

The Ramsay Way

Season's Greetings

THE CORPORATE NEWSLETTER OF RAMSAY HEALTH CARE

Ramsay set to launch the Ramsay Training Institute

Ramsay Health Care will launch the Ramsay Training Institute in 2007 to coordinate education and training across the Organisation.

To be established by Group Human Resources, the Ramsay Training Institute will ensure that the delivery of training and competency assessment across the Organisation is conducted as efficiently as possible and that all Ramsay programs meet current best practice standards and current regulatory requirements.

Group HR Manager Gavin O'Meara, said the Ramsay Training Institute would provide an enormous benefit to staff and should improve staff access to comprehensive professional development programs and resources.

"We envisage employing some national education resources to assist hospitals educators, working parties and the Ramsay Education Committee," Mr O'Meara said.

"It is proposed that the Ramsay Training Institute will be staffed by a small team of educators and funded by Ramsay Health Care plus sponsorship from major supplier groups. For example, Stryker and Boston Scientific have expressed interest in funding the development of training resources for Ramsay employees."

Mr O'Meara said that having a Training Institute would not only ensure consistency in current competencies and greater access to professional development for staff, but also should lead to improved clinical outcomes and a reduction in adverse events.

He said much of the training would be delivered through elearning packages.

"While we recognise that not all training can be delivered through elearning packages, research shows us that the availability of well-written elearning packages substantially improves staff access to training as a significant number of staff will undertake training in their own time to better suit their work and family commitments."

The objectives of the Ramsay Training Institute will be to:

- Coordinate the development of consistent, best practice training programs for clinical and non-clinical staff.
- Utilise existing resources to develop and administer best practice clinical competency programs.
- Assist in the rollout of the elearning pilot and subsequently, the full rollout of the elearning system across Ramsay

"The Ramsay Training Institute will not replace existing staff development units or educators, rather the focus will be to support and enhance these existing resources," Mr O'Meara said.

The principal areas that will be addressed by these programs are:

- Clinical skills and competency
- Management skills
- Safety and risk compliance

Initial feedback from senior management and the Education Committee, regarding the establishment of the Ramsay Training Institute, has been very positive.

Group HR is planning to launch the Institute in early 2007.



Ramsay Whistleblower Hotline launched



A new whistleblower hotline has been launched by Ramsay Health Care to assist in making the Company a safe, honest and fair place to work and as part of increasing corporate governance responsibilities in the workplace.

Ramsay Health Care Managing Director Pat Grier said throughout Ramsay Health Care there were already many ways that workplace misbehaviour could be reported

and staff would still be encouraged to report incidents through these channels.

"The Whistleblower hotline will not replace existing reporting channels", Mr Grier said. "However, we understand that in a small number of cases staff may prefer to pursue an independent reporting option."

He said serious workplace misbehaviour including theft, fraud,

dishonesty, harassment, unethical or negligent behaviour, workplace safety hazards and medical negligence had a negative effect on the workplace. "By reporting issues of serious misconduct staff can help the Company to ensure that staff and patients are safe and secure in Ramsay facilities."

He said all companies were moving to adopt codes of conduct in the workplace and should be able to

Cont...p3

Inside

Joondalup's battle of the bulge
Paul Ramsay visits Ramsay Indonesia
New Payroll System
Ramsay Library Update

Ramsay hospitals demonstrate safety culture
The Ramsay Employee Club
...over 3,000 members!
Greenslopes wins HR Award

Operation Christmas Child
New Developments Report
Hollywood wins Environmental Greening Award
Cairns Private a new tourist drawcard

First organ donation handled with care at St George Private
Hillcrest works towards reduced falls
Cairns meet the PM



Season's greetings from PAT'S DESK

It has been a full year now since we purchased Affinity Healthcare and began the integration of these hospitals to the Ramsay Health Care Group. When we purchased Affinity, we were very much aware that most mergers of this size fail, largely due to poor cultural fit. However, I believe that the integration process has been very successful and that we have achieved what we set out to, which was to create a Company that successfully blended the best parts of the "Old" and the "New" Ramsay. Of course, at an operational level, there are still some integration processes that are yet to be completed, such as transferring some hospitals to the Ramsay IT network, but these are largely technical issues and are outweighed by the general feeling I receive from people across the organisation who feel that being part of a larger Company and sharing resources has been of great benefit. The Ramsay Way culture is alive and well in all our hospitals!

As part of the integration process we have taken the time to review the business development possibilities across the Group. We will seek to develop large multi-service hospitals to attract increased referrals in major metropolitan areas as part of our brownfields capacity expansion program.

The areas include Brisbane (Greenslopes), Gold Coast (Pindara, John Flynn), Sydney (North Shore, Westmead, and St George Private Hospitals), Melbourne (Warringal) and Perth (Hollywood, Joondalup).

We are acutely aware that some of our hospitals, particularly those newly acquired facilities, have not had investment capital for some time and we do have the financial capacity to invest up to \$400 million in enhancements to our hospital portfolio. To this end, several of our hospitals are in master planning or have had approval to proceed with major developments including Pindara, St Andrew's Ipswich, Nambour Selangor, New Farm Clinic, Lawrence Hargrave, The Avenue, Linacre, Westmead and Hollywood. We are still in the planning process for Warringal and Joondalup.

Education and training continues to be a focus for Ramsay Health Care. We are very much committed to exploring all the options for teaching of nurses and doctors in the private system and we are working with both the Universities and the Colleges on this issue. In this issue of The Ramsay Way, we also announce the launch of the Ramsay Training Institute (RTI) which will attempt to coordinate and support national education training and programs. This is a great initiative and I look forward to its launch in the near future.

The introduction of the Ramsay Whistleblower Hotline is a sensitive but important issue outlined in this edition of The Ramsay Way. As part of increasing corporate governance responsibilities, all companies are moving to adopt codes of conduct in the workplace and must be able to prove appropriate controls in place at all levels of the organization.

To this end, the Ramsay Health Care Board recently requested the implementation of an independent Whistleblower service which will be overseen by the Audit Committee and will allow for staff at any level of the organization to report the most serious issues of misconduct or medical negligence in the workplace.

This Whistleblower Hotline, is expected to be a service of last resort to be used after all internal avenues have been exhausted, and will not replace the controls that all your facilities currently have in place in relation to reporting workplace misbehaviour.

The Ramsay Whistleblower Hotline is an independent hotline service which will be run by Deloitte and will enable discreet report serious issues of misconduct or medical negligence in the workplace. The service is not intended to undermine normal grievance procedures currently in place in all facilities and staff are encouraged to use these services where they are available and where they feel comfortable doing so.

A flier regarding this service is available at your facilities or staff are welcome to look at the information on the Ramsay intranet under useful links "whistleblower hotline". This service needs to work for the organisation.

I would like to take this opportunity to wish all staff a very Merry Christmas and a safe and happy New Year from everyone here at Ramsay Head Office.

Pat Grier
Managing Director

Joondalup plans for battle of the bulge



Above: Joondalup Health Campus CEO Kempton Cowan with Ramsay Health Care Chief Operating Officer Chris Rex, WA Health Minister Jim McGinty, Ramsay Business Development Manager Craig McNally & State Manager – Operations WA Kevin Cass-Ryall.

Ten years after it was established, Joondalup Health Campus is having to plan for major changes to cope with the rapid population growth in Perth's northern suburbs.

In 1996, a \$50 million redevelopment of the original Wanneroo Hospital saw the renamed Joondalup Health Campus (JHC) treble in size from 84 to 335 beds (including 70 private beds) to cater for a population of around 200,000.

Since then the hospital has opened another 8 beds but the catchment area for the hospital has reached an estimated 250,000, putting enormous strain on the hospital's resources.

However, campus CEO Kempton Cowan says talks with Health Minister Jim McGinty about expanding the hospital have been encouraging and he is hopeful the Government will soon give the green light to redevelopment plans.

"The Minister is very aware of the problems we face and understands that Joondalup is dealing with enormous increases in demand – demands which will continue to grow as the population increases," said Mr Cowan. "I am very grateful for the commitment and hard work of the doctors and staff at JHC which has enabled us to cope with the demand" he added.

Based on the WA Government's Clinical Services Framework, handed down late last year, Joondalup needs to almost triple its bed capacity by 2020, from 379 beds to 1062 to cope with the increased demand.

The population growth has also resulted in a big increase in demand on the hospital's emergency department, originally designed to cope with 25,000 admissions per year.

"As part of the redevelopment we are now planning for 70,000 or 80,000 ED admissions a year," said Mr Cowan.

The hospital is also hopeful that the Government's recent commitment to provide extra mental health beds will ease some of the pressure on ED, although construction won't start until July next year.

"Joondalup has become a vital lifeline for thousands of families living in the northern suburbs and our vision is to provide them with the best possible health services," said Mr Cowan.

"The restructure of our public hospital system is a bold and exciting initiative and we want to ensure that Joondalup becomes an important cog in that overhaul."

"Ramsay Whistleblower Hotline launched" - continued from pg 1

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The Ramsay Whistleblower Hotline is an independent hotline service which will be run by Deloitte and will enable discreet reporting of serious issues of misconduct or medical negligence in the workplace.

Once the Ramsay Whistleblower Hotline operator takes a call, an experienced investigator will review the information the employee has provided and report back to an appointed representative within Ramsay Health Care. Ramsay Health Care will then decide what corrective action to take about the misconduct.

A flier regarding this service is available at all facilities. In addition, an intranet page has been launched on the Ramsay intranet see:

<http://ramsay/corporate/aboutus/hotline.asp>

or for complete information on how the service works visit:

www.ramsay.deloitte.com.au

Alternatively, you can contact the Ramsay Whistleblower Hotline on telephone – **1800 058 644**.



Paul Ramsay visits Ramsay Indonesia

Paul Ramsay, accompanied by Chief Operating Officer Chris Rex and Head of Strategic Development Craig McNally, visited Ramsay Health Care Indonesia hospitals (Mitra Internasional Hospital, Internasional Bintaro Hospital, and Surabaya Internasional Hospital) in October.

Mr Ramsay undertook hospital tours to obtain a better understanding of their operations and met with management teams, key doctors and staff who were delighted to meet the Chairman and founder of Ramsay Health Care.

He also visited Dharma Graha Psychiatric Hospital (private hospital) in Serpong, Tangerang to understand more regarding the development stage of psychiatric hospitals in Indonesia.

Top: Paul Ramsay with Internasional Bintaro Hospital nurses & doctors.

Middle: Paul Ramsay with the Mitra Internasional Hospital Management Team (L-R first row) – Dr Dian Trisnawati (Purchasing Manager & Materials Management Coordinator), Dr Ninuk Lenywati (CEO), Paul Ramsay, Taufany Cecilia (GSM), SW Handayani (Medical & Ancillary Services Manager). (L-R second row) Arifin (FAM), Airbah Tulus Mahmud (Marketing Manager), Warno Hidayat (HR Manager), Sugianto Muljono (QMR) & Taryudi Sarta (DON).

Bottom: Paul Ramsay in the Café of Surabaya Internasional Hospital. (L-R back row) – Dr Sulung Budianto (CEO), Dr Hartono Tanto (Medical & Ancillary Services Manager), Narang Suryono (FB Manager), Paul Ramsay. (L-R front row) Aulia (Café Supervisor) & Jenny Firsanana (DON).

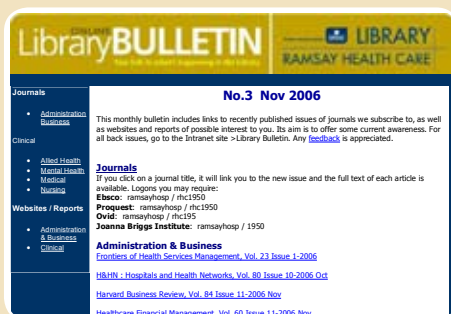


Ramsay Library Update

The National Library Service is now producing a monthly Library Bulletin which contains links to a selection of articles and information from the latest editions of journals, websites and publications.

The second issue of the Library Bulletin was published in November, and National Librarian, Jenny Cutting reports that the Bulletin is continuing to attract many subscribers. Hundreds of subscribers are now registered to receive the Bulletin each month.

Don't miss these excellent bulletins which offer links to the latest information in a selection of current editions of journals. If you would like to receive this monthly publication by email, please contact the Library on: library@ramsayhealth.com.au or visit the intranet site and follow the links.



The winner of the Ramsay National Library Service Competition was Bernadette Robson from Mildura Base Hospital. Bernadette won an Apple iPod (30GB) out of a draw of 120 entries. The competition involved answering eight questions about the online library resources. National Librarian, Jenny Cutting said she was impressed with the large number of entries which had correct answers.



New Payroll System – Coming Soon!

A new payroll system - chris21 - will be formally rolled out to hospitals starting in February 2007.

chris21 (Complete Human Resource Information System), by Frontier software, is a human resource management solution that has previously been installed in major corporations throughout Australia, New Zealand, United Kingdom, Europe and Singapore. It was selected after an extensive review process as the best product to meet Ramsay Health Care's human resource information requirements into the future.

Spearheading the project, Victorian Human Resource Manager Carolyn Terry, said the rollout of the chris21 system to Ramsay Health Care hospitals would commence post Christmas 2006, with user training to take place in January, followed by parallel testing in early February.

"The 'go live' date will be 19 February for Phase 1 for New Ramsay (ex-Affinity) facilities. The system will then be implemented at Greenslopes, Hollywood and North Shore (Phase 2), in time for the new financial year. The timeframe for rolling the system out to the remaining Ramsay hospitals (Phase 3) has not yet been determined," Carolyn said.

For employees, the new payroll system will mean:

- new payslips;
- new timesheets & payroll forms; &
- new employee numbers

A comprehensive communication strategy will accompany the rollout and education and assistance will be provided to staff in terms of reading the new payroll slips and filling in the newly formatted timesheets.

For further information about this new system, staff can email: chris21@ramsayhealth.com.au or visit the intranet site that has been created for the rollout and communication of the new payroll system.



Above: Victorian Human Resource Manager Carolyn Terry

Ramsay hospitals demonstrate their safety culture

Several hospitals across Ramsay Health Care received a share of \$17,000 in prize money for their award winning entries in the National Safety Competition run during Safe Work Australia Week.

National Occupational Health and Safety Manager Sue Peters said she was delighted that so many hospitals (25) entered the competition and that a "safety" culture was at the forefront of people's minds.

"The solutions we received to workplace hazards provided an interesting mix of both complex and simple ideas, all demonstrating reduced risk to health and safety in the workplace," Sue said.

"It was very difficult to choose the prize winners given the standard of the entries, however, after much consideration, the Risk Committee selected seven entries for awards."

- 1st - Peninsula – awarded \$5000
 - 2nd - Beleura – awarded \$4000
 - 3rd - Shepparton – awarded \$3000
 - 4th - Mitcham – awarded \$2000
 - Equal 5th - Armidale – awarded \$1000
 - Equal 5th - Albury/Wodonga – awarded \$1000
 - Equal 5th - Lake Macquarie – awarded \$1000
- Prize winners will be presented with Certificates.

Sue said Ramsay Health Care was pleased to announce that a National Safety Competition would be conducted on an Annual basis to coincide with Safe Work Australia Week.



Above: National Occupational Health & Safety Manager Sue Peters



Above: Peninsula Private Hospital Manual Handling Assessors demonstrating safe patient handling practices during training. Staff are: Kerry Nunn (pink) Julie Jaques ('patient') and Chris Graham (green).

Peninsula wins Safety Award for Patient Handling Program

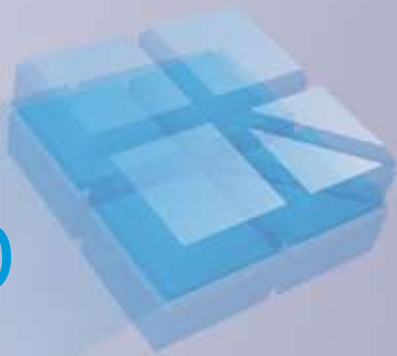
Peninsula Private Hospital took out first prize in Ramsay Health Care's National Safety Competition during Safe Work Australia Week, for their continuous improvement in patient handling and building an effective occupational health and safety management system.

The Peninsula program showed how the development of an inhouse patient handling program reduced workplace injury from patient handling to the point where no lost time for patient handling was recorded in the last two financial years and the number of patient handling incidents had decreased by 40%.

Peninsula Private OHS Coordinator Jill Fisher said the development of the revised Patient Handling program specifically focused on identifying best practice in patient handling systems and assessing and adapting these to meet the organisation's needs.

"The Peninsula Patient Handling Program includes Patient Mobility and Falls Risk assessments in Medical and Surgical Pathways; provision of equipment to eliminate or minimise the forces required to move patients; a no lift patient handling competency program and trained manual handling assessors in each clinical area," Jill said.

The Ramsay Employee Club ...over 3,000 members!



Providing benefits for all Ramsay employees

Group HR has now finished rolling out the new national Employee Benefits Program to all hospitals in the eastern States of Australia. "The Ramsay Employee Club", which is the part of the program that provides employees with access to lifestyle benefits and discounts, now boasts over 3,000 members and an average take up rate of 21% of employees across the Group!

The Employee Club has been extremely popular, with Ramsay staff showing particular interest in the online shopping aspects of the program, taking advantage of cost price sheets and towels, and some great concert offers. Since August this year, Ramsay employees have purchased over \$30,000 worth of concert tickets and over \$209,000 worth of vouchers! Ramsay employees are proving to be prolific shoppers!

The success of this program relies on the appointed Site Champions at each Ramsay site. Group HR would like to acknowledge the work of the Site Champions at each facility and to congratulate all sites on their efforts and support at the launches, which have resulted in strong participation in all parts of the program, but specifically The Ramsay Employee Club. For a full list of Ramsay Site Champions, please go to the HR pages of the intranet, and click on Employee Benefits.

We can now publish some statistics on the Ramsay hospitals that have achieved high take-up rates for the Ramsay Employee Club. The high performance of these sites can be attributed to the planning and support on the day of the launch and the continued hard work and dedication of the Site Champions in promoting this great program.

Specifically Group HR would like to acknowledge the hard work of the following Site Champions who have helped us to achieve the highest take-up rates across the Ramsay group of hospitals:

Margaret Baker & Denise Buchanan	Beleura	56% takeup
Karen Partington	Short St Day Surgery	45%
Lorraine Lane	Glenferrie	39%
Peter Parkes & Trish Carter	Baringa	38%
Liz Armstrong & Kerryn Phillips	St Andrews	36%
Margie Maguire	Orange	36%
Monica Freeman	Berkeley Vale	34%
Jacki Maher	Northside West	34%
Amanda Ruckert	Hillcrest-Rockhampton	33%
Jan Pietraszek	Lake Macquarie	31%
Shayne Maguire	Port Macquarie	31%
Larnie Wright & Christine Frew	Caboolture	31%

These Site Champions will all receive a free double movie pass, compliments of Group HR, to thank them for their great efforts. Contact Raeleen in Group HR to receive your prize – garnerr@ramsayhealth.com.au. We will award another 6 prizes to more enthusiastic Site Champions in the next edition...so look out for your name!

Remember to check the National Employee Benefits Board every week as it will contain updates and specials available through the Ramsay Employee Club and if you need further assistance or cannot locate your Site Champion, you can contact Group HR on Ph. 07 3233 6001 or hrenquiries@ramsayhealth.com.au.



Top left: Three members of the Ramsay Employee Benefits Team launching at Kareena – Raeleen Garner, Sam Lau (Pegasus) & Sam Gilbertson (Paradigm). Top right: The Brisbane Corporate staff at their Employee Benefits launch. Above left: Lake Macquarie launch – EB Team with Roger Snell, CEO (3rd from left) & Jan Pietraszek (2nd from left), the Site Champion at Lake Macquarie. Above right: Warners Bay staff at the employee benefits sessions from left to right: Shirley Peters CNS, Wendy Perram NUM, Karen Gardiner theatre clerk & Denise Shears Operating Theatre Manager.

Employee Assistance Program

All Ramsay sites now have an Employee Assistance Program (EAP) which provides employees with access to confidential short-term counselling support for any work-related or personal issues that they would like to discuss. The EAP is fully subsidised by Ramsay and uses independent professionally qualified counsellors and psychologists. Employees can access this service at any time and confidentiality is guaranteed.

For details about how to access the EAP at your Ramsay workplace, go to your staff room and look for your site's Employee Benefits Poster...you will find specific contact information under the Employee Assistance Program section which will provide a name and phone contact for direct access to this program.

For any employees who cannot find the information relating to their site EAP, you can confidentially contact Group HR and we will help you to locate the appropriate service – hrenquiries@ramsayhealth.com.au

Salary Packaging

The employee benefits launches have given us a great opportunity to improve the education of employees in relation to salary packaging. This has resulted in an improved take-up of salary packaging at Ramsay, with the most interest being in laptops and new vehicle purchases.

Ramsay provides salary packaging services to our employees through a company called, PARADIGM TSM, and for those employees out there who still don't know what salary packaging means, quite simply, it is...

"a way of receiving salary as a combination of non-cash benefits and take home pay, tailored to suit your individual needs"

HOW DO I FIND OUT MORE INFORMATION?

Call Paradigm to discuss your individual circumstances and they will run some models for you to see if you can obtain a benefit.

HOW DO I CONTACT PARADIGM?

Phone or visit the website to get more information, use a salary packaging calculator & send an email:

Ph. **1300 132 532**

www.paradigmtsm.com.au

For more information about any aspect of the employee benefits program, ask your Site Champion or send an email to Group HR – hrenquiries@ramsayhealth.com.au - there is a full list of Site Champions on the intranet (Group HR pages/Employee Benefits) as well as a link for you to send an email to Group HR if you are having trouble.



Is Your Car Holding You Hostage?

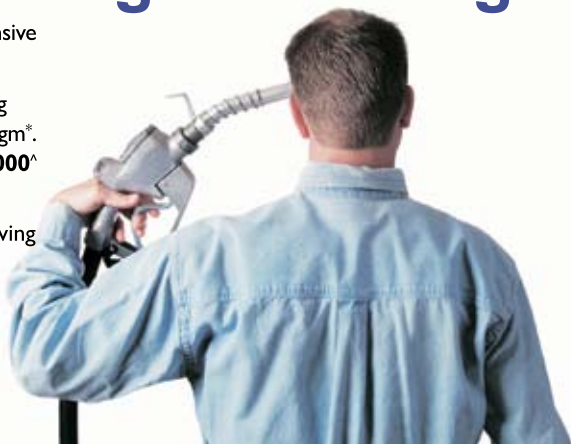
Are high car costs, rising fuel prices and expensive car servicing driving your money away?

Save money on your car, fuel bill and running costs by salary packaging your car with Paradigm*. The average Paradigm member saves over **\$2,000**[^] a year on their car and running costs!

Contact Paradigm now and you can start saving money today!

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*Paradigm Total Salary Management provides salary packaging administration services. Paradigm does not provide financial or salary packaging advice and recommends speaking with a financial adviser prior to commencing salary packaging. [^]Savings are based on members salary packaging a fully maintained novated lease with Paradigm's motor vehicle leasing service department. Annual savings can vary depending on individual financial situations.



At least their teeth won't cost you

For families, there seems to be more bad financial news than ever at the moment. Interest rate and petrol increases, banana prices going bananas and let's face it - kids, with their adventures and misadventures, aren't too kind on the hip pocket either, bless them.

But if you join the Ramsay company health plan with HBA/BUPA, at least their teeth won't cost you.

We're the only health fund in Australia that covers all the cost of your kids' dental at Members First dentists until they're 25. That means no out-of-pocket costs for over 250 dental services, like check-ups, teeth cleaning, fillings, x-rays and much more.

Plus, join the Ramsay health plan before 31 December 2006 and we'll waive the two-month waiting period on kids' dental. All this, on top of exclusive corporate savings on health cover – just ask us about the special offers available to you.

So if you want to do something that's good for your kids' dental health, as well as your hip pocket - join your company health plan today.

Call HBA/BUPA on Ph. **1800 649 406** or visit your local branch and quote **Group 234041**, which is the Ramsay company plan.



Only we cover all the cost of your kids' dental at Members First dentists until they're 25



Greenslopes wins HR Award – Best Health & Wellbeing Strategy



Greenslopes has recently won the Australian Human Resources Award – Best Health and Wellbeing Strategy. The award recognises the breadth of employee wellness initiatives through such things as policies and initiatives, flexible work arrangements and initiatives that meet the needs and expectations of employees.

Standout initiatives recognised by the judges included Greenslopes' state of the art wellness centre; onsite childcare centre; sponsored family oriented events; a comprehensive communication strategy; incorporation of workload management strategies as part of the strategic plan and an extensive range of staff benefits

Operation Christmas Child

Glengarry Private Hospital once again rallied their staff to contribute shoe boxes to the Samaritan's Purse Operation Christmas Child Appeal.

Operation Christmas Child sends a message of hope to children in desperate situations around the world through gift-filled shoe boxes and Christian literature. This program provides an opportunity for individuals of all ages to be involved in a simple, hands-on mission project that reaches out to suffering children while focusing on the true meaning of Christmas. In 2005, 6 million shoe boxes were collected worldwide and distributed to children in about 95 countries.

Participating caregivers determine whether their gift-filled shoe box was for a male or female and what age category they belonged to. Caregivers then purchases gifts from four categories namely toys (something to love), educational supplies (something to draw with/ on), hygiene (something of personal hygiene) and other (something to chew/eat/wear). Once the shoe box was filled, the hospital donated the \$7 necessary to cover the costs of shipping and other costs. 72 gift-filled boxes were donated from Glengarry Private Hospital to Samaritan's Purse.

The response from staff was overwhelming with many departments donating multiple boxes.



Above L-R: Elaine Pavlos-CEO/DON; Sally Harris-Clinical Manager General Wards; Gina Stevens-Finance; Melissa Handgraaf-Health Information Manager; Kevin Siggery-Purchasing & Stores Supervisor; Sarah Mattaboni-Accounts Payable; Grace Buchanan-Acting Clinical Manager Maternity; Irma McQueen-Booking Co-ordinator & Loris Bertoldo-Finance Manager.

New Developments Report

New era for Nambour Selangor Private

Nambour Selangor staff watched with great anticipation and excitement as the first soil was turned on 20 November representing the start of Stage One of the Hospital's multimillion dollar redevelopment.

"Stage One of this exciting development will incorporate a new 27-bed wing, 60 new car parking spaces and new Hospital roadway entrance," the Hospital's CEO, Jenny McDonald, told the attendees.

"The new, purpose-designed 27-bed ward will comprise freshly decorated, private ensuite rooms with a relaxing and

therapeutic outlook to the Hospital's natural bush setting. It will enable the expansion of our busy surgical, medical and maternity units."

The new development is expected to be complete in April 2007. A new operating theatre, Intensive Care Unit and CSSD facility will follow in Stage Two – with new consulting suites.

One person who will watch the re-development unfold with great interest is Nambour resident and Hospital Catering Team Leader Pam Fraser. Pam started in the Hospital's Catering Department in 1976. In this time she has seen many menu changes and witnessed the ongoing expansion of the Hospital's services and buildings.

"I started as the Assistant Cook 30 years ago," Pam recalls. "'Selangor' had just 34 beds then. Over the years, the Hospital has just kept growing and there have been so many changes. The Hospital was always very busy and had a lovely atmosphere. There is friendliness about Selangor that is still there today."

Pam remembers clearly the construction of the Hospital's new surgical ward in 1978, new medical wing in 1989 – followed by the construction of the new, now renowned, maternity unit in 1998.

Pam assisted the CEO and Maroochydore Mayor Joe Natoli turn the first soil in the Hospital's re-development.

Right: Jo Natoli & Pam Fraser

Below: At the turning of the sod ceremony are pictured Jo Natoli, Maroochy Shire Council Mayor, Jenny McDonald, CEO of Nambour Selangor Private Hospital & Pam Fraser who has worked at the hospital for 30 years.



Multimillion dollar redevelopment announced for Pindara

The first stage of a proposed redevelopment master plan for Pindara Private Hospital has been announced by Ramsay Health Care.

Ramsay Health Care will start the \$4.1 million refurbishment of Pindara's maternity, women's health and orthopaedic wards which are located in the east wing of the hospital, in December 2006. The project is expected to take six months.

Announcing the plans, Pindara CEO Lisa Thorne, said this was a significant development for the hospital and would position it well for the future.



Above L-R: Paediatricians, Dr Neville Davis, Dr David Pincus, Dr Glenn Hart & Dr Anthony Morosini with one of Pindara's first twins patients in Pindara's new Special Care Nursery.

"Pindara Private Hospital has established a strong reputation on the Gold Coast for the provision of excellent medical, surgical and maternity and women's health services to the community. This development will assist us to meet the growing demand for our services," Ms Thorne said.

The first stage will include the complete renovation of the east wing of the Hospital, which includes 80 beds and will incorporate new rooms, new ensuites, new carpet and paint and new soft furnishings. There will also be significant upgrade to services in this wing such as the nurse call services and airconditioning systems. Flat screen televisions will be provided in each room.

The announcement comes after the Hospital has recently opened a new 16 cot special care nursery which cost \$1 million and was formally opened by Pat Grier, Managing Director in November. The new special care nursery includes new advanced monitoring technology and a resuscitation trolley.

"When Allamanda closed its maternity unit this year, it highlighted the need for more nursery beds in the Gold Coast region," Ms Thorne said.

"The resulting growth in demand has led to increasing pressure on Pindara's already busy obstetric unit. The timely expansion of the special care nursery from 4 to 16 cots has resulted in immediate improvements in the ability to service the Gold Coast community, with 9 babies being accommodated in the nursery on the first day of operation."

The new nursery has been well received by paediatricians, obstetricians, nursing staff and the community.



Above: Lisa Thorne, CEO of Pindara & Pat Grier, Managing Director Ramsay Health Care formally open the new Special Care Nursery at Pindara.

Carparking commences John Flynn Hospital's expansion project.

John Flynn Private Hospital, has commenced an expansion project with the construction of a 97 bay carpark followed by the internal construction of Fred McKay House (the 8 storey building adjacent to the hospital).

"Over the past twelve months the hospital has experienced quite considerable growth due to the significant number of new specialists, particularly in the areas of Ear, Nose & Throat surgery, Urology, Orthopaedics and Cardiology, who have commenced at the hospital as well as the general increase in population to the southern Gold Coast and Tweed area", said Lloyd Hill, Hospital CEO.

Stage one of the hospital expansion is the construction of 97 additional carparking bays which will provide the hospital campus with over 700 carparks for patients and visitors. With available carparking being a major concern to hospitals on the Coast, access to free carparking within a close proximity to the hospital is considered quite a substantial benefit to a hospital campus.

Stage two has already commenced with the redevelopment of Fred McKay House, the building adjacent to the hospital. Fred McKay House will accommodate extra medical consulting suites, patient accommodation and retail outlets and will be completed by December of this year.



Hollywood wins Environmental Greening Award

Hollywood Private Hospital has won a national award for its Greening of Hollywood environmental strategy in the Corporate Quality category at the recent 2006 Australian Council on Healthcare Standards (ACHS) Quality Improvement Awards.

The 2006 winners of the three categories - Clinical Quality, Support and Corporate Quality - were acknowledged at the ACHS Annual Dinner on Thursday 23 November in Sydney.

"Hollywood Private Hospital is a strong advocate of environmental initiatives. We have been recognised nationally with this award for improving our environmental responsibilities within the local community," said Kevin Cass-Ryall Executive Director of Hollywood Private Hospital.

The Greening of Hollywood project was put together by Hollywood's Environmental/Waste Management Committee, consisting of staff representatives from a variety of areas throughout the hospital.

The ACHS is Australia's leading health care accreditation agency and the Quality Improvement Awards were launched in 1996 to acknowledge and encourage outstanding achievement in activities, programs, projects and strategies in the health care industry.

The Greening of Hollywood program has developed and implemented comprehensive sustainable environment strategies. Hollywood was awarded the category on the strength of the following initiatives:



Above L-R: State Manager Operations WA & Hollywood Private Hospital Executive Director Kevin Cass-Ryall with Director of Clinical Services Nola Cruickshank, Hotel & Property Services Manager Wayne Williams, Quality Improvement Manager Jackie Bullock & Ramsay Health Care Managing Director Pat Grier.

- Participation in the 'Greenhouse Challenge'
- Use of Earth Friendly power
- Tree planting; 6,500 natives have been planted over the past six years
- The introduction of 27 bird boxes on-site and seven in the neighbouring primary school
- Use of worm farms for kitchen waste; in use for the past six years
- Reduced use of plastic bags; eg. calico bags are used in ward areas for patient's clothes
- Green waste recycled into mulch and soil conditioner
- Use of Carbon Neutral vehicles
- Participation in the 'TravelSmart Programme', as endorsed by the Department of Environment, that uses incentives for staff to use alternative modes of transport
- Water, electricity and gas reduction

ACHS president Dr Michael Hodgson said, "Participation in these awards encourages improvement initiatives beyond local organisations."

Kevin Cass-Ryall said that the national accolade was particularly rewarding to receive because Hollywood Private Hospital is proud to be a values based organisation, committed to caring for the community. The corporate quality award brings our values to life.

Mr Cass-Ryall added that Hollywood Private Hospital was a very proud Recipient of this award.

Cairns Private a new tourist drawcard

Private dialysis patients in Far North Queensland now have access to a "private" service with the opening of a new unit at Cairns Private Hospital.

Not only has the unit eased the load on the public hospital but has opened up a new destination for domestic and international tourists needing Renal Replacement Therapy.

The four new 'private' renal dialysis chairs combined with the hospital's existing eight 'public' chairs takes capacity from 32 to 48 patients per week.

While local private patients are given priority, excess capacity stemming from these new chairs will be offered to public patients and private patients from elsewhere visiting on business or for a tropical getaway.

"Tourist industry leaders have expressed particular interest in the unit and are keen to learn what we can offer," said Richard Lizzio, CEO of Cairns Private.

He said the opening of these four private renal dialysis chairs was only the first step towards building a comprehensive renal service for Cairns.

"We also believe the availability of a private renal unit in Cairns will help to attract a second renal physician which would be an excellent outcome for Cairns and Far North Queensland."

Speaking from Cairns Private, Gold Coast businessman Michael Posselt, said of his first trip to Cairns, "if it wasn't for the unit, I wouldn't be on holidays."

"The unit is supplying a great service in an area of health where there is an immense shortage."



Above: Michael Posselt enjoys the new renal unit at Cairns Private

Albury Wodonga Health Expo & Open Day attracts crowd

A free Community Health Expo & Open Day was held at Albury Wodonga Private Hospital on Saturday, 18th November, 10am to 4pm and over 1000 residents from the region attended.

The Open Day incorporated free health checks, technology displays, a sausage sizzle and hospital tours. Blood pressure and cholesterol checks, information on chronic diseases and the latest surgical treatment options were also available.

In addition to specialists and other participants from Albury Wodonga Private Hospital, a range of health care organisations from the Border region had displays at the Expo.

There was also plenty for the kids with face painting and a jumping castle plus entertainment for the whole family. In addition, there were thousands of dollars worth of on-the-spot free giveaways drawn throughout the day.

Albury Wodonga Private Hospital Chief Executive Officer Associate Professor Stuart Schneider said the Open Day provided the local community with a glimpse of the services and clinical expertise available at the Hospital.

"This was a great opportunity to showcase of the health care services that are available at Albury Wodonga Private Hospital, Murray Valley Private Hospital and other organisations in the Border region," Stuart said.

"The consumer health forums which covered a wide range of topics such as lapbanding, circumcision and sleep disorders, were full to overflowing and a huge success," Stuart said.

Director of Clinical Services for Albury Wodonga and Murray Valley Private Hospitals Jill Gleeson said it was great to see all the staff who volunteered their time and were so enthusiastic about their chosen specialty.

She said the theatre staff put together a show that was better than any ER episode and their demonstrations fascinated the general public.

"Health checks were another big success and the interaction and professionalism of the staff volunteers was fabulous," Jill said.

"The laughter and fun that was had by all, flowed on through many of the community members but there was also a more serious side of advice and information giving, which I'm sure the community appreciated.

The Expo was proudly sponsored by Dorevitch Pathology, BMI and Terry White Pharmacy.



Below & below left: The Albury Wodonga Community enjoy a great day out at the Albury Wodonga and Murray Valley Private Hospital Health Expo & Open Day.

Room service & inroom movies on menu for new mums in Waverley

Waverley Private Hospital has teamed up with the Novotel Glen Waverley to commence the first suburban Parenting Program for new mothers, offering hotel accommodation with highly qualified medical assistance on hand.

The Program will allow new mothers the opportunity to acclimatize to motherhood in style – enjoying room service and inhouse movies at the touch of a button.

Graham Clarke, CEO of Waverley Private Hospital said he was delighted to have the Novotel onboard, especially as the hotel offered a huge range of facilities just five minutes from the hospital.

“Novotel Glen Waverley is a great hotel that offers excellent facilities for our patients,” he said.

Patients must meet clinical criteria to be involved in the programme.

The Novotel will offer dedicated rooms that are staffed around the clock by experienced midwives and mothercraft nurses who can offer the new mums care, support and advice.

This is a fairly relaxed environment for mothers to begin the bonding process with their babies and often fathers feel more



Above: New mum & baby enjoy the comforts of the Novotel.

comfortable in a hotel than in a hospital room.

The Novotel’s spacious rooms can easily accommodate two adults and two children and come with 24-room service, fully stocked minibar and satellite and pay TV.

The program will allow the Waverley Private Hospital to care for even more mothers and meet growing demand as Victoria’s birth rate rises.

Accor’s Sofitel Melbourne hotel in the CBD also offers a parenting program, in conjunction with the Frances Perry House which has proven very successful but this is the first time the program has been rolled out to the suburbs and given the growth of Melbourne’s south-east, the Waverley Private Hospital’s program with the Novotel is sure to prove popular.

Baringa launches new Safe Practice Initiative with Medibank

Baringa Private Hospital has recently launched a new initiative thanks to the support of Medibank Private, to eliminate medication errors across its facility – an area that can have a dramatic improvement on patient outcomes.

Baringa Private was awarded \$30 000 through the Medibank Safety and Clinical Improvement Incentive Pool, set up to support private hospitals to improve quality and safety.

At a presentation ceremony held at the hospital in October, Medibank praised Baringa’s commitment to lifting the standards of patient safety and quality and for leading the industry in improving the safety and quality of healthcare for members.

Medibank Private has dedicated more than \$900 000 in funding, through the incentive Pool to hospitals across Australia to improve patient care and clinical outcomes.

Medibank Private’s Contract manager, Eric Wirth said, the incentive pool allows us to work with private hospitals, like Baringa to reduce the risk of adverse events and encourage innovation and best practice in clinical care in Australian Private Hospitals.

Baringa CEO Greg Jenke, said the Hospital would use the grant to analyse current medication procedures in place in the hospital and to establish where errors can occur.

“Using this information, effective risk reduction strategies will be identified and implemented and current work practices adjusted to reflect best practice,” Greg said.

“Once in place the project will produce tangible benefits for patients in terms of better health outcomes and reduced hospital stay time.”



Top: Greg Jenke receiving certificate from Eric Wirth, Senior Hospital Manager, Medibank Private.

Above L-R: Wayne Marchant – Coffs Harbour Retail Centre Manager, Andrew Fraser MP, Member of Coffs Harbour, Cheryl Marriott Baringa Clinical Nurse Specialist & Medibank Project Co-ordinator, Eric Wirth Senior Hospital Manager, Greg Jenke CEO & Jeremy Hose Hospital Manager Medibank Private.

New surgery options for Male Stress Incontinence launched at St George

The latest procedure and implant in the treatment of mild male stress urinary incontinence – the AdVance Male Sling – was launched in late November at St George Private Hospital where the procedure was demonstrated for the first time in Australia at a seminar for Australian urologists.

Stress Urinary Incontinence (SUI) is the uncontrolled leakage of urine often experienced when coughing, straining, jumping, and following other sudden movements. Male SUI affects two million men worldwide.

As male SUI is not a common topic of discussion among the general public, this would often be seen by its sufferers as an

extremely embarrassing condition.

The most common causes of SUI in men are post-operative complications following radical prostatectomy for prostate cancer, and Trans Urethral Prostatectomy (TURP) for enlarged prostates. In these instances incontinence may result if the urinary sphincter sustains injury during these operations.

St George Private Hospital Urologist, Dr William Lynch together with Dr Rehder, a visiting Austrian Urologist and one of AdVances creators demonstrated this innovative implanted device when they undertake two cases at the hospital.

Dr Lynch said the insertion of the AdVance

sling is a minimally invasive 30 minute operation under general anaesthetic.

The sling, which is made from a highly specialist type of surgical mesh, is implanted sub-urethrally, using a special special trans-obturator technique. This results in the formation of a type of hammock which can support the overlying urethra assisting it to resist unexpected urinary leakage.

Dr Lynch said studies of this procedure and specialized device indicate a decrease, if not, cessation, in the level of incontinence experienced.

“While moderate to severe cases of incontinence in men have been treated through surgical intervention for years, the



Above: St George Private Hospital Nurse Chris Niewland holding the introducers.

majority of incontinent men, those only mildly incontinent, have had few alternatives until now.”

“The advent of new minimally-invasive techniques to treat SUI has allowed more men to improve their quality of life rather than ‘put up’ with their annoying symptoms as the more complex sphincter alternatives were not acceptable to them,” said Dr Lynch.

Shepparton raises over \$14,000 for Cancer

Shepparton Private Hospital staff recently raised over \$14,000 for cancer in the 2006 Relay for Life 18 hour walk held in October. The Hospital has received a special trophy from the Cancer Council for being one of only five teams (of the 86 who entered) which raised over \$10,000.

The "scrubbers" 15 member team comprised of staff from all parts of the hospital and team participants donned "scrubs" for the duration of the walk.

Team Captain Jan Griffin, Nurse Unit Manager and Annie Donaldson, Operating Theatre staff member (a cancer survivor), were instrumental in getting team together and driving the fund raising activities. The major fundraiser was a Dinner Dance/ Charity Auction run in conjunction with the Goulburn Valley Hospice Service. Other activities included raffles, a garage sale hosted by Maree Sampson from Environmental Services and numerous morning teas. Enthusiastic staff support of fund raising and generous donations from a number of the Visiting Medical Officers assisted in the team exceeding the target of \$14,000.

The amount raised qualified the team to be specifically recognised and linked to two Cancer Council Research Grants.



Top: Getting the Tent Display organised before start of Relay. L-R Jan Griffin - Team Leader; Marg Watts - DCS; Dominic Mellino - FM; Sharon Bell - Front Office Team Leader; Jackie Pelly - Health Information Manager; Maree Sampson - Housekeeper; Anne O'Connor - After Hours Coordinator.

Above: Some of the team Members "Gowned Up" & resting between laps with survivor Helen Daldy (Billings Coordinator) & her husband Geoff.



Above: Beleura CEO Cynthia McQuillan is presented with Plaque from Press Ganey.

New rehabilitation services open at Kareena Private

A new rehabilitation service opened at Kareena Private Hospital in August 2006.

The 24 bed facility is providing care for inpatients avoiding the need to transfer them offsite thus offering a continuum of care and better patient outcomes.

Kareena CEO Sue Pancuccio said that after three months in operation, the Unit has achieved capacity bed occupancy with an ongoing list of patients scheduled for admission.

"Plans are now underway to establish a day only/outpatient rehabilitation service. This initiative would improve the continuity of patients' ongoing progress to discharge," she said.

The rehabilitation programs are designed to assist patients meet



Above: New Rehabilitation Unit opens at Kareena Private Hospital.

their individualised needs, thereby improving individual patient outcomes. The program caters for orthopaedic, cardiac, neurological and musculo-skeletal conditions.



Above: Students who have completed the novice program at Linacre.

Linacre completes Periop Training Pilot

Linacre Private Hospital has successfully completed a pilot program in Fundamentals of Perioperative Nursing. Twelve students have completed the novice program that has covered an introduction to anaesthetics, intraoperative and recovery nursing. The program incorporated both Division 1 and Division 2 Registered Nurses providing an opportunity to embark on a career in a specialised area of nursing. The program was implemented through the combined effort of Jane Thomas and Danielle Shepherd, Perioperative Clinical Educators at Frances Perry and Linacre Private Hospitals respectively. The feedback from students and Unit Managers has been very positive. Due to the great success this program will run again in 2007.

Armidale achieves great ACHS result

Armidale Private Hospital recently underwent Organisational Wide Survey with the Australian Council on Health Care Standard (ACHS). Director of Clinical Services, Mary Single, said she was very proud of the hospital's performance in this being the hospital's first survey as a stand-alone hospital having previously been surveyed with Port Macquarie Hospitals. She said they have just received the official report that the hospital had achieved "four" EAs and the rest MAs. "I am very proud of this result and the huge effort out team put in to achieve it," Mary said.

Beleura wins QI Award

Press Ganey recently ran a competition whereby hospitals were asked to submit their quality improvement experiences for a Success Story competition. Beleura submitted their quality improvement exercise undertaken to reduce the risk of manual handling injuries to staff who are required to wear lead in the angiography suite and operating theatres. Beleura was one of the seven finalists.

Sunshine Coast Pink Ribbon Day Fundraisers



'Think Pink' was the theme at Caloundra Private Hospital during the National Pink Ribbon Day campaign in October to raise funds for breast cancer support and research. An amazing \$2055 was raised for this important cause thanks to the enthusiastic involvement of Hospital staff.

Elaine Pashley and Sue Hall from the Hospital's Surgical Ward were motivated to participate in Pink Ribbon Day after working closely with surgical staff and surgeons who deal with patients with breast cancer on a regular basis.

Pink balloons and banners adorned the Hospital's Surgical Ward, a delicious pink morning tea was laid out, and staff were encouraged to wear pink shirts, purchase pink ribbon day merchandise and donate pink items for raffles.

The pink possibilities were limited only by people's imagination – with pink champagne, tim tams, candles, and soaps just a few of the items donated. Such was the generosity of staff that three baskets were filled with goodies and offered as raffles to boost fundraising.

Surgical Ward Clinical Nurse Manager, Sue Hall, is currently studying to become a breast cancer support person to provide support and guidance to patients after surgery. This will help to expand and develop the work undertaken by the Surgical Ward in this field and improve the service the Hospital can provide to patients.

And just up the road at Nambour Selangor Private Hospital, pink lamingtons and donuts were in abundance for morning tea as staff were encouraged to purchase Pink Ribbon Day merchandise and make gold coin donations. This raised an additional \$197 for breast cancer support and research.

Orthopaedic Outreach assists the South Pacific

One of St George Private's best kept secrets is Kogarah-based charity - Orthopaedic Outreach. Orthopaedic Outreach was founded over 30 years ago by St George Private Orthopaedic Surgeon, Professor Bill Cumming. Each year teams of clinical experts travel to neighbouring developing countries in the South Pacific to provide much needed surgery and medical intervention for patients and education for local staff.

Since its inception 11 years ago, this humanitarian program has been joined by a committed team of orthopaedic surgeons, nurses, educators and other health care professionals from across the country who volunteer countless hours in preparation and then dedicating their holiday time to travelling overseas to work for up to 10 days at a time.

Australian surgeons are providing the service to complement the local surgeons and to provide much needed education on latest techniques.

Richard Ibarra, Nurse Unit Manager of Orthopaedics at St George Private Hospital was part of a team that travelled to Samoa for 10 days last year.

"It was a great experience - to be able to provide surgery and medical help to people who don't have access to even basic services like we do. We were operating in the condition of the local hospitals, where the

facilities, equipment and hygiene standards are far below what we know and expect in Australia."

"We saw 90 patients and performed 28 operations while we were there" said Richard.

Much work is also carried out in repairing club foot abnormalities in children - which is a common problem in Polynesian people. Some of the most common cases seen by the medical team can include injuries as a result of falling from a coconut tree, motorbike and car accidents, falls from the back of trucks, machete/knife related injuries and infections from coral cuts - which result in deformities that sometimes require amputation.

Education and training of local staff is also a large component of the work of Orthopaedic Outreach. St George Private Hospital has been an integral part of the Orthopaedic Outreach program for 11 years, supporting the surgical equipment needs for the Australia-wide program in collaboration with the Outreach team.

If you would like to know more about the work of Orthopaedic Outreach, visit: www.orthoreach.org.au

Top: St George Private Orthopaedic Surgeon Dr. Wayne Viglione (r) operates in Samoa with members of the Orthopaedic Outreach team.

Middle: This little boy fell out of a tree & broke his arm, which was fixed during an Outreach trip to Fiji.

Bottom: Educator Deirdre Smith (in blue) with 8 surgical nurses who completed their training in Sanhlah Hospital, Bali.



Noosa Annual Ball

Noosa Hospital celebrated its Annual Ball in the usual great spirit of fund and glamour on 27 October 2006 at the Australis Noosa Lakes Resort. Themed this year as the "Noogies", staff and partners were given the red carpet treatment, with character entertainers, photographers and a comical awards ceremony.

Some of the very creative nominations for awards were: You're So Vain" (QML); Scrubs (CSSD); The Bone Collector (QDI); Deliverance (Stores); Scissor Sisters (Theatres); Ready, Steady, Cook (Catering); Renovation Rescue (Maintenance) and Changing Rooms (Housekeeping).

Tamara Private Hospital farewells Dr Chris Carmody following years of dedicated service as Orthopaedic Surgeon in Tamworth.



First organ donation handled with care at St George Private

Recently, the family of a patient thanked the team at St George Private Hospital for their sensitivity and compassion for enabling them to donate their mother's organs when it was clear that she would not recover from her critical condition.

The patient had undergone a 13 hour major surgical procedure. She was admitted to ICU where her condition remained grave her family were informed that she would not survive.

The following morning, Intensivist Dr Alan McKeag and ICU Nurse Unit Manager Fran Mac Donald spoke with the family who confirmed that organ donation was what their mother would have wanted. All tests were completed to confirm organ donation was viable.

The Organ Donation Unit at the Red counselled the family and organised for their transplant medical team to perform the retrieval on site at St George Private.

As this was the first organ donation at the Hospital, and the staff had become closely involved with the patient and her family, many were dedicated to seeing this process through with that family and the Organ Donation team.

Anaesthetist Dr Michael Cooper volunteered his time and staff stayed back well into the early hours of the following morning when the procedure was completed.

This experience was positive for the family, the surgical team and nursing staff as all involved felt that the patient's death was not in vein and a great deal of consolation was gained by the family from their generous act.

The family were most grateful to the staff at St George Private and the Red Cross for the dignified way in which their mother's wishes were fulfilled.

Meeting the challenge – The "Big Mac" Campaign

Macarthur Private has for most of its existence enjoyed a climate of minimal market competition for the services it provides. It has developed a reputation for quality services in the niche market of mostly short stay general surgery, ENT, laparoscopic gynaecological surgery, urology and endoscopic surgery. Nestled in a quiet leafy back street in the heart of Campbelltown, it has stoically gone about its business of providing quality care for its patients and meeting the needs of its doctors.

But this is about to change. A competitor has taken up an option to open a new 50 facility just a few streets away in 2007.

With strong support from Ramsay corporate office and our own staff, Macarthur has set about meeting this challenge to our market head on. We have implemented an intensive local marketing strategy based on the theme that Macarthur Private Hospital has been providing quality health care to the Macarthur area for 40 years.

This campaign includes advertising locally on air and in the newspaper. One staff member is dedicating 2 days per week to business development by visiting all the local GPs. We are providing the GPs with hospital brochure information and an easy find Specialist referral guide listing those that operate at Macarthur Private. The GPs are providing very positive feedback and this has been a great experience.

The old girl is about to have a face lift so she can provide a modern persona to the challenge. The old yellow brick building is being rendered and painted with new and modern colours, beautiful new terrazzo steps and a gorgeous front garden will complete the picture.

Staff are a little nervous about the future as this is a new experience for most of them, but generally are just getting on with what they do best - providing quality care to their patients.



Life Gift

Hundreds of Australians suffer and die needlessly each year due to a shortage of organ and tissue donors. You can help save lives by registering your consent to become an organ and tissue donor.

Hillcrest works towards reduced falls in the elderly

As a holistic health provider, Hillcrest Rockhampton Private Hospital employs a range of Allied Health Professionals. These professionals along with dedicated nursing and medical staff provide a wonderful range of programs that care for the elderly. One of these programs includes falls prevention.

Program Coordinator Delma Stewart said that it has been estimated that one in three older Australians will fall each year. Ten percent of these falls cause an injury serious enough to require medical attention, with about one percent requiring hospitalisation (Falls Prevention in Older People Best Practice Kit, Queensland Government 2004).

"With the ageing population and the impact that falls has on living independently, it is very important to reduce risks as much as possible. When admitted to the hospital all patients are thoroughly assessed and the falls risk status determined," Delma said.

Strategies are then implemented throughout the hospital to minimize the chance of having a fall. She said future planning was currently underway to establish a multi-disciplinary falls prevention clinic. "This will ensure that the wider community can have access to important falls prevention information before entering the hospital as an inpatient."

Advice is also given as to how one's falls risk can be reduced at home and throughout the community. "We encourage patients to remain physically active, and advise on suitable exercise options," Ms Stewart said.

"Exercise groups, walking, Tai Chi and other physical activity help to improve balance, strength and coordination, as well improve bone density".

A Physiotherapist is available to provide individualized exercise programs and advise on suitable walking aids. Where eligible, applications are made on behalf of the patient to programs such as the Medical Aids Subsidy Scheme and the Department of Veterans' Affairs.

This provides access to equipment to assist walking and independence in the home, at no cost to the client. An Occupational Therapist is also available to visit the patient's home and advise on what can be done to make it safer.

Ensuring that the patient has adequate calcium and vitamin B12 intake is essential to ensure good bone density and muscle strength.

RAMSAY PEOPLE PROFILE

By Sam Clifford

Monica Pilot

Monica Pilot is 23 years old and has been working with Ramsay Health Care for three and a half years. She has been working in the demanding but rewarding intensive care unit of Hollywood Private Hospital in Western Australia for the last two and a half years and has just completed a Critical Care Course.



Q: You just finished the Critical Care Course, what is involved in this course?

A: It involves learning specialist skills, for instance looking after patients on Dialysis and ventilators, reading blood results and ECGs with a more advanced interpretation. We also have training in Emergency situations.

Q: Why did you choose to work in ICU?

A: It is challenging and dynamic.

Q: What has been great about working at Hollywood Private Hospital?

A: I like working with veterans. I was very lucky to have been given the opportunity to go to Thailand on the Quiet Lion Tour which is in memory of Weary Dunlop with some ex POWs. I learnt all about the Burma - Thai railway. I have also developed a sense of appreciation for what our Diggers have achieved for us.

Q: What do you like about nursing as a career?

A: It requires you to be intelligent and compassionate at the same time and receiving gratitude from patients who have been really sick and are now better – this is very satisfying.

Q: What is the most difficult part of nursing?

A: Being nice to seemingly unappreciative patients - it doesn't happen very often thankfully

Q: What does it take to make a great nurse?

A: Patience, and the right attitude.

Q: Who are your role models?

A: Wonder Woman and Bree Muir (colleague) - she has a lot of knowledge and experience and has taught me a lot.

Q: What is the ultimate nursing job?

A: Emptying bed pans, just joking, to work in a busy Intensive Care Unit.

Q: What is your greatest fear?

A: Making a big mistake at work - which I haven't, thankfully.

Q: What is the trait you most deplore in yourself?

A: Impatience

Q: What is your most unappealing habit

A: Falling asleep in lectures

Q: What is your favourite book

A: Anne of Green Gables!

Q: What is your guiltiest pleasure?

A: McDonalds

Q: Which words or phrases do you most overuse?

A: "are you serious?"

Q: When and where were you happiest?

A: Now!

Q: What is the most important lesson life has taught you?

A: Live for the moment

RAMSAY PEOPLE

Chris & Paul run for NISAD

Ramsay Health Care Chief Operating Officer Chris Rex and Corporate Services Manager Paul Fitzmaurice recently competed in the Sydney Bridge Run in support of NISAD.



Claire retires after 7yrs

Claire Robinson (centre in photo) a valued team member of Ramsay South Australia Psychiatric Services retired on 9 November after 7 years in the Accounts Payable Office.



Lorraine swims in Masters

Lorraine Townsend, receptionist from Beleura Private Hospital has another sporting triumph.

Not only did she win the Beleura 10,000 steps challenge conducted last July she has been very successful at the Australian Masters Swimming competition held in Alice Springs in September.

Lorraine competed in the 50m butterfly and the 50m, 100m and 200m freestyle events winning 2 silver and 2 bronze medals.



Victoria Golf Day a success

The prestigious Victoria Golf Club was again the venue for the 2006 Ramsay Victorian Golf Day held on Friday 13th October. 50 doctors and hospital CEOs played a challenging round followed by an enjoyable dinner. The captain of the winning team, representing Beleura Private, Cynthia McQuillan said that the course was

challenging and that good luck played no part in her team's win – "we were obviously superior on the day" said Cynthia – a comment surely to bring out stronger competition next year. The second placed team representing Donvale Rehabilitation consisted of Peter Wilson, Phil Griffin, Geoff Gidley and Glen Davis.



Above: The 2006 winning team representing Beleura of Peter McCombe, Cynthia McQuillan, Michael Cross & Andrew Johnston.

Emma earns award

Emma Everingham CNC Neurosciences at Westmead Private Hospital presented a paper on "New Communication Initiatives for Neurosurgical Patients from New Caledonia" at the 34th Annual Scientific meeting for The Australasian Neuroscience Nurses Association (ANNA) in September. Emma received the prestigious Tonnie Koenen Award for "significant contribution to the practice of neuroscience nursing".



RAMSAY PEOPLE...cont.

Cairns meet the PM

Cairns Private Hospital staff mix with the Prime Minister at a recent Chamber of Commerce lunch held in Cairns.

Right L-R: Jenny Lamb (Clinical Nurse Manager Surgical Unit) Jamie Richardson (Property Services Manager), Prime Minister John Howard, Christine Roggenkamp (Quality Coordinator) Patricio Grego (Accountant).



John Flynn staff thanked for years of service

Over 50 staff members at John Flynn Private Hospital were awarded their 10 year service badges at a special ceremony held in late November. Four staff members were awarded their 20 year service badges.

The four 20 Year awardees spoke of the many changes they had seen over the 20 years from when they started at Tweed Heads Private and then when the hospital staff and patients all transferred to John Flynn Hospital in 1993.



Above L-R: Di Sapwell (DoCS), Robyn Hart, Raymond Pearce, Kathryn Stevens & Lloyd Hill (CEO).

Lake Mac Expo

Over 1000 visitors also attended the Lake Macquarie "Demystifying Medicine" Expo in September.

Top: Dr R Kuru Orthopaedic Surgeon talking to some members of the community.

Bottom: The Ambulance Stand was a real hit with talks & a demonstration on CPR.



Tamara goes pink for Pink Ribbon Day



Staff of Tamara Private Hospital held a BBQ and raffle to raise much needed money towards the Cancer Council Breast Cancer appeal.

All staff participated and it was an excellent day to promote the importance of breast screening and to also highlight the work undertaken by the Cancer Council.



The New Frances Perry - Coming Soon

Frances Perry House, which is collocated with the Royal Women's Hospital, will be moving to a new facility in mid 2008 as part of the relocation of the RWH. Building works are well under way and the team from Frances Perry House recently donned hard hats and boots to inspect the site.



Above: L-R back row: Tony Michelle (DHS Project Manager), Thea Herrmann (Delivery Suite), Mark Page (CEO). L-R front row: Maree Hart (Level 10), Chris Scott (Level 11), Eleassa Preston (Level 12), Megan Burgmann (DCS) & Andy (Site Manager).

KEY APPOINTMENTS

Albury Wodonga welcomes Stuart

Stuart Schneider has been appointed as CEO of Albury Wodonga/Murray Valley Private Hospitals. Stuart commenced his new role in October, replacing Dane Huxley who recently returned to Melbourne as CEO Warringal Private Hospital. Stuart is local to the Albury-Wodonga region and brings with him a wealth of health care experience in senior executive roles, most recently as Chief Executive for the Greater Southern Area Health Service, encompassing in excess of 100 regional hospitals and community health care facilities.



New NSW State Manager

Danny Sims, formerly of the Corporate Finance Department as Group Financial Controller – Operations, has been promoted to the position of NSW State Operations Manager and started in this role in November. Danny is already well known to many of the Executive staff at hospitals and brings a wealth of hospital management experience from both overseas and Australia to the position as well as his great Ramsay spirit and drive.



New CEO for North Brisbane hospitals

Jane McGrath has been promoted to the position of CEO of North West and Caboolture Private hospitals, located north of Brisbane.

Jane began her nursing career at the Royal Brisbane Hospital and has primarily worked in the private health care system in the area of cancer nursing. Since 1995, Jane has worked in various private hospital management roles and was appointed Director of Nursing at Logan Private Hospital in 2003 and then North West Private Hospital.

North West is about to embark on some expansion activities and Jane is looking forward to the challenge that will be presented by these redevelopments.



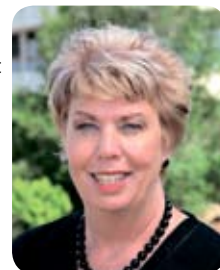
Erin appointed as Clinical Consultant Indonesia

Erin Lloyd will take position as Clinical Consultant of Ramsay Health Care Indonesia effective February 1, 2007. Erin is currently the Medical Services Coordinator at Greenslopes

Private Hospital in Brisbane, a position that she has held since September 2000. She has a Bachelor of Nursing and a Masters Degree in Health Management.

In this new role Erin will be responsible for improving the quality of clinical practices as well as clinical outcomes of the three hospitals in Indonesia. Considering her experiences with Ramsay Health Care in Australia, she will bring with her a wealth of new ideas of clinical practices to Indonesia.

In this new position she will report to President Director of Ramsay Health Care Indonesia, Jusup Halimi.



Jude moves to St George

Jude Emmer has been appointed to the position of Director of Clinical Services at St George Private Hospital in Sydney and commenced in this role in September. Jude was previously at Greenslopes Private Hospital in Brisbane, where she worked as an Assistant Director of Clinical Services at this Hospital for 5 years, and the last 8 months as the Director of Clinical Services.

Jude did her Registered Nurse training in the United Kingdom and has worked in a number of senior management roles both in the UK and Australia.



PRODUCTION & MATERIAL

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