

The Ramsay Way

The corporate newsletter of Ramsay Health Care



Ramsay Health Care Triathlon Pink – Great Success

The Ramsay Health Care Triathlon Pink Sydney and Melbourne Events were a huge success with over 750 competitors participating in the events in total. And Ramsay Health Care staff turned out in great numbers with over 70 staff from Ramsay Health Care hospitals in Melbourne and Sydney and corporate office competing in the events. Photos are on the Ramsay Triathlon Pink intranet at http://ramsay/corporate/aboutus/tri_pink_sydney_photos.asp. See more photos on the back page of this edition of The Ramsay Way.

Importantly, over \$30,000 has been raised from the Ramsay Health Care Triathlon Pink for the National Breast Cancer Foundation which is a great effort!

Congratulations to Ramsay staff who participated and Emma Freer – Shepparton Private staff member – who is recorded as the highest fundraiser out of all participants in the Tripink Series.

Ramsay acquires Capio UK

Ramsay Health Care has completed the acquisition of Capio UK, the UK's fourth largest operator of private hospitals with 22 private hospitals throughout England together with nine independent treatment centres, a dedicated eye clinic, neurological rehabilitation centres and diagnostic imaging services.

Capio UK has over 800 beds and employs over 3000 staff.

Ramsay Health Care finalised the acquisition of Capio UK on Friday 23 November 2007 after completing various closing conditions including regulatory and government approvals and consents.

On announcing the completion of the acquisition, Ramsay Managing Director Pat Grier welcomed Capio UK staff to Ramsay Health Care and said that Capio UK was a good strategic fit for Ramsay on many fronts and would provide a solid platform for expansion in the UK and Europe.

"Capio Healthcare UK is a sound strategic acquisition as it represents a quality group of hospitals led by a strong management team with a similar culture to Ramsay Health Care. We are looking forward to working together with the current management team to grow the Ramsay Health Care UK business." Mr Grier said.

Senior Ramsay Executive staff have recently toured the Capio UK facilities and met staff and consultants in the field. Going forward, it will be largely business as usual and it is expected that very few transitional changes will be required. Capio UK's management team will remain in place to run the operation which will be rebranded as Ramsay Health Care.

"Our experience in integrating hospitals into the group will ensure the process of integrating the Capio Healthcare UK hospitals will be smooth and effective.

"I hope that through this expansion the professional and career opportunities for our staff will be enhanced."

See more on Capio UK, page 3



CHAIRMAN'S CHRISTMAS MESSAGE



I am delighted to welcome our new Ramsay UK staff to our Organisation. We have been looking at acquisition opportunities in England for sometime and our purchase of Capio UK represents great opportunities for our Company going forward. I was very happy to meet many of the Capio UK hospital staff on my tour there recently.

In addition, I sincerely welcome our latest acquisition the Cairns Day Surgery staff team and look forward to meeting you in the near future.

This year represents 10 years since listing on the Australian Stock Exchange and the transformation and growth of the Company over the past decade has been remarkable. From humble beginnings with a portfolio of 11 hospitals (1351 beds) we now have a portfolio of over 100 facilities around the globe and employ almost 25,000 staff.

I am extremely proud of our staff, our excellent relationships with our doctors and our corporate culture. Whilst we are a for-profit

company with an obligation to our shareholders, we have not been driven by this but rather by the need to ensure we do the right thing - provide the best patient care and provide the right environment in which our staff can work - to the best of our ability.

At the Company's AGM in November, the overwhelming feedback from our shareholders was that this Company has not lost sight of what has made it - our people.

This Christmas I would like to thank all employees and our medical practitioners for your support throughout the year. I wish you and all your families a very Merry Christmas and Happy New Year.


Paul Ramsay - Chairman

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PAT'S DESK

The acquisition of Capio UK represents a significant turning point for our Company as it launches us onto the world stage and allows us to spread our management expertise to the private hospital sector in other countries. We are delighted with the Capio UK purchase – UK's fourth largest operator of hospitals in the independent sector.

A contingent including Ramsay Executive, Paul Ramsay and Michael Siddle and myself travelled to the UK recently where we met our new senior UK colleagues and made a presentation on Ramsay Health Care before embarking on a roadshow to facilities throughout the UK. These meetings provided an opportunity for us to share our vision for Ramsay in the UK.

Because there is a good management team in place, going forward, it will be largely business as usual in the UK and it is expected that very few transitional changes will be required. The hospitals will be rebranded Ramsay Health Care UK and assistance and support will be provided to the Ramsay UK management team during the transition. I believe that our experience in integrating hospitals into the group will ensure that the process of integrating the Capio Healthcare UK hospitals will be smooth and effective. CEO of Capio UK, David Hillier has recently visited Sydney and had the opportunity to visit some of our hospitals and meet some of our CEOs.

Of course, with this global expansion, we look forward to creating opportunities for Ramsay people to work overseas – and this will work both ways in that UK staff could well join us in Australia.

Over the past few months there have been many announcements about medical teaching and nurse training. One of the main management principles of Ramsay Health Care is to always take a leadership role in the health care sector of Australia. Ramsay has been instrumental in developing the expanded role of the private hospital sector as part of the balanced health care system of Australia. As part of this, I believe we should take up a leadership role in expanding the role of private hospitals in teaching both undergraduate and postgraduate medical practitioners (with greater emphasis on post graduate medical training)

We already have a number of our hospitals designated as postgraduate training hospitals such as Greenslopes and Hollywood. As this develops it will not only give credibility to Ramsays but to the whole private hospital sector. To this end, the possibility of developing a medical school on the campus of Greenslopes Private Hospital is very exciting and would not only be ground-breaking for Ramsay's but for the whole private hospital sector. It is early days and we need to progress this proposal now with the new Federal Government but I believe that we could provide a lot of assistance to both Federal and State Government in the training of our future medical workforce.

We have also been very active in lobbying the government for the funding of nurse training schools in the private sector. We already have almost 3000 nurse placements each year throughout Australia, and the private sector does an excellent job in training nurses. During the election campaign the Liberal party put out a proposal for nurse training schools to be established in private hospitals. Many Ramsay hospitals have submitted expressions of interest to become enrolled nursing schools. I hope that the new Federal Government will continue with this important initiative. There is a critical shortage of nurses across Australia and I believe Ramsay Health Care can lead the way in this regard, so innovative models of recruiting and training to entice people into the nursing workforce are needed.

I would like to take this opportunity to wish everyone a safe and happy Christmas. It has been another great year for Ramsay Health Care and I sincerely thank all our staff for their exceptional efforts.

Pat Grier
Managing Director

Cambodian child experiences the generosity of Albury Wodonga



Above L-R: Rotary's Greg Barlow, surgeon Kevin Holwell, Dalin Chy, 15, her carer Sorphany Kith and nursing unit manager Niekie Maritz at Albury-Wodonga Private Hospital. (Photo courtesy: The Border Mail)

Below: Dalin Chy on her way home pictured here with (L-R) Stuart Schneider (CEO Albury Wodonga Private Hospital), Sorphany Kith (Carer) and Robin Haberecht (DCS Albury Wodonga Private Hospital)



Thanks to the generosity of Albury Wodonga Private Hospital, Border medical practitioners and the Rotary Club of West Albury, a 15 year old Cambodian child, Dalin Chy, has had a benign tumour removed to alleviate pressure on her breathing passage. Without this operation Dalin's situation was life threatening.

ENT Surgeon, Mr Kevin Holwell led a team of doctors and nursing staff through a successful seven hour operation to remove Dalin's tumor.

AWPH CEO Stuart Schneider said Dalin's road to recovery had not been easy. "She experienced a lot of pain at times but has had excellent support from our medical and nursing staff.

"Dalin has featured several times in our local paper with the community showing generous support for her well wishes."

It was the first flight for both Dalin and her carer who live in

a remote rural village. She spoke no English and could not read or write. She is the third child in a family of five children. Dalin flew home in October, accompanied by Mr Holwell who kept an eye on her progress. She was looking forward to seeing her family again.

Mr Holwell has been traveling twice yearly since 1989 to Cambodia with hearing aid specialist Terry Ryan to undertake ear surgery and treatment as part of an aid program in the region.

It was while he was in Cambodia that Mr Holwell was introduced to Dalin through the Jesuit services who provide primary health care in the region.

Mr Holwell said Dalin had been born with the tumour, but it had grown to the point in recent years where it had affected her breathing.

He said surgery was the only option but facilities in local hospitals were inadequate, and the costs of performing the surgery in a local international hospital was prohibitive.

"That was when Ramsay Health Care and Rotary offered their assistance; Ramsay in providing for the surgery to take place at Albury-Wodonga Private and the Rotary Club of West Albury in providing the airfares for Dalin and her carer," he said.

Mr Holwell said thanks also had to go to Regional Imaging and Dorevitch Pathology for providing x-ray and pathology services free of charge.

During the operation he was assisted by an ear, nose and throat colleague from Melbourne, Neil Vallance, as well as local anaesthetists and theatre nurses who had volunteered their time.

"The hospital staff and in particular, the nurses have been terrific," he said.

(parts of this story courtesy: The Border Mail)



Above L-R: Greg Jenke, The Hon Verity Firth MP NSW Minister Assisting the Minister for Health (Cancer), Margaret Bennett Network Co-ordinator Coffs Clarence / General Manager Coffs Harbour Health Campus & Chris Crawford, Chief Executive, North Coast Area Health Service.

Ramsay contributes \$1m to Cancer Services development on North Coast

Ramsay Health Care, the owner of the two private hospitals in Port Macquarie and Coffs Harbour, was a major contributing partner to the NSW Health Integrated Cancer Care Service (ICCS) which has just been formally opened on the North Coast of NSW.

Ramsay contributed \$1 million towards the development of the ICCS, which includes radiation therapy bunkers in Port Macquarie and Coffs Harbour. At this stage, only one linear accelerator will be opened in each location.

Ramsay spokesperson and NSW State Operations Manager, Danny Sims, spoke at the launch and said the opening of the cancer care service was a positive development for the North Coast region and would be extremely beneficial for the community.

"Before now, patients were forced to travel to Brisbane or Sydney for radiation therapy services. We found that a considerable number of patients were actually opting not to receive the treatment because of the time or cost involved in traveling to Brisbane or Sydney," Danny said.

"Our local private hospital, Baring Private, was built almost 30 years ago and was the first hospital built by Paul Ramsay. So our relationship with the Coffs Harbour area as a provider of private health care to local residents is a 30 year relationship.

"The level of support Ramsay provided represents tangible evidence of our belief that private hospital providers must work in partnership with the public hospital system to meet the health needs of Australian communities."

The launch of the new services comes after 5 years of discussion and participation by Ramsay Health Care, NSW Health and others, to provide radiation therapy services to the Coffs Harbour and surrounding area.

Greg Jenke, Ramsay's CEO at Baring Private Hospital in Coffs Harbour and Port Macquarie Private Hospital in Port Macquarie, chaired the Coffs Harbour Radiation Therapy Steering Committee. This committee assisted with the decision to have radiation oncology services available in Coffs Harbour and Port Macquarie. Greg said that the outcome was an excellent result for patients in both regions.

"The development of these services will also bring a whole level of new health care expertise to the North Coast and give us the ability to attract other specialists to the region."

Ramsay Health Care has also recently announced a \$10 million redevelopment of Baring Private Hospital in Coffs Harbour.

Cairns Day Surgery joins Ramsay



Ramsay recently acquired Cairns Day Surgery and welcomed the staff and managers from this facility to Ramsay. Cairns Day Surgery has a focus on ophthalmology, orthopaedics and dentistry.

State Operations Manager Mark Doran said the facility had four excellent theatres and one endoscopy suite. Mark Page, who has recently been announced to succeed Richard Lizzio at Cairns Private Hospital, will also be taking charge of Cairns Day Surgery. Manager Robyn Moyle will continue to manage the facility.

Welcome to our new UK facilities

The acquisition of Capio UK makes Ramsay Health Care UK one of the largest providers of independent hospital services in England, providing a comprehensive range of clinical specialties to private and self-insured patients or, increasingly, to patients referred by the NHS. Ramsay Health Care UK employs over 3500 staff.

Facilities in England include:

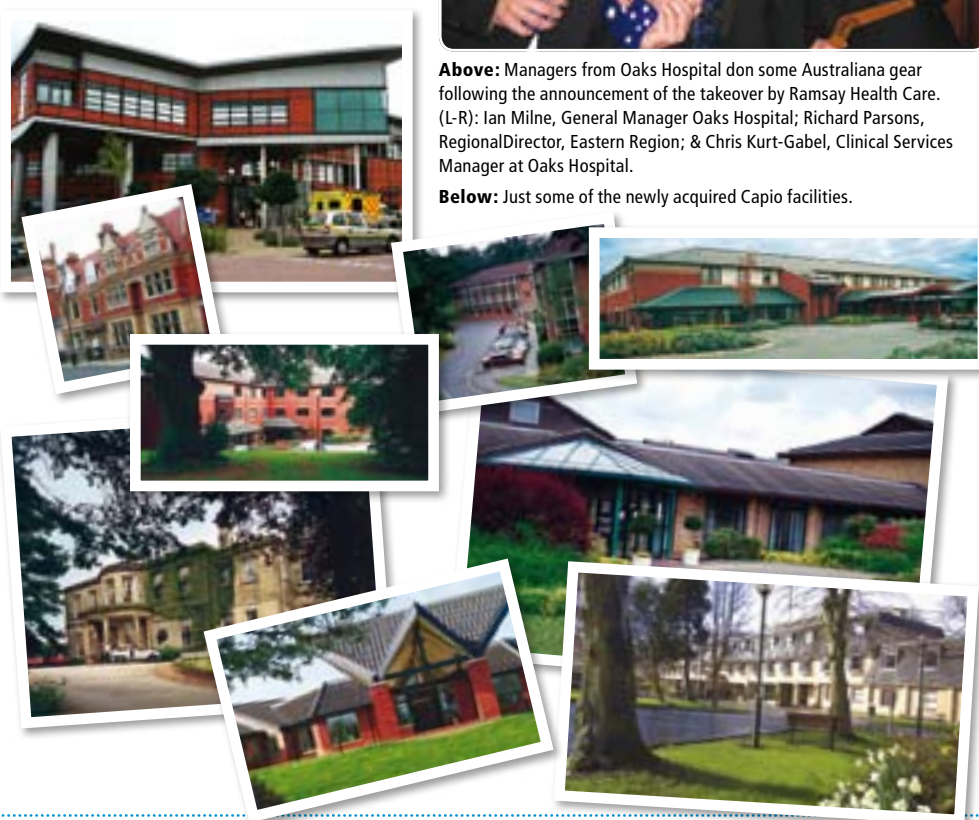
- 22 hospitals
- 9 day surgery facilities
- 2 neuro-rehabilitation homes
- Eye Clinic
- Diagnostic services

Globally, Ramsay Health Care now owns and operates over 100 hospitals and day surgery facilities across Australia, Indonesia and the United Kingdom.



Above: Managers from Oaks Hospital don some Australian gear following the announcement of the takeover by Ramsay Health Care. (L-R): Ian Milne, General Manager Oaks Hospital; Richard Parsons, Regional Director, Eastern Region; & Chris Kurt-Gabel, Clinical Services Manager at Oaks Hospital.

Below: Just some of the newly acquired Capio facilities.



New look for Ramsay website

The Ramsay website has had a facelift and now incorporates our new UK hospitals plus a link to a dedicated Ramsay Health Care UK website. In line with the Company's international exposure, www.ramsayhealth.com will now be the advertised website although the version with '.au' will also still work.



Above: Surgeons use the new Endoscopic Camera equipment installed at Waverley Private Hospital.

Waverley Private: 1st in Victoria with new Endoscopic Camera

Waverley Private Hospital is the first hospital in Victoria and only the second in Australia to have acquired the Conmed Linvatec High Definition Endoscopic Camera. The camera was launched in San Diego in the United States in February 2007 and provides surgeons with increased colour reproduction and resolution or clarity which allows them to differentiate layers of tissue and provides improved three dimensional perception.

The camera is designed to operate with printers and recording devices such as video or DVD. This allows surgeons to record the surgery and keep for the patient's medical record. Patients are also able to view their operation post surgery which assists the surgeon in explaining what was done or what was found during surgery.

St George helps out St Johns



Sandra Grove, Divisional Superintendent of the St George Division of St John Ambulance (above left) accepts a cheque from St George Private Hospital CEO Tracey Burton. The \$900 donation was raised from the sale of the Heart Health Cook Book which was sold throughout St George Private's Heart Health Week in May. Books were also sold by Kogarah Council and the Leader - so the donation is a combined effort from the community - with direct benefits back to the community.

Ms Grove said that the money was likely to be spent on much needed cardiac equipment which would help save lives in the St George Community.

Procedures performed in the vascular surgical unit at LMPH achieve significant international recognition

Amazing privileges for 50+ employees at Ramsay WA



Ramsay Health Care in WA is rewarding its 50-year-old plus workforce with an AMAZING and innovative career program, which was launched in November.

Aptly named 50+, the initiative recognises the need for increased flexibility, career progress, financial reward, training support, wellness initiatives and leisure time.

The program has been specifically launched in response to the changing needs of a more experienced and changing workforce who are keen to stay fresh in their careers for longer.

"With a staffing crisis widespread across many industries, and with a substantial one third of the workforce at Ramsay Health Care WA in the over 50 age bracket, it is imperative that we create an environment where our experienced staff can stay in the workplace longer and feel rewarded for their commitment," Ramsay Health Care WA state operations manager Kevin Cass-Ryall said.

Ramsay Health Care WA's State Human Resources Manager Rita Maguire, who researched and implemented the trailblazing

50+ program, said she had found that 'one size does not fit all' in the current workplace.

"At Ramsay Health Care in WA, we have responded to the changing needs of an aging workplace with incentives that will work with all lifestyle choices," Rita said.

"We are very excited to offer the 50+ Ramsay employees incentives such as flexible work hours, superannuation options, career progress within the organisation, extensive training, access to a staff wellness program and amazing leave options."

Some of the career innovations offered in the 50+ program include; job sharing and flexible work rosters, 100 per cent superannuation salary sacrificing and an additional one per cent employer super contribution, women's and men's health programs, purchase of additional leave and grandparents leave.

"We are committed to creating a work environment that can sustain the ever-changing needs of our employees, wherever they find themselves in their lives or careers," Rita said.

Greenslopes takes out National HR Award



Greenslopes Private Hospital has recently been announced the winner of the National Human Resources Award for the organisation with the Best Health and Wellbeing Strategy for staff. This is the second year in a row that the Hospital has won this award.

Greenslopes was up against some high quality competition with other finalists including Brisbane City Council, Flight Centre, HBA Health Insurance, City of Melbourne and City of Playford. The judges made comment that it was clear that the hospital management was very supportive of its staff and its investment in a Childcare Centre, Wellness Program and extensive educational opportunities provided tangible demonstration of Greenslopes commitment to enhance the wellbeing and morale of its staff.

Left: Associate Professor Jill Watts, CEO Greenslopes Private Hospital receives the National HR Award on behalf of the Hospital.

Refurbishment of Rehabilitation Unit at Hunters Hill

The refurbishment of the Rehabilitation Unit at Hunters Hill Private Hospital was celebrated with a garden party recently in the company of invited guests including Councillor Sue Hoopman, Mayor of Hunters Hill

Right R-L: Marg Fagan, CEO/DCS and Danny Sims officiating at the garden party



Above: Dr Paul Myers.

Leading Endovascular Surgeons, Dr Paul Myers and Dr Alan Bray recently had two articles published in each of the world's most prestigious vascular journals. *Journal of Vascular and Endovascular Surgery* and the *Journal of Vascular Surgery*.

The article demonstrates that procedures performed in the vascular surgical unit at LMPH achieve significant international recognition. The article shows success in treating aneurysms of the iliac artery using a new device designed and made in Australia by Cook, Australia. It is one of the first publications demonstrating the use of this device. International Vascular Surgeons come to LMPH to observe and learn this procedure.



Above: Dr Alan Bray.

Clean Hands, Safe Hands at Joondalup



Joondalup Health Campus launched a 'Clean hands, safe hands' program for hand hygiene. The launch included the promotion of new brackets that have been made and fitted to every bed in the hospital, to help improve hand hygiene compliance by offering easy access to alcohol hand gels.

"EDUPLUS" intranet page launched

The Victorian Education Team will proudly launch their EDUPLUS webpage to share with all other educators within the Ramsay Health Care Intranet in December. The webpage has been under construction by the Educators Resource Project Team (one of many of the state's education project teams) for almost 1 year.

The webpage is designed to be a one-stop-shop for all Ramsay educators. It contains competencies, learning packs, web links, graduate study day materials, in-service and short course items and loads of other useful info that will prevent busy educators from having to re-invent the wheel!

The webpage also contains many other fantastic projects that the Victorian team will proudly share. These include:

- GRADPLUS graduate program materials/appraisal tools
- Division 2 RN Up skill programs and Study days (improving clinical practice theme)
- Coroners Case Studies
- Learning Packages and Competency Tools
- The Professional Portfolio for Nurses and Midwives (for recording their CPD)
- University Relationships Project
- The Golden Star Victorian Education Newsletter
- State wide benchmarking and quality activities
- Photo album of education events
- Victorian Preceptorship Course
- Speciality, OHS, Risk and Quality Links
- The "CRAFT BASKET" for sharing learning resources
- Royal College of Nursing – APEC documents



Above & below right: Westmead Private ICU Staff on 'Buzz Day'.

Westmead Private raises \$1100 on 'Buzz Day'

Buzz Day is an annual fundraising campaign raising funds to take the sting out of diabetes. Staff of ICU deal every day with diabetic patients and felt the need to support this worthwhile cause, so Cindy Shaw, Margaret Williams & Rebecca Bourke put their feelers on and organised an event.

They invited staff from all areas of the hospital to visit their unit for blood glucose testing, morning tea and the opportunity to donate money or buy merchandise (pens, torches, clip on bees and fridge magnets). Information booklets and recipes were available, along with a display from our Pharmacy Department. It was also an opportunity to encourage hospital staff who don't normally come into ICU to meet the staff and see the Unit.

The morning tea was sponsored by Sydney Intensive Care Pty Ltd and was supplied by Sodexho

The ICU staff are looking forward to their next fundraising event to help take the sting out of diabetes!



Mental Health Week Lecture sponsored by Ramsay Health Care (SA)

Ramsay Health Care (SA) Mental Health Services were part sponsor with the Royal Australian and NZ College of Psychiatrists (SA Branch) for the Annual Barton Pope Lecture that was held at the Adelaide Convention Centre in October 2007. The special Guest speaker Professor Robert Goldney presented his lecture titled "Suicide Prevention 2007: Grounds for optimism or concern."

This important public event was indeed well supported by both the consumers and those that work in the mental health services.

The lecture provided valuable information about a topic that can, and often does touch all those who come into contact with the mental health area.

Ramsay Health Care (SA) CEO Carol Turnbull said: "We have been very fortunate to have such an acclaimed speaker for this forum and Ramsay Health Care were indeed pleased to have been part of the event."



Above L-R: Dr James Hundertmark, Chair RANZCP-SA Branch, Ms June Mattner, Director of Clinical Services Ramsay Health Care (SA) – & special guest Professor Robert Goldney.

Ramsay hospitals get behind **Safety in the Workplace**

Safe Work Australia Week is a National week developed to focus attention on workplace safety. It aims to encourage all workers to get involved and concentrate on safety in their workplace.

Managing safety and initiating change in workplace culture begins at the top, therefore Ramsay Health Care has again supported national safety week with the safety competition that was initiated in 2006.

All Ramsay facilities were invited to submit their facilities initiative to a 'solution to a workplace hazard', in the hope of taking away one of the five prizes (financial) that are to be awarded.

Twenty-three entries were submitted, with some facilities submitting a number of entries. The Ramsay Risk Management Committee is currently reviewing the entries and the winners will be announced on 10 December.

Entries were diverse, and considered the numerous hazards that are encountered in our employees workplaces:

- Manual Handling,
- Slips / Trips,
- Collision with objects,
- Workplace design,
- Biological,
- Security and Violence and Aggression Management,
- Falls from Heights,

Each entry will be assessed against the following criteria:

- How useful the solution/innovation, and can it benefit other RHC facilities.
- How creative, new and different the solution/innovation.
- How well does the solution/innovation apply the hierarchy of control to eliminate or reduce the risk?
- The extent to which the solution/innovation has reduced the health and safety risk.
- How employees were consulted in the development of the solution/innovation.

Some of the entries have implemented very innovative control solutions to eliminate or reduce the impact of these hazards. All entries will be loaded onto the Health and Safety Intranet at the completion of the competition so that all facilities can learn from these innovations



New Guinea gets Shire hospital beds

Patients in the more remote highlands of New Guinea can thank Sutherland Rotary Club and Kareena Private Hospital the next time they stay in hospital.

Kareena Private Hospital recently upgraded their patient and delivery beds with the latest, very comfortable electric beds. As a result, 17 beds were able to be provided to the 268-bed hospital in Kundiawa the capital of Simbu province.

This latest project complements the anaesthetic machine that was donated previously, as well as the donations from the Kareena maternity staff used to purchase medical supplies for the baby care nursery at this hospital.

Dr Ron Sommers from the Sutherland Rotary Club has performed over 440 operations in his 10 years association with the hospital, travelling each year to provide his expertise and skills and has been the main driver behind this project. Other projects the Rotary Club have completed include the building of a school and housing for the aged and infirmed.

Right: Donated Beds from Kareena Private Hospital being unpacked from container in dark and rain by Kundiawa hospital staff.



Left: A Simbu woman who is waiting emergency surgery without a bed or hospital linen.



Hollywood Private building program update

Hollywood Private Hospital's \$128.5 million building program is well and truly underway.

The administration building demolition is nearing completion. Once the rubble has been removed, construction of the new ward block and two theatres will commence.

The main corridor of the hospital has been closed for roughly a month now and traffic has been redirected through the service tunnel. Hollywood has placed some attractive and professional signage around the hospital, which has been very successful in helping our visitors get to their destinations without getting lost.

The multi-storey carpark is progressing well. The completion date for this project is July 2008 and then the new specialist medical centre will commence construction.



Intensive Care FOUNDATION

making miracles happen

2008 research funding announced

The Intensive Care Foundation recently announced their 2008 funding for six new Australian and New Zealand world leading clinical research projects and an education grant.

Over a quarter of a million was granted to the projects which included research into pressure in the skull following severe head injury and a look into the feasibility of a large population based research study which would have the potential to substantially improve the understanding of all aspects of critical illness.

Ramsay Health Care is a major supporter of the Intensive Care Foundation and Ramsay Managing Director Pat Grier sits on the Board of the Foundation.

Associate Professor George Skowronski, Chairman of the Intensive Care Foundation, said that continued research into intensive care is vital as it can mean the difference between life and death.

"The granting program is the largest single component of the work we do at the Foundation and we are really pleased that we were able to award over a quarter of a million dollars for the 2008 grants," A/Prof Skowronski said.

The funds for the research grants were raised by the Foundation during its annual Intensive Care Appeal in April with the help of volunteers, ANZ Branches in Australia, Jesters pie stores in New Zealand and Intensive Care Units across Australian and New Zealand.

"The Intensive Care Foundation would also like to thank Ramsay hospitals who participated in the 2007 Appeal – your help allowed an extremely successful Appeal and was greatly appreciated."

The 2008 Intensive Care Appeal will be taking place from 14th to 27th of April with funds raised going towards clinical research as well as educating health professionals responsible for intensive care.



Big year for babies at Kareena

The huge interest in the 'New Beginnings Open Day' at Kareena Private Hospital last month might herald the start of another baby boom.

Over 300 mums-to-be and their partners streamed through the refurbished maternity ward in the 4 hour period. Small tours led by Kareena maternity staff highlighted the boutique style room upgrades, the all new electric patient beds, individual safes and bar fridges, the spacious patient lounge leading to the outdoor deck and the inviting entry. Ten local businesses also presented a range of baby care products from the outdoor stalls.

The day also featured an education symposium 'From Pre-conception to Failure to Thrive' for the local general practitioners presented by five of the hospital's specialists in obstetrics, gynaecology and paediatrics.

Earlier this year, the hospital had substantially upgraded the special care nursery and together with this latest refurbishment represents \$1m worth of improvements in the last 12 months to the maternity wing.

Tier 1 for Donvale



Mr Kevin Andrews MP presents Mrs Patricia Bliss, Chief Executive Officer of Donvale Rehabilitation Hospital, with the "Tier 1 Veteran Partnering Hospital" certificate from the Department of Veterans' Affairs. Other people in the photo are Deanna Finn, Director of Clinical Services (next to Pat), and Dr Ron Scholes, Medical Director.

Ramsay sponsors Advanced Urological Nursing Practice Workshop.

Ramsay has given support to the Australia and New Zealand Urological Nurses Society Inc. by sponsoring the "Advanced Nursing Practice Workshop" to be held at the upcoming annual conference to be held in Hong Kong in February 2008.

Many ANZUNS members are Ramsay employees and the ANZUNS organisers in particular thanked Mr Grier and management for their support of the upcoming conference.

For those urology nurses wanting to know more about the conference please visit: www.urologymeeting.com.au or email: pagea@ramsayhealth.com.au

elearning pilot Launched

The elearning pilot commenced in early November and will run for 4 weeks concluding early December with 60 participants from Greenslopes, Hollywood and St George.

The pilot is being run to iron any bugs out of elearning system prior to the formal launch in 2008. The pilot allows participants to login to a dedicated Ramsay Health Care Training environment run by the Ramsay Training Institute. While the pilot project is designed to be completed during work hours the elearning system can also be used out of hours or off site as long as users have an internet connection.

The pilot program has 3 packages for all users to trial,

001 - Fire and Security

002 - Infection Control

003 - Workplace Diversity.

Clinical staff also have a 4th unit to complete

004 - Pharmacology.

Educator groups and Group HR are working on additional content to be launched during 2008 including some aspects of manual handling training and competency assessment and clinical training and competency assessment for orthopaedics. Another priority will be to move as much of the Ramsay Orientation program into an elearning environment so that new staff can complete key elements of orientation prior to commencement.

Ramsay commended for Equal Opportunity for Women in the Workplace

Ramsay Health Care has again been awarded compliance with the *Equal Opportunity for Women in the Workplace Act 1999*.

"We commend you on your current efforts and encourage your organisation to continue putting in place practices which address issues of equality for all women in your workplace, including the young, mature aged, indigenous, disabled and those from a non-English-speaking background. Continued action will enable you to attract and retain the best female talent in a competitive labour market," the EOWA wrote in their report to Ramsay.

Three QLD hospitals complete Frontline Management Course

Recently three Queensland Hospitals completed their Certificate IV in Business (Frontline Management). Congratulations to all the graduates.



Left: John Flynn Private Hospital – L-R: Susan Farlow, Maureen Tapfield, Helen Pinkstone, Catherine McNamara, Maree Ryan, & Jill Thurwood.

(absent) Mary Johnston, Shane Mitchell, Di Nichols, Tony Roberts, Deborah Smith.



Left: Pindara Private Hospital – L-R: Shirley McKinnon, Michelle Sherring, Mareike Wszola, Kaylene Price, Fiona Harris, Leigh Lambert.

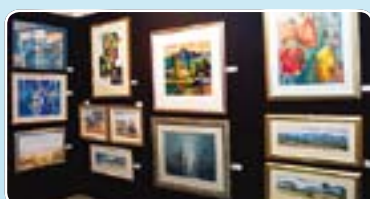
(absent) Kim Fraser, Michelle Enright.



Left: Noosa Private Hospital – L-R: Jenny Nicoll, Victoria Lowndes, & Simon Rodger, Norbert Greveling, Belinda Walters.

Front row: Vicky Trevor, Christine Adamson.

(absent) Leonie Timms.



John Flynn Hospital hosts Art Exhibition for Cancer

In August, John Flynn Hospital held their Open Art Exhibition in support of Nurse of the Year entrant, Mandy Eade (Surgical Nurse). The Nurse of the Year Campaign is run by Qld Cancer Council and John Flynn hold this biannual exhibition to assist with this major fundraising event. This year the exhibition proved to be one of the best yet with over 400 works of art and sculpture submitted by local and interstate artists and over \$15,000 raised towards Mandy's campaign.



John Flynn opens new Discharge Lounge

Betty Williams (seated), the first patient in the new Transit Lounge at John Flynn Hospital which opened in October. Betty was delighted to be the first to use this new discharge lounge. Congratulations to Estelle Snook (ADoCS) (standing) and her team for getting this important expansion to patient services up and running.



Above: Chris Thompson, CEO Wangaratta Private Hospital (left), with some of the Army Medic Trainees.

Army Medics train at Wangaratta

Ramsay Health Care welcomed a number of Australian Defence Force Basic Medical Assistant trainees to the Wangaratta Private Hospital to take part in clinical placements during October.

The trainees participate in this two week clinical placement as an important part of the six weeks clinical placements that are included in the 34 week Australian Defence Force Basic Medical Assistants training course. ADF graduates receive Certificate IV in Defence Health Care and receive more advanced training later in their careers.

During their placement students observed, participated and were assessed in a broad range of patient care activities with the support and guidance of RMIT Registered Nurse Educators and regular hospital staff.

The students also had the opportunity to meet with members of the Wangaratta RSL during their regular visits to veterans receiving care at the hospital.



Above L-R: Geoff Steele, Lisa Ruiz, Mary Harrison & Rob Denato

Frances Perry staff participate in Interplast Eureka Tower Fundraiser

In October over 300 people climbed the stairs of the Eureka Tower in Melbourne to raise money for Interplast. This climb was no mean feat as the Eureka Tower is the world's tallest residential building (without a stick) and consists of 92 floors!

Frances Perry House was represented by Mary Harrison & Lisa Ruiz from Theatre, Geoff Steele (Anaesthetist) and Rob Donato (Plastic Surgeon).

Interplast sends teams of Plastic & Reconstructive surgeons, Anaesthetists and Nurses to developing countries to perform procedures on children in order to give them the opportunity to have a normal life.

Frances Perry House was proud to support our team through sponsorship of this event which in total raised more than \$100,000 for a very worthwhile cause.

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Above L-R: Sue Engle (DCS North Shore Private), Danny Sims (NSW State Operations Manager), Anne Horsley (DCS Castlecrag Private) and Margaret Fagan (CEO Hunters Hill Private).

Non-urgent patient transport service trial

In an aim to improve services to patients, North Shore Private Hospital is conducting a trial to provide a patient transport service for non-urgent hospital transfers.

The trial service will use a fitted-out Mercedes Sprinter van, with a nurse escort in addition to the driver and operates on a Monday to Friday basis as required. The trial commenced in September.

Hospital CEO Greg Brown said the main aims of the trial were to improve transfer times and reduce reliance on the NSW Ambulance service, particularly given recent disruptions.

"The Patient transport service should also improve handover process as the nurse escort will usually have cared for the patient and will establish relationships with staff to where they are taking the patient," Greg said.



Above: Riders Sarah Tarnay, After-Hours Coordinator; Marg Watts, DCS; Ian Gibbs, Registered Nurse; & Gwen Chapman & Denise Crosier, theatre staff who were successfully in the Green Day competition.

Green Day at Shepparton Private

As part of its commitment to the environment, Shepparton Private Hospital staged a Green Day in October. Activities included:

- Participation in the National Ride to Work Day. Breakfast was provided for the bike-riders. Staff living in the rural areas who travel long distances were encouraged to car pool
 - Green Day Competition – Prizes which included Water Wise Garden Sprinklers were awarded to staff who correctly answered the Green Day Quiz
 - Environmental Awareness Display in Foyer with a variety of pamphlets (sourced from Sustainability Victoria) available for staff, visitors and patients.
 - A Walk-Around by a consultant from the Waste Industry to review our waste separation.
 - Green Jelly Slice for Afternoon Tea
- Staff were also encouraged to wear a touch of green

Glenferrie's Golden Nights!

The team at Glenferrie Private Hospital commenced their inhouse Orthopaedic Nursing Program in July 2007. This dynamic course ran one night a week for almost 3 months. Sessions cover a wide variety of topics relating to orthopaedic surgeries & nursing practice and guest speakers included surgeons, anaesthetists, nursing staff and allied health staff. Congratulations to Kathy Hemming (Unit Manager), Julie Allison (DCS) & Lisa Evans (Educator) on the success of this great initiative.



Caloundra Private Pink Ribbon fundraising 2007



Pink ribbon fund raising for Caloundra Private set off at a fast pace this year. The events began in June with approximately 20 members of staff joining in the Pink Ribbon 20km walk wearing decorated bras on the outside of their t-shirts. It was followed in July by a Quiz Night organised by our resident Quiz Master, Marianne Bellert, with great raffle prizes on the night. This was closely followed up with a Fifth Avenue Jewellery Party BBQ luncheon kindly organised by Melissa Homan, with all commission been given in raffle prizes for our Pink Ribbon Morning Tea. The pink ribbon morning tea also had the added bonus of a bit of fun in shape of, 'guess the member of staff in the baby photos' and prizes to win for whoever could get the most correct. After that we headed for the grand finale of the year, 'The Pink Ribbon Cocktail Party' organised by Liz Nagle and Elaine Pashley. This event was a way to celebrate all the dedication and hard work by the staff, doctors and vendors at Caloundra Private and for each ticket sold \$10 was given to the pink ribbon cause. 159 attended the cocktail party, and a great time was had by all who attended. Extra money was raised on the night selling raffle tickets for some amazing donated prizes such as Harvey Norman gift voucher, Bras 'n' things vouchers and a magnificent water feature, valued at over \$3500. The night was further enhanced by staff from Nambour-Selangor Private Hospital enjoying themselves. Thanks to their assistance and contribution towards the fundraising. The grand total for this years fund raising is \$6035!! The challenge will be to top that next year for this great cause in the fight against breast cancer.



St George gets behind fundraising for Breast Cancer Research

An enthusiastic group 2South staff from St. George Private Hospital joined thousands of other fervent supporters of the National Breast Cancer Foundation's Dove Star Walk for breast cancer research in October.

Rain did not hamper the convivial, animated & amazingly colourful parade of pink which started from the Tarpeian Precinct at the Royal Botanic Gardens and culminating with a prize giving galore for best dressed participants and best decorated bras in Tumbalong Park at Darling Harbour.

The focus on Breast Cancer awareness during October went into the public arena this year as St George Private ran their first "Keep abreast of Breast Cancer" awareness week from 22-26 October.

The free public seminar about the importance of early detection and treatment options was presented by 5 experts including Breast Surgeon Dr Peter Schwartz and Kerrie DeVille from BreastScreen NSW. The presentations preceded a lively Q&A session which has highlighted the need for continuing to bring our expertise to the community in these types of free public access forums.

CEO Tracey Burton said "We are really proud of what we were able to achieve with this first public access Breast Cancer Awareness Campaign."



Frances Perry gets into pink!

What started as a little idea for morning tea at Frances Perry House turned into a pink explosion!

Pink was the colour for Frances Perry House on October 22nd. The Staff from the surgical unit on Level 12 went all out, with the usual Ramsay shirts being put aside for the day in favour of a multitude of pink

"Pink ribbon day" is to raise awareness/ money for Breast cancer research and breast cancer is something the Staff on level 12 at FPH sees everyday with the care they give to the women that come thru the unit. This year some have also faced it personally.

Cupcakes, jelly cakes and wonderful yoyo's abound thanks to the resident chiefs of Level 12 - Janine, Alana and Kylie.

As the pink sugar frenzied sales of yummies flew off the platters we raised \$560 for a great cause.

Thankyou to those of you who baked/brought/bought and enjoyed...!



Theatre redevelopment announced for Albury Wodonga Private Hospital



Above L-R: Ramsay Health Care Chairman Paul Ramsay AO at the official announcement along with: Robin Haberecht, AWPB DCS; & Stuart Schneider, AWPB CEO.

Ramsay Health Care has announced a multi-million redevelopment of the operating theatres at Albury Wodonga Private Hospital in Albury.

The redevelopment, estimated to be \$4.5 million, will provide two new operating theatres and relocate the existing procedure room allowing expansion of the day surgery area and recovery areas.

This will give Albury Wodonga Private Hospital a total of 7 operating theatres, one procedure room and expanded stage 1, 2 and 3 recovery areas as well as improved functionality for the day surgery centre. It will also allow for upgrades to the existing operating theatres.

Announcing the plans in Albury recently, Ramsay Chairman Paul Ramsay said the main objective of this redevelopment was for the hospital to grow and develop in the competitive day surgery market and accommodate additional surgical demand from local doctors and new doctors.

Albury Wodonga Private Hospital was Ramsay Health Care's second major medical surgical hospital established in 1979 and has established a strong reputation in the Border region for the provision of excellent medical and surgical services to the community.

AWPB CEO, Stuart Schneider, said this development would assist the hospital to meet the growing demand for services.

"This significant redevelopment will enable the hospital to better manage its current patient flows and also allow us to attract new surgeons to the region," Stuart said.

"The announcement today shows that Ramsay Health Care is committed to the provision of quality private healthcare in the Border region."



Top: Nurse Unit Manager of Midwifery Dept - Evelien Melsen with Bunnings representatives.



Above: Cheque presented by Bunnings Mildura to Mildura Base Hospital

Mildura staff fundraise for good cause

The management and staff of Mildura Base Hospital, particularly staff working in the midwifery unit, acknowledge the tremendous generosity from Bunnings Mildura and Dulux/British Paint which has enabled the purchase of two Neopuff Infant Resuscitators, and one humidifier enabling MBH to provide bubble CPAP. The purchase of this valuable equipment will improve the respiratory health of premature babies born at MBH and decrease the number of babies who may require transfer to city hospitals. This fantastic fundraising effort will benefit many families within the Sunraysia District.

This fundraiser was promoted from the months of May through to August where a \$1.00 from every litre of Dulux/British Paint sold was donated to the Midwifery unit. The total amount consisted of a generous donation of \$6,500.00. This continuing support is greatly appreciated.

Figtree GradPlus night

David Crowe the Director of Clinical Services, Suzanne Larkin the Executive PA and Katie Dalton the Clinical Nurse Educator all from Figtree Private Hospital invited the four newly appointed New Graduates to a Junior Leaders evening hosted by the Illawarra Connection. The speaker addressed issues of work place relations, managing recruitment and retention for Baby Boomers, Gen X and Gen Y. This idea was part of the new GradPlus initiative in NSW, making the new graduates feel part of Ramsay Health Care from the moment the appointment is made so that we do not lose the applicant prior to them commencing in February 2008.



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MOVEMENTS & APPOINTMENTS



Mark starts at Cairns Private

Mark Page has been appointed to the position of CEO of Cairns Private Hospital and Cairns Day Surgery. Mark was chosen from a strong field of internal candidates for this exciting and challenging position.

Mark is returning 'home' to Queensland following several years as CEO of Frances Perry (FPH) where he has been instrumental in achieving the finalisation of plans for the new FPH. Also to the credit of the team at FPH has been solid improvement in the business and clinical aspects of that facility in the last few years.

Just as Mark is leaving a strongly performing facility with redevelopment ahead, the team at Cairns Private have some exciting new developments in train which will be built upon the strong performance foundations achieved there in recent times.

Mark started at Cairns Private on 26 November.



Michael moves to Frances Perry

Michael Rozek has been appointed the new CEO of Frances Perry House, replacing Mark Page who was appointed to Cairns Private Hospital last month.

Michael has been the CEO at Mitcham Private Hospital for the past 4.5 years and previously held Executive roles at a number of private hospitals since joining the health care sector in 1996.

Michael will commence at Frances Perry House from Monday 3 December and will also continue as CEO of Mitcham until a replacement is appointed.

The vacancy for the Mitcham Private Hospital CEO role will be advertised shortly.



Tracey appointed DCS Northside Cremorne

Tracey Stobo has been appointed to the role of Director of Clinical Services for Northside Cremorne Clinic, effective 14 January 2008.

Tracey has worked for Ramsay Health Care for the past 18 years and has spent the last 3½ years as Unit Manager of the Eating Disorder/Acute Services Unit at Northside Clinic.

Tracey brings to the position a wealth of knowledge and leadership qualities.

Sally experiences "The Ramsay Way"

At the end of my second week as the Health Information Manager at North West & Caboolture Hospitals, I can already confidently say that I will enjoy working at the hospitals and being part of The Ramsay Way. This is due to the way people have made me feel welcome and their support and encouragement – I thank everyone for that!

It has been a whirlwind since my husband and I moved up in late November from Sydney.

I would like to thank the staff in Medical Records at North West who have been wonderful in showing me the ropes and answering my many questions! I also wish to congratulate the staff on their outstanding results on the recent coding audit – I am obviously set to manage a hard-working department! Here at North West we are very proud of their achievement of a 95% accuracy rate for coding.

I appreciate the patience of staff whilst I am still learning and look forward to building professional and personal relationships within Ramsay and abroad.

Sally McIntosh
Health Information Manager
North West & Caboolture Private Hospitals

Frances Perry with its own Kitchen

Frances Perry House commenced full onsite production of food from its own kitchen in August resulting in improved feedback from patients and staff.

For many years Frances Perry House has not had an on-site production kitchen. Consequently food has been brought in after already being cooked externally. The transporting of the food affected its quality greatly and patient satisfaction with meals was always an area of concern.

CEO Mark Page said: "Whilst our catering team made every effort to satisfy our patients with the food we had previously been having 'shipped in', we were fighting a losing battle".

"It's extremely pleasing that we can now prepare all of our patients meals ourselves and the feedback from our patients has been wonderful! Virginia Brumby (Commercial Manager), Ranjit Paul (Catering Manager/Chef) and all of the Catering Team are to be congratulated on getting our kitchen up and running."



Above L-R: Arjit (Chef), Ranjit (Catering Manager/Chef) & Mark Page (former CEO of FPH) cutting the cake at the opening.

Below: Kitchen staff at the opening.



Mt Wilga walkers walk for MS

On Sunday 3rd June the Mt Wilga Walkers put their walking shoes on again and participated in the annual MS walk. It was a beautiful blue sky day for the 9km walk from Hyde Park around the Rocks, Sydney Harbour and the Royal Botanic Gardens.

For the first time this year we also held a bake sale to raise money for the MS society.

This was a huge success thanks to all the wonderful staff who cooked up a storm and everyone who came along with a big appetite for the delicious goodies! Overall Mt Wilga raised about \$1050 for the MS society! We are hoping to make this an annual event at Mt Wilga; it's a fantastic event for a very worthy cause.

Mt Wilga Rehab Team present at International Lymphology Congress

Mt Wilga Private Hospital Rehabilitation Physician Dr Helen Mackie (right) and Physiotherapy Manager Kerry Shanley (left) were both invited to present at the recent 21st International Lymphology Congress held in Shanghai.

The four day conference covered a wide range of topics, and was attended by over 200 delegates from around the world. Dr Mackie presented on the Australian Experience of Lymphoedema - incidence, service availability and future directions. Kerry Shanley presented the 16 years of outcome data from Mt Wilga Private Hospital Lymphoedema Clinic. Over this period of time the clinic has collected outcome data for 750 unilateral Lymphoedema patients with 66% of patients achieving a 60% reduction in measured Lymphoedema. With excellent outcomes achieved much interest was generated in the program and possibility of reproducing the success in other clinical settings.

Dr Mackie and Kerry Shanley have raised the profile of Lymphoedema treatment at Mt Wilga Private Hospital and represented Ramsay Health Care at an international level. Congratulations!



Joondalup Nurse Awarded Ella Lowe Scholarship

The 2007 Ella Lowe Nursing Scholarship has been awarded to Beverley Ewens, Staff Development Nurse in the Critical Care Unit at Joondalup Health Campus in WA.

The subject of Beverley's research is 'Patient Diaries in ICU – do they improve the wellbeing of patients and their families'.

This research aims to evaluate whether the use of patient diaries in ICU will assist in the patient's psychological and physical recovery through assisting the patient's recollection of events during their ICU stay.

Some of the benefits of this research to the discipline of nursing are:

Diaries are currently in use in many ICUs worldwide however, there is very little published research providing evidence of the benefits of this strategy.

Diaries are thought to reduce post ICU psychological problems for patients, however no studies have been identified that test this assumption.

Family benefits although discussed in the literature, have not been researched.

This research contributes to the development of an evidence based best practice framework for the provision of nursing care.

Beleura celebrates Oaks Day



Above: Macella Reid (environmental services) was the first winner of the day.

Beleura Private Hospital gets into the spirit of the Victorian Spring Racing carnival each year with our own Oaks Day celebration. "Fashions on the Field" prizes encourage staff to wear a wide variety of (both appropriate and inappropriate) hats for the occasion.

This year the celebrations extended to having our own "races" incorporating a remarkable effort by David Maraldo (housekeeping) to provide horses to run on a pseudo race track developed by the maintenance and education personnel in the staff courtyard. Rules called by the "Track Officials" included: accepting bribery, no conflict with judges (unless it involved rule number one) and must have fun.

The barriers were set to prevent any interference on the track, the competition was raucous and the "out of breath" winner was duly interviewed as soon as they passed the winners post.

The weather was glorious, the enthusiasm contagious and \$666.26 was raised for the Jane McGrath Foundation charity. A wonderful outcome for all.



Above L-R: Annette Arthur (CEO Tamara Private Hospital); Michael Roff (Executive Director of Australia Private Hospital Association); Sue Knight; Dianne Burmeister (Baxter) & Danny Sims (NSW State Operations Manager).

Tamworth nurse wins national award for employee of the year

Tamara Private Hospital Nurse Sue Knight was awarded Employee of the Year by the Australian Private Hospitals Association at the Conference in October.

The award recognises a significant, outstanding contribution by an employee within a private hospital, who has acted above and beyond the call of duty.

Sue was recognised for performing a wide range of critical roles in the particularly challenging environment of a rural private hospital.

She instigated an occupational risk management program that has a systems approach into the workplace at Tamara Private Hospital.

As a qualified return to work coordinator, she reviews all injured staff and develops return to work programs.

As a risk manager she has developed a risk management program that includes occupational, clinical and non-clinical risk. She undertook reviews of manual handling practices and equipment, safe management of obese patients and a falls prevention program all of which led to changes in practice and improved outcomes.

Sue is also the clinical education coordinator, infection control coordinator and acts as a preceptor to nursing students from the University of New England undertaking their clinical placement at the hospital.

Executive Director of the Australian Private Hospitals Association, Michael Roff, said the judges were particularly impressed with the encouragement and support Sue provides to staff at all levels and that she is a tremendous role model for junior staff.

"Whether it is patients, their relatives, staff or doctors, Sue is always there to help others. She is the epitome of a good nurse, a caring person who responds to situations to ensure that immediate needs are met," Mr Roff said.

Sue was a joint winner of this award along with Brenda Fieldhouse from Perth Clinic, WA.



Catherine recognised for achievement by HIM peers

Catherine Obuch, Health Information Manager at Masada Private Hospital and Frances Perry House was recently recognised by the Victorian Branch of the HIM Association at their annual achievement awards.

The aim of the awards is to:

- Acknowledge and highlight the achievements of Health Information Professionals.
- Encourage and motivate Health Information Professionals at all levels in their chosen field of expertise.
- Develop a sense of pride in being a Health Information Professional.
- Build self-confidence through rewards for excellence.
- Provide role models and mentors for other Health Information Professionals by highlighting their achievements and the pursuit of excellence.
- Develop and encourage the Health Information Profession.

The awards recognise the achievements of Health Information Professional in four categories and Catherine won the contribution to HIMAA (Vic Branch) Category and was runner up in the Individual Category.

Both Masada and Frances Perry House congratulate Catherine on being recognised by her peers for her performance as a Health Information Professional.

Narelle experiences infection control in Indonesia – first hand

In June this year I had a wonderful opportunity to combine some Infection Control work for Orthopaedic outreach at Sanglah public hospital in Bali with a whirlwind tour of our 8th State, our three Ramsay Indonesian hospitals in Surabaya, Bintaro and Mitra in Jakarta.

The contrast between conditions at Sanglah and our Ramsay hospitals was immense. However there was a common thread throughout of beautiful smiling faces, well groomed and proud nurses who were so hungry for knowledge.

The aim of my visit was to offer support, networks and sharing of ideas knowledge and information.

Their challenges our Ramsay Indonesian hospitals face are as similar in as many ways as they are different. There is definitely isolation in terms of products that they can access. They say 'necessity is the mother of invention'. They manage to get some products such as sharps containers, but had to make their own holders and in some cases manufacture their own sharps containers. Full marks for innovation – fantastic!

Another example that was an interesting observation of human behaviour and an age old problem in infection control circles – compliance with PPE (personal protective equipment). In Australia we have so many types and styles of PPE at our disposal and yet we struggle with complacency and lack of compliance. I took samples to our Indonesian hospitals of various PPE and I was treated like Santa Claus and the staff so keen to use it. Staff in one of the A&E departments had already distributed them and were wearing them before I left.

Another infection control/business difference is that because patients pay for individual consumable items there are not huge quantities of stock displayed or cluttering clinical areas. This made for an infection control dream as the clinical areas are uncluttered, streamlined and easy to keep clean.

At Bintaro they even have a trophy for the neatest ward.

There have been a number of great things happen since my trip in June. We have email linked the wonderful Indonesian infection control staff with the Aussies and that dynamic Erin Lloyd (Clinical Consultant Indonesia).

I am keeping in touch and working through their wish lists and hope to link them to even more colleagues and resources.

It was such an action packed visit and great to put a visual on their hospitals, issues and most importantly the people. They were so welcoming and appreciative and I felt privileged to be part of paving the way for more dialogue and sharing in the future.

Narelle Dean

Infection Control Consultant
St George Private Hospital



St George Private Perioperative Manager contributes to College Course

Ros Berryman, Assistant Director of Clinical Services (Perioperative) at St George Private Hospital, has just completed writing the *Principles of Perioperative Management* subject for the Royal Australian College of Nursing.

This is a subject on offer through the College of Nursing's continuing education program within the *Graduate Certificate in Perioperative Nursing*. The College's Graduate Certificate courses are accredited under the Higher Education Act 2001.

Commencing in February 2008, this program is designed to equip present and future managers with the fundamental principles of management and the skills required to manage the unique perioperative environment.

Ros said that she particularly wanted to write a management subject that would be useful for new managers or aspiring managers so that they would be able to feel comfortable to take on any challenge the perioperative environment could send their way.

"As a manager of Operating Theatres and the perioperative environment in both Private and the Public hospitals for over twenty years, a lot of challenges have come my way. While writing this subject, I have drawn on my experiences and the different methods I and my previous perioperative managers and colleagues, have used to meet those challenges," Ros said.

Information can be obtained through the College website www.nursing.edu.au or the 2008 Continuing Professional Development Handbook. This Handbook will be widely circulated in late November 2007 and will also be available then on the College web site."



Balinda presents on Diversional Therapy

Balinda Walker, a Diversional rehabilitation therapist at Mt Wilga Private Hospital in Sydney recently presented at the Diversional Therapy national conference in Wollongong on the topic New Caledonian French inpatients with *Spinal Cord Injury: Leisure experiences at Mt Wilga Private Hospital*.

The DRT program tailored for the New Caledonian patients is unique in Australia. Activities are designed to involve, stimulate and meet the needs and goals of this distinctive patient group. A wide range of group and individual activities

are conducted, with the participation of family members welcomed. Activities include art and craft, writing, games and exercise groups. Of particular interest are French movie viewings, French cuisine groups, native music activities (bongo drums and guitar), team treasure hunts, wheelchair sports, shopping experiences and outings into the city.

Balinda said many benefits have resulted from this program. Physically, patients are observed to have increased strength and endurance.

"Psychologically, patients demonstrate improved adjustment to their disability and elevated moods. From a social perspective, patients enjoy being part of a group, having fun and sharing experiences with French and English inpatients."

Balinda not only raised the profile of this unique rehabilitation program at Mt Wilga Private Hospital, but represented Ramsay Health Care as a whole. Congratulations Balinda!

Bobby honoured

Congratulations to Bobby East, the Nurse Unit Manager of the Day Surgery/Recovery Unit at Figtree Private Hospital who has received an award from the Australian Government expressing its gratitude for her valued contribution towards assisting developing countries to reduce poverty and achieve sustainable development. Bobby, along with her fellow Rotarians have been to Papua New Guinea three times as well as East Timor.

Fun & Fitness



Ramsay Health Care Triathlon Pink

Ramsay Health Care



TRIATHLON pink All Female Triathlon Series

The Ramsay Health Care Triathlon Pink Sydney and Melbourne Events were a huge success with over 750 competitors participating in the events in total.

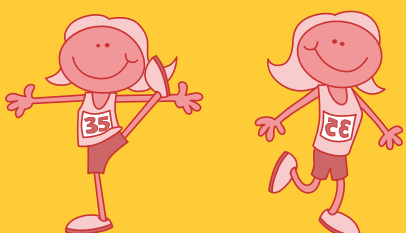
Over 70 Ramsay Health Care staff competed in the events. Organiser Brett James said the spirit amongst the Ramsay Health Care staff who participated was extremely high and they really got a lot out of the event.

"The commitment from Ramsay staff was amazing. We look forward to even bigger staff numbers next year," Brett said.

He said as well as Sydney and Melbourne, they were hopeful of taking the event to Perth and the Gold Coast next year.

Importantly, over \$30,000 was raised from the Ramsay Health Care Triathlon Pink series for the National Breast Cancer Foundation.

Congratulations to Ramsay staff who participated.



Left: Donvale Rehabilitation Hospital Team (L-R) Fiona Warren, Nicola Blum, Dee Sheffrin, Leah Mc Miller, Kari Righton (Donvale participants absent from photo: Tanya Marshall, Dr Penny Smith, Shona Grimshaw, Louise Ashby and her daughter Sophie).



Left: Sally Carter, OT Manager at Mt Wilga Private.



Above: The Mt Wilga Team got right behind Tripink and raised over \$2350 for the Breast Cancer Foundation – Well done ladies. They are already looking forward to next year. (L-R) Sarah Roosink (Physiothapist), Catherine Miller (Outpatient Receptionist), Maya Solway (Physiotherapy Coordinator), Sally Carter (Occupational Therapy Manager), Lorrie Reich (Day Program Executive Manager).

Below: The Waverley Private Hospital team.



Above: Head Office Team (L-R) - Laila Qasem, Edina Jones, Rania, Ruth Nissim, Karen Small & hospital team participant.

Below: Figtree Private Hospital Team: (L-R) Liz Williams, Kimberley Ziedler, Sue Roberts, Karen Blades, Karen Starcevic, Leasha Sjtepanovic, Sue Martin



A decade on...

2007 marks 10 years since Ramsay Health Care listed on the Australian Stock Exchange. Since listing, Ramsay has grown to become Australia's largest private hospital operator, operating approximately 28% of the private hospital market in Australia.

Ramsay has now launched onto the international hospital market recently acquiring Capio UK, the 4th largest operator of private hospitals in the UK, providing a solid platform for growth outside Australia.

Managing Director Pat Grier says that throughout the 10 years, the Company has led the way in developing the role of private health care within Australia's balanced health care system.

"We have been at the forefront of implementing a range of initiatives and lobbying the government for recognition of the private sector," Pat said.

"This has paid good dividends with the private hospital system in Australia now looking after a larger proportion of Australians and 56% of all procedures are performed in the private sector."

At time of listing, Ramsay Health Care had 11 hospitals, 1351 beds and 2000 staff. Now the

Company has more than 100 hospitals and facilities, 8000 beds and employs over 25,000 staff.

"Throughout the past decade, we have not lost sight of what has made us – our people. Our people are our most important asset and we remain committed to The Ramsay Way and our Ramsay Way culture."

| 10 Years Ago | Today |
|--------------|--|
| 11 Hospitals | More than 100 hospitals & facilities: <ul style="list-style-type: none"> 65 in Australia 3 in Indonesia 33 hospitals & day surgery facilities in UK |
| 1351 beds | More than 8000 beds: <ul style="list-style-type: none"> 7067 in Australia & Indonesia 1020 in UK |
| 2000 staff | More than 25,000 staff (including UK) |