

June 2007

The  
Green  
Issue



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People caring for people



# The Ramsay Way

The corporate newsletter of Ramsay Health Care

## Ramsay goes green!



People caring for people  
& the environment

In recognition of the importance of corporations acting responsibly on issues of the environment and sustainable development, Ramsay Health Care has recently launched a working party that will look at assessing Ramsay's current approach to the environment.

Managing Director Pat Grier said Ramsay Health Care recognized that protecting the environment was a critical issue for future generations and a key responsibility of the business and corporate community.

"The benefits of environmental protection for current and future generations are clear, but Ramsay Health Care also acknowledges that reducing unnecessary waste and minimizing consumption of scarce resources is consistent with ongoing financial sustainability in terms of meeting the expectations of our customers, reducing costs and minimizing risks," Pat said.

Pat said Ramsay already had a position on working responsibly in the areas of safety, environment and the community, and the Company also had several corporate

procedures through which hospital managers and staff were encouraged to pursue improved waste efficiency and resource conservation.

"However, we recognise that there is much more that we can do, and the Environment & Sustainable Development Working Party will look further at our role in this important area," Pat said.

The Environment and Sustainable Development Working Party will look at the Company's current approach and future directions in the following key areas:

- Eliminating unnecessary waste
- Resource conservation – limiting the use of raw materials and non-renewable resources
- Reducing energy (all forms) consumption
- Water efficiency management
- Monitoring, reporting and reducing emissions of all pollutants
- Evaluating whole-of-life savings by investing in new buildings and plant infrastructure
- Complying with regulations and standards
- Reporting in relation to the above areas.

In May 2007, Ramsay Health Care entered into a Memorandum of Understanding with the Department of Environment & Climate Change (NSW) through its Sustainable Advantage Program. Through this program a diagnostic self-assessment has been undertaken which showed that action was required in a number of areas. In addition, a benchmark assessment of resource efficiency and waste management (including clinical waste) will be undertaken at four representative facilities in June 2007. The results will assist to better understand where opportunities for energy and waste minimisation and water reduction can be progressed at a hospital level.

Outcomes from the working party will be reported via hospital managers and also through communications such as the Ramsay online newsletter.

Members of the working party include representatives from a cross section of the organization in corporate services, procurement, developments, property

and infrastructure, waste management, legal services and marketing.

Staff interested in knowing more about the activities in this area should visit the new environment section on the Ramsay intranet which will report current activities, outcomes from the working party and also provide an opportunity for staff to give feedback and suggestions.

Pat said the Company's focus on the environment and sustainable development formed part of an overall strategy to bring into focus Ramsay's Corporate Social Responsibility agenda.

"Ramsay Health Care currently has a significant focus on valuing employees, corporate governance, clinical governance and philanthropy, which all form part of our overall Corporate Social Responsibility agenda."

At a Hospital level there are already a lot of initiatives being undertaken and these are highlighted on pages 6 and 7 of this newsletter.

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## PAT'S DESK

As reported in this edition of The Ramsay Way, Ramsay Health Care has made a commitment to focus at a corporate level on environment and sustainable development. Of course, at a hospital level, many of our facilities have been committed to this area for some time and in some cases are performing extremely well in terms of resource efficiency and water management. However, at a corporate level we need to provide improved assistance to our facilities in this area and to that end we have recently launched the Environment & Sustainable Development Working Party which will begin to keenly focus on this area.

The members of this Committee are representative of several interested corporate areas including business development, corporate services, procurement, waste management, marketing, property & infrastructure and legal services. The Working Party are in the process of gathering information on our current position in relation to our environmental impact and will then put action plans and KPIs together on how we may do better in terms of being more environmentally and economically effective.

Across our organization we spend over \$20 million per annum on waste disposal, electricity, gas and water so there is a lot to be gained from being more energy and water efficient. We are also obliged to address our outputs in terms of new legislation. As part of the new Commonwealth legislation – the Energy Efficiency Opportunities Act 2006 – Ramsay Health Care has recently had to register with the Department of Industry, Tourism and Resources as we use more than the threshold 0.5 petajoules of energy per annum. In accordance with this Act we will be required to conduct energy efficiencies assessments and publicly report our outcomes.

I commend those hospitals that are already committed to environmental initiatives and encourage you to continue. There will be more information coming to you from the Working Party in the coming months about these initiatives.

Nurse and doctor recruitment have been two critical issues facing the Company in recent years. As it is so important and in order to progress improved initiatives in these areas we have recently appointed a Doctor Recruitment Consultant in Marketing earlier this year and Ian Spargo (who has been our Victorian Workplace planning co-ordinator) will shortly start in the new Clinical Recruitment role.

It is important that we start to make inroads into these areas. I understand that there has already been a lot of progress on doctor recruitment initiatives with a lot of interest coming in via the new Ramsay "opps4docs" website and via the advertising that is running in the College journals. We are also going to the UK to try some new avenues to recruit nurses in July. I look forward to the outcomes from these initiatives.

I was delighted to open the inaugural nurses' and midwives conference held in Victoria on International Nurses Day. This was a great initiative and is all about increasing the networking of peers amongst our hospitals. There were over 250 nurses there and unfortunately it was over subscribed meaning some people missed out. However, we will definitely do this again and will also hold similar conferences in other States in the not too distant future. I am extremely pleased to see so much networking going on amongst our hospitals as a form of information transfer and the building of peer relationships.

Pat Grier  
Managing Director

# Overwhelming turnout at Quantum Leap Conference



The inaugural Ramsay Victoria Nurses and Midwives Conference – Quantum Leap Beyond the Bedside, held on International Nurses Day (12 May 2007) was an outstanding success.

Group HR Manager Gavin O'Meara said an overwhelming 250 nurses and midwives attended the Conference which was put on by Ramsay Health Care at no cost to staff.

The conference covered a range of issues including topics such as the future of nursing; complaints management; privacy; and legal issues. Gavin said one of the most interesting sections was the area where staff presented on their personal journey through The Ramsay Way and what the Ramsay culture meant to them at an operational level.

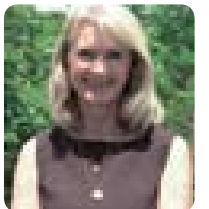
Workforce Planning Coordinator (Victoria) Liz Spaul said it was an amazing conference which suitably recognized International Nurses Day. "In all honesty, it was the most unique (and at times moving) conference I have ever been to, as the atmosphere in the room, and the impact of the speakers confirmed to me that we do indeed have an incredible culture within Ramsay Health Care in Victoria," Liz said after the conference.

"The effects of the Conference will be wide-spread and lasting. I think it is the start of something special and I really am very grateful that Ramsay Health Care enabled this idea to become a reality by backing it."

Gavin said he hoped to run a similar Conference in other States of Australia in the coming year.



## New faces on the RHC Education Committee



The RHC Education Committee structure has been extended to include personnel from the 'new' Ramsay sites and to ensure that we have appropriate representation for all clinical services across the Company.

Chair of the RHC Education Committee, Annette Arthur, said the Committee's aim was to develop 'minimum standard' competencies to address both mandatory and non-mandatory areas within a Ramsay facility.

"The documents developed outline a 'minimum standard' only and can be extended on at individual sites if required," Annette said.

There are several clinical competencies that have been completed thus far and these are accessible via the Clinical Governance section of the Ramsay intranet.

### Clinical Competencies completed thus far include:

- Basic Life Support (BLS) Competency Checklist
- Basic Life Support (BLS) Competency Guideline
- Fire Safety Competency Guideline
- Follow Safe Manual Handling Guideline
- Ionising Radiation Safety Competency Guideline
- Medication Administration Competency Guidelines
- Self Directed Learning Package- Ionising Radiation Safety

Annette said these Competencies would be reviewed every 12 months and/or with changes in legislative requirements.

### The members of the Education Committee include:

<b>Annette Arthur (Chair)</b>	General Manager, Tamara & Armidale Private
<b>Gavin O'Meara</b>	Group HR Manager
<b>Anne Green</b>	Training & Development, Hollywood Private
<b>Sally Squire</b>	Staff Development, Albury Wodonga Private
<b>Sue Bolin</b>	QI/Staff Development, Adelaide Clinic
<b>Annette Mangles</b>	Clinical Support, Figtree Private
<b>Liz Spaul</b>	Workforce Planning Coordinator (Victoria)
<b>Elizabeth Marron</b>	Clinical Development Coordinator, Frances Perry House
<b>Colette Chard</b>	Clinical Nurse Educator – Perioperative Services, North West Private Hospital
<b>Gayle Parratt</b>	Nurse Educator, John Flynn Private
<b>Robyn Williams</b>	Staff Development, St George Private



## Ella Lowe Nursing Scholarship announced

A \$10,000 scholarship has been announced by Ramsay Health Care for nurses wishing to do research into nursing in the private health care sector. The scholarship will be known as the Ella Lowe Nursing Scholarship in memory of Ella Lowe, a Professor of Nursing and Clinical Nurse Consultant

for Ramsay Health Care. Ella passed away in December 2006 after being extremely ill for some time. She had achieved much in her career and was working on the role of expanding medical education in the private health care sector before she died. Applications are now open and information can be sourced from

the Ramsay intranet regarding the scholarship terms and conditions. Applicants must have been working with Ramsay Health Care for at least 12 months before they will be eligible to apply for the grant. Group HR Manager Gavin O'Meara said the Grant could only be used for research into nursing

in the private health sector. Applications will be reviewed and approved by the employee's Executive and short listed by Group HR. Short listed applicants will then be interviewed by a panel of senior nursing managers / educators. Managing Director Pat Grier said the scholarship was a fitting tribute to Ella and he hoped there would be many applications.

### BUSINESS DEVELOPMENT UPDATE

## New Joondalup Mega-Facility announced

Ramsay Health Care has announced that it has entered into an agreement in principle with the Western Australian Government for a major redevelopment of Joondalup Health Campus in Perth.

The agreement, which is subject to Ramsay Board approval, will enable construction of a new stand-alone private hospital of 165 beds and consulting suites, more than doubling Joondalup's current private bed capacity of 70 beds.

The redevelopment strategy at the public hospital – which Ramsay manages on behalf of the WA Government – includes 237 additional public beds to increase the total public beds to 515, an expanded emergency department, 10 new operating theatres (increased from existing 6) and expanded diagnostic and other services.

The new private and public hospitals are expected to open in phases with completion due by mid 2010. Ramsay's commitment to the redevelopment is approximately \$145 million and the WA Government expects to commit more than \$131 million.

Ramsay's investment at Joondalup is part of its brownfields capacity expansion program targeting hospitals that are facing capacity constraints and increasing demand.

Ramsay Managing Director Pat Grier said: "We are very pleased to have reached this significant agreement with the WA Government to increase capacity and services at Joondalup.



"Joondalup is a strategically important hospital in the Ramsay portfolio and well positioned in a major growth area of Perth. It is operating at full capacity and demand for services there is expected to increase significantly in line with population and economic growth. We expect Joondalup to be a key part of our medium term growth strategy."

## Million dollar complex to be built at Wangaratta

Ramsay Health Care has announced the funding and development of a million dollar consulting suite complex at Wangaratta Private Hospital.

Working closely with Wangaratta Cardiology and Respiratory Centre, who have been involved in the design and finalization of plans for the site, the new rooms will be built on the vacant rear carpark of the hospital.

The development will include the creation of an expanded area for the Wangaratta Cardiology and Respiratory Centre, three medical consulting suites and a pathology collection centre. Expanded car parking will also be constructed to meet additional car parking requirements.

Wangaratta Private Hospital's CEO Mr Chris Thompson, said this would be a significant development for the hospital and would position it well for the future.

"We are extremely pleased that Ramsay Health Care has invested significantly in the development of the hospital which will further expand medical services offered onsite. We are also pleased that we have been able to work closely with Wangaratta Cardiology and Respiratory Centre to bring the project to fruition."

Directors of Wangaratta Cardiology and Respiratory Centre, Dr Les Bolitho and Dr Phil MacLeish have been delighted with the progress. "There has been exceptional cooperation and assistance from Ramsay Health Care in developing this project. Wangaratta Cardiology and Respiratory Centre welcomes the new development which will provide enhanced facilities for the people of Wangaratta and surrounding regions requiring assessment and investigation."

The first sod was turned on Friday 9th March at Wangaratta Private Hospital with the development completion date expected in late August.

## Abbott opens Fred McKay House

Three floors of Fred McKay House at John Flynn Private Hospital were officially opened by the Federal Minister for Health and Ageing, the Hon. Tony Abbott on Sunday 15 April.

Mr Abbott took time out from his Brisbane to Sydney cyclathon during a stopover at the Gold Coast, to open Fred McKay House - an 8-storey building originally built as a 100 room hotel to house the families and carers of overseas patients. The building was never used for this intention and has sat vacant for many years.

Three floors of Fred McKay House were recently commissioned by Hospital owners, Ramsay Health Care, as medical suites and were formally opened on the weekend by Mr Abbott.

The three floors house new medical specialist services for the southern Gold Coast community including the Gold Coast Obesity Clinic, The Cardiac Centre, an orthopaedic practice specialising in joint replacement surgery and a number of large medical suites encompassing urologists, nephrologists, a breast surgeon and general surgeon, as well as a plastic and reconstructive surgeon.

Ramsay Health Care has also announced that it will dedicate further floors in this building to a new 48 bed rehabilitation facility to be opened in 2008.

Ramsay Health Care Managing Director Pat Grier said commissioning Fred McKay House was a significant development for John Flynn Hospital and would position it well for the future.

"This is all part of growing John Flynn Private Hospital to meet the needs of the surrounding community. Ramsay Health Care is committed to providing quality private health care in the Gold Coast region," Pat said.

Ramsay Health Care are also the owners of Pindara Private Hospital on the north end of the Gold Coast.

Pat said, since opening in 1993, John Flynn Hospital has grown at a fast pace and the commissioning of Fred McKay House was necessary to meet the needs of the growing southern Gold Coast community.

Hospital CEO Lloyd Hill said construction had started on the other floors of Fred McKay House and it was expected that the new 48 bed rehabilitation centre would be open in early 2008.

"We are very excited that we will be able to open a dedicated private rehabilitation unit for the Gold Coast community next

year. The new unit will also contain a gymnasium for inpatient and outpatient rehabilitation services. There is great demand for this service on the southern end of the Gold Coast," Lloyd said.

John Flynn Hospital was named in honour of John Flynn, the founder of the Royal Flying Doctor Service. In keeping with this theme, Fred McKay House was named after Reverend Fred McKay who succeeded John Flynn as Superintendent of the Australian Inland Mission in 1951.

Mr Abbott toured the three floors of Fred McKay House with the Member for McPherson, Margaret May and representatives of Ramsay Health Care.



**Above:** Official Opening – (LtoR) Steve Ciobo (MP), Lloyd Hill (CEO, John Flynn), Margaret May (MP), Tony Abbott (MHR) & Pat Grier (Managing Director, Ramsay Health Care).

**Right:** Tony Abbott opens The Cardiac Centre in Fred McKay House – (LtoR) Dr Guy Wright-Smith (Interventional Cardiologist - The Cardiac Centre); Tony Abbott (MHR); Dr Shailesh Khatri (Interventional Cardiologist - The Cardiac Centre)

**Below:** Stress ECG for Tony Abbott by The Cardiac Centre team.





## MEDITECH Update

MEDITECH, the new patient administration program for Ramsay Health Care replacing existing patient administration programs such as IBA, has now been implemented in several hospitals. To keep staff at all facilities up-to-date, Ramsay IT have launched "MEDITECH Matters", which contains details of the progress of the Ramsay MEDITECH project.

The newsletter is published on a monthly basis and accessible to all staff via the MEDITECH Project section of the RHC Intranet site. Updates and links are also included in this Ramsay Online Newsletter. The newsletter contains information regarding implementation progress and status; user tips and handy hints; advice regarding system developments; and team member profiles. Go to our link on the Ramsay intranet.

## Website visits hit record highs

Visits to Ramsay Health Care websites are hitting record highs with well over 120,000 visitors recorded in March and April 2007.

The main Ramsay website:

[www.ramsayhealth.com.au](http://www.ramsayhealth.com.au) is now receiving over 30,000 visits per month while [www.ramsayjobs.com.au](http://www.ramsayjobs.com.au) is receiving over 18,000 visits per month. Visits to individual hospital sites vary depending on the size of the institution but top at over 10,000 for Hollywood; over 8,000 for Greenslopes and North Shore Private. Website statistics can be found on the marketing intranet.

## Integration to Ramsay IT Infrastructure - complete

Migration of the "New Ramsay" hospitals to the Ramsay IT Infrastructure was completed in April 2007. Over 35 hospitals plus St Kilda Road Head Office have been integrated to the Ramsay IT platform allowing easy access to the Ramsay global address book and the Ramsay and Ali intranet.

In total, the MIS Department coordinated the installation and rebuild of approximately 2000 PCs; installed 47 new file servers; setup over 700 printers and added approximately 2500 new users and email accounts to the Ramsay network.

Integration Manager Justin Farr said the integration had increased the Ramsay user count by 45%, PCs by 65% and printers by 80%. The project cost close to \$6 million.

Following on from these site integrations the Affinity Data Centre which hosts IBA, SAP, TFMS, TM1 and Ali Intranet, has been moved and integrated into the Ramsay Pitt Street Data Centre. The integration took place on 20 May.

Congratulations to the integration teams, support staff and all the hospitals involved!

# Injury Management Achievement awards

Chief Operating Officer Chris Rex formally presented the winners of the 2006 Injury Management Achievement Awards at a function at North Shore in March.

The Injury Management Achievement Awards were established to recognise outstanding performance in injury management by site 'Return to Work Co-Ordinators'.

The winners were chosen based on injury management annual audit results, those receiving equal highest score of 97%, lost time injury rates and dedication to injured workers and the Ramsay Injury Management Processes. Dedication to injured workers recognises frequency of monitoring and assisting injured employees in the workplace, assistance with rehabilitation and treatment, effort applied in identifying and providing light and suitable duties where required and ongoing care and assistance for long term injured employees.



**Above:** Winners of the 2006 Injury Management Awards: Vicki O'Connor (Kareena); Jo McGoldrick (Strathfield); Chris Rex (COO); Sue Rule (North Shore Private); Jodie Steiss (Warners Bay & Lake Macquarie); Chanelle McEnallay-McLennan (NSW Safety & Workers Compensation Manager); & Sue Peters (National Safety & Workers Compensation Manager).

## GradPlus - extending itself

In 2007 Ramsay Health Care's Victorian Hospitals will again offer Victorian University Nurse graduates access to their GradPlus program which was implemented in 2006.

GradPlus is a first-year development program for outstanding graduate nurses and midwives and it was extremely successful in its first year of implementation in Victoria.

Recruitment Consultant Ian Spargo said Group HR was now looking to extend the program to other States of Australia.

"Even before new graduates have started working for the organisation, the program offers direct access to hospital educators during the last semester of their University program, invitations to social and professional development events, and regular contact with Gradplus Coordinators plus a range of other incentives," Ian said.

"We were so delighted by the take up that we are keen to implement this in other States like NSW and QLD."

Ian recently presented the program to clinical nurse educators and graduate coordinators in Ramsay Health Care.



## RAMSAY LIBRARY NEWS

The Library Bulletin is now up to its 8th issue. If you would like to subscribe please contact the Library on [library@ramsayhealth.com.au](mailto:library@ramsayhealth.com.au) or visit the Library Intranet site and follow the links.

If you haven't already tried using AtoZ to find the full text available in hundreds of journals, it's well worth going to the site for a browse. For instance, once you are in AtoZ, by clicking on the Subjects tab and then selecting 'Medical and Health Sciences' from the drop down box, you will find 1963 journal titles divided into subject headings with links to the full text available. AtoZ is a link on the Library site.



# Pat presents on Sustainable Human Capital Management



Promoting work/life balance in the workplace is part and parcel of being a socially responsible company says Ramsay Managing Director, Pat Grier.

Speaking recently at a conference on Sustainable Human Capital Management in Melbourne, Pat said valuing employees was a key part of the Ramsay Health Care culture.

"Ramsay Health Care has been operating hospitals in Australia for 43 years and we have never lost sight of what has made

us what we are today – our employees.

"We believe that success comes through recognizing and encouraging the value of people and teams. This is a fundamental part of The Ramsay Way philosophy.

"Our staff surveys continue to show that a good culture in the workplace is what attracts and retains staff and that is what we focus on with our managers."

He told the Ethical Investor Conference that there were a number of key areas in which Ramsay Health Care focused its efforts in terms of looking after employee well-being and these included promoting work/life balance, effectively dealing with an ageing workforce, enhancing workplace flexibility and assisting employees to reenter the workforce after childbirth.

He said in the last year, various policies and programs such as an organisation-wide parental leave policy, recognition

of portability of entitlements and the development of a national middle management training program, had been adopted by the company in recognition of its most important resource – its people.

Pat said the ageing workforce, fewer school leavers seeking nursing as a profession and the international shortage of nurses and allied health professionals were all major challenges for the health care sector.

"At Ramsay Health Care we want to become an employer of choice. We have developed a reputation for a decentralized management structure, managing and recognizing staff performance and providing staff at all levels with career enhancement and professional development opportunities.

"We are also committed to encouraging and developing teaching in the private hospital sector and, to this end, we are linking in with universities across the country."

# Terrible disasters afflict our Indonesian staff

Over the last few months Indonesia has experienced some terrible disasters involving public transportation such as the plane lost in Sulawesi, ships sinking in Java, Sumatra and East Indonesia, the plane crash in Java (Yogyakarta), and train damage in Java. The country has also experienced its share of natural disasters such as flooding in Java and East Indonesia, hot mudflow in East Java (Sidoarjo), a landslide in Java, an earthquake in West Sumatra, and storms in most of Indonesia territory. These disasters have caused a lot of death and injury, and many people lost their homes.

In handling natural disasters, the Indonesian government in cooperation with the local community provided emergency support to ease the burden. They provided emergency evacuation, food supply, proper clothes and blankets. The government also provided free medical assistance for low income communities who suffered post flood diseases such as diarrhoea, typhoid, leptospirosis and skin rash. Ramsay Health Care Indonesia via Internasional Bintaro Hospital provided drug donation for the flood victims.

Due to heavy rain intensity in Jakarta, Bogor, Depok, Tangerang and Bekasi there were floods in Jakarta, Tangerang and Bekasi areas. It destroyed many houses, households and cars, and caused traffic chaos in many areas. During that time houses of some of our staff at Mitra Internasional and Internasional Bintaro Hospitals were also flooded and they needed to be evacuated temporarily to their relatives' houses. Fortunately, no-one from the staff of our hospitals were injured. On these occasions Mitra Internasional and Internasional Bintaro Hospital gave financial aid to staff whose houses were flooded.

Our thoughts are with all the staff in Indonesia whose lives have been affected by these disasters.

**Jusup Halimi**

President Director- Ramsay Health Care, Indonesia



**Above:** Jusup Halimi – President Director of Ramsay Health Care, Indonesia

# Congratulations Berkeley Vale – rated 1st in National Patient Satisfaction Survey

Berkeley Vale Private Hospital has ranked number one in a national patient satisfaction survey report conducted independently with patients from 45 private hospitals across the country.

The survey, conducted by Press Ganey Associates on behalf of health fund HCF, measured patient satisfaction with the facility in terms of admission and discharge processes, accommodation, food, nursing and doctor care.

Berkeley Vale Private Hospital ranked top or close to top hospital in all these areas and ranked 1st out of the 45 hospitals surveyed in the overall assessment.

HCF, which undertakes a number of regular activities to assist hospitals in improving care and service for members including a regular patient satisfaction survey, has congratulated Berkeley Vale on these excellent results.

## Regional & rural hospitals excel in patient satisfaction

Congratulations to Armidale Private Hospital which was the top performing Ramsay Health Care facility for inpatient/patient satisfaction results for the period July to August 2006. The results, compiled by Press Ganey, showed that Armidale topped the facilities with a score of 91.3. It is notable that the top 4 performing facilities for inpatient/patient satisfaction were all rural/regional hospitals:

1. Armidale Private Hospital 91.3
2. Wangaratta Private Hospital 90.1
3. Tamara Private Hospital 88.7
4. Dudley Private Hospital 88.2
5. Mt Wilga Private Hospital 88.0

# Prime Minister honours Anzacs at GPH Dawn Service

This year there was an extra special guest at the Greenslopes Private Hospital Dawn Ceremony of Remembrance.

The Hon John Howard MP, Prime Minister of Australia joined close to 1500 people for the service held at 5.30am on Wednesday 25 April while in Brisbane.

Associate Professor Jill Watts, said the hospital was honoured when the Prime Minister confirmed he would be attending the Service.

"Being selected by the Prime Minister as the Service he would attend in Brisbane before returning to Canberra was a wonderful surprise for us," Jill said.

The Prime Minister reminded all Australians that they "owe so much" to the more than 100,000 troops who died in battle during the delivery of his Special Address.

"They displayed those values of courage, of mateship or larrikinism when that was appropriate, or sterling discipline when that was appropriate, and the willingness to risk all for the country we love and the people we love," he said.

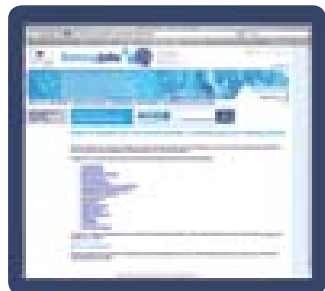
Following the service, the Prime Minister queued with guests for the traditional gunfire breakfast. Mr Howard took the opportunity to mingle with those in attendance and was very obliging with photos!

# Doctor Recruitment – website launched

The new Ramsayjobs website promoting opportunities for doctors to work in Ramsay Health facilities ([www.ramsayjobs.com.au/docs](http://www.ramsayjobs.com.au/docs)) was launched in February and has been a well-visited site already. With very little marketing or advertising the site has already had over 2000 unique visitors and numerous leads and inquiries being directed to Ramsay's Doctor Recruitment Consultant, Lynne Edgerton.

Ramsay Health Care is interested in trying to fill vacancies in rural and regional hospitals which are experiencing ever increasing difficulty in recruiting doctors out of metropolitan centres.

Lynne has also recently been in New Zealand representing Ramsay at the Royal Australasian College of Surgeons' conference to promote opportunities for surgeons in Ramsay Health Care facilities.



**Top:** Pat Grier, Managing Director of Ramsay Health Care; The Hon John Howard MP, Prime Minister of Australia; & Associate Professor Jill Watts, CEO Greenslopes Private Hospital.

**2nd from Top:** John Howard during his address at the Dawn Service

**2nd from Bottom:** John Howard queues for the traditional gunfire breakfast.

**Bottom:** Pat Grier; Jean Pocket of the War Widows Guild (QLD); The Prime Minister; & Doug Formby, President RSL (QLD).

## Green Pages

The following pages are dedicated to "Green" initiatives that are currently being progressed in many of the Ramsay hospitals. Further information is also available on the Ramsay intranet under the "Ramsay caring for the environment" link.



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People caring for people & the environment

## The grass is greener at Hollywood Private Hospital

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

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

- 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 which have been 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 includes incentives for staff to use alternative modes of transport
- Water, electricity and gas reduction

## Hillcrest receives accolades for Waste Reduction initiatives



Hillcrest Rockhampton has again won the "Best Corporate" award for its waste management initiatives in the Central Queensland Waste Management Awards.

The Awards encompass 15 local shires and councils in the area and are open to individuals, schools and companies who have implemented initiatives to reduce the quantity of waste that goes into landfill.

Hillcrest has entered and won this competition in 2004 and 2005 and 2007.

CEO Tracey Wust said the hospital had been dedicated to green initiatives since it opened.

"Through these awards we have become recognized as role models in the community for our environmentally friendly activities," Tracey said.

"We have a mission to be committed to maintaining a waste management system that protects public health, is safe, efficient, cost effective and minimises environmental harm.

"Hillcrest focuses its efforts on recycling and actively managing the recycling of waste. It has had great success in reducing the waste production from the hospital.

"Hillcrest started our initiatives with a committee of two. We now have a 'Going Green' committee with a membership of eight which includes representatives from each area in the hospital. The committee meets regularly to discuss, implement and evaluate the different waste reducing strategies."

## Joondalup worm farms reduce waste

Joondalup Health Campus has recently developed worm farms to reduce green waste generated through the Catering Department.

Breffni Doyle, Hotel Services Manager at Joondalup Health Campus, was instrumental in submitting a proposal on this waste management initiative and successfully received a community grant to start the project off in February this year.

Breffni said since inception Joondalup now had five worm farms in operation designed to reduce waste directly from the kitchen.

"The output from the worm farm is turned into organic fertiliser to be used on gardens throughout the hospital and this further reduces the costs associated with purchasing fertilisers," Breffni said.

He said Worm Shed Eco-education & Discovery Centre in Chittering had provided the education required to get this initiative going.

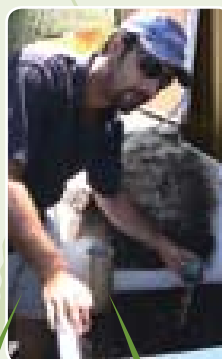
"Joondalup Health Campus has come a long way in terms of strategies for waste management. The Waste Management Committee has a team of enthusiastic members including the Deputy CEO," Breffni said.

"The worm farm initiative is very innovative and we are very excited about reducing kitchen waste in this way."

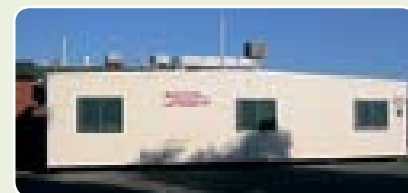


**Above:** Pictured here are Groundsman Matt (left) & Hotel Services Coordinator Craig who look after the Worm Farm at JHC.

**Right:** Matt testing the soil for temperature, moisture & PH Levels



## Shepparton trials new paint to reduce electricity usage



Shepparton Private Hospital has continued to improve the environmental performance of its operations through the repainting of the executive portable in a new reflective paint.

CEO, Chris Thompson said the portable was painted with a new solar reflective paint which significantly reduced the need for airconditioning in the offices over the intense summer period.

"As part of our Triple Bottom Line approach to operations we are always looking for innovative means of reducing our electricity usage. This paint has been demonstrated to reduce the temperature in roofs by 15-25% and seems well suited for the hot summers experienced in Shepparton," Chris said.



## The new Ramsay “Environmentally Friendly” icon.

Some of you may already have seen this Icon at the bottom of emails. This Icon will be made available on the Marketing Intranet site and may be used only in the following circumstances:

- On documents/posters/fliers/pamphlets at Ramsay facilities, that contain content about saving water, minimizing energy consumption or other environmentally sensitive issues
- On powerpoint presentations about environmental issues
- On documents where recycled paper has been used
- On tender documents to suppliers on this subject

- At the end of emails (must be accompanied by the statement: “Ramsay Health Care is an environmentally responsible corporation, please consider the environment before printing this email.”

In all but the last example the Ramsay Health Care logo must also be present in the publication or presentation. Please direct all queries to Craig Emery in RHC Marketing at [emeryc@ramsayhealth.com.au](mailto:emeryc@ramsayhealth.com.au)

## Wangaratta Pindara reduces water consumption starts Watch Every Drop campaign

**W**angaratta Private Hospital has slashed its water usage overnight by up to 6 kilolitres a day through the installation of a water reticulating system off its steriliser.

With the region where the hospital is located currently in stage 4 water restrictions, the hospital identified there was a need to significantly reduce its water consumption.

Maintenance Manager Wally Zabilowicz said previously water used to cool the steriliser ran straight down the drain.

“This new system reticulates the water in a tank and back to cool the sterilizer,” Wally said.

“We calculated that per cycle 600 litres previously went straight down the drain and when you consider that we run the steriliser about 10 times a day the savings will be enormous.”



**P**indara Private Hospital has started a “Watch Every Drop” campaign in the hospital in an effort to reduce water consumption.

This campaign started as a result of new State legislation which requires the production of a formal water management plan. Pindara is aiming to reduce its water consumption by 25%.

Pindara has set up a Water Management Committee with staff members represented from emergency services, maternity services, environmental services, catering, theatre and marketing.

The support and enthusiasm has been overwhelming from staff wanting to be involved in implementing water minimisation strategies into a business environment.

Some of the great ideas being considered are as simple as putting a plug in the sink when shaving; audible shower timers in patient’s rooms and ceramic washers on taps.

To educate staff, doctors, patients and customers on Pindara’s water saving commitment, stickers and posters will be circulated throughout the hospital in key areas.

## Greenslopes achieves water efficiencies

**G**reenslopes has reduced its consumption of water by 13% since 2004/05 despite expanding the number of services and facilities on the campus. The hospital is also on track to achieve a 25% reduction in water usage by 2008.

Property and Infrastructure Manager Geoff Adams said since Ramsay Health Care took over the hospital in 1995, Greenslopes Private Hospital had been implementing initiatives to improve efficiency in all areas including resource consumption.

Water has become a priority issue in the last few years.

“With Brisbane now under Level 5 water restrictions, it has become imperative that the hospital maintain good practice in this area,” Geoff said.

“The current regulatory requirements will mean that we must continue to identify ways to improve water efficiencies going forward.

“Brisbane City Council uses the 2004/05 year as the baseline year and accordingly we are showing that we are now using 13% less water than 04/05.”

Some of the initiatives that have been carried out at Greenslopes to reduce water consumption include:

- Inefficient coal fired boiler replaced with gas;
- Gas fired boilers replaced with efficient, gas package boilers;
- Replaced all Central Energy Towers which now meet best practice standards;
- All new and refurbished areas within the hospital are fitted with water efficient devices and reduced pressure;
- Currently reducing losses and waste by redirecting usable waste water to other functions;
- Administration building is using recycled water from Central Sterilising Department (CSD) reverse osmosis.

Geoff said most solely water saving initiatives implemented at Greenslopes to date have actually saved more than their cost, with the return showing after 3-12 months of implementation.

“In recent times the hospital has introduced rain water harvesting, and our Grounds and Gardens and Catering Services Departments have worked hard to reduce their water usage.

“Other initiatives that are planned include a new CSD plant with chilled water cooling. New sterilisers which currently use town water supply for cooling will no longer utilise this method - extension of an existing closed loop chilled water system will instead be used. In addition, there are plans to supply boiler feed with recycled water from reverse osmosis.



**Left:** The new 20,000 litre tanks being delivered

# Waverley celebrates 35 years & its 28,000th baby

The 28,000th baby born at Waverley Private Hospital arrived in the world in March 2007.

Staff in the maternity unit at Waverley have been counting down the births over the past few weeks in anticipation of this great milestone for the Hospital.

Mia was born to Simone Burger and Justin Harriss of Yellingbo, at 3.20pm weighing in at 4450gms.

Waverley Private Hospital has been undertaking maternity care in Melbourne's south east for the last 35 years.

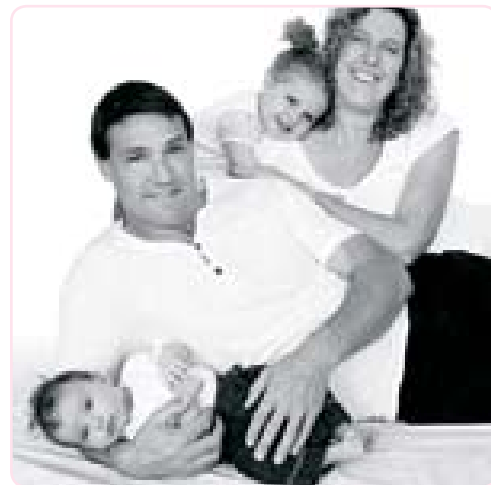
CEO Graham Clarke said staff at Waverley were proud of their achievements in the maternity unit over this time.

"Our Maternity Unit is a special place

and has made a great contribution to the community by bringing 28,000 babies into the world. In some families around the area three generations have been born at the hospital."

"We were also very excited to be the first suburban hospital to commence a Parenting Programme for new mothers last September, offering hotel accommodation with highly qualified medical assistance on hand."

By early April 2007, 175 Mums and babies had completed their hospital stay at the Parenting Program at Novotel Glen Waverley. Not quite 28,000 but who knows how many families will have enjoyed the experience of 4.5 star luxury post natal care in another 35 years?



**Left:** Waverley's 28,000th baby – Baby Mia & her proud family. (photo courtesy of Katrina Christ Photography)

## A new look & a new beginning for St George Private Maternity

Mrs Gail Kelly, CEO of St George Bank was the special guest on hand to open the newly refurbished Maternity Unit at St George Private Hospital in May. The Unit has undergone extensive refurbishment in recent months including upgrades to the delivery suites. Gail was joined by Pat Grier to formally launch the facilities.

St George CEO Tracey Burton said the newly refurbished Maternity Unit would be very welcomed by the local community.



**Above:** Cutting the ribbon (LtoR) – Tracey Burton, St George Private CEO; Pat Grier, Ramsay Managing Director; Dr Paul Chidiac, Chair of the Dept of Paediatrics at St George Private; & Mrs Gail Kelly, CEO of St George Bank.

**Left:** Pat Grier & Mrs Gail Kelly with a new born & his mum in the Special Care Nursery.

## Nambour Selangor hosts international experts

Nambour Selangor Private Hospital's reputation as a leader in the provision of women's health care services has been recognised at an international level. A team of internationally-acclaimed experts in the fields of midwifery and women's health visited the Hospital's Maternity Service in March.

"Around 1000 babies are now born at Nambour Selangor Private Hospital each year," said Sue Foyle, Maternity Services Manager.

"Our Hospital's position as a birthplace of choice for women on the Sunshine Coast and beyond is testament to the unique philosophy of collaborative care nurtured between midwives, obstetricians and paediatricians over the course of a decade."

Offering women and their families true choice in childbirth, Nambour Selangor Private Hospital is one of the few hospitals in Queensland to offer options such as water birth, vaginal birth after one or more previous caesareans and natural twin birth.

"Women and their families have travelled from as far afield as Singapore, Hong Kong, Canada, The United States and The United Arab Emirates to have their babies here at Nambour Selangor Private Hospital," Sue said.

"We also regularly have women travel from Toowoomba, Ipswich, Bundaberg and various mining communities in western Queensland to have their babies here.

It is this unique model of collaborative care, and professional support for women's choice in childbirth, that raised the interest of 'The Future Birth Team' - drawn from the United Kingdom, Australia and Brazil and comprising Andrea Robertson, Polly Ferguson, Marcos Dias, Sarah Buckley and Sandy Kirkman.

Midwifery Educator Lynne Staff and Obstetrician Ted Weaver were instrumental in establishing the Hospital's Maternity Service almost a decade ago. The pair shared their experience in developing and nurturing a collaborative professional culture, and the evolution of the Hospital's Maternity Service, with 'The Future Birth Team' during their visit.

## Abbott visits Albury Wodonga

Federal Minister for Health and Ageing Tony Abbott recently visited Albury Wodonga Private Hospital whilst in Albury to open the University of NSW Clinical School at the Albury Base Hospital.

Mr Abbott took the opportunity to discuss the challenges confronting private health operators in providing health services in a regional setting.

The Minister was impressed by the facilities and services provided by Albury Wodonga Private Hospital and was interested in the management's comments with respect to workforce issues.



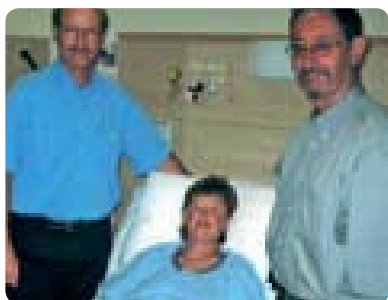
## New Special Care Nursery at St George Private

St George Private Hospital opened its new Special Care Nursery in February. Seen here cutting the ribbon are (from left to right) Dr Paul Chidiac - Chairman of the Paediatric Department, Dr Charlotte Hogan - Newborn Medical Officer, Mothercraft Nurse Linda Walker, Dr Charles Scarf - Paediatrician, RN Maureen Quirk, Dr Anthony Epstein, Dr Elijah Kleiner and RN Julie Herrick, former NUM of SCN who was an integral team member of the conceptual planning committee and was able to return for the opening ceremony.





# Lake Macquarie Private Hospital celebrates another first



**Left:** Professor Louis Mercuri (right), patient Marie Bennett & Dr Michael Bowler (left).

In February 2007 Lake Macquarie Private Hospital became the first Private Hospital in Australia to reconstruct a temporomandibular joint (jaw) using a custom-made prosthesis.

The procedure was performed on a patient with a condition called ankylosis where the movable part of the joint becomes fused to the base of the skull. Due to this condition, the patient, Mrs Marie Bennett, has had restricted movement of the jaw, therefore unable to open her mouth much more than a centimetre for the past 10 years. The condition was attributed to a delayed reaction from trauma to her chin caused from a fall many years ago.

The surgery was performed by a world leader in this field, American Professor Louis Mercuri, pioneer of the jaw prosthesis and one of the most eminent jaw joint surgeons in the United States. The prosthesis, custom made from a blend of materials including titanium, was inserted during a three hour operation.

Dr Michael Bowler, the patient's local maxillofacial Surgeon had removed the affected joint six weeks earlier and inserted a temporary silicone "spacer". The jaw was immobilised and held together with wires awaiting stage two of the operation.

Data from the scan of the jaw was sent to California where a model of the affected area and a joint prosthesis made.

Following surgery full movement of the jaw is expected within 8 to 12 weeks. Mrs Bennett is looking forward to eating her favourite food, Chicken Cordon Bleu!



## Ramsay WA supports Purple Bra Day

Ramsay Health Care hospitals in Western Australia will support Purple Bra Day on 1 June helping to raise funds for the Breast Cancer Foundation of WA.

Ramsay WA will donate a dollar for every bra dropped into collection boxes at Hollywood or Joondalup Health Campuses during the month of May.

State Manager Kevin Cass-Ryall said they were hopeful of getting 25,000 bras donated.

"This campaign has had enormous publicity in WA and has been a great initiative for us to be involved in as every little bit goes to helping sufferers of breast cancer," Kevin said.

## Frances Perry relocation campaign



Frances Perry House is getting ready to relocate to Parkville next year with the launch of a

new advertising campaign for Melbourne. The advertising campaign will run from July to September in the local region. The Hospital will be moving in mid 2008 and will offer all of its current services in a new state-of-the-art environment on the top two floors of the new Royal Women's Hospital.

# Healthy heart for a healthy life campaign



Following on from the success of the "Healthy Heart for a Healthy Life" campaign piloted in September 2006, St George and Kareena Private Hospitals ran their second Heart Week during National Heart Week in May.

With a clear focus on building better relationships with our business community as well as with the public, both hospitals joined forces with their respective Municipal Councils to provide the popular free blood pressure testing services.

Overall, the St George Cardiac team tested over 350 blood pressures.

- 32% of those tested had a reading over 140/84.
- 57% of those with a high reading were women
- 48% of those with a high reading were under 60 years of age

Kareena staff performed a total of 295 blood pressure & blood sugar tests at the Sutherland Leisure Centre & Sutherland Library.

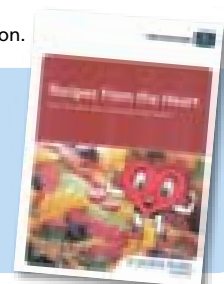
They also raised \$1,174 which will be donated to the Heart Foundation.

The publication and ongoing sales of "Recipes from the Heart" a cookbook written by members of the St George Private Cardiac team has been heartily embraced by all! The recipes are naturally heart friendly and delicious!!

All profits will be going to the St George Division of St John's Ambulance to buy equipment and train their volunteer staff in Cardiac assistance and intervention.



**above:** St George Private Hospital CEO Tracey Burton oversees Kogarah Council's Mayor Michael Kitmiridas & General Manager Paul Woods, both leading the way by having their blood pressure tested at Kogarah Library for Heart Week 2007.



## Nurses caring for Nurses at Shepparton

As nurses spend so much time caring for others, Shepparton Private Hospital decided to acknowledge their nurses by having a "Health and Well-being Day" on International Nurses Day.

Throughout the day sessions were conducted in Pilates, meditation, shiatsu massage, aromatherapy and hand massage. Tai Chi sessions were conducted on the lawns along with a healthy BBQ cooked by the Maintenance Supervisor.



## International Nurses Day – celebrations at Wangaratta

During the week leading up to International Nurses Day, staff of Wangaratta Private Hospital participated in lots of fun activities. Nurses reminisced by wearing their hospital training badges for the week. A board was set up for staff to display their nurse training photos and memorabilia. A 'baby photo guessing competition' of nursing staff was displayed for a week.

# Westmead Day Oncology Unit raises the bar

The Day Oncology Unit at Westmead Private Hospital is no ordinary unit. It goes the extra mile to ensure its patients are not only well looked after, but also entertained. Since opening in February 2001 the Day Oncology Unit has exceeded all expectations, with a record month in March 2007 of 315 patients.

Some would think that the Unit was expanded to handle such an increase in numbers, but no, this small unit (3 chairs and 1 bed) has implemented expanded opening hours, including evening shifts and some Saturday shifts to accommodate the increase in numbers – and the staff love it.

They encourage their patients to partake in theme days e.g. Valentines Day, St Patrick's Day, Colour Theme Days, Christmas and Easter in the hope of brightening up their treatment day. At Christmas the Unit celebrated with a

stars of Chemotherapy theme, they decorated the ceilings with gold stars with the name of every patient for the year, promoting that life is more precious than "gold".

But it's not all fun; the staff covers a range of treatments including:

- Medical oncology chemotherapy
- Support therapies
- Monoclonal antibodies and treatments designed to target growth factors on the tumour cell
- Herceptin in great demand following PBS listing in Oct 06
- Haematology chemotherapy
- Support therapies e.g. packed cells, platelets
- Self funded, non PBS treatments for melanoma, metastatic colorectal cancer.
- Administering USA, FDA approved treatment

- SIR-Spheres, WPH was the first hospital in the Western Area Health Service to use these and we developed the nursing care policy, which is now shared with hospitals in Hong Kong, Perth, NSW Cancer Institute, Canberra, and hospitals in the Sydney metro area.



**Left:** Nurse Unit Manager – Narelle Drive, CNS – Del Newman, RN – Marita Aranigo, Ward Clerk – Yolanda Stephan, RN – Annemarie Moriarty (absent RN – Carmel Crosdale) with two happy patients!

# Ramsay heads to UK to recruit nurses

## UK Nurses come to Australia!

If you have more than 2 years experience as a registered nurse & want to work in Australia with the largest private hospital group, contact us now to arrange an interview.

Ramsay Health Care owns 66 private hospitals across Australia & is recruiting now for all clinical specialties. Ramsay Health Care is in partnership with Australian Migration & Recruitment Consulting, will be hosting information sessions & conducting interviews during June in Melbourne, Birmingham & London.

For further information or to arrange an interview please contact:  
 Angela Phillips  
 Tel: 0113 827009  
 or 0113 8270100  
 Email: angela.phillips@ramsayhealth.com.au

Look out for our display at the Nursing Times Career Expo in London on 20th & 21st June.

www.ramsayjobs.com.au  
 www.ramsayhealth.com.au  
 www.austmigrate.com.au

Group HR is currently planning a wide range of recruitment activities to assist combat the continuing nursing shortages at Ramsay facilities across Australia.

The most significant initiative is a planned recruitment drive to the United Kingdom in June, which will see Ramsay take part in the large annual Nursing Times expo in London.

Raeleen Garner, Group HR Coordinator and the Coordinator of Ramsay's participation at the Expo, said Ramsay's participation would raise its profile and exposure in the UK health market which was critical given that a good percentage of the future clinical workforce would need to be sourced from overseas labour markets – particularly the UK.

"In conjunction with the expo we will also be staging some information nights for experienced nurses currently working in different parts of the UK, to provide some insight into the health care sector in Australia and to entice experienced overseas trained clinicians into Ramsay hospitals and Ramsay jobs," Raeleen said.

She said the Ramsay information nights would address issues such as how to obtain nursing registration in Australia, immigration hurdles, cost of living differentials and an overview of our hospital locations and the type of services provided at each.

"Expressions of interest for roles will be taken on the spot and subsequent interviews will be scheduled over the following days for any experienced RNs and midwives who are keen to explore a new life or new opportunities in Australia."

## We aim to market Ramsay nursing jobs in two very different ways to overseas nurses:

- Jobs for more experienced nurses who are looking to relocate to Australia on a more permanent basis with their families; and
- Jobs for younger, single nurses who are looking to travel around Australia on a working holiday, wherein we will offer them the opportunity to work in two or three Ramsay hospitals in different cities after each period of 9-12 months, so that they can experience several areas of Australia.

In addition to the UK recruitment drive in June, Raeleen said Group HR continued to investigate other international labour markets to see where there was an excess of good health care staff.

"Our aim is to identify strong international health care labour markets and tap into these," she said.

"Many of the temporary overseas employees we have brought out to Australia to work in our hospitals over recent years have resulted in those employees subsequently applying for permanent residency and opting to make a life in Australia.

"These employees make a significant contribution to our workplace and add great diversity to our workforce.

"This, and our need for experienced clinical staff, means that overseas recruitment will continue to be a key driver in our future recruitment strategies."

Raeleen calls on recommendations from existing employees working in Ramsay facilities who know of UK based nurses that may be interested in opportunities in Australia to make contact with her on: [garner@ramsayhealth.com.au](mailto:garner@ramsayhealth.com.au)

**Referrals which result in the employment of an overseas nurse within the Ramsay group, will win the referrer a \$500 spotter's fee upon commencement of employment.**

## EMPLOYEE NEWS

### Changes to Superannuation rules

One of the changes announced in the Federal Budget is that all superannuation investors need to have a valid Tax File Number (TFN) recorded with their super fund. Each employee should ensure that they have recorded their TFN with their super fund before 1 July 2007.

### The consequences of not having a TFN.

From 1 July 2007, superannuation contributions made into a member's account that does not include a record of the member's Tax File Number will be subject to additional tax.

The employer contributions and personal contributions made to new super accounts without a tax file number (TFN) will be taxed an additional 31.5%.

- For existing accounts, the additional 31.5% will generally be payable on all contributions once the contributions for the year reach \$1,000.
- For accounts created after 30 June 2007, the additional 31.5% will be payable regardless of the amount contributed.

The Government has also announced that superannuation funds will not be able to accept certain employee's personal contributions which do not include an employee's TFN.

We would suggest that you double check with your super fund to make sure your TFN is recorded.

If you want more information about all of the superannuation changes the HR Intranet has a summary of changes. If you want more information contact your superannuation fund or financial advisor.

## Caring for the super of over 580,000 of us

*While we're busy taking care of others, HESTA is busy taking care of us.*



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[www.hesta.com.au](http://www.hesta.com.au)



## Natasha is NSW Mother of the Year

Westmead Registered Nurse Natasha Crofts who works in the Intensive Care Unit at Westmead Private has recently been awarded NSW Mother of the Year and is now a finalist in the 2007 Barnardos Australia's Mother of the Year contest. Natasha has been working at the Hospital for 12 months.

## Dr McCarthy honoured for service to Intensive Care

Nambour Selangor Private Hospital's Director of Critical Care Services, Dr John McCarthy, was honoured in March when The Prince Charles Hospital's new 27-bed Intensive Care Unit was named after him. Named the 'John B McCarthy Intensive Care Complex', the honour was awarded in recognition of the outstanding contribution made by Dr McCarthy to Intensive Care Services in Queensland.



**Above:** Dr McCarthy is pictured with MS Jenny Selfe, Clinical Nurse Manager of Nambour Selangor Private Hospital's Intensive Care Unit.

## 30 years of service for Samuel

Samuel Chan has been at Mitcham Private Hospital for 33 years was recently awarded a 30 year watch and pin for services to the hospital. Samuel works in Environmental Services and he was presented his award at the Staff Awards in March.



## Vale Diane

Diane Anderson (nee Brack), tragically passed away on 23 February 2007. Diane worked for over nine years as a Ward Clerk on the surgical ward at Figtree Private Hospital. Prior to joining the team at Figtree, she worked at Southern Highlands Private Hospital for nearly two years. Prior to coming to work for Alpha Health Care, Diane worked as an Enrolled Nurse in various local hospitals in the Illawarra region. She was an excellent nurse and had a reputation of always providing great patient care. Diane was a super efficient Ward Clerk who always gave 110%. She was a friend, a colleague, a confidant, mother to the younger staff and a truly great person. She will be sadly missed.



## Baringa nurse on Board of College of Nursing



Cheryl Simpson, Endorsed Enrolled Nurse at Baringa Private Hospital in Coffs Harbour is the first and only Enrolled Nurse ever to be elected to the Board of the College of Nursing. Cheryl was first appointed to the Board in 2004. Cheryl has been a nurse with a high profile for many years and prior to her appointment to the Board she was the NSW State President of the Enrolled Nurses Professional Association. This position involved participation in many State and national health initiatives and Cheryl was instrumental in the introduction of the endorsement which now allows Enrolled Nurses to administer medications. Cheryl has recently become an Endorsed Enrolled Nurse herself. Cheryl is a very active Board member at the College of Nursing and is currently assisting in the review of the Enrolled Nurse Scope of Practice. Following this we expect Cheryl will be involved in the writing of the proposed Diploma for Enrolled Nurses. Cheryl enjoys the support of all of her Baringa colleagues in her special role as College Board member.



**Above:** Lizzie accepts Paul Harris Fellowship Award from Glen Waverley Rotary.

## Top Award for Waverley's knitting midwife

More than 1200 premature babies at Waverley Private Hospital have gratefully accepted the warmth from Lizzie Longford's knitting needles over the past 35 years. Lizzie Longford, a midwife at the hospital has knitted jumpers for premature babies since the hospital opened 35 years ago. She constantly knits at morning tea breaks, afternoon tea breaks, lunch or dinner depending on which shift she is on. The Glen Waverley Rotary Club has recently turned the click clack of knitting needles into applause. The club has given Lizzie, a Paul Harris Fellowship award, the highest honour in Rotary, even though she is not a member. As well as the award, the club will supply Lizzie's wool for the babies jumpers in the future.

## Caloundra Private staff head to Vietnam

Caloundra Private Hospital's Day Surgery Nurse Judy Hogan and Dr Gail Waterhouse set off for a two-week trip to Vietnam in March. The pair made the journey as part of the medical team for a Sunshine Coast-based volunteer aid organisation known as 'Project Vietnam'. Judy and Gail's time was primarily directed towards providing modern medical equipment and professional education to nursing staff in hospitals and community-based health centres. "This year we visited the National Paediatrics Hospital in Hanoi," said Gail. "Our organisation also sponsored a nursing conference for 400 nurses. This is the second year we have done this. Our role is more an educational one." Judy Hogan presented a paper at the nurses' conference addressing issues which challenge the nursing profession across the globe - including nursing retention strategies employed here in Australia.



## Frances Perry House Oxfam Trail-walkers

Every year the team from Frances Perry House's Delivery Suites undertake a fundraising venture for a worthwhile cause. This year the cause was Oxfam and the team, (aka The 'Storks') raised over \$3,000 for Oxfam through their efforts. This year, the Oxfam fundraising challenge was the 'Trail-walker' which involves teams of four having to walk 100km through rugged bush in no more than 48 hours.

The team would like to thank the more than 20 family, friends and workmates of the walkers who acted as support staff - meeting the girls at every checkpoint to feed, support and care for them.



**Above:** The Frances Perry Team consisted of Thea, Anna, Julie & Lorraine.



**Above:** The first day started as a scorcher (35 degrees). Along the trail there were 8 checkpoints where the team could rest, recover, re-hydrate and tend to those little problems that arise when one undertakes a 100km walk.



**Above:** The team walked on through the night with miners lamps in torrential rain and as can happen in Melbourne, a sudden drop from the daytime heat to a very chilly evening.



**Above:** Mid morning on Saturday, after more than 28 gruelling hours the Frances Perry 'Storks' triumphantly crossed the finish line.



# Thrive, not just survive

AUTHOR GABRIELLE WHEATON – COURTESY OF THE QUEENSLAND TIMES

More survival was not the future Beatrice Ndebele wanted for her three children so she made a tough decision to leave them in Zimbabwe while she started a new life in Ipswich. Six months after becoming a nurse-midwife at St Andrew's Ipswich Private Hospital, Ms Ndebele's children are now living with her and blossoming in their new environment.

"They would just survive but now they will be up to their mum's expectation; to live to a certain standard," she said.

"I think we will do great, it's the story of a lifetime for them but to us it's a giant leap and it has changed all of our lives.

"The basics that they didn't have they are now getting and they are very relaxed.

"And their talents; my son is very good at chess, hidden talents that I knew he had but the facilities weren't there for him to do it."

She was happy her three children; Ntombezinhle, 10, Nqobani, 17, and Sithembekile, 21; now had a good foundation for their education in a quiet, semi-rural location.

The only things the single mother misses are her staple foods which are hard to come by in Ipswich and having the free time to spoil herself.

St Andrew's Chief Executive Officer Chris Murphy said Ms Ndebele's midwifery expertise was highly valued in the obstetric ward as such specialised skills were becoming "a very rare commodity".

Ms Ndebele said she loved working as a midwife and found the transition to her new country and workplace fairly smooth with only a little time needed to get used to a few, small differences.

"The education system is not so different because we were a British colony, so the language of education is British but there are different meanings to abbreviations," she explained.

"But the profession, the nurse, is no different from what Florence Nightingale had...what I'm finding is the nurses who were trained in my era – we click."

Not wanting to "go into politics" about why she left Zimbabwe, Ms Ndebele was more than happy to talk about why she came to Australia.

"I thought the spirit of the people in Australia was just amazing," she said.



**Above:** Zimbabwean nurse-midwife Beatrice Ndebele hopes to obtain permanent residency to give more babies such as Taylah McErlean the best start in life. (Photo courtesy of Damian Dunlop)

## GROUP PURCHASING UPDATE

Over the last 12 months Ramsay Health Care has entered into more than 50 new preferred supplier agreements for periods ranging from one to seven years. Most allow for dual supplier agreements that provide more choice for the end user at very competitive pricing as well as improved access to education and training both within the hospital setting and externally.

Through these arrangements, most of the preferred suppliers are also able to reduce their own internal costs by applying their resources more effectively while still growing their overall business with Ramsay Health Care.

Most recently, Ramsay has partnered with two of the leading Cardiac Rhythm Management (CRM) suppliers, Boston Scientific (3 year agreement) and St Jude Medical (4 year whole of business agreement).

This is the first time Ramsay Health Care has entered into an agreement with suppliers that include CRM, which is an area in which costs are almost at \$70 million per annum.

Achievement of realistic business targets with each supplier will provide substantial funding for reinvestment at many of our hospitals for capital reinvestment and infrastructure projects that previously may not have been able to be funded.

As with all our preferred supplier agreements, 100% of any revenue received from a supplier is returned to the hospital that generated the revenue.

**Bill Porter**

Group Purchasing Manager

## PRODUCTION & MATERIAL

The Ramsay Way is produced by the Ramsay Health Care Marketing Department.

For feedback, enquiries & material submission please contact:

**Marketing Department - ph: (07) 3394 7614**

Newdegate Street, Greenslopes. QLD 4120 or email: marketing.rhc@ramsayhealth.com.au

## MOVEMENTS & APPOINTMENTS



### Pat Quinn

In addition to her current role as CEO Peninsula Private Hospital, Pat Quinn has also assumed acting responsibility as CEO Beleura.



### Jill Gleeson

Jill Gleeson has started in the position of Director of Clinical Services at The Avenue Hospital. Jill has held a variety of roles within the private health sector including Director of Nursing, Unit Manager, Quality and Case Management roles. Jill was formerly the Director of Clinical Services at Albury Wodonga and Murray Valley Private Hospitals.

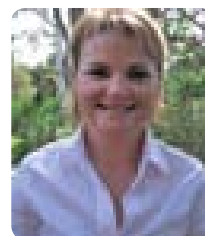


### Robin Haberecht

Robin Haberecht has been appointed as Director of Clinical Services for Albury Wodonga & Murray Valley Private Hospitals, replacing Jill Gleeson. Robin joins the business from Greater Southern Area Health Service (NSW Health), where she held the position of General Manager of a cluster of 12 regional health care facilities. Robin joined Ramsay Health Care on Wednesday 30 May.

### Jacqui Andrew

Jacqui Andrew has been appointed as Director of Nursing at Linacre Private Hospital. Jacqui has been at Linacre for many years and brings to the role not only an intimate knowledge of Linacre but exceptional clinical skills and a genuine desire to work with all her customers in the delivery of best practice principles and excellence in health care.



### Melissa McDonald

Melissa McDonald has been appointed Director of Clinical Services at Warringal Private Hospital. She has a previous background in case management, bookings coordination and corporate project management, plus her recent tenure as Clinical Coordinator at Warringal.



### Ian Spargo

Ian Spargo has been appointed to the newly created role of Recruitment Consultant within the Group HR Team reporting to Gavin O'Meara. Ian will formally commence his new role from Monday 30 April 2007. Ian's most recent position has been a 12 month secondment to the role of Project Coordinator Victoria in which he has played an instrumental role in coordinating the "Gradplus" graduate nurse program, as well as several other important workforce and education initiatives.



### Liz Spaul

Liz Spaul, currently Clinical and Professional Development Manager at Peninsula Private Hospital, has been appointed as Workforce Planning Coordinator (12 month secondment) replacing Ian Spargo who was recently appointed to a National Recruitment Consultant position. This role will work closely with the Hospital Educators and Directors of Clinical Services in Victoria to coordinate the Victorian Gradplus program as well as other key clinical recruitment, retention and development projects across the State. Liz commences in the role on 4 June.



### Linda Allen

Linda Allen, currently Director of Clinical Services at Mitcham Private Hospital, has been appointed to the new role of Project Manager – Ramsay Casual Bank and Agency Strategy (6 month secondment). This role will develop and manage programs that support Victorian hospitals in their efforts to more cost effectively manage our casual and temporary nursing workforce. Linda will commence in the role on 4 June.



### Cynthia McQuillan

Cynthia retired on 13th April 2007 after working at Beleura for 24 years. She was first employed as Nurse Unit Manager of the surgical ward then later as Director of Nursing and for the last 14 years she was CEO. With Cynthia's leadership Beleura developed from a small hospital with 2 wards and 2 operating theatres to the 119 bed hospital it is today with a diverse range of services and facilities. Cynthia was instrumental in the development of new specialties and she always maintained great relationships with the VMOs. She believed that the staff were the heart and soul of the hospital and was proud of the culture of success that exists in the hospital. At present Cynthia is enjoying a well earned break and also undertaking further study.



**Above:** Cynthia McQuillan (left) with Beleura's Commercial Manager, Kirsten Jeffery