

# The Ramsay Way

The corporate newsletter of Ramsay Health Care

## Ramsay Health Care Triathlon Pink



Ramsay Health Care has taken out naming rights sponsorship of the Triathlon Pink series that are being held in Sydney, Melbourne and Hobart over the coming year. The event's charity is the National Breast Cancer Foundation.

The market for this national triathlon series is for the everyday female who is keen to get active and have some fun. It is hoped that staff from Ramsay Health Care hospitals may want to get involved in the upcoming series.

The series was launched in August with Event Ambassador Fiona Faulkner and Ajay Rochester, of Channel 10's "The Biggest Loser" at North Shore Private Hospital.

Ramsay Managing Director Pat Grier said the 2008 Ramsay Health Care 'Triathlon Pink' Series was a fantastic initiative for the Australian female sporting community.

"We are very much looking forward to being associated with something that promotes health and fitness in the community. We hope that staff in our hospitals around the country will be able to participate.

As part of our agreement the Triathlon Pink Series will provide Ramsay staff with an opportunity to increase their health and fitness through training initiatives and event day participation incentives.

Presenter of Channel 10's "The Biggest Loser", Ajay Rochester, with former contestant & Triathlon Pink Event Ambassador, Fiona Faulkner at the Event Launch in North Shore Private Hospital.



### Triathlon Pink Facts

- Triathlon Pink encompasses three distinct sports – swimming, cycling and running
- Triathlon Pink is Australia's ONLY National Women's Triathlon Series
- Triathlon Pink has the approval and support of the Sports National Governing body, Triathlon Australia
- Triathlon Pink's official event charity is the National Breast Cancer Foundation
- Triathlon Pink is a lifestyle sport – it exudes vitality and charisma
- Triathlon Pink caters to females from 7 – 70+ years of age
- Triathlon Pink is achievable for everyone
- Triathlon Pink will market toward the "everyday" female who is keen to get active and have some fun
- Triathlon Pink, Sydney is part of the much larger Sydney Olympic Park Festival Of Cycling which enjoys a weekend patronage of over 10,000 athletes and spectators
- Triathlon Pink's official Ambassador is Fiona Falkner, the "break out" star of the Australia's top rating TV Program "The Biggest Loser"

## World leading breast cancer specialist unveils revolutionary trial at North West Private

A world leading specialist in the detection of breast cancer unveiled an Australia-first trial of a revolutionary breast cancer test in Brisbane at North West Private Hospital in July.

The test could enable doctors to determine instantly whether a woman has cancer or not without doing a biopsy.

Dr Richard Barr, Professor of Radiology at Northeastern Ohio University's College of Medicine, visited the Queensland Diagnostic Imaging (QDI) facility at North West Private Hospital - the first site in Australia to trial the Siemens Medical breast cancer detection technology.

Called Elasticity Imaging, Siemens Medical is set to introduce the technology into Australia, which could lead to more accurate cancer tests and potentially save thousands of Queensland women from the cost, discomfort and anxiety of a biopsy.

Breast cancer is the most commonly diagnosed cancer in women in Australia. It is also the leading cause of cancer related death among Australian women. Early detection through screening is the best way to combat cancer at its early, most treatable stages.

The North West Breast Clinic at North West Private Hospital is supported by leading

surgeons and medical oncologists. North West Private Hospital has an oncology day treatment centre which provides treatment, care and support for people living with cancer.

The test could enable doctors to determine instantly whether a woman has cancer or not without doing a biopsy.



### Inside

Triathlon Pink!  
Revolutionary breast cancer trial at North West  
Pat's Desk  
Towards a safer workplace

Indonesia Annual Meeting  
New Cardiac Services at Linacre  
Nambor Selangor celebrates 60 years  
OS recruitment drive a success

Caloundra volunteers contribute \$15,000  
National recognition for Mitcham  
Ramsay contributes to community organisations  
Berkeley Vale forms Community Advisory Council

Kareena & St George launch Wellness Programs  
New Hep B therapy trial  
Fun & Fitness the Ramsay Way





## PAT'S DESK

This year, Ramsay celebrates 10 years since floating the Company on the ASX. We have a lot to be proud of in terms of what we have achieved in the last decade. From humble beginnings in 1997, Ramsay Health Care has grown to become a great company featuring in the top 200 companies in Australia, and the country's largest and most respected operator of private hospitals.

Going forward, we are now looking at the next decade and what it will bring. One of the key emerging areas is corporate social responsibility. There are increasing expectations from our customers, shareholders, employees and the broader community for companies to be good corporate citizens. Over the next few years we will see more pressure from government and the community in a range of emerging areas such as the environment and sustainable development. We need to be clearly adopting strategies and activities that meet the needs of the business and its stakeholders today, while protecting, sustaining and enhancing the human and natural resources that will be needed in the future.

I look forward to the next 10 years for Ramsay Health Care and what they will bring. Our focus has always been on our people – our staff and doctors – and we will never lose sight that it is our people that has made us what we are today.

In this issue, we focus on our corporate community investment and I am pleased that we have been able to extend our \$50,000 support of the Schizophrenia Research Institute for another year as well as announce an investment of \$50,000 this year in the Intensive Care Foundation.

Ramsay Health Care has a corporate community investment committee which meets regularly to assess where we need to invest in charitable and philanthropic activities. This year, the Company has selected to provide funding to the Intensive Care Foundation (ICF) which will go towards research in this important field. The ICF is a charity dedicated to improving the care of critically ill patients by raising funds for vital clinical research projects as well as educating health professionals responsible for intensive care. The overall aim of this Foundation is to improve the number and quality of lives saved in intensive care units each year. We are fortunate in Australia to have some of the best intensive care outcomes in the world and Ramsay Health Care will be proud to be part of their research initiatives.

I feel this research organisation fits with Ramsay Health Care's wish to lead the way in high quality acute care and emphasizes the expanding role of high quality private hospitals in Australia.

On top of these, we also respond to a range of charitable requests throughout the year contributing a total of \$350,000 per annum to charitable beneficiaries not to mention the significant amount spent locally by our hospitals on charitable and community activities.

July 2007 was a landmark month for Ramsay's NSW facilities with NO Lost Time Injuries for the whole month. This brings to fruition a goal set by the NSW Workers Compensation Manager and the National Safety Team to achieve a lost time injury free period across the state. July was also a high patient occupancy period for New South Wales which makes the result even more impressive. This result was able to be achieved via four elements: safe practices and cultural change in our facilities; the co-operation of injured workers; the dedication of facility Return to Work Co-ordinators and the NSW Workers Compensation Team. Not only does this result benefit our staff by providing a safer workplace it also benefits each facility through better morale and reduced workers compensation costs. Congratulations to everyone on this great result.

Pat Grier  
Managing Director

# Injury management - towards a safer workplace

July 2007 was a landmark month for Ramsay's NSW facilities with NO Lost Time Injuries for the whole month. NSW Workers Compensation Manager Chanelle McEnallay-McLennan said this result was a goal set together with the National Safety Team to achieve a lost time injury free period across the State.

"July was also a high patient occupancy period for New South Wales which makes the result even more impressive," said Chanelle.

She said the result was able to be achieved via four elements:

- safe practices;
- cultural change in facilities;
- co-operation of injured workers;
- dedication of facility Return to Work Co-ordinators and the NSW Workers Compensation Team.

"Not only does this result benefit our staff by providing a safer workplace it also benefits each facility through better morale and reduced workers compensation costs." Congratulations New South Wales!



**Above:** Ramsay Chief Operating Officer Christopher Rex & Group Corporate Services Manager Paul Fitzmaurice with executives of Ramsay Health Care Indonesia during Ramsay Health Care Indonesia Annual Meeting held in Nusa Dua, Bali early August 2007.

## Ramsay Health Care Indonesia Annual Meeting

Ramsay Health Care Indonesia (RHCI) holds annual meeting commonly due either in August or September. The objective is to review hospitals performance during last financial year and to present strategic plan for the next three financial years. Further it is also to strengthen the relationship among RHCI executives of three Indonesian hospitals.

This year the occasion took place in one of the most beautiful islands in Indonesia, Bali, at the Laguna Nusa Dua from 7 to 9 August 2007. RHCI executives were grateful that Chief Operating Officer Christopher Rex and Group Corporate Services Manager Paul Fitzmaurice were able to join the annual meeting so that they could obtain first hand guidance and overview of Ramsay Health Care's last year performance and next strategic direction. Thank you to Chris and Paul!

The annual meeting was opened by welcome dinner on Tuesday night with theme "Beach Party". On that special event, RHCI awarded service appreciations to executives who already been working for the company for more than 10 years as a special acknowledgement for their contributions to the company.

Overall the annual meeting was a very good opportunity for RHCI executives to gather together to share ideas, knowledge and experience for the improvement of the group.

## eLearning update

An eLearning Pilot Project, which is designed to test if we can use elearning as a training tool across Ramsay Health Care, is on track to commence with about 60 users from Greenslopes, Hollywood and St George in September.

There are 4 modules included in the pilot:

- Workplace Diversity
- Fire and Security
- Infection Control and
- Pharmacology

We will also include an "Introduction to Elearning" module which provides a quick overview of how the Ramsay elearning system works and also provides a basic level of support for users.

Users will be able to access the elearning modules either via the Ramsay Intranet or from any computer with internet access.

Once we have run the Pilot for 2 – 3 months we will review how effective it has been and then look at adding more training modules in other areas.



## New Cardiac Services opened at Linacre Private

Dedicated new cardiac services teamed with some of Melbourne's leading cardiac physicians are now available to Melbourne's Bayside community and were formally opened this month by the Bayside Mayor, His Worship Councillor John Knight and Ramsay Health Care.

Linacre Private Hospital has joined forces with Melbourne Heart Care (formerly Bayside HeartCare) to open a state-of-the-art, purpose-built cardiac facility which incorporates an acute coronary care unit, a purpose-built cardiac catheter laboratory and comprehensive inpatient and outpatient cardiology services.

A dedicated onsite cardiac consulting suite, including outpatient treatment rooms, has also been built and is collocated with the cardiac services at Linacre Private Hospital.

The facilities were formally opened in the presence of Ramsay Health Care Managing Director Pat Grier, local specialists, general practitioners and the Melbourne Heart Care team.

Linacre Private Hospital Chief Executive Officer Tracey Tobias said the opening of the cardiology unit at Linacre would fill a need for cardiac services within the Melbourne Bayside community.

"The new cardiac services at Linacre Private will be a major boost for this area. Until now, patients have been forced to travel to Frankston, Prahran or Clayton for cardiac care," Ms Tobias said.



**Above** – At the launch of Linacre's new cardiac services **L to R**: Ramsay Health Care Managing Director Pat Grier, Melbourne Heart Care's Professor Ian Meredith, CEO Linacre Private Tracey Tobias, Bayside Mayor, His Worship Councillor John Knight & Melbourne Heart Care's Dr Jeffrey Alison.

"When we looked at the demographics of the Bayside region, a quarter of the population is over 65 years and yet we did not offer a specialist service in cardiac disease, which is the most common health care problem in older people."

She said it was becoming increasingly difficult for patients to get into larger metropolitan hospitals for their hospital care.

"The role of the smaller community hospital in providing vital services, is expanding," Ms Tobias said.

## Nambour Selangor celebrates 60 years with the opening of a new Wing

A crowd of 350 well wishers gathered at Nambour Selangor Private Hospital in late July to help the hospital celebrate its 60th birthday and witness the official opening of the new 27-bed Miles Savill Wing.

Nambour Selangor Private Hospital was founded by two ex-Australian Army Nurses, Sisters Dorothy Ralston and Christine Oxley, in July 1947. And while both women have now passed away, four members of Sister Ralston's family attended the celebrations – helping to cut the hospital's birthday cake.

Also in attendance was Mrs Joan St Clair- the first baby born in the original Selangor Private Hospital. Joan travelled from Goondiwindi for the celebrations – bringing with her the silver commemorative cup presented to her mother 60 years ago.

"Our new wing is named after prominent local medical practitioner, Dr Miles Savill, who was Selangor's Medical Director between 1960 and 1986," said CEO Ms Jenny McDonald.

"It is a \$4.5 million investment by Ramsay Health Care and gives us the capability to expand our medical, surgical and obstetric services – in particular respiratory, orthopaedic and general surgery.

"This new development increases our capacity to 100 beds, and gives us an opportunity to offer our patients ready access to enhanced rehabilitation and palliative care services. As part of the redevelopment, we have also added an extra 60 car parking spaces."

Ramsay Health Care's Managing Director, Mr Pat Grier, travelled to the Sunshine Coast to help Dr Savill officially open the Miles Savill Wing.

The Miles Savill Wing is a purpose-built health care facility combining hotel-style luxury with expert medical and nursing care. Decorated in soft pastels and earthy tones, most rooms have a tranquil bush outlook. Each room has a modern ensuite appointed with quality cabinetry and fixtures.

The Miles Savill Wing also houses a new custom-designed rehabilitation room, equipped for the assessment and rehabilitation of patients prior to their



**Above:** Ramsay Health Care Managing Director Pat Grier congratulates Dr Miles Savill at the opening of the new Miles Savill Wing. CEO Nambour Selangor Jenny McDonald also in attendance.

discharge from hospital, and four dedicated palliative care beds.

Since its official opening, the Miles Savill Wing has received a steady flow of patients – with the Hospital operating at close to maximum capacity recently.

Selangor's next milestone is the 10th birthday of its maternity service in February 2008. Last year, around 900 babies were born at the hospital. With the current rate of growth this is expected to expand to 1000 by 2009.



## New carpark for Noosa

Each week over fifteen hundred patients attend Noosa Hospital for treatment of some kind. Combined with over three hundred staff parking at the hospital every day, this amounts to a lot of cars needing somewhere to park. Recently, the hospital officially opened a major extension to its existing car park. Mr John Crossley, Chairman of Noosa Hospital's Community Board of Advice was there to cut the ribbon. Noosa Hospital CEO, James Thiedeman was absolutely thrilled to finally open the new car park. "We are providing over one hundred new parking spots for our patients, their visitors and our staff. This is a major investment for Noosa Hospital and is in response to the significant parking congestion we have experienced at the hospital due to our services growing faster than we originally anticipated", James said.



**Above:** Mr John Crossley, Chairman of Noosa Hospital's Community Board of Advice at the cutting of the ribbon.

## New theatres announced for Baringa Private

Ramsay Health Care has announced a new 4 theatre complex to be built at Baringa Private Hospital in Coffs Harbour.

The new theatres will provide much needed additional capacity to facilitate the growing number of specialists recruited to the area including urologists, orthopaedics, endocrine, gynaecologists, ENT surgeons and neurosurgeons undertaking laminectomies. The theatres will also provide the opportunity for surgeons not currently operating in Coffs Harbour to be recruited, particularly vascular, in addition to urologists and orthopaedic surgeons.

The development will be staged to enable the existing theatres to continue to function without interruption, a challenging project given that the new theatres will essentially be built on the site of the current theatres. Initially, three new theatres will be constructed incorporating the shell of a fourth which will be commissioned at a later date. Consulting suites currently occupied by specialists will be required to accommodate a much larger CSSD posing another relocation challenge.

The new theatre complex at Baringa will be supplemented by an existing endoscopy suite which will also be subject to further future re-development and by the ophthalmology and plastic surgery theatre in the Coffs Harbour Day Surgical Centre, a stand alone day surgery located in the centre of Coffs Harbour.

Together with Ramsay Professional Services, an allied health based business unit, these facilities constitute Ramsay Health Care – Coffs Harbour and will be well poised to cope with the needs of a growing north coast community.

## Two new resources

The Ramsay National Library is happy to announce the purchase of two excellent resources, APPG (Australian Prescription Products Guide) and Dynamed. APPG is a true alternative to MIMS online as both source the same material. The link to APPG is on the Library Intranet site at: <http://ramsay/corporate/library/default.asp>

The most valuable feature of this product is that there is unlimited access from within all hospitals.

Dynamed is a clinical reference tool, created primarily for use at the 'point-of-care', with summaries for nearly 2,000 topics. It is updated daily and monitors the content of over 500 medical journals and systematic evidence review databases. The new evidence is integrated with existing content and the overall conclusions represent a synthesis of the best available evidence. There is unlimited access to Dynamed from a link on the Library site, and also PDA download access on application.

Thank you very much to everyone who emailed feedback to the Library during the trial periods. Your participation is appreciated and assisted greatly in the decision to purchase. It is hoped that all staff will find the new resources valuable and any enquiries are welcome by emailing: [library@ramsayhealth.com.au](mailto:library@ramsayhealth.com.au)

## New Ramsay NSW Education Group formed

The NSW Education Group was formed and their 1st meeting held at St George Private on 30th July.

This group has a representative from each NSW site and will work closely with the Directors of Clinical Service Group and towards the following benchmarking tools:

1. Compliance with mandatory training & education
2. Methods for management of compliance
3. Evaluation summaries from outcomes of graduate nurse and other formal training sessions (provide outcome evidence of impact of program)
4. Sharing learning needs analysis findings
5. Dissemination and communication of RHC information and relevant policy
6. Supporting others new to the role.

For further information or to contact the Education Group, the group email is: **RHC - NSW Nurse Educators**

## Good health lectures

The Good Health lecture series is an initiative of Lake Macquarie Private Hospital to provide free information to the community on important health issues. Over 95 members of the community recently turned up for a lecture on "Cardiac Rhythm and Blues" given by Interventional Cardiologists Drs M Barlow and R Bhagwadeen. LMPH arranges these talks 3 times a year which provides opportunity for our surgeons to get there name "out there" as well as giving us the opportunity to showcase our hospital and the service we provide.

# 99 offers made in overseas recruitment drive

Group HR has recently returned from a successful overseas recruitment drive in the UK where almost 150 nurses were interviewed for roles in Ramsay hospitals in Australia with a total of 99 offers made.

Of these offers, 20 of the candidates are expected to commence before the end of the year.

Group HR Manager Gavin O'Meara said many Ramsay hospitals already had a good number of overseas nurses on staff and had found real benefits to employing people from different countries and backgrounds.

"We are experiencing a rather unique situation in Australia, and indeed around the world, where our labour market is very constrained with significant skills shortages across all sectors, particularly health care," Gavin said.

"We already have a large number of overseas employees working in Ramsay hospitals and a recent survey revealed that there are in fact, in excess of 440 overseas clinicians employed across the group.

"We have had great success with overseas employees who arrive here on temporary visas. After a period of time, many of these employees decide to convert to permanent residency and become long-term valued members of staff."

Gavin said we had a role to play in welcoming overseas employees into Ramsay Health Care and as a colleague, supervisor, Director of Nursing or new graduate, all staff could help these important and valuable employees settle into their new life in Australia by providing guidance, friendship, support, understanding and acceptance.

"Some overseas employees may take longer to settle in or may require some additional support.

Group HR is currently developing an online orientation program for new overseas employees to undertake prior to arriving into the country so that they can gain some vital information prior to arriving – about what to expect and what it is like to work in an Australian private hospital, particularly one owned by Ramsay Health Care. If you can think of ways to assist in the early orientation of our overseas employees, Group HR would love to hear from you.

Group HR is also particularly keen to hear from some of existing overseas employees about their experience (good or bad) and some suggestions for how we could orient better for relocation.

## Summary of Results of UK Drive

- 27 provisional offers were made
- 72 formal employment contracts were given with an anticipated start date
- 29 offers were made to candidates with more than 15 years experience or more and 55 offers were made to candidates with at least 10 years experience!
- 24 of the offers were made to candidates with post-graduate qualifications, in areas such as oncology, mental health, ICU/CCU, emergency, orthopaedics and neurosurgery.
- 20 of these candidates are due to commence before the end of this year!
- Total Offers made – 99!

## Volunteers contribute \$15,000 equipment to Caloundra Private

Patients at Caloundra Private Hospital have reason to smile – thanks to the tireless efforts of the Hospital's dedicated Ladies Auxiliary.

During the past 12 months, the Auxiliary's voluntary efforts have culminated in the purchase of more than \$15,000 worth of vital equipment that will directly enhance patient care and comfort.

Headed by President Jenny Dann, members of the Caloundra Private Hospital Ladies Auxiliary invest their time and energy voluntarily in a variety of ways across the Hospital.

Whether it be through the sandwiches and cups of tea served at the Hospital's kiosk, the regular tidying of patients' flowers or the distribution of magazines to patients, the ultimate aim of each volunteer's rostered shift is to enhance patient comfort. And this is partially achieved through vital fundraising.

"I have been a volunteer at Caloundra Private Hospital for the past nine years," Jenny says. "It is a lovely environment to work in. I have made some wonderful friends and the whole experience has given me something that will be with me for a lifetime."

Through the many morning and afternoon teas and lunches served with care at the Hospital's kiosk over the past 12 months the CPH Ladies Auxiliary has purchased: two very soft Accumax mattresses; defibrillator for the Hospital's Cardiac Rehabilitation Program; a spirometer and an oximeter.



**Above:** Caloundra Private Hospital Chief Executive Officer Ms Jenny McDonald congratulates Ladies Auxiliary President Mrs Jenny Dann & Ladies Auxiliary members on their hard work.

"It is an honour to have Jenny Dann and her team of ladies weaving their magic through our Hospital," said CEO Jenny McDonald.

"Each minute donated by a volunteer here at Caloundra Private Hospital has a direct benefit for our patients. Their support is invaluable and I cannot thank Jenny and her team enough for their contribution over the past year."



## Prestigious award for a Joondalup Community Leader in Nursing

Acting Director of Nursing for Joondalup Health Campus (JHC), Shane Combs walked away with the prestigious Leader of the Year Award at the recent 2007 Western Australian Nursing & Midwifery Excellence

Awards in May. Shane has over 26 years experience in the industry and since rejoining JHC in 2003, has implemented a number of initiatives including a 'Fast Track' system which contributed to a reduction in the number of Emergency Department patients having to wait for admission from 10% to 4%. Furthermore JHC is the first hospital in WA to introduce to nurse practitioner role for the ED which was implemented by Shane earlier this year.



# Healthy outlook for Mitcham Private



There is good news for Whitehorse residents with Mitcham Private Hospital being recognised nationally for its innovation and commitment to clinical quality and patient safety.

Mitcham Private has received a \$30,000 grant from the Medibank Private Safety and Clinical Improvement Incentive Pool to fund a project to understand why there is an increasing rate of Caesarean births amongst women using the hospital. Caesarean births carry increased risk for the mother and baby, require a longer stay in hospital and add recovery time.

At a presentation ceremony held at the hospital in August, Mitcham Private Chief Executive Officer Michael Rozek spoke about the hospital's commitment to continually improve the standards of patient safety and clinical quality.

"The hospital will review all births in 2007 at Mitcham and use an internationally recognised classification system to classify all obstetric cases. Data will be analysed to review the rate of Caesarean births within each classification, and this information will be compared between similar obstetric populations, enabling us to determine if there are any significant variations and possible reasons for them.

"Depending on the reasons identified, changes to clinical practice of that group may be made to improve both mother and baby's health outcomes.

"We thank Medibank Private for their support of our project and are pleased to work together to continually improve patient health outcomes," Mr Rozek.

More than one million dollars has been granted by Medibank Private to hospitals around Australia this year, with Victorian hospitals receiving a total of almost \$322,000 to fund quality and safety projects, almost a third of the total funding made available in the current program. In the last two years Medibank Private has provided \$1.9 million in funding for 74 quality and safety projects across 65 hospitals.

Medibank Private's Hospital Contract Manager Eric Wirth praised the local projects as being of a particularly high standard.

"Quality and safety is emerging as the number one issue in Australian health care, so it is inspiring that local private hospitals are now being recognised for their effort and innovation.

"Australia has some of the best quality hospital care in the world, but there is always room for improvement, and improvement and innovation should be supported. Medibank Private is proud to be working with hospitals to improve health outcomes, not just for our members, but for everyone.

"And it's great to see some real innovation coming not just from the big, metropolitan hospitals, but also from suburban facilities such as Mitcham Private. It is this sort of commitment that is keeping Victorian private hospitals at the forefront of innovation and safety," Mr Wirth said.

The lessons learned from the various quality and safety projects funded over the last two years will be shared throughout the health sector, extending the value of individual projects far beyond the hospitals in which they are run.

## RS Internasional Bintaro achieves ISO 9001:2000



Congratulations to RS Internasional Bintaro (RSIB) which successfully obtained ISO 9001:2000 Certification, Quality Management System in July 2007.

Through receiving the ISO certification, RSIB has shown strong commitment to satisfy its customers and also to provide high quality services through continuous improvement in line with hospital strategic objectives.

Besides that, this achievement also enhances RSIB competitiveness amid fierce competition among other private hospitals in Indonesia and overseas (especially private hospitals in Singapore).

President Director, Ramsay Health Care Indonesia Jusup Halimi said the successful achievement of ISO certification constitutes the result of good effort, team work, and full support from all hospital staff including doctors, nurses and non medical staff, who have strong loyalty and dedication.

"By obtaining ISO certification, RSIB will work consistently to provide high quality services and fulfill the customers need through continuous improvement. All hospital staff are committed to use positive spirit to maintaining the highest standard of care," Jusup said.

## Sydney & Central Coast Linen Service

Ramsay Health Care became a major partner in the Sydney & Central Coast Linen Service (SCCLS) in 2006. The Linen Service is located at Somersby on the New South Wales Central Coast (about 10 minutes out of Gosford) and currently services twelve (12) Ramsay Health Care hospitals and other private facilities between the Newcastle and Sutherland shire in Sydney.

SCCLS has been in operation since 2004 and at that time the service was processing 7 tonnes per week, compared to the 60 tonnes per week currently processing. An initial team of 10 employees has now grown to 110. The initial factory of 1463m<sup>2</sup> has now expanded in size to 3408m<sup>2</sup>. These are just a few examples of the growth of the SCCLS in the past 3 years.

When the linen service first started, washer extractors and stand alone dryers were used to wash/dry the linen. In early 2006 the service purchased a Continuous Batch Washer (large washing machine with 16 loads, each load is 50kg) together with a group of gas dryers, 3 ironers, 2 folders, picker, and steam press.

The service has recently purchased another Continuous Batch Washer (this one holds 20 loads) with a group of steam dryers.

A new theatre pack area has now been built. This new area is larger than the current theatre pack and is a much better work environment for the staff.

The plant area itself consists of the dirty sorting area, wash area, three ironer lines with a 4th being installed, folding section (towel folders, blanket folder, and folding table), and Theatre Pack.

SCCLS owns the linen and facilities rent the linen from the service. The linen loss that happens is of huge concern eg linen being thrown in rubbish bins, in contaminated waste, and ambulance transfers. As this occurs it disadvantages the linen service and disadvantages customers by not being able to meet the requirements of the orders. The service is currently working with our customers to try to resolve these issues.

As part of Sydney and Central Coast Linen Service's commitment to providing a quality service, the Organisation recently conducted a Satisfaction Survey to the Ramsay facilities they provide linen to. The survey focused on satisfaction with quality of the linen, customer service provided, stock levels and general comments to improve our current service. Results of the survey are currently being collated and a proposed action plan will be provided to each of the facilities that participated in the survey. Thanks for your participation.



Above: Some of the team at SCCLS.

## Masada selected to present on National TV Show

Well done to Early Parenting Services at Masada Private Hospital in Melbourne. Masada Mother Baby Unit was selected to present at an interview on the "David & Kim Show" on Channel 10 live across Australia on the successful outcomes for parents who have completed the residential or day program. Associate Professor Jane Fisher, clinical psychologist at Masada and a very appreciative mother, Wendy Rowlands discussed the benefit of attending the program and care she received from our excellent multi-disciplinary team. The program focused on the evidenced based clinical practises drawn from the past eight years of research projects undertaken at Masada.

### MOVEMENTS & APPOINTMENTS



#### Richard Lizzio

Richard Lizzio has been appointed as CEO of Pindara Private Hospital. Richard is currently CEO of Cairns Private Hospital, a position he has held since 2003. Whilst at Cairns Private, Richard and his team have raised both patient and staff satisfaction as well as the hospital's profile and reputation in the Cairns community.

# Ramsay partners with the Intensive Care Foundation

In 2007/08, Ramsay Health Care will commit \$50,000 to the Intensive Care Foundation (ICF) which will go towards assisting to raise the profile of Australian intensive care; promoting the miracle workers of intensive care; improving the care of critically ill patients and supporting world-class research.

The ICF is a charity dedicated to improving the care of critically ill patients by raising funds for vital clinical research projects as well as educating of health professionals responsible for intensive care. The overall aim of the Foundation is to improve the number and quality of lives saved in ICUs each year.

Ramsay Health Care Managing Director Pat Grier said Ramsay Health Care was delighted to have the opportunity to partner with the ICF.

"We are fortunate in Australia to have some of the best intensive care outcomes in the world. I feel this research organisation fits with Ramsay Health Care's wish to lead the way in high quality acute care in the private hospital sector and emphasizes the expanding role of private hospitals in Australia," Pat said.

Chairman of the Intensive Care Foundation, Associate Professor George Skowronski said he was extremely pleased to have Ramsay Health Care as a partner with the ICF.

"Ramsay Health Care is clearly a pivotal organisation within the community and one that we are proud to be aligned with. We share many of the same aspirations, namely of raising the profile of Australian intensive care; promoting the miracle workers of intensive care; improving the care of critically ill patients and supporting world-class research," A/Prof Skowronski said.

"Ramsay's donation and commitment will strengthen our collective ability to improve outcomes for intensive care patients and help save lives."

Through its activities such as the annual Intensive Care Appeal and corporate functions the ICF raises funds for intensive care research, conducted in ICUs across Australia and New Zealand.

So far the Intensive Care Foundation has provided 46 grants to Australian and New Zealand research projects, totalling more than \$1.5 million since 1999. More grants will be announced in October.

For further information about the ICF visit: [www.intensivecareappeal.com](http://www.intensivecareappeal.com)



**Above:** Chairman of the Intensive Care Foundation, Associate Professor George Skowronski.

**Intensive Care**  
**FOUNDATION**  
making miracles happen

# Ramsay makes further commitment to the Schizophrenia Research Institute

On top of its \$50,000 commitment last year to the Schizophrenia Research Institute, Ramsay Health Care has committed a further \$50,000 this financial year towards the development of a world first schizophrenia research bank.

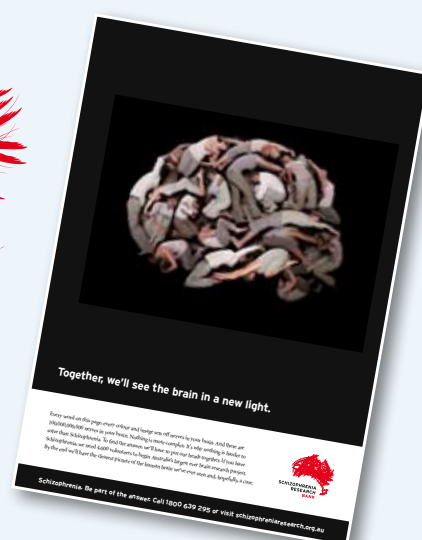
The 'bank' – initially to hold the brain-related data of 4,000 Australian volunteers with schizophrenia and without a mental illness – will be the largest schizophrenia research facility of its type in the world.

Led by the Schizophrenia Research Institute (formerly the Neuroscience Institute of Schizophrenia and Allied Disorders), the \$3.5 million project has brought together scientists from New South Wales, Victoria, West Australia, and Queensland.

Schizophrenia is a life-long disease and causes significant social and economic costs in addition to individual suffering – making it one of the world's top 10 causes of long-term disability.

"Ramsay Health Care has a long association with mental illness through our psychiatric facilities. We are proud to be involved with the development of this world leading research bank and look forward to its progress," said Managing Director Pat Grier.

"The new research bank will allow scientists to analyse vital genetic and brain information from schizophrenia sufferers on a scale never before possible."



...your community, **our commitment**



# Ramsay Health Care Triathlon Pink – participation details

Triathlon Pink is all about getting in and having a go with friends and family at an event that they will remember forever. Women can compete as an individual and complete the whole course on their own or get together with a group of friends and compete as team where they can complete one of the legs much like a relay.

The first ever Triathlon Pink event will run out of Sydney Olympic Park on 20 October 2007 providing women right across Australia with the chance to call themselves a PINKIE!



## SERIES SCHEDULE

Event 1: 20 October 2007 - Sydney Olympic Park, NSW

Event 2: 25 November 2007- Melbourne Sports & Aquatic Centre, Albert Park

Event 3: 16 December 2007 - Nut Grove, Sandy Bay, Tasmania

## EVENT DETAILS

Race 1 50m swim/1.5km ride/500m run \* 7- 9 years kids race

Race 2 100m swim/3km ride/1km run

Race 3 200m swim/6km ride/2km run

Race 4 300m swim/9km ride/3km run

\*Sydney and Melbourne events are pool swims

## COACHING CLINICS – 6 WEEKS

To assist interested staff, T3 events are putting on coaching clinics for 6 weeks for Ramsay Health Care staff, their friends and family members. These are held in Sydney and Melbourne. Over the coming year, it is hoped that this triathlon series can extend to other States where we also have hospitals so look out for further information in the future.

## SYDNEY

Commencing at 9am on Saturday September 8 and finishing on Saturday October 13, staff will be able to enjoy five sessions focusing on getting fit and having fun. The last session on October 13 will be a mini triathlon. The cost of participating in these coaching clinics is \$66. (There is also a registration cost of about \$45 to participate in the event itself)

## SYDNEY INFORMATION SESSIONS

Information sessions for staff interested in participating in the Ramsay Health Care Triathlon Pink Sydney event and the coaching clinics will be held as follows:

- Wednesday 29 August at 4.30pm in the North Shore Private Hospital Conference Room
- Wednesday 5 September at 4pm in the St George Private Hospital Boardroom

## MELBOURNE

Information sessions for staff interested in participating in the Triathlon Pink in Melbourne will be held in Melbourne in September. Look out for information on these sessions on the intranet and via the online newsletters. Coming soon!



# Port Macquarie achieves accreditation ...& donates \$2000 to research

The Federal Minister for Health & Ageing, Tony Abbott MHR dropped into Port Macquarie Private Hospital to present the certificate of Accreditation from the Australian Council on Healthcare Standards. The minister took time out from the gruelling Pollie Pedal, a 1150km pushbike ride from Brisbane to Sydney, to raise funds for the breast cancer research at Westmead's Hospitals Millennium Research Institute. The presentation of the prestigious award was also attended by the local state member, Robert Oakeshott, PMHC Deputy Mayor, Rob Sharpham, the Acting Chairman of the Port Macquarie Private Hospital, Dr Dean Pepper and a number of invited guests and staff.

At the completion of the presentation, Mr Greg Jenke CEO, Ramsay Health Care – North Coast, presented the Minister with a \$2,000 donation from the four Ramsay Healthcare Facilities in the region ; Port Macquarie Private Hospital, Hastings Day Surgery, Coffs Harbour Day Surgical Centre and Baringa Private Hospital. A very appreciative Tony Abbott accepted the cheque stating that the generous donation was the largest single contribution they (the Pollie Pedal) had received since they left Brisbane.



**Above:** Federal Minister for Health & Ageing, Tony Abbott MHR presents the certificate of Accreditation to Christine Swan – Director of Hospital (left) & Greg Jenke CEO, Ramsay Health Care – North Coast (right).



**Above:** Hon. Tony Abbott receives the \$2000 donation from Greg Jenke.

# Castlecrag donates anaesthetic machine to Myanmar



Castlecrag donated an anaesthetic machine and other medical equipment and supplies to Yangon General Hospital under the auspices of Operation Open Heart in February 2007. Anaesthetists from Castlecrag Hospital have volunteered their services as part of an ongoing annual skills transfer program in anaesthesia and perfusion. Myanmar is particularly underdeveloped in the area of cardiac anaesthesia and surgery and the donated machine will provide much needed improvements in reliability and safety in this growing area.

# Caboolture Private celebrates 40,000th patient



Caboolture Private Hospital was happy to present 10 year old Sarah Pigdon with a certificate and gift for being the 40,000th patient to be admitted to Caboolture Private Hospital since the hospital opened in 1999. Pictured here is Sarah Pigdon with her mother left Vanessa Rudge, Sue Adams, Nurse Unit Manager and on right Helen Jones, Director of Clinical Services.



## Berkeley Vale Private Hospital forms Community Advisory Council

To ensure that patients, carers and visitors receive the best treatment, care and service at Berkeley Vale Private Hospital a Community Council was formed been established.

The Council consists of members from the Department of Veteran Affairs, the Aged and Disability Support Services, and former patients of Berkeley Vale Private Hospital who have undergone surgery or where admitted to our Medical/ Rehabilitation ward. Also represented on the committee is the hospitals Chief Executive Officer/Director of Nursing, Marilyn Clayton, the hospitals Career Medical Officer, Dr Ramy Mezrani; the DVA Liaison Officer/Social Worker – Robbie Small, the Welfare Officer – Debbie Cuppitt and the Quality coordinator, Michelle Turner.

The role of the Council is to ensure feedback, leading to improvement of patient services at the hospital. It assists the hospital, where appropriate on a wide range of matters that cover quality, customer service and growth of services within the community. What the Council has achieved to date includes:

- Review of the Patient Information Handbook
- Review of internal hospital signage
- Liaison with Wyong council to improve road signage direction to facility
- Review of new Occupational Therapy Joint Replacement Clinic and service through patient satisfaction with clinic. Recommendations to include orthopaedic nurse and other allied health services in clinic program and hospital "Falls Prevention in the Home and Hospital Brochure"
- Participation in planning for Community Health Information Sessions with the first session being held in May on orthopaedic surgery.
- Introduction of "Community Matters" newsletter profiling Visiting Medical Officers to the hospital, services the hospital provides, and health information articles

It is hoped it will provide a valuable, ongoing source of advice and community input into the programs and services offered by the hospital.

Unlike some businesses where customer feedback is relatively easy to obtain, health care organizations have a more difficult time. The Community Advisory Council will enable the hospital and community members to come together to discuss health care delivery and how to make it better.

**Above:** Community forum representatives: Seated front Mr Thomas Rae & Mr Norman Hedge Standing left to right: Debbie Cuppitt (BVPH Welfare Officer), Michelle Turner (Quality coordinator); Dr Ramy Mezrani (Career Medical Officer); Mr Don Young (Chairperson); Robbie Small (Social Work Manager); Ms Helen Brolly.

Absent from picture: Marilyn Clayton (CEO/DON); Mrs Joan Scaife; Ms Janice Smith (CEO Aged & Disability Support Services) & Mr Ian Johns

## Shepparton hosts GENCA Victoria Study Meeting

Shepparton Private Hospital recently hosted a Study Meeting for the Victorian Chapter of the Gastroenterological Nurses College of Australia Inc.

Nurses from both regional and metropolitan areas travelled to Shepparton to attend the Study Meeting and there was also a strong local representation from both the operating theatres and wards.

Speakers included two surgeons working at Shepparton Private, Mr D Dalton and Mr M Kamenjarin as well as a Consultant Dietitian, Wendy Swan.

A number of companies sponsored and exhibited at the meeting also providing up-to-date information on advances in gastroenterology.

The Study Meeting was coordinated by Leanne Randall – Endoscopy Clinical Nurse specialist.



**Above:** Attendees at the Shepparton GENCA Study meeting including Leanne Randall (second left) who coordinated the Study Meeting

## New obstetrician at Tamara Private Hospital

Obstetric deliveries have re-commenced at Tamara Private Hospital with the 'arrival' of a new obstetrician recently, Dr Andrew Ansari.

CEO Annette Arthur said it was a huge boost to the Tamworth community to have a second private obstetrician in town.

Dr Ansari's commencement came just in time for Finance Manager, Tanya Roberts and new son Toby.



**Left:** Dr Andrew Ansari, new obstetrician at Tamara.

**Below:** Tamara Finance Manager Tanya Roberts & new son Toby.



## Albury & Murray Valley launch TV & radio campaign

As part of a public profile campaign Albury Wodonga Private Hospitals incorporating the Murray Valley Campus have recently launched their first television and radio advertisements.

CEO Stuart Schneider said the advertisements had been in full swing for the last two months and the hospital was receiving great feedback regarding both.

A number of staff and doctors from the hospitals feature in the television commercials and Stuart said their voluntary participation was what made the advertisements so entertaining and successful.

In addition to the public profile campaign, the hospitals are also working on their relationship with GPs and to this end, are shortly to launch their first specialist directory for GPs. In July Albury Wodonga Private Hospital held its first GP forum for the year in our conference room. Stuart reported a pleasing attendance to this education event.

"Now we are preparing for a busy next 6 months ahead with more quality education being provided in the following areas: Psychiatry, Paediatrics, Cardiology, Neurology, Gynaecology and Sleep Disorders."

These topics will be followed up with an evening to the community on each of these topics.



## Wangaratta pair in accelerated traineeship

Wangaratta Private Hospital has supported employees Concetta Melville (left) and Merle Ireland (right) to complete the Certificate (111) Hospitality – commercial cookery through an accelerated traineeship program. The girls commenced the course in February 2007. Concetta and Merle are currently employed as Food Service Assistants in the Environmental Services Division of Wangaratta Private Hospital and jointly have over 25 years experience in the industry.



In June the staff of LMPH went "pink" to support breast cancer awareness in the community. Staff wore their pink T-shirts for the day and raised \$1760 as a donation for cancer research.

## ENVIRONMENT WORKING PARTY UPDATE

The resource efficiency work that was undertaken at four representative Ramsay hospitals in the group has now been completed and the Environment Working Party will be shortly reviewing the report to see where some savings may be made across the organisation in the key areas of energy, waste and water.

The Working Party is also reviewing a range of non-clinical supply items such as paper and plastic bags, where recyclable options could be a viable substitute. Keep an eye on the environment page on our intranet for further details.

A number of staff have requested the use of the environment logo on the bottom of their emails. If you would like to use this logo, please visit the environment page on the Ramsay Health Care intranet <http://ramsay/corporate/responsibility/environment.asp> which details in what circumstances this logo can be used.



People caring for people & the environment



# Kareena launches Wellbeing & Balance Program

Kareena Private was looking for something that helped it to deliver an Employee Strategy for its people. From this came the launch of the 'Wellbeing and Balance' program in March/April 07.

Whilst overall coordination is the responsibility of the Human Resources Officer, staff working groups provided ideas for the development of recognition and reward initiatives, employee benefits solutions and grass roots operational issues.

Each department team also shares the hosting of the various events and initiatives. This concept provided opportunities for staff at all levels and all areas to participate in determining how events rolled out and could put their own personal flavour to an event program.

The Wellbeing and Balance Program incorporates five key areas:

- Family Balance
- Personal Wellbeing and Development
- Physical Wellbeing
- Safe Workplace
- Community Involvement and Contribution

Kareena CEO Sue Panuccio said Kareena had invested heavily in the Wellbeing and Balance program.

"Our teams have produced some outstanding events and there has been a very high level of participation," Sue said.

"The program continues to develop and evolve as new ideas are put forward and we look forward with great interest and enthusiasm to seeing the program content and delivery reflects the unique style and creativity of each of the hospital teams."

"We believe this approach creates high levels of involvement, a sense of making a difference in our work environment and in making a contribution to our community."



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# St George launches Wellness Program



## MIND • BODY • BALANCE

### St George Private Staff Wellness Program

St George Private Hospital launched its staff wellness program in July with a health expo and healthy lunch for staff. The wellness program provides staff with access to discounted on-site health programs such as Yoga, Pilates, and Massage as well as a bi-monthly newsletter and a variety of health events.

The program is being coordinated by St George Private's OHS / Risk Manager, Steve Brindley, who engaged corporate wellness company, Healthworks to deliver the program to hospital staff.

A competition was held to name the Wellness Program and the title "Mind Body Balance" was chosen as the winner. Staff were also surveyed to determine preferred activities and times / days of the week which best suited staff. As a result the hospital is offering 15 minute head & neck massages every Thursday and will shortly commence 8 week programs of Pilates and Yoga.

As the program grows other activities will be added depending on staff demand. Options can include boxercise, low impact exercise classes, healthy cooking classes, financial planning services to name a few.

The Mind Body Balance program was launched in the cafeteria and the staff were treated to free massage, reflexology, skin care analysis, and body composition analysis.

Catering Manager, Christiaan Naine and his team prepared a sumptuous healthy buffet, including steamed fish, salads, turkey, steamed vegetables, cous cous, tuna nicoise, pastas and a variety of healthy desserts. At the launch staff had an opportunity to sign up for the the yoga and pilates programs as well as the weekly massage sessions.

The Hospital Executive strongly support the Mind Body Balance program as a way of assisting staff to achieve work / life balance and maximise their wellbeing at work, as well as positioning St George Private Hospital as an employer of choice."

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## Farewell Matt

Sadly Matt Sheedy passed away on Tuesday 4th July 2007 after suffering a major stroke from complications while undergoing treatment for leukaemia. Matt was in his late 30s. Matt commenced work at St George Private Hospital in March 2004 as a wardsperson. Matt was respected by both the surgeons and hospital staff alike. He was a dedicated trainer for the Sydney Swans from 1992 to 1996 when he joined Wests as part of the premiership team. As part of the interstate trainers group he was a trainer for the majority of AFL clubs from 1996 to 2002 and after served as a NSW Umpires trainer in finals and rep games. Matt has been an official member of the Umpires training staff since 2003 and was always there whether a sell out final game at the Telstra stadium or a junior game. Matt will be sadly missed by all.



**Above:** Matt & niece Sofia born in St George Private Hospital.

## Silver Anniversaries at AWPB

Albury Wodonga Private Hospital celebrated 2 silver service anniversaries this year.



**Timmy Turnbull** recently celebrated 25 years at Albury Wodonga Private Hospital.

Timmy is in-charge of the recovery room in theatre and being a friendly and

outgoing person, has made great friendships with staff and colleagues during this time.

Timmy's professional knowledge and experience has not gone unnoticed - being exceptional within itself.



Having previously celebrated her 25 years of service at Albury Wodonga Private Hospital **Pauline Blissett** has retired. Pauline commenced her career as an enrolled nurse on the wards in the hospital and over

time also worked in the Day Surgery Unit and Beltana Home Nursing. Pauline's retirement follows 27 years of dedicated service, having always demonstrated a caring nature was a great asset to the organisation. Upon her retirement the staff of Albury Wodonga and Murray Valley Hospitals held a farewell function at which Pauline was presented an award for being the 'Queen of Bowel Management'.

Congratulations to Pauline on 27 years of service.

## Kokoda Challenge

I was extremely lucky to walk the Kokoda Trail on my leave in July. The Kokoda Trail is a most amazing, tough, spiritual and emotional journey. We owe our boys and the PNG Fuzzy Wuzzy's a huge debt of gratitude for their effort. Their "Courage, Mateship, Sacrifice and Endurance" are symbolised at a memorial at Isurava on the Track. The Japanese almost made it to Port Moresby and could see the lights of the town. Our boys defeated the Japanese, with the support and dedication of the PNG Fuzzy Wuzzy's, for the first time during World War 2. The Japanese had up until then they'd stormed through the Pacific.

Remember - the boys that held the Japanese back initially ere militia not regular army and they held back the Japanese for many weeks until the regular army arrived. These were hardened Japanese soldiers who had fought all through the Pacific without defeat.

I met 3 old original Fuzzy Wuzzy's on the Track who supported the Aussies during that time- they are extremely proud of their efforts and glow with that pride. Having had the support of a PNG porter through the trek, you can't imagine what joyful, helpful, warm people they are. Always with a smile and a helping hand, I certainly couldn't have done this amazing trek without the support of my tremendous Porter, Simon. An I wasn't being shot at by an enemy, starved or watching my mates fall in battle.

PNG is a very poor country with 70% unemployment and subsistence living. PNG has been independent since 1975 and many locals that I spoke with wish Australia was still governing their country.

I've been to Gallipoli and Kokoda in my mind is World War 2's Gallipoli but even more significant due to the extremes of environment and the fact that the enemy was on Australia's door step for the first time in history- remember - Darwin was being bombed, subs in Sydney Harbour. Scary times.

In an effort to support the PNG people who have never been officially thanked or paid by the Australian Government for their tireless efforts in support of our soldiers, I am working on organising first aid training for the locals as a long term initiative with the St John's Ambulance in PNG, and the company I trekked with Executive Excellence. In addition, I my goal is to establish a system to provide support to the Kokoda Hospital, a tiny local hospital isolated at the beginning of the track. I hope to provide a long term support to these wonderful people who live in isolation amongst an extreme but beautiful environment.

A truly amazing experience and I would encourage anyone thinking about going to do just that".

**Jane McGrath**  
CEO North West & Caboolture Private Hospitals



### WHILE WE STILL REMEMBER

How fine it is, to sit & be  
In this forgotten country, beneath strong tall trees  
Its shadowy white mists, lightly touching my skin  
Embraces from my long lost friends

We sit, my companions and me, reflect  
On memories that slowly disappear in the breeze  
Warm winds send chills down my spine  
Echoes of foot steps, absent mates of mine

As time does fade will we remember  
The pains of those who have passed?  
Their silent voices, legends of courageous deeds  
Left on the distant, mystical, Kokoda Track

How lucky we are, to be here and now  
Away from their troubles & fears for ones child  
That struggling Trail, racked by past pain and loss  
I fear their minds-eye, will now be forgot

Silence like a razors edge, tatters on our tongues  
To be dulled by our lost boys welcoming grins  
Gentle touches and caring sighs  
Recollections of their cheeky, boyish smiles

Memories bloomed this spring, walking creeks, over stones  
They bloomed and grew where nothing had grown  
Not grown since our boys were fighting, creeping  
Only the jungle recalls, echoing sounds of their weeping

Their noises crept into our silent world  
The world of scars and tear filled sounds  
As they fought for the peace and calm of joy  
That had abandoned them, a curs-ed play

I see them now, our boys strong spirits  
Helped by Angels, skin of deep dark velvet  
"Sacrifice, Endurance, Courage, Mateship"  
Their greatest weapons, forever cherished

So I sit amongst the memories that bloom  
And reflect on what the world did bring  
I watch the leaf fill with moisture  
Like tears from my child, a knife-like torture

The leaf turns towards the sun, memories dry  
To leave a trail, like dry dead scales  
Knowing the touch, the blessing of existence  
Leaving behind indistinct reflections of courage and persistence

I see them often now, those boys of ours  
Days gone by linked by fragile ties  
Tiny threads weaved by their trusted hands  
Like wispy clouds, from those heaven sent

As you walk with the boys, upon that Trail  
Their colours burst through & shine from within  
Orange-red & yellow, soft pink too  
So bright they warm, nourishes you

They left their spirits among rain-filled forests, steep hills  
Coloured golden-bronze with silver threads  
Tying them to us, you will see  
Memories of spirits unbroken, never lost, forever free...

Lest we Forget...  
**Jane McGrath**

## Warringal Nurses

Warringal Private Hospital was represented by two nurses at the Cardiac Society of Australia and New Zealand International Conference held in Christchurch in August. The conference was attended by over 1000 delegates and provided an opportunity to showcase research projects submitted to the scientific committee.

The Warringal nurses both submitted poster presentations for the Conference.

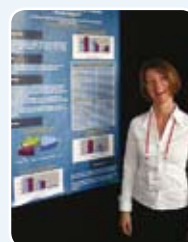
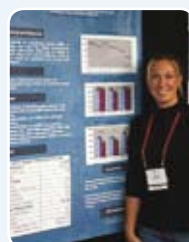
Suzy McLean, Warringal's Cardiac Case Manager, submitted a poster on "Utilisation of Drug Eluting Stents in a Private Hospital".

A poster on "Incidence of Atrial Fibrillation post Cardiac Surgery" was also presented by Karen Patching, Cardiac Research Consultant.

The two posters generated a lot of discussion amongst the medical and nursing delegates attending.

With the vast majority of presentations being generated from the Public sector,

Warringal acknowledges the hard work undertaken by Suzy and Karen in the data collection and preparation of the posters over the twelve months leading up to the Conference. The positive effects of their presentations at such a prestigious event, will be measured in the information gathering and exchange back at site level, and the inspiration for other staff members to present the good work being undertaken in their own clinical roles.



**Above L-R:** Suzy McLean, Warringal's Cardiac Case Manager & Karen Patching, Cardiac Research Consultant

## MBP awards St George

Heidi Evans and Sue Tallis were presented the Pressure Area Project at the Medibank Private Dinner in Brisbane in July. St George Private was the successful recipient of a \$30,000 quality pool incentive, which has been used to develop an evidence based education and training package for our staff and patients benefit. The project received overwhelming positive feedback from the national audience of 200 people. In addition they also won the peer voted poster competition.



**Left:** Heidi on left with Sue on right



# GradPlus launched in NSW

The GradPlus program has been launched in NSW after its successful role out in Victoria last year. Karina Kiely, formerly the Hospital Educator at North Shore Private Hospital, has been appointed as the GradPlus Coordinator for NSW and is responsible for rolling the program out in that State. She is supported by a Committee with representatives from Hospitals and Corporate office.

GradPlus is Ramsay Health Care's program for graduate nurses and because it is coordinated centrally, should offer more support, more opportunity and more flexibility than any other graduate program.

"We are harnessing the Ramsay Health Care brand and the fact that we have a lot of choice in hospitals to offer graduates," Karina said.

"In NSW we have 26 hospitals located throughout the State and in several regional, coastal and metropolitan areas, all offering a variety of clinical settings and programs to suit individual needs including general, peri-operative and mental health."

Applications are now being received for the graduate program and successful graduates will receive a range of benefits including 5 study days and 12 months Royal College of Nursing membership.

As part of the marketing of the GradPlus NSW program, an internet site has been launched:

[www.ramsayjobs.com.au/gradplus](http://www.ramsayjobs.com.au/gradplus) for NSW, and newspaper advertising has been running in the major metropolitan papers. Brochures, banners and promotional items have been produced and are being used at the university careers open days around the State.

Karina said there had been lots of good feedback at the Careers Expos about the GradPlus program and she was expecting loads of registrations to the program.

"The key will be to get the most outstanding graduates for our hospitals. I am looking forward to the results of this Program. So far it has been very exciting."



Left: Newly appointed GradPlus Coordinator for NSW, Karina Kiely.



## Frontline Management Graduates!

Staff from North West Private Hospital in Brisbane are the first Queensland group to graduate with a Certificate IV in Business (Frontline Management). Above from left to right: National Staff Development Trainer/Assessor Susan Bowles, Sylvia Wallace, National Staff Development Coordinator Stef Edwards, Trish Mukauskas, Helen Dennis, Catherine Smith, Helen Bennett, Annette Preston, Lyndal Schnitzerling, Elva Stanton, Nick Muller and Lawson Semple. Absent Carol Trevor.



Left: Professor Darrell Crawford

## First patient in world to trial new Hep B therapy

Greenslopes Private Hospital has enrolled the very first patient in the world in a major new international study examining the appropriate dose and treatment duration of a new therapy for hepatitis B.

The local study group is led by leading Queensland Gastroenterologist, Professor Darrell Crawford who believes that this trial will clarify many issues about the treatment of hepatitis B.

Chronic hepatitis B is a major global health problem. It is estimated that more than 400 million people world wide are chronically infected with hepatitis B virus - approximately 100,000 to 150,000 Australians are infected with the virus.

Hepatitis B is estimated to be responsible for 250,000 deaths per year and it is thought to be the leading global cause of chronic hepatitis, cirrhosis and primary liver cancer.

Professor Crawford said current available therapies for hepatitis B are limited because resistance to the anti-viral agent is common.

"Life long therapy is often needed to prevent patients developing complications of end stage liver disease," Professor Crawford said.

"With this new therapy, viral resistance is not an issue and the agent needs to be administered for a limited period of time only."

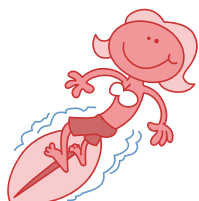
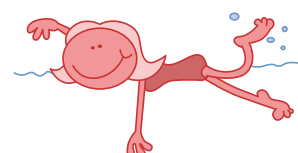
Professor Crawford said clarifying the dose and the exact duration of therapy needed to achieve viral clearance would be an important step in improving therapeutic options for patients with hepatitis B.



Baringa Private Hospital & Coffs Harbour Day Surgery celebrate 25 years and over staff service awards. Pictured L-R are: Ruth Scott, Danny Simms - NSW State Manager, Helen Schwarzenacker, Gay Bowen, Joan Eggins, Helen Jones & Pat Grier - Ramsay Health Care Managing Director. (Absent: Carol Brewster & Judy Knowles)



# Fun & Fitness



**Above:** The Ramsay Way Kokoda challenge team (l to r): Adrian Munro, Mat Sullivan, Ben Robertson & CEO Jenny McDonald

## Ramsay Way team conquers Kokoda Challenge

A team of four fit staff members from Caloundra and Nambour Selangor Private Hospitals set out to conquer a 96km course through the Gold Coast Hinterland on July 14-15 as part of the 2007 Kokoda Challenge.

Headed by Chief Executive Officer Jenny McDonald, and comprising staff members Ben Robertson, Mat Sullivan and Adrian Munro (and extremely appreciated support crew) the team pushed themselves to the limit to complete the challenging course through the mountainous Springbrook terrain in a time of 30 hours & 14 minutes.

"It was a fantastic team event," Jenny commented after completing the course. "However I have done the real Kokoda Trail and I think that given the dry conditions on the track this was probably harder than the real thing."

Apart from blisters and other ailments (some of which still haven't healed), the spirit of team members was still intact at work the following Monday morning. A repeat effort is actually being considered for 2008.

"While we are still collecting money, our team fundraising total is approaching \$2000," said Allied Health Coordinator Ben Robertson.

"Our thanks to all those who supported us – even those few who openly doubted our ability to finish. It certainly provided that little bit of extra motivation when enthusiasm was waning."



## Ramsay Team participates in Gold Coast Marathon

The Ramsay Health Care team participation in the Gold Coast Marathon was bigger and better than ever this year.

A team of 105 staff and patients from John Flynn and Pindara Hospitals as well as a few Head Office staff competed in the marathon, half marathon, 10km and 7.5km events. The John Flynn team included a number of cardiac rehabilitation patients.

A separate team of patients & staff from Dr Layani's Gold Coast Obesity Centre situated at John Flynn Hospital also participated in the event. Many of the entrants finished their races with a number of personal bests achieved.

The events were followed by a BBQ on the Broadwater and our special thanks to the entrants and hospital support staff who helped make this such a successful event. The Ramsay Health Care team won the Runner Up Corporate Team prize on the day, and are now gearing up to take out the top corporate prize in 2008.

## Another City to Surf record for Ramsay Health Care Western Australia

Not only did the Activ Foundation break records at the 2007 City to Surf on Sunday 26 August, so did Ramsay Health Care WA! For the third year running, the Ramsay group took out the Largest Corporate Team award.

The Ramsay team consisted of 1,026 staff – along with their family and friends – from Attadale Private Hospital, Glengarry Private Hospital, Hollywood Private Hospital and Joondalup Health Campus, who braved the atrocious weather to participate in the run.

The Ramsay team kept up the tradition of wearing brightly coloured gear and this year the red t-shirts and caps bore a gingerbread man with the tag, "run, run as fast as you can!" Before the event, Ramsay delivered gingerbread men to all wards and departments to inspire them to join in the fun.

Ramsay Health Care had a massive marquee at the finish line that was stocked with complimentary food and drinks for the wet and tired Ramsay mob to 'come home' to after the completion of the course.

A lot of hard work went into organising Ramsay Health Care's involvement in the City to Surf and state manager operations Kevin Cass-Ryall said he was very impressed with everyone's efforts again this year.

"It is such a big job but one we feel is well worth it. Not only is it a fantastic community event to be involved in, but a great day out for the staff of Ramsay Health Care to enjoy with their family and friends," Kevin said.



**Top:** Nowra Private Hospital City2Surf Team before the big race



**Above:** The Ramsay Health Care City2Surf Team outside former Jackie's Restaurant in Bondi after the race.

## City2Surf Sydney

Over 150 participants from Ramsay Health Care competed in this year's City2Surf in Sydney, on a very warm day for mid August. The race is run from the CBD to Bondi over 14km.

Representatives from St George, Strathfield, Kareena, Nowra, Figtree, Westmead, Macarthur and Head Office were present for the big event.

The after party was held at the former Jackie's Restaurant in Bondi and was again a huge success.

Congratulations to all those who participated – particularly those that came a long way to be part of this event.

New Farm Clinic staff who recently entered in the "Bridge to Brisbane" 12k run/walk held on the 5 August in glorious sunshine. All the team did exceptionally well & had a great day.



## Walking Challenge: St George Private vs Kogarah Council

150 St George Private staff wore pedometers for 4 weeks and challenged each other AND staff from their Local Council (Kogarah) to the first 10,000 Steps Challenge event at the hospital.

The Hospital challenged the Council during the month of June as a follow on from "Heart Week" activities in May which included free blood pressure testing at Kogarah Library and Cultural Centre.

The GOLD MEDAL winner of the Challenge was Roula Ziotas from House Keeping at St George Private. Roula walked and danced her way to a total of 1,206 097 steps during the 4 weeks! Silver and Bronze went to Council Workers Grant Davies, a Streetscapes Operator and Ron Hensby, the Ranger at a local park.



**Top:** Kogarah Council winners Ron Hensby (3rd place), Grant Davies (2nd place) & St George Private's Roula Ziotas (1st place).



**Above:** Proud winner Roula (second from left) with her walking challenge team "Soul Mates" from House Keeping.