has a three year contract, with an option for a further two years, to provide home care, personal care and respite services for residents eligible for the HACC program.

According to Libby Saunders, CEO, Silver Circle is committed to working in the region having developed their operations over the past 8 years.

"We're delighted to be continuing our Council involvement as well as working with other purchasers and individuals in the region," Libby said.

In the past 12 months in Shepparton, Silver Circle has provided 48,000 hours of home care, personal care and respite services to Council clients as well as 32,500 hours for other clients in the area.

"We assist older people, people with disabilities, family carers, people coming home from hospital or recovering from illness, families with children who have special needs, people injured in accidents, in fact anyone who would like help in the home."

With their recent expansion into South Australia after purchasing Home Care Services (HCS) in Adelaide, Silver Circle now assists residents in metropolitan Melbourne and regional areas of Northern Victoria and Gippsland, metropolitan Sydney, Illawarra and Central Coast in NSW and residents in Adelaide and surrounds. For more information about Silver Circle services or other options for care at home phone the Information and Advisory Service on 1300 66 00 22.

Aged Care facilities go online

Websites have been launched for Ramsay Health Aged Care facilities including Lakeview, Sale, Paynesville, Bairnsdale and Gracedale. People looking for nursing home or hostel accommodation in Victoria, can now access information about Ramsay facilities online via these websites.

Corporate offer to Ramsay Health Care employees.

10% discount off HCF Health Cover.

As a not-for-profit health fund with over 70 years experience, HCF members benefit from differences such as:

- ✓ Per-night hospital excess options that can save you money.
- ✓ Generous limits on dental, eyecare, physio and chiro services.

Plus you'll also receive a **\$50 HCF Eyecare voucher** when you join.

For more details on this great offer contact:

NSW Belinda on 0414 559 767 or bhemingway@hcf.com.au

VIC Carly on 0414 559 747 or cmay@hcf.com.au

QLD Sue on 0414 854 300 or smccarthy@hcf.com.au

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The Stella Resorts Group Departure Lounge has great monthly offers including Pay & Stay Deals, Spot Specials and Super Cheap Stays.

Specials change monthly so be sure to check the website regularly.

<http://www.stellaresorts.com.au/lounge>
Ph: 1800 465 326
Access Code: ramsayhealth

*Conditions apply. Subject to availability.





Ramsayjobs Classifieds

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

www.ramsayjobs.com.au

CALOUNDRA & NAMBOUR SELANGOR PRIVATE HOSPITALS - QLD

Do you constantly dream of a sea-change? Come & work with the wonderful staff at Caloundra & Nambour Selangor Private Hospitals. Both hospitals are located on the beautiful Sunshine Coast, not far from the beaches & scenic hinterland.

The following positions are currently available:

Caloundra Private Hospital – Seeking RNs & ENs
(Full-time, part-time & short-term contracts available in all areas)

Medical: Clinical Nurses, Registered & Enrolled Nurses
Surgical: Registered & Enrolled Nurses
Critical Care: Registered & Enrolled Nurses
Operating Theatre: Scrub/Scout/Anaesthetics & Recovery

Nambour Selangor Private Hospital – Seeking RNs
(Full-time, part-time, casual & short-term contracts available in most areas)

Surgical: Clinical Nurse (Level II) - General Surgery - Full-time or part-time
Renal: Registered Nurses
Intensive Care: Registered Nurses
Operating Theatre: Scrub/Scout/Recovery

For more details regarding these possible life-changing opportunities please call:

Michael Lynch - Director of Clinical Services
Caloundra Private Hospital
Ph: 07 5491 1522
michael.lynch@affinityhealth.com.au

Sue McKee - Director of Clinical Services
Nambour Selangor Private Hospital
Ph: 07 5441 2311
susan.mckee@affinityhealth.com.au

Applications close – 28 November 2005

ALBERT ROAD CLINIC – MELBOURNE, VICTORIA

Registered Nurses - Mental Health
The Albert Road Clinic is one of Victoria's leading psychiatric facilities providing a full range of general, acute & specialised psychiatric services including inpatient, day patient & community outreach programs.

The Clinic is looking for casual or permanent part-time RNs with mental health qualifications & experience, to work in the Acute adult unit. Interested nurses should contact: April Rickards
Ph: 03 9256 8396
rickardsa@ramsayhealth.com.au

JOONDALUP HEALTH CAMPUS – WESTERN AUSTRALIA

A variety of positions available for health care workers...!

Joondalup Health Campus is the largest health care facility in Perth's northern suburbs, providing 24-hour acute care from an integrated public & private campus. The hospital has an Emergency Department, After Hours GP Clinic & on-site MRI. Specialties include public & private Medical, Surgical, Orthopaedics & Ophthalmology, Paediatrics, Psychiatry, Intensive & Coronary Care Units, Day Procedure Unit, Renal & Oncology, public & private Restorative Units, Day Therapy & public & private Obstetrics & Gynaecology. Joondalup Health Campus has established an excellent reputation in the community for its high commitment to customer service, staff satisfaction & quality improvement.

Over 20 vacancies currently exist at the Joondalup Health Campus in a variety of areas. Log-on to: RamsayJobs.com.au to see if any of the positions available suit your skills & experience. Excellent employee benefits are offered & the hospital is located in a newly developed suburb in north Perth, about 25 minutes drive from the CBD...close to shops, schools, university & public transport.

Revised Outbreak Management Policy released

The Infection Control Working Party of the Ramsay Health Care Risk Management Committee has recently reviewed the Company's Outbreak Management Policy in line with recent world developments in major disease outbreaks.

The Policy will provide guidance to facilities on outbreak management and the implementation of risk strategies in times of local disease outbreaks.

Group Risk Services Manager Kim Knoblauch said the policy would also provide guidance to hospitals on key areas that should be considered in developing their own local infection control and risk minimisation plans.

The new policy was distributed recently to all Hospital Managers and Directors of Clinical Services.

Ramsay Health Care reduces Risk

Ramsay Health Care recorded major reductions in Significant Clinical Events over the last two years with the adverse event rate between June '04 and May '05 as little as 3.78%.

The Australian Quality in Health Care Council has reported that 16% of patients admitted to all Australian hospitals suffer a clinical adverse event.

Ramsay Health Care set itself a target in June 2003 to reduce its own adverse event rate by 6%. Last year, the Company decreased the rate by 10.3%.

Group Risk Manager Kim Knoblauch said Ramsay Health Care Hospitals needed to be congratulated on the significant reduction in Significant Clinical Events with major to serious outcomes.

"Ramsay Health Care has achieved excellent results in ensuring low risk to patients of an adverse event.

"We will continue to improve the clinical risk profiles of our hospitals and ensure proactive risk controls in each of our facilities," Kim said.

Representatives from New Ramsay to join working parties

Key Clinical Risk Working Parties and related committees in obstetrics, psychiatry and infection control will be shortly seeking representatives from new Ramsay facilities to become members.

The working parties and committees are integral in the development of key risk management policies and setting minimum standards to reduce risk in these specialties.

Riskman roll out

Group Risk Services are currently working with Riskman Information System providers in preparation for the release of this system to the new Ramsay hospitals. The release of the system will be combined with the launch of updates to the current system at all Ramsay hospitals. The updates include a complaints database and risk register.

Group Risk Services in liaison with Legal Services, are also currently reviewing the incident reporting systems used in the new Ramsay facilities with the aim of improving reporting systems to the Company's insurer and back to the facilities.

Ramsayshop launched

A new Ramsayshop facility containing Ramsay Health Care branded items has been launched in conjunction with Melbourne-based Promoshop.

Items on the site include service pins, lanyards, umbrellas, pens, compendiums, golf balls, caps, shirts, notepads and other accessories. Hospital Managers have been forwarded usernames and passwords to enable them to order direct from the site. Hospital specific items can be ordered separately via promoshop.

Contact Corporate Marketing for further details or visit the intranet.



Salary Packaging update

Ramsay Health Care has entered into an agreement with Paradigm Total Salary Management to provide salary packaging services across the Group. This follows a successful pilot in Greenslopes and Lake Macquarie Private Hospitals over the last few months.

All permanent employees of Ramsay Health Care are able to package their Salary. Paradigm charge the employee a fee (which is tax deductible) for this service.

The next group of hospitals to be offered salary packaging during October and November are listed below:

Group 1:

- Hunters Hill Private Hospital
- North Shore Private Hospital
- Head Office

Group 2:

- Northside Clinic
- Northside West Clinic
- Northside Cremorne Clinic
- Mt Wilga Private Hospital
- Albury Wodonga Private Hospital
- Murray Valley Private

Group 3:

- Mildura Base Hospital

Paradigm will hold expos onsite in these hospitals to promote the service to staff. Following this rollout, a review will be conducted by Group Human Resources and then a plan developed to roll out to the remainder of the Ramsay hospitals. It is hoped that salary packaging will be available to all Ramsay staff by 30 June 2006.

Who can Package?

Any permanent staff member.

What benefits can 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:

- Relocation benefits;
- Rent; lease of household goods

From what salary level can be packaged?

Paradigm can package from salary levels of \$30,000 p.a. to the highest salaries.

What benefit does salary packaging provide to employees?

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

Who are Paradigm?

- Paradigm Total Salary Management (www.paradigmtsm.com.au)
- Paradigm is a national service provider
- Offices located in major metropolitan centres
- Provide service delivery to regional areas
- Paradigm has over 130 government, corporate + community-based clients Australia wide, with access to over 120,000 eligible packaging employees

