



JUNE 2008

THE CORPORATE NEWSLETTER OF RAMSAY HEALTH CARE

# Chris set to take the reins

Chris Rex will take up appointment as Ramsay Health Care's Managing Director and Chief Executive Officer on 1 July. He will be appointed to the Ramsay Board also effective from that date.

Chris has been with Ramsay Health Care for more than 13 years and has been a member of the Executive Committee throughout this time playing a key role in developing the Company's excellent record in hospital management.

He said he was looking forward to leading the Company through its next stage.

"Our strategy to pursue growth through acquisition overseas is proving to be very positive. The UK business is going extremely well and we have made some small but significant bolt-on acquisitions over the last few months and will continue to look for other opportunities in this market," Chris said.

He said Ramsay Health Care was dealing very well with the complexities of running a global company and the UK business had embraced the Ramsay culture very well.

"In Australia, we have an excellent business with strategically-placed hospitals, many of which are undergoing redevelopment.

"The important thing is that we continue to remain focused on the basic elements of what has made us successful – our staff and doctors and our hands-on management style which is not overly bureaucratic and allows us to make swift but effective decisions."

Ramsay Chairman Paul Ramsay, said Chris was an excellent choice to lead the Company through its next phase of development and had the Board's full support.

"Chris has an exemplary track record in health care management. He is internationally recognised as a leading health care executive and his ability to run hospitals efficiently and effectively is widely acknowledged," Mr Ramsay said.

Prior to joining Ramsay Health Care in 1995, Chris worked as a manager in the public health service in the United Kingdom and subsequently moved into the private sector where he worked for BUPA. In 1988, he moved to Australia, as General Manager of Macquarie Hospital Services.

Chris is a Board member of the Schizophrenia Research Institute, a non-profit, NHMRC accredited, independent research institute undertaking world-class studies to understand the causes of schizophrenia.



## Cleft Palate Surgery in Ramsay Indonesia



Surabaya International Hospital in Indonesia is giving children suffering from cleft palate in Indonesia some hope through the generosity of the doctors, the hospital and a range of other benefactors.

Children suffering from "Cleft Palate" in Indonesia are often not able to access treatment because of a limited public health insurance program and payment being required for care at government hospitals.

However at Surabaya International Hospital, children do get an opportunity for surgery because of the generosity of a number of benefactors including the Smile Train Foundation, Rotary International, Tzu Chi Buddhist Foundation, doctors and the hospital.

Currently over 200 cases are performed per annum at a cost of 250 \$US/case. The hospital generously offers free theatre time and accommodation and the specialist does not charge the patient. This area also provides a rich training ground for plastic/surgical registrars, anaesthetist and dental specialist training.

Many of the patients come out of isolated villages to receive treatment.

## Grant recognizes Ella's contribution

The Nurses Board of Victoria has established a \$50,000 annual grant for nursing education, research and management. The grant is named in honour of the Nurses' Board late president Ella Lowe, who also worked with Ramsay Health Care before she passed away last year.

Ella made significant and lasting contributions to all areas of the nursing profession over her 35 year career.

Ramsay Health Care also offers a grant each year in honour of Ella Lowe for Ramsay staff who wish to undertake nursing research.



**Above:** Ramsay Managing Director Pat Grier pictured with Ella's husband, Steven Lowe at Ella Lowe Grant Ceremony. (Photo courtesy Nurses Board of Victoria).



## Midwife of the Year awarded to Cairns Midwife

Cairns Private Hospital midwife Pam AhCheen, has been named Queensland Midwife of the Year at an event coinciding with International Midwives Day in May. ...see p10 for more

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## PAT'S DESK

This will be my last contribution to The Ramsay Way as CEO/Managing Director of Ramsay Health Care before retiring on 30 June. This is an extremely sad time for me but I am also very proud of how the Company has grown over the last decade and has maintained the Ramsay Way culture throughout good times and bad. I have been visiting as many hospitals as possible around the country and would like to thank all concerned for the efforts that you have gone to during my visits. I apologise that I can't get to everyone but appreciate the opportunity to see so many of you. I am very humbled by the truly great work being achieved at a grass roots level in our hospitals and the dedication of Ramsay Health Care staff.

Chris Rex will assume the CEO role from 1 July and he will do a great job. Chris has been with the Company for almost 13 years and he has been integral to the success of Ramsay Health Care and spreading The Ramsay Way culture. He has my full backing and support and I wish him luck for the future.

It is amazing to think back to where we were 20 years ago. We had 12 hospitals with a turnover of approximately \$30 million – today we have over 100, are truly international and with a turnover of nearly \$3 billion. I remember at the end of one of the first management conferences our management was asked to set objectives and come up with a vision for Ramsay. It was amazing that although small and struggling our vision was to one day be the best private hospital operator in Australia. I don't know if we are there yet but what I do know is that it has been the driving force of our vision that has got us to where we are today.

We always tried to be industry leaders. We lead the way in teaching, research and nurse training in the private sector and provide world class treatment programs.

I think there are three main reasons for our success. One is our strategy, to focus on being good hospital operators and not to spread ourselves too thin. Second has been our leadership role – we really have tried to change the industry for the better. The private sector has played a major role in the balanced health care system of Australia and despite the detractors, I believe it is now one of the best health care systems in the world. And thirdly, our special Ramsay culture and management principles – we really do believe in the individual and that the team can flourish to their full potential if we provide an encouraging environment and by recognising people's worth.

For me it has been fantastic to be part of this special spirit of achievement. To have worked with so many good managers and people has been a privilege and I really want to thank all of you for what you have done to make Ramsay what it is and what it stands for.

Many thousands of Australians have much improved health because of your good work. I also want to thank all those doctors with whom we have built a special relationship.

Jill Watts, formerly CEO of Greenslopes Private Hospital started in her new role as head of Ramsay UK on 12 May. I am sure she will do an excellent job over there. It is great to see someone from within the Company being promoted to this role. With the purchase of Nottingham Hospital in March, we now have 23 private hospitals and 9 treatment centres in the UK plus the 2 neurological rehabilitation homes. Recently, we also announced an agreement to manage a new private hospital in Ireland which will open in 2010. Our expansion plans overseas are going extremely well.

I am sad to say that my Personal Assistant, Ruth Nissim, will also leave Ramsay Health Care in early July. She has been a fantastic assistant and personal friend and support to me over the best part of two decades, and has been an integral part of the Ramsay Way culture for the past 23 years. Ruth will finish on 4 July to pursue some new opportunities about which she is very excited.

Over the coming months, there will be several Executive Appointments to fill. With only a month to go till Chris Rex takes the reins as CEO & Managing Director, he will also be looking to prepare his team for the new era and the new challenges that lay ahead.

I will be staying on the Ramsay Board and I hope I can continue to make a contribution to Ramsay as we become a truly international organisation. It is exciting times for us.

I wish you all the very best for your individual futures.



Above: Managing Director Pat Grier & Chief Operating Officer Chris Rex outside 10 Downing Street, London before a ministerial meeting there during a recent UK visit.

**Pat Grier**  
Managing Director

# Don't opt out of Private Health Insurance - APHA

Predictions of a mass exodus from private health insurance resulting from changes to the Medicare Levy Surcharge are greatly exaggerated, the Australian Private Hospitals Association said after the Federal Budget was announced in May.

Executive Director of the Australian Private Hospitals Association, Michael Roff, does not believe there will be any significant drop-out from health insurance as more and more Australians now realise the value of having fast access to the care provided by private hospitals.

"There are three million Australians every year that receive the high quality services provided by our private hospitals. These and many other Australians understand the value of choice, quality and fast access provided by the private health sector.

"We believe that despite the changes announced in the Budget, when people sit down and evaluate the value proposition, they will decide the benefits provided by private health care outweigh any small financial saving that may accrue.

"That is why we have seen health insurance membership growing strongly in the past few years," Mr Roff said. He also urged Australians to consider the risks of opting out of health insurance.

"With the Lifetime Health Cover policy, if people who are currently covered opt out now, they will have to pay an additional loading if they decide to re-join down the track.

"People also need to consider if they want to risk the "waiting list lottery" that still exists in public hospitals. Despite some extra cash being thrown at waiting lists by the federal government, I have not seen anything that indicates the situation in public hospitals has improved, nor any indication that it will improve in the future," Mr Roff said.

Incoming CEO of Ramsay Health Care Chris Rex said he agreed that the federal government's plan to lift the income surcharge for the Medicare levy surcharge would have little affect on private hospital usage.

"Private hospitals will not likely feel any direct impact of this change because most of the demand for private hospital beds comes from people in older age brackets and they are less likely to drop their health cover," Chris said.

"Private health insurance in Australia is a good product for a relatively reasonable price and when people evaluate this they will see it as good value for money."

## Surabaya Internasional Hospital turns 10



Surabaya Internasional Hospital held a Gala Dinner to celebrate its 10th Anniversary on March 16, 2008 at JW Marriott Hotel Surabaya. The event was attended by more than 400 invitees including specialists, staff, corporate clients and suppliers. They received a warm welcoming by President Director of Ramsay Health Care Indonesia, Jusup Halimi, and CEO of Surabaya Internasional Hospital, Sulung Budianto.

## Multimillion dollar redevelopment Announced for Westmead Private Hospital



Above: Architects impression of the new extension to Westmead Private Hospital

A multimillion dollar redevelopment of Westmead Private Hospital including a new maternity wing and cancer unit has been announced by Ramsay Health Care with construction set to begin later this year.

The redevelopment will include the construction of a totally new maternity wing all with private rooms and ensuites plus eight new modern and spacious birthing suites with the latest equipment and facilities. A spacious new 12 bed special care nursery which will include improved facilities for parents and a patient lounge is planned for the maternity wing.

Other key features of the redevelopment will include:

- A new spacious day oncology unit
- Commissioning of two new operating theatres with the latest state-of-the-art technology
- Additional car parking
- An additional 25 beds for surgical patients
- Medical consulting suites

Announcing the plans, Westmead Private Hospital CEO Carol Bryant, said this would be a significant development for the hospital and would position it well for the future.

"Over the last decade, Westmead Private Hospital has established a strong reputation in Western Sydney for the provision of excellent medical, surgical and maternity services to the community. This development will assist us to meet the growing demand for our maternity, cancer and surgical services," Carol said.

"This is a very exciting development for the hospital and we are particularly looking forward to having the expanded services available for our patients.

"In 2009 Westmead Private Hospital will celebrate its 10th anniversary and this redevelopment will be a terrific birthday present for the hospital staff and doctors as well as the local community."

Construction will begin in August 2008 with an estimated completion date of December 2009. Westmead Private Hospital will continue to offer a full range of private hospital services during the construction period.



# News from Ramsay UK

## Ramsay purchases Nottingham Private

Ramsay Health Care has extended its reach in the UK market, agreeing to acquire the BMI Nottingham hospital from General Healthcare Group ("GHG").

The BMI Nottingham Hospital is a private acute care hospital offering a wide range of services notably in orthopaedics, general surgery, urology and plastic surgery. It has 41 registered beds, two theatres and 13 consulting rooms. Ramsay is also acquiring the freehold to the property.

BMI Nottingham Hospital is Ramsay's first UK bolt-on acquisition following its entry into the UK market in September 2007 when it purchased Capio UK.

Ramsay Managing Director Pat Grier said: "The BMI Nottingham Hospital is a quality hospital and a valuable addition to Ramsay UK's portfolio.

"Nottingham will increase Ramsay's geographic coverage in the UK and strengthen Ramsay's overall private hospital offering in the UK market.

"With its stable private medical insurance (PMI) market and significant opportunities from the outsourcing of national health services (NHS) to the private sector, the UK market presents tremendous growth opportunities for Ramsay.

"Ramsay will continue to investigate bolt-on opportunities which meet our investment criteria as they arise and to grow the UK business."

## Ramsay UK Hospital wins special Nursing Times award

Blakelands NHS Treatment Centre in Milton Keynes has been given a special award by the influential Nursing Times magazine, after being voted one of the Top 100 employers of nurses in the UK.

The treatment centre, which welcomes both NHS and private patients, came joint first in a special awards category for 'Health and well-being in the workplace', beating over 600 entries from employers of nurses across the UK, including NHS organisations, care homes and the armed forces.

Julie Worth, General Manager for Blakelands NHS Treatment Centre, said: "Excellent patient care can only be delivered by excellent quality staff, and I am very proud that we have such a great team here at Blakelands. We provide a top quality service to local NHS and private patients, and I am thrilled that our team enjoys working here so much."

As well as making the prestigious Top 100 list, Blakelands NHS Treatment Centre was given a special award for their commitment to the health and welfare

of staff. Nursing Times commented on the flexibility of management practice and the multi-skilled nature of the team. Julie Worth continues: "We are a small and friendly local unit, with a highly skilled team. There is no 'them and us' here – if my staff are having a busy time, I will happily roll up my sleeves and help out on the ward."



Above: The Blakelands Team with their Nursing Times Award

## Ramsay to manage hospital in Ireland

Ramsay Health Care has signed an agreement to manage a new private hospital in Limerick, Ireland.

Construction of the 72-bed Adare Hospital & Clinic is expected to begin in the coming months and is scheduled to open in early 2010.

The hospital will be funded by Adare Partners and other equity investors. Ramsay will receive management fees for operating the hospital but will not be contributing any equity.

Ramsay Managing Director Pat Grier said: "This agreement represents a good opportunity to export our successful management model and use the platform we have with

Ramsay UK. This demonstrates Ramsay's confidence in this market and is our second overseas expansion since our acquisition of Capio UK last year."

The hospital will comprise five operating theatres, 10 outpatient rooms, a 24-cubicle day procedure facility, 23 consultant suites and a retail pharmacy.

Ramsay entered the UK market in September 2007 when it purchased Capio UK, the fourth largest operator of private hospitals in the United Kingdom. Ramsay expanded its UK portfolio in March when it acquired BMI Nottingham Hospital.



Above: Dr Mengngi with from left Jan Phillips (Goulburn Valley Health), Dr Simon Permezel and Chris Thompson (CEO Shepparton Private Hospital)

## Shepparton Private Hospital supports Timorese doctor

Through the joint support of Ophthalmologist Dr Simon Permezel, Anaesthetist Dr Roger Picone, Freemasons, Shepparton Private Hospital and Goulburn Valley Health, the sight of a West Timor Doctor is being restored through cataract surgery at Shepparton Private Hospital.

Dr Leo Mengngi, a doctor in the small village of Kupang in West Timor, received cataract surgery on his first eye in late March. Dr Mengngi cares for around 2000 families in difficult conditions which had become worse with his limited eyesight.

Upon visiting the Goulburn Valley with his wife to visit his daughter, Dr Permezel became aware of his situation and assisted in bringing all groups together.

Shepparton Private Hospital CEO Mr Chris Thompson said that he was proud to be involved in such a fantastic gesture of community goodwill. "This surgery will not only benefit Dr Mengngi but all of the villages who rely on his medical services".

Dr Mengngi's other eye was due for surgery last month.

## 5000 Open Heart Ops celebrated at Lake Macquarie

Lake Macquarie Private Hospital recently celebrated over 5000 open heart operations being completed at the hospital, since it commenced cardiac surgery in 1994. LMPH CEO Roger Snell said this was a tremendous achievement for a regional private hospital.

"This is a wonderful statistic – 5000 open heart operations, 5000 lives improved, 5000 families who still have their loved one. A big proportion of these 5000 people have probably even continued working in the workforce," Roger said.

"We have achieved an excellent reputation for cardiology services at Lake Macquarie – one that can easily compare to that of our bigger city hospitals."

The hospital celebrated with a "Picnic with a Heart" at the Railway Sheds on the Newcastle foreshore.

Over 350 people attended, travelling from as far as the Upper Hunter, Nelson Bay and the Central Coast; all thoroughly enjoyed the food, drinks and the John Wilson Dixieland Jazz band. The weather did not dampen the feeling of comradeship between patients, staff and volunteers from the Hunter Region Open Heart Association and members of the hospital's Community Council, a community representative body.

This was an opportunity too to acknowledge and thank the founders of cardiac services at Lake Macquarie Private Hospital – namely Dr Geoffrey Oldfield,

Interventional Cardiologist in 1986 and then Dr Alan Boyd for cardiac surgery in 1994.

Recognition was given to all staff, past and present, nursing and non nursing, over all these years. In 1986 Dr Geoffrey Oldfield, Interventional Cardiologist, together with the Board of Lake Macquarie Private Hospital, introduced the first Cardiac Angiography Unit between Sydney and the Gold Coast. Dr Duncan Thomson added his words of acknowledgement to Lake Macquarie Private Hospital on behalf of the cardiothoracic surgeons.



Roger Snell, CEO, LMPH



## Rotary helps patients & families of St George Private

Patients and their families can now recover and relax in comfort and tranquility thanks to the Rotary Club of St George Central.

The Rotary Club donated \$5000 toward the refurbishment of the 1 North patient lounge at St George Private Hospital. This ward cares for patients who are undergoing cancer treatment and neurosurgical procedures, so a restful place for their families and friends is greatly valued.

Mr Cliff Felton, President of St George Central Rotary experienced the comfort and peace of the new patient lounge first-hand over a cup of tea with St George Private Hospital CEO Tracey Burton at a ceremony to acknowledge and thank Rotary for their care and support.



Above: Mr Cliff Felton, President of St George Central Rotary, with St George Private CEO, Tracey Burton.



**Above L-R:** John Flynn CEO Lloyd Hill with The Hon. Justine Elliot, Federal Minister for Aging and Pat Grier looking on.

## New Rehabilitation Centre opened at John Flynn

In late April the Hon. Justine Elliot, Federal Minister for Aging, accompanied by Pat Grier, Managing Director, Ramsay Health Care, officially opened the new rehabilitation centre at John Flynn Private Hospital.

The new rehabilitation unit will be an essential part of the services provided at John Flynn and will provide high-quality rehabilitation services for people from the Tweed and Gold Coast communities, as well as northern New South Wales. The opening of this new centre more than doubles the capacity of rehabilitation which was previously available on the Gold Coast.

The Rehabilitation Centre is an expansion of the existing rehabilitation unit and encompasses three floors of Fred McKay House, an 8-storey building which was commissioned last year.

The opening of these three floors allow the hospital to expand its rehabilitation services from an 18 bed unit to 48 beds. The new premises also boast one complete floor of the latest gymnasium equipment, which provides an excellent exercise environment for patients.

These modern new premises allow the rehab team to offer the latest in rehabilitation services and equipment providing a seven-day a week, multi disciplinary rehabilitation program, which aims to reduce disability and enhance independence. Patients most likely to benefit from these programs are those who have had a recent and relatively sudden onset of disability as a consequence of illness, injury or surgery.

Patient accommodation features the latest inpatient care equipment and they will be able to enjoy either private room or shared room accommodation. They also have the option to use the large, comfortable dining area which provides them with the opportunity to socialise with other patients.

The new facility will also allow for the expansion of rehab to provide future outpatient services at John Flynn Hospital which will complement the existing inpatient program. This will provide a wide range of programs for post hospital therapy, falls and balance assessments and pain management, to name a few.

The team is headed up by Dr Kim Dobbie, a Specialist, of 20 years experience in Rehabilitation Medicine as well as the experience of building a team and service from scratch having established a very successful facility in Northern New South Wales. Kim is assisted by a dedicated and enthusiastic team of Specialised Rehabilitation Nurses, Physiotherapists, Occupational Therapist, Social Worker, Speech Pathologist, Allied Health Assistant.

Both patients currently hospitalised or living in the community may benefit from one of the many programs available and can thus be referred.



**Above:** The new rehabilitation centre at John Flynn.

## Special Care Nursery opens... Ramsay delivers again!

In April Ramsay Health Care Managing Director Pat Grier opened the new Special Care Level 2 Nursery at North West Private Hospital.

The redevelopment of the Special Care Nursery at North West commenced in November 2007 and was open in March, 2008 for newborns 32 weeks gestation and above.

CEO Jane McGrath said the licensed capacity of the Unit has increased from 4 to 15 cots to meet the need for the growing numbers of birth which has increased from 1450 births in 2005 to predicted 1800 births in 2008.

"I particularly recognize and applaud Maternity Care Business Manager Deb Humbley for her support and calm management during this redevelopment," Jane said.

"Deb has managed noise, dust, staff queries and patient complaints, builder questions and interruptions, less available beds and cots, increased transfer of babies and numerous service shutdowns and through all this



**Above:** Pat Grier meets some of the first mums to use the Special Care Nursery

disruption and additional workload, I have only had cheerful adaptation from Deb. I would also like to acknowledge the contributions of Helen Streeter and Karen Zeibath, clinical Nurses, to this project. They have provided advice and feedback which has been invaluable. Thank you to the Paediatricians and all SCN staff who have worked in the small and cramped temporary Level 2 area with patience and dedication.

We look forward to a wonderful future of the Obstetric unit with the improved ability of the SCN to provide support.

**Left L-R:** North West Nurses Karen Ziebach, Deb Humbley & Helen Streeter at the opening of the Special Care Nursery

## Hollywood had a NOVADOSE for International Nurse's Day

It was not a normal day on Monday 12 May at Hollywood Private Hospital. The staff celebrated International Nurse's Day with a difference, to acknowledge the great work our nurses do all over the world.

To mark the day in a big way, Hollywood joined forces with popular radio station NOVA 93.7 to bring to light the amazing work of our nurses with a morning of fun festivities.

NOVA broadcast from the grounds of Hollywood for a special relay course which pitted the skills of our nurses against the public. Delicious coffee was provided compliments of Kiss Coffee Carts and 1,000 special 'red cross' cup cakes by Brumby's, who just love our nurses!

That morning, nursing cheer squads and spectators lined the relay track to cheer on their favourite team. Three teams 'bumped wheelchairs' in a series of races that included a frenzied bed pan relay, the three-legged crutch race and ended with a wheel chair race to the finish. The competition was close and very fierce!

Cambo, NOVA's sports reporter, provided expert commentary throughout the morning which brought 'the games' to life for the spectators, teams and Perth radio listeners alike.

Unfortunately our nurses were pipped at the post by the listener's team, aptly named 'Sponge-bath Square Pants', in the last winner-takes-all wheelchair race. The sponge-bath team fired home to the finishing line and celebrated with champagne drunk straight

from a bed pan (appropriately!).

"The nurses were all winners on the day," said Hollywood executive director Kevin Cass-Ryall.

"Our nurses work tirelessly to provide amazing care for every one of our patients, every single day. It is lovely to have the opportunity to publicly acknowledge their amazing energy and exhaustive efforts," he said.

**Hollywood Private Hospital are having a Novadose**

**to celebrate INTERNATIONAL NURSE'S DAY**

**wheelchair races**

**give-aways**

**breakfast**

Join Hollywood Private Hospital and Nova 93.7 on Monday 12 May to thank our nurses for the wonderful job they do. On the day there will be a delicious breakfast of coffee and Brumby's 'red cross' cup cakes and a nursing relay with great prizes and giveaways.

To register for the relay visit [nova937.com.au](http://nova937.com.au)  
For more information on Nurse's Day visit [hollywood.ramsayhealth.com.au](http://hollywood.ramsayhealth.com.au)

**Brumby's** **HOLLYWOOD PRIVATE HOSPITAL** **Novadose**

# Frances Perry relocates to new home above the Women's

On 22 June 2008 Frances Perry House will move to the top two levels of the new Royal Women's Hospital on the corner of Grattan Street and Flemington Road in Parkville.

Frances Perry House is a fully accredited obstetric and surgical hospital situated in the Melbourne CBD. The Hospital specialises in women's health with many leading specialists consulting in most major disciplines of maternity services, gynaecology, urogynaecology, gynae oncology, breast, plastic reconstructive and cosmetic surgery.

On the pending move in June, Frances Perry CEO Michael Rozek said it was a very exciting development for Frances Perry and the staff and doctors were looking forward being able to operate from brand new facilities.

"Patients will be delighted with our new facilities which include private rooms with ensuites and views of the Melbourne CBD, birthing suites with the latest equipment and facilities, a courtyard garden, a new state-of-the-art special care nursery and a dedicated breast feeding room and parent lounge," Mr Rozek said.

He said Frances Perry House would continue to offer a range of private specialist services from its new location including general surgery, plastic surgery, gynaecology, breast reconstruction and urogynaecology.

"Frances Perry House has the unique advantage of being co-located with the Royal Women's Hospital. This allows us to

provide our patients with the highest standard of private hospital care whilst having access to tertiary level care facilities of the Royal Women's Hospital if required.

Frances Perry will continue to offer all its normal services right up until the move on the 22nd June.

## Frances Perry House

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

People caring for people



On 22nd June 2008, the new Frances Perry will open on the top two floors of the new Royal Women's Hospital.

Our services will include maternity, urogynaecology, breast reconstruction & general & plastic surgery in a state-of-the-art, modern environment. Features will include:

- Ensuites in every room.
- Double beds in Maternity.
- Panoramic views of Melbourne.
- A quiet courtyard garden for patients & family.
- Spacious delivery suites featuring state-of-the-art equipment.
- A Special Care Nursery with Breast-Feeding Room & Parent Lounge.

For more information call: **03 9221 5000**

We'll continue to offer all our services at our current location in the lead up to this exciting move.

**FRANCES PERRY HOUSE**

## Warringal nurses are Stars



Warringal Hospital celebrated International Nurses Day with flair on 12th May. Local Community organisations, Nurses1st, Flowertube, Snap Printing, Oz Party Supplies and Safeway joined with Warringal to mark the occasion. Their support for the Nurses was shown with generous donations of flowers, cakes and gifts (used as lucky door prizes).

The modern day joined with days gone by, as some nurses strolled down memory lane, spending the day dressed in uniforms of yesteryear.

Appreciation for the work that Warringal Nurses do all year round, was acknowledged with displays of thank you cards and positive feedback from patients, and letters from CEO-Dane Huxley, DCS-Melissa McDonald and NUMs.



## Beleura Nurses praised for their efforts

Beleura Private Hospital nurses were recently rated in the top 4% for nursing care when compared to other private hospitals in Australia in a recent Press Ganey survey that is conducted nationwide.

The survey queries patients about a number of aspects of their admission to hospital. Beleura nurses were commended for their courtesy and promptness in responding to patients, their attitude towards patients and their attention to patient needs.

They were praised for keeping patients informed and their efforts to include them in decision-making.

CEO Pat Quinn said it was endorsement of the good nursing at Beleura.

### Beleura Private Hospital

People caring for people

We've always known we have the best nurses. Now we have the proof.



Beleura Private Hospitals nursing care was rated in the top 4% compared to other private hospitals in an Australia wide survey. Patients were surveyed about a number of aspects of their admission to hospital and the results confirm what we thought. Our nurses were commended for their courtesy, their promptness in responding to patients, their attitude towards patients request and their attention to their needs. They were praised for keeping patients informed and their efforts to include them in decision making. It's an endorsement of the work that we do every day at Beleura in ensuring that you always come first.

For more information call: **03 5976 0888**

925 Nepean Hwy, Mornington Vic 3931

**BELEURA PRIVATE HOSPITAL**

\*Press Ganey survey 2008

## New Palliative Care Unit at Baringa officially opened

The Nationals' Federal Member for Cowper, Luke Hartsuyker, officially opened a new palliative care facility at Baringa Private Hospital in Coffs Harbour in April.

Baringa has established a five bed palliative care unit which will improve the quality of life of patients with a serious chronic illness.

The new unit was constructed with the support of a \$480,000 grant from the Australian Government. The funds were used to assist with construction costs and to educate and train staff.

Mr Hartsuyker said the additional palliative care services on the Coffs Coast would provide patients and their families with much needed support.

"Palliative care aims to prevent or treat as early as possible the symptoms of serious illness, side effects caused by treatment of the illness, plus the psychological, social, and spiritual problems related to the disease or its treatment," Mr Hartsuyker said.

"This new service will ease the burden on existing palliative care services in the region. It will also provide choice for patients and their families."

Mr Hartsuyker said the funding had been provided under the Commonwealth's Rural Private Access Program.

"The program was established to improve private medical services and facilities in rural and regional areas across Australia.

"This funding has significantly enhanced the capacity of the private health sector to deliver quality services to people living in and around the Coffs Coast and in doing so taking pressure off the public system."



**Above:** Nationals Federal Member for Cowper Luke Hartsuyker between Baringa Director of Clinical Services Elizabeth Ruthnam and CEO Greg Jenke.

## St George Private Hospital nurses provide training in the Indonesian Hospitals.

In April 2008 Ramsay Health Care Indonesia welcomed three St George Private Hospital Nurses, Narelle Dean, Deirdre Smith and Bronwyn May to Jakarta. The nurses ran a three day Train the Trainer Surgical Assist Training Program for 16 Indonesian Nurses from Mitra, Bintaro and Surabaya hospitals. The training provided an invaluable experience for the Indonesian Nurses and empowered them to return to their individual hospitals and provide training for their theatre staff.

It also provided an excellent opportunity for the development of long-term relationships between the hospitals.

Indonesia's Clinical Consultant Erin Lloyd said the nurses generously shared their infection control, theatre and anaesthetic knowledge and skills.

"Their time with us was truly rewarding and helped us a great deal," Erin said.

Chief Interpreter Rosdelima Simarmata (Infection Control Manager for RHC

Indonesia) did an excellent job, acting as the translator for the course.

There was also time for socializing with the local universities and a shopping trip.



# Mornington Peninsula's hospitals flip their wigs

In February Pat Quinn, CEO of Beleura Private and Peninsula Private Hospitals, and Judy Wachendorfer, Frankston Councillor, opened The Mornington Peninsula Wig Library.

This initiative, a welcome aid to cancer patients, results from a partnership between three Mornington Peninsula community hospitals: Beleura Private, Peninsula Private and Peninsula Health.

The idea sprang in 2006 from a discussion between chemotherapy patients and Virginia Howard, Peninsula Private Oncology Unit Manager, on the needs of women suffering chemotherapy side effects.

With the nearest wig library 45 km away in Melbourne's CBD, Virginia suggested a local would assist these patients.

Virginia and Lisa Capper, Business Development Manager at

Peninsula, researched and structured the library based upon the Peter MacCallum Cancer Centre's Wig Library. Plans were drawn and funding sourced from private sponsors, community groups and the three hospitals.

The library loans wigs and scarves to all Mornington Peninsula patients experiencing hair loss from chemotherapy or other medical treatments. Virginia has organised a diverse body of volunteers to manage this operation. This includes sewing groups, wig fitters and others who donate time and energy.

Located at Peninsula Private Hospital's Oncology Ward in Frankston, The Mornington Peninsula Wig Library operates twice a week.



**Above:** L-R: Virginia Howard, Oncology Unit Manager at Peninsula and Pat Quinn, CEO of Peninsula & Beleura Private Hospitals at the opening of The Mornington Peninsula Wig Library

## Figtree Celebrates a decade of deliveries

April 2008 saw the 10th anniversary of the opening of the delivery suite at Figtree Private Hospital

On 9th April 1998 at 2223 hours baby Mallory made her long awaited entrance into the world. Her mum was the first to utilise the then brand new obstetric services and delivery suite.

Guests of honour at the celebrations for the 10th year were Mallory and her parents.

Nurse Unit Manager of the Delivery Suite Anne Mitchell said it was very interesting to hear all the problems of getting the unit started and gratifying to realise that while problems existed the Unit has gone on to be very successful.

"That success has been a huge team effort. Support from operating theatres, CSSD, Anaesthetists, CMOs, catering and hotel services was invaluable in implementing our delivery suite and continues to aid in our day to day operations," Anne said.

### Statistics:

Babies born at Figtree Private Hospital	
9th April 1998 – 9th April 2008:	8979
Yearly average:	950-1000
(representing 1/3 of the births in the Illawarra region)	
Greatest number of births over 24 hours:	11



**Above:** Registered Midwives from Figtree Private Hospital's Nareena Ward: L-R Nicolette Leckey, Judith Burns, Kristen Mawbey, Kate Rabottini & Sue Black

## Figtree embraces ISO

Figtree Private Hospital has joined several other Ramsay Health Care hospitals which have made the transition from ACHS to ISO certification of their quality management systems.

An initial "Gap analysis" and document review was conducted by International Standards Certifications Pty Ltd in December 2006. This assisted in the identification of areas for improvement in order to comply with the requirements of the ISO 9001:2000 standards and the Private Sector Quality Criteria. As a result, Figtree proceeded with a full quality system surveillance audit in June 2007 and was successful in gaining certification.

On the 25th of March, 2008 Figtree was one of the first Ramsay hospitals to undergo a surveillance audit which verified compliance to the new Core Standards for Safety and Quality in Healthcare. The focus of which includes Management of the Health Service, Clinical Practice and Consumer Participation and sets the minimum requirements for a health service of any nature or size.

## Adelaide Clinic to trial new Psychiatric Treatment

Adelaide Clinic will start TMS (Trans Cranial Magnetic Stimulator) service in July.

This procedure is considered an alternative to ECT (electro-convulsive therapy) and is less intrusive requiring no anaesthetic.

SA CEO Carol Turnbull said the staff and psychiatrists are enthusiastic about the prospects that TMS could offer some patients.

"There has not been much in the way of "new" treatment methods, other than medications, for a long time in psychiatry," Carol said.

"We hope to be running a research project with Professor Paul Fitzgerald in Victoria on TMS."



**Above:** Carol Turnbull, General Manager, Mental Health Services SA

## EN Program bridges theory to practice gap



**Above:** Shane Combs, Director of Nursing Joondalup Health Campus

Joondalup Health Campus is participating in an Enrolled Nurse Pathway Program, a joint initiative between WA universities and the Department of Health to provide EN

registration for students undertaking a registered nursing undergraduate program.

In collaboration with the School of Nursing, Midwifery and Postgraduate Medicine at Edith Cowan University, JHC has participated in this program by providing employment for six student nurses since November 2007.

Joondalup Director of Nursing Shane Combs said the aim of the JHC program was to provide a supportive environment integrating these students into the nursing culture, assisting in bridging the theory to practice gap and decreasing the impact of reality shock experienced during transition after qualification.

"A comprehensive, structured four week clinical orientation was provided allowing familiarisation to ward processes and procedures, documentation and team nursing," Shane said.

"Timely study days and structured supernumerary experience facilitated knowledge and skill acquisition supporting competency development assisting them to become functional members of the nursing team."

Joondalup Health Campus (JHC) is a privately operated 387 bed acute hospital providing a range of services to both private and public patients. Located within the Perth's northern suburbs, JHC services a large socioeconomic and demographically diverse region experiencing high population growth.

Shane said this course was part of the hospital's multi-pronged approach to recruitment and retention.

"JHC has made a priority of undertaking initiatives to increase our Enrolled Nurse (EN) workforce participation."

## Westmead raises funds for Worldwide Parkinsons Day



The staff of Westmead Intensive Care Unit hosted a morning tea in April to raise money and awareness for people with Parkinson's Disease. The team highlighted Deep Brain Stimulation (DBS) a treatment option now being performed at Westmead Private. The morning tea was proudly sponsored by the Flower Factory, Sodexo, Star Cosmetic Medicine and Medtronic. A big thankyou to all that supported us. We raised \$827.50.

# Quantum Leap II – Conference Success



“Inspirational! Fantastic. Exceptional. Loved it. Back again for a third next year please.”

These were just a few of the comments from a couple of the 180 plus participants at the second Victorian Ramsay Nurses and Midwives, Quantum leap conference which was held on Saturday 3rd of May.

The Educators group on behalf of Ramsay conducted a full day, fully sponsored conference as a reward for their commitment and work as midwives & nurses.

Speaking on behalf of the education team, Bernard Hornblower said the calibre of speakers was again excellent with presentations from Ramsay nurses telling a bit about their journeys and possibilities of the future.

The Inaugural Ella Lowe Memorial Scholarship was presented to Beverley Ewens (Joondalup Health Campus WA), for her work on patient diaries in ICU. An

extremely interesting initiative that drew a lot of comments and requesting follow up next year as her research progresses.

“We heard about the journey of Linda and Julie, Div 2 nurses completing their medication course and gave great insight into the disruption this can introduce.

Deb Sage talked about team building in her High Dependency Unit, causing a few

leaders to scribble some notes for reference. Lauren Grace showed us her volunteering work with Interplast in Nepal earlier this year, making us realise how lucky we are and Petra Snelleman showed that with guts and determination you can achieve anything in country or city,” Bernard

said. “Other Ramsay staff that spoke were Sally Squire with Eileen Petrie about their communication project and the role playing was a great way to get their message across. Belinda Mackie’s outpatient program was fascinating even for non mental health nurses.

“Guest speakers Leonie English (future of Nursing Education) was thought provoking with a lot of head nodding going on during her talk. Derek Rowe was gave some great tips on dealing with difficult people.

“We went from tears with Pat Grier and Bronte’s speech to cheers with the fabulous Terry Hawkins.”

Congratulations to the Ramsay Blackbirds- Samantha Radlow, Kim Pickering, Liz Spaul, Ian Spargo, Tracey Tobias and Bernard Hornblower for their work, apparently the planning for Quantum III has already commenced.

Thanks also to Platinum conference sponsors, Stryker, ANF, Johnson & Johnson and Hesta.



Above: Dr Tim Skyring (Urologist) and Julie Hart (Urology CNS)

## New Urotable at Figtree

Figtree Private Hospital has recently installed the OPUS II Urotable supplied by Dornier MedTech. This dedicated urotable enables the Endourology team to work more proficiently in their purpose built theatre.

Patient safety is further enhanced with the OPUS II because the table and patient do not move as the urinary tract is digitally imaged. Diagnostic and Therapeutic Urological procedures are performed in this busy theatre every day and the ergonomic design of this table helps facilitate the smooth management of these procedures.

# Multimillion dollar redevelopment of New Farm Clinic completed



A multimillion dollar redevelopment of New Farm Clinic, which will see the hospital grow to a 90 bed facility offering a range of inpatient and day patient mental health services for the community, has been completed and is now open.

The new development adds a further 16 beds to New Farm Clinic and also incorporates a new state-of-the-art electro-convulsive therapy (ECT) suite, group rooms for the new day program centre and increased car parking.

New Farm Clinic is a specialist psychiatry facility which offers a range of

inpatient and day patient programs that specialise in the treatment of mood disorders, eating disorders, psycho-geriatrics and general acute psychiatry.

The hospital is owned by Ramsay Health Care, which is one of the largest private hospital operators in Australia. The company is recognized for providing excellence in health care and

is a leader in the private psychiatric sector.

Announcing the opening of the new facilities, New Farm Clinic CEO Sue Feeney said all the additional 16 beds which have just been completed are single rooms with ensuites and have an outlook to the landscaped courtyard.

“Particular attention was paid to the interior design of the facility to ensure it is modern but functional,” Ms. Feeney said.

“This is a very exciting time for New Farm Clinic. The new development will

assist the Clinic to the growing demand for acute psychiatric services.

“New Farm Clinic has had a strong reputation for the provision of high quality psychiatric services in Brisbane for over 30 years. This new facility will further enhance our ability to meet the needs of our patients into the future.

“Our team of psychiatrists, nurses and allied health professionals, are looking forward to being able to expand the services we provide with this new development for both inpatient and day patient services.”



# Roll out of National Manual Handling System

A National Patient Manual Handling System (PMHS) has been implemented at North Shore and Baringa Private Hospitals with resounding success.

National Safety Manager Sue Peters said the staff and executive of these hospitals were very happy with the outcomes from a staff and patient perspective.

The first step in working towards a National Program required identification of the elements deemed as essential for the program. It was agreed that the program must extend beyond a training tool to integrate risk management principles, be competency-based and provide management with compliance monitoring and evaluation functionality to ensure sustainability.

"We purchased a national licence for the O'Shea No Lift System following extensive research. The O'Shea program is a nationally and internationally proven program and this has formed the basis for Ramsay's 'Patient Manual Handling System' (PMHS).

"Executive buy-in and support at both Corporate and facility level was recognised as a critical success factor and was therefore established prior to

the program's development." The PMHS is implemented in three stages, namely:

Pre-implementation stage where facilities choose Champions/trainers, consult with staff; review current procedures and modify documentation

Implementation stage where the training is rolled out in selected departments; and

Post implementation stage where systems are established and monitored to ensure the system's sustainability.

Each stage of the system is supported by extensive documentation that provides a step-by-step guide, all relevant forms and manuals, and systems for management reporting and program evaluation.

The system is further supported by photographic safe operation procedures for all generic patient handling tasks and a dedicated full time National Manual Handling Manager, Pam Fogarty, to facilitate the national roll out.

Key performance indicators will enable system monitoring at both a facility and corporate level and facility benchmarking across the company.

## Facility implementation

Baringa and North Shore Private Hospitals with the assistance of the National Manual Handling Manager, Pam Fogarty chose to implement the program in selected wards over a period of one and two weeks respectively.

In preparation for the program's implementation clinical staff were surveyed to ascertain the patient handling tasks/procedures they found most problematic, whilst all patient handling techniques utilised within the selected departments were assessed to ensure the staff training addressed identified actual and potential patient handling risks with user friendly controls.

Training commenced with a days workshop attended by the Nurse Unit Managers and Champions from the selected departments. The workshop

incorporated both theory and practical application of the techniques.

The Champions in groups of two then spent a second day assisting Pam (NMHM) train and competency assess small groups of their colleagues in three hour workshops.

Pam said "staff feedback was overwhelmingly positive. Staff are enthusiastically implementing the techniques at these hospitals.

Elizabeth Ruthnam (DCS Baringa) commented that "this program had had the most positive impact of any program implemented at Baringa"; "staff are enthusiastically implementing the techniques". While Sue Engel, DCS (NSPH) felt the program "was very well researched, organised and implemented" and "was perfect for NSPH".

Sue Rewell (OHS, NSPH) together with many Champions/Trainers and staff stated that "they now realise that they had never really used slide sheets correctly and they now thought slide sheets were magic".

Program attendees also reported that they were not aware of the existence of some very simple and inexpensive equipment such as leg lifters and turning frames (used to roll patients who had undergone hip replacement surgery) that made patient handling significantly safer for both staff and patients.

Staff also highlighted the benefit of having the program very practically orientated, with time for staff to practice the techniques under the guidance of the trainer while perfecting their skill.



## Lawrence Hargrave staff receive special thanks

Dr Anilkumar Raval was an inpatient at Lawrence Hargrave Private Hospital for 4 weeks. During his final week at LHPH he was determined to have something organised (prior to his discharge) as a thank you to all the staff of the hospital which was to take place once he left.

Dr Raval was so happy with his stay at LHPH that he had lunch catered for the entire staff. His lovely wife made some delicious Indian dishes also. His son took time off work to deliver drinks and join his mother and father in thanking everyone at LHPH.

This is the message he wrote: "Anil Raval would like to thank all the staff of the hospital for their wonderful assistance during his stay. Their care and personal attention to his wellbeing have helped him return home with greater hope for recovery

and brought him solace, happiness and peace of mind.'

Former inpatient, Mr Edwin Chambers also thanked the LHPH staff recently when he organised an Easter egg for every staff member and over 100 bunnies were delivered from Daryl Lea Chocolates to LHPH prior to the Easter break.



**Above:** Picture L-R Back row: Brendan Payton (Physiotherapist); Heidi Bliss (Champion); Belinda Moroney (NUM); Rosemary Shakallis (Champion); Caroline Yabsley (Physiotherapist); Catherine Solley (Champion); Pam Fogarty (National Manual Handling Manager) **Third row:** Sue Rewell (OHS); Marie Rice (NUN); Susanne Elkain (Champion); Melinda Melostic (Champion); Karen Morrison (Champion) **Second row:** Lyndsey Jones (Champion), Claudia Beer (Champion), Katie Kenkins (Physiotherapist) **First row:** Chloe Donovan (champion)



## Heart Week at Pindara

Heart Week this year has been focused around families, with this in mind Pindara invited a class from Benowa Primary School to an education session and tour. We had 19 excited preschoolers arrive to hear a talk from Dr Shailesh Khatri and our CCU nurses on heart health, healthy eating and activity. They listened to their heartbeats, and received heart shaped balloons and showbags.



**Above:** North Shore Private Hospital Champion Training Workshop

# Leading spine surgery now at Greenslopes

A new surgical procedure being conducted at Greenslopes Private Hospital by Drs Bruce Hall and Ross Gurgo is offering hope for sufferers of low back pain. The stereotactically guided disc arthroplasty is a new procedure in which the degenerated intravertebral disc is removed and a prosthetic device is implanted in its place.

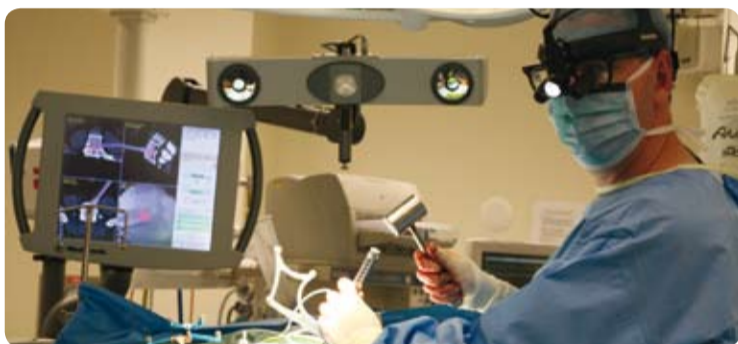
As an alternative to spinal fusion surgery, the procedure offers an 85% success rate of eliminating pain. However, the procedure is not suitable for all patients with low back pain.

Stereotactic guidance is routinely used during intracranial surgery and is now being adapted to spinal surgery. Drs Hall and Gurgo recently performed only the second surgery of this type in Australia, with the first procedure conducted in Western Australia.

"Arthroplasty is a technically difficult and demanding procedure" Dr Hall said. "Using the state of the art stereotactic guidance technology makes the procedure safer and faster."



**Above & Left:** Dr. Bruce Hall (above), & Dr. Ross Gurgo (left) using the Stereotactic guidance system during a disc arthroplasty.



**Left & Below:** Port Vila Central Hospital in Vanuatu thanked Figtree Private Hospital staff for their generous donations to the children's ward.



## Figtree Private helps those in need

Rosemary and Andrew Short of Figtree Private Hospital have received a letter of thanks from the Port Vila Central Hospital in the Republic of Vanuatu for the donations they organised to the staff and patients of the Children's ward. Whilst the teddy bears were sure of a warm

reception, the 100 new thermometers now ensure that the children's temperatures can be checked accurately. Donations of kidney dishes, sphygmomanometers and cuffs were also gratefully received at two additional health clinics in the Port Vila suburbs.

# International Nurses Day in RHC Indonesia



This year's International Nurses Day celebrations were especially important as this was the first year that the "Ella Lowe Innovation Award" was given at each of the Ramsay Health Care Indonesian hospitals.

The award was developed in memory of Ella Lowe's contribution to Nursing in Indonesia. Each of the hospitals developed quality improvement projects, which were patient focused, identified areas for improvement and gave strategies to be implemented to improve patient care. The projects reflected a high standard of professionalism.

The winning innovation projects were Handover Procedures (Bintaro), Patient positioning post cardiac catheter procedures (Surabaya) and an

investigation into Ventilated Associated Pneumonia (Mitra). A total of 23 projects were submitted and judges had a difficult time choosing the award winners. All nurses were congratulated for their hard work, innovative ideas and enthusiasm.

Professor Elly from the Nursing Faculty of University of Indonesia (a good friend of Ella's) assisted with some of the judging.

International nurses day was also a time for Indonesian nurses to encourage the government to develop national nursing registration.

**Erin Lloyd**  
(Clinical Consultant RHCI)

**Left:** Coronary Catheter Lab Nurses at RSSI (Surabaya) who won the Ella Lowe Innovation Award for their project on Patient Positioning post CCL procedures.

**Top Right:** ICU nurses at Mitra won the Ella Lowe Innovation Award for their project on Ventilated Associated Pneumonia.

**Bottom Right:** Management and nurse project leaders celebrate International Nurses Day at RSIB (Bintaro). The winner, Merak Ward (who won the Ella Lowe Innovation Award for their project on Patient Handover) Project Coordinator holds the trophy in the centre of the back row."



## LIBRARY UPDATE

The Library Bulletin is a monthly email that includes links to recently published issues of journals Ramsay Health Care subscribes to, as well as a selection of websites and reports. If you would like to subscribe to this bulletin email the Library or follow the links on the Library Intranet.

Two interesting articles this month are:

**Inadvertent Hypothermia: a Review of the Literature**, by Robert Nunney, in the Journal of Perioperative Practice, 18(4) pp. 148-152, and

**Recognizing and Managing Asymptomatic Left Ventricular Dysfunction After Myocardial Infarction**, by Nancy M. Albert, in Critical Care Nurse, 28(2) pp. 30-8.

# Midwife of the Year awarded to Cairns Midwife



Cairns Private Hospital midwife Pam AhCheen, has been named Queensland Midwife of the Year at an event coinciding with International Midwives Day in May.

Pam was selected from a field of 201 statewide nominations. Her selection was no great surprise according to the Cairns Private midwifery team.

Women's Unit Nurse Manager Marge Foley said there could not be a more worthy recipient, "so kind and thoughtful, an excellent, very

confident, competent and skilled young midwife".

"Pam came to us as an enthusiastic graduate. We supported her through her development and mentored her. We're so very proud of her."

Pam said the experience at Cairns Private Hospital has provided her with opportunities to advance quickly.

"I'm proud of the recognition but it is a reflection of the skill and support provided by the team of midwives who have supported and trained me."

New mother Michelle Borg who nominated Pam for the award said she simply would not have had such a rewarding birth without her.

Mrs Borg said, "Pam's communication skills were outstanding, she knew exactly when and how to answer my every thought and offered professional advice when needed."

I felt safe, confident, and in control with her support throughout my whole labour and post natal care."

"I just think she deserves this honour, I can't thank her enough," Mrs Borg added.

## Local mum cheers midwife

A MATERNITY nurse who delivered the first child of an Innisfail mother has been named Queensland Midwife of the Year.

Michelle Borg was one of five new mothers who nominated Cairns Private Hospital (CPIH) nurse Pam AhCheen as their favourite midwife.

The CPIH's maternity unit delivers about 640 babies a year. The result of the statewide quest was announced on Monday, coinciding with International Midwives Day.

"They are a really good team in the maternity ward. It comes from the top, through the women's unit nurse manager Marge Foley," Mrs Borg said.

Mrs Borg said she owed a rewarding birth to Sr AhCheen.

"Pam's communication



**WELL SERVED:** New mum Michelle Borg, with daughter Tara Michelle. **INSET:** Midwife Pam AhCheen.



skills were outstanding," she said. "She knew exactly when and how to answer my every thought."

and offered professional advice when needed. I felt safe, confident, and in control with her support throughout my whole labour and post-natal care.

"I just think she deserves this honour, and I can't thank her enough."



## Farewell Ruth

Ruth Nissim will finish in her role as Executive Assistant to the CEO on 4 July 08. After 23 years of working at Ramsay Health Care and most of that time as the Personal Assistant of Pat Grier, Ruth Nissim has decided to leave the Company following Pat's retirement at the end of June. This has been a difficult decision for Ruth as the Company has become like a family to her but she is also very excited about pursuing new opportunities. During her time, Ruth has served as a PA for both Paul Ramsay and Pat. Pat described her as more than just a fantastic assistant but a sincere friend and great support.

Ruth has been an integral part of the Ramsay Way culture over the past two decades and her warm, sincere and personal style will be sadly missed by us all.

The process to seek a replacement for Ruth in the Executive Assistant role and to support Chris in his position as CEO & Managing Director from 30 June, has commenced.

# Breast cancer surgeon recognised for outstanding patient care

Greenslopes Private Hospital Breast & Endocrine Surgeon, Dr Teresa Nano was recently the proud recipient of a national breast cancer care award.

Teresa recognised for her care, compassion and total dedication to her patients, was selected as the winner from more than 200 nominations received from around Australia after being nominated six times.

Teresa said that she was chosen as she had two winning letters of nomination.

"It is a great honour to be recognised by patients and their families in this way," Teresa said. "I really do care about my patients and try to do everything I can to support them at such a difficult time in their life."

"Patients can be very overwhelmed by the reality of being diagnosed with breast cancer. It is very rewarding to be able to make a difference in their lives and hopefully have successful outcomes," she said.

The inaugural award, sponsored by AstraZeneca was launched to recognise general practitioners, surgeons, medical oncologists, pharmacists, nurses or any health professional who has demonstrated exceptional commitment and compassion to their patients with breast cancer.

The award was judged by a multidisciplinary panel of representatives from the National Breast Cancer Foundation, medical and nursing professionals and a patient representative. Teresa's prize is a trip to attend an international medical conference of her choice.

Dr Teresa Nano is based at Greenslopes Private Hospital in Suite 315 in the new Ramsay Specialist Centre.

**Right:** Dr Teresa Nano, Breast & Endocrine Surgeon with her national breast cancer care award.



## ALERT® Course Provider Centre Joondalup first in Australia

Joondalup Health Campus in WA has successfully become the first Australian provider centre for the multi-professional ALERT® course. The UK accredited ALERT® course (Acute Life-threatening Recognition and Treatment course) is a proactive life support course which teaches participants a structured assessment and management process, to facilitate the early recognition and appropriate management of the acutely ill patient. The ALERT® course is a one day theoretical and practical course which deals with real - life events and is aimed at reducing

the incidence of: cardiac arrests, unplanned ICU admissions and avoidable deaths. The availability of the ALERT® course in Australia complements existing strategies aimed at improving patient outcomes by promoting the appropriate and timely management of the acutely ill patient. A concurrent theme of the course is the promotion and recognition of solid inter-professional teamwork and effective communication which significantly impacts upon the management and outcome of the patients.

This course has proven to be highly

successful, evidenced by the creation of several provider centres within the UK and Europe with over 100,000 recorded course participants to date.

The ALERT® course is aimed at nursing and junior medical staff with all participants receiving a comprehensive manual and certificate of attendance. The course will be offered several times per year at no cost for Ramsay Health employees.



**Jill Watts** has been appointed as the new CEO of Ramsay Health Care UK. Jill, formerly the CEO of Greenslopes Private Hospital in Brisbane, started in her new role on 12 May. She takes over from David Hillier, Ramsay's UK CEO since 2006, who is emigrating to France.

Jill has over 30 years' experience in healthcare, both as a practitioner and as a senior executive. A Registered Nurse and Midwife, Jill also holds a Masters in Business Administration and post-graduate qualifications in Health Administration and Information Systems. Jill grew up in London, where she began her healthcare career, and relocated to Australia in 1981, joining Ramsay Health Care in 2001.

Jill commented: "I am thrilled to be moving back to the UK and look forward to the challenge of leading Ramsay's UK business through a time of continued development in the healthcare market. Both in the UK and in Australia, Ramsay has played a key role in strengthening partnerships between the independent and statutory sectors, for the increased benefit of patients. Transferring my Australian experience back to the UK will help to accelerate our contribution further."

Gavin O'Meara, Group HR Manager will fill the role until a replacement is found.



**Chanelle McLennan** has been appointed National Safety Manager, Ramsay Health Care effective from July 2008, following the retirement of Sue Peters at end of June. Chanelle is currently NSW Safety & Workers Compensation Manager. Prior to working in health care Chanelle came from the mining, petrochemical, aluminum, explosive and construction industries. Significant

projects of note include the Alice to Darwin Railway Line (ADAIL) which was Australia's largest railway line construction project (1420km / \$1.2B).

Chanelle has worked for over 10 years in Safety, Training, Rehabilitation and Workers Compensation both domestically and internationally.

Introduced into health via the NSW Workers Compensation Manager role within Affinity Health Limited and moving into both safety and workers comp via the NSW Safety and Workers Compensation role for Ramsay Health Care.

Chanelle is an experienced OHS and Workers Compensation Manager holding an Advanced Diploma of OHS, is a qualified OHS Auditor, 3rd Year Law Student at Sydney University, certified Advanced Return to Work / Rehabilitation Manager and qualified Workplace Trainer and Assessor.



**Robyn White** has been appointed to the dual role of Chief Executive Officer (CEO) / Director of Clinical Services (DCS) of Warners Bay Private Hospital, effective 1 June 2008. Robyn has worked at Warners Bay for 21 years and has been the Director of Clinical Services at Warners Bay for the last five years. Prior to her role as DCS, Robyn worked in multiple roles at Warners Bay, including Theatre Manager. Robyn has done an excellent job as DCS, particularly during the introduction of mental health services at the hospital in the last year, and this promotion recognises her important contribution to the success of the hospital.



**Carolyn Terry**, State HR Manager, Victoria has agreed to take on the role of Group HR Manager effective from 12 May 2008

for the duration of Gavin O'Meara's secondment as Acting CEO at Greenslopes Private Hospital.



**Liz Spaul**, Workforce Planning Coordinator for Ramsay Health Care in Victoria, has been selected to represent Victoria on the RCNA's new National Advisory Council (AC).

The main purpose of the Council will be to raise the voice of nursing and nursing issues at the national, state and community levels through lobbying and by contributing to policy development. Over the next 18 months to two years the Council will take the form of a pilot study.

Councillors were selected on the basis that they have experience in nursing and the nursing workforce but most importantly was that they held a passion for nursing combined with a strong motivation to make a difference.

This council has been developed as part of the RCNAs 2010 – The Future in Your Hands Strategy.



## Ramsay Health Care welcomes Lorraine Ablett

who has taken over the dual role of Chief Executive Officer & Director of Nursing at Attadale Private Hospital in Western Australia. Lorraine started in April. Previously, Lorraine worked as a Nurse Unit Manager of the Cardiac Catheter Laboratory, Day Ward and Endoscopy Suites at The Mount Hospital in WA and has recently finished her MBA. Lorraine has worked in a variety of roles across the public and private health care sector for the past 18 years both in Australia and overseas.



## Steven Rajcany

was recently appointed the new CEO/DCS of Dudley Private Hospital. Steven and his family transferred to Orange in March from Port Macquarie Private Hospital where he held the position of Nursing Unit Manager for 3 years. One of Steven's major achievements was the commissioning of the rehabilitation unit in 2007. He holds masters in health management and is the youngest appointed CEO/DCS in the Ramsay Group.

# 50 Years of Service

Between them Rhonda Perren and Marilyn Marks celebrated 50 years of service to Nambour Selangor Private Hospital in March 2008.

Both Marilyn and Rhonda were employed within weeks of each other in 1983. They have worn out five owners and are now working on the sixth! Rhonda was employed originally as a cook and is now the Catering Team Leader and Marilyn who was employed as a cook is still cooking up a storm.

They have had the privilege of watching the hospital grow with the addition of a new Surgical Ward, Medical Ward, Maternity Ward, Administration Office, Staff room, Stores, Renal Unit and most significant of course, being involved in the planning of their

current kitchen.

With the opening of the most recent addition, Mile Savill Wing being Palliative Care in 2007, their concern at the moment is that they may just transfer straight from the kitchen to Miles Savill Wing as patients!

Rhonda and Marilyn have become great friends and are affectionately know as the terrible two! Definitely no substance to this name tag though.

Both have given their very best at all times and have suggested that when they retire they may miss it (for a little while at least).

Have threatened to put their heads together and write a book one day containing the secrets of Selangor Private. Watch this space!

Below L-R: Marilyn & Rhonda



## 50 years of continuous service – for the love of nursing

Victorian nurse Marie Major celebrated 50 years of continuous service last month with her colleagues at Mitcham Private Hospital. Marie was also an ANF workplace representative for many years. "I always wanted to be a nurse from about the age of seven," Marie said. "I worked as a cadet nurse in Armidale (NSW) when I was 16 years old until I could begin my four years of general nursing training when I turned 17". Marie says she was inspired by the matron who supervised her nurse training. "I trained with four other girls at the Armidale and New England Hospital. We had the most wonderful matron who was really like a second mother to us all. She encouraged us to have pride in ourselves and our work and respect all of our co workers and everyone we came into contact with and to listen to our patient's worries."

Marie was one of the three nurses from Armidale and New England hospital to come first in the nursing finals in 1962. "It was a wonderful effort for a country hospital," she said. After graduating Marie went on to study midwifery in Brisbane and later gained her theatre nursing certificate in Melbourne. "I must say I am so proud to have worked with such great nurses and doctors who were willing to teach you if you were prepared to work hard and ask questions. I have worked in theatre since completing my course in 1978. The job is challenging and I find I learn something new every day."

Marie says she will consider retiring soon to spend more time with her husband who is



no longer working. "I cant believe it has been 50 years since I first started my nursing career." Marie's colleague Beryl Becklatt, who contacted the ANJ about Marie's milestone, is also amazed that she has given 50 years of continuous service. "I am amazed by Marie's energy. She has so much enthusiasm and always brings us back to the basics of cleanliness, orderliness and discipline. She has amazing stories too. We are like a family because a lot of us have been at Mitcham Private Hospital for so long." Beryl says she admires Marie's commitment to the profession and her ability to continue working.



## Ramsay Health Care TRIATHLON pink All Female Triathlon Series

### Ramsay Health Care Triathlon Pink October 2008

Dates for the Ramsay Health Care Triathlon Pink have now been announced and are on the Ramsay intranet or visit [www.com.triathlonpink.com.au](http://www.com.triathlonpink.com.au). Dates and venues as follows:

<b>12 October</b>	<b>Runaway Bay, Gold Coast</b>
<b>18 October</b>	<b>Olympic Park, Sydney</b>
<b>26 October</b>	<b>Challenge Stadium, Perth</b>
<b>2 November</b>	<b>Albert Park, Melbourne</b>

These triathlons are designed for beginners and ages 7 to 70 years. There are a number of distances to choose from depending on your fitness level and what you want to achieve. The distances available include:

<b>50m swim/1.5km ride/500m run</b>	<b>(7- 9 years kids race)</b>
<b>100m swim/3km ride/1km run</b>	
<b>200m swim/6km ride/2km run</b>	
<b>300m swim/9km ride/3km run</b>	

Most hospitals in the cities where the triathlons are being run will be entering teams so get in contact with your hospital managers to find out if your hospital is entering a team. Special Ramsay outfits will be available for the races and you will be notified when these are available for purchase.

### Noosa wins bedpan race

The Ramsay Health Care team from Noosa Hospital took out the Golden Bedpan trophy for the second year running at the celebration of International Nurses Day.

Noosa Hospital clinical nurse Louise Townsend said speed, power and stamina were the skills needed to win the race.

"We practiced all week at work with a pan full of water," she said.

"International Nurses Day is important, because I think nurses are often under recognised and it brings it out into the open.

Nurse Nicole Wise-Jarvis said she enjoyed the camaraderie, the teamwork and having fun, which was a change from the serious work nurses did daily. (Courtesy The Daily



**Above:** The Noosa Hospital team: Paul Rudkin, Louise Townsend, Colin Cope, and Kevin McEvoy.  
Photo courtesy The Daily

## Events around the country – Ramsay gets active

### Sydney - City2Surf - 14k

This year the Ramsay Health Care City2Surf in Sydney hopes to be bigger than ever. City2Surf is on Sunday, 10 August 2008 and entries open 1 June 2008. More information will be distributed in upcoming newsletters. This year the Ramsay Health Care After-Party moves from Jacqui's Restaurant location to the Verve Restaurant underneath the Swiss Grand, where we have booked the restaurant. We look forward to seeing lots of Ramsay Health participants competing in this year's event. Keep a look out on the intranet or in your hospital for further information or contact Carmel Monaghan at [monaghanc@ramsayhealth.com.au](mailto:monaghanc@ramsayhealth.com.au)

### Brisbane -Bridge to Brisbane - 10k

The Bridge to Brisbane has moved this year from August to 7 September 2008 and is also a new track – still starting on the Gateway Bridge but finishing at the RNA Showgrounds. The distance is also shorter being now 10k for the main run but with lots of other walk/run distances. Entries for this event open 8 June. Look forward to seeing many Queensland Ramsay staff participating. Look out for further details soon.

### Gold Coast Airport Marathon

On Sunday 6th July Ramsay's Gold Coast Hospitals will sponsor a team of energetic staff members in the 2008 Gold Coast Airport Marathon. This has become a yearly event for both John Flynn Private Hospital & Pindara Private Hospital with over 140 staff members participating in events ranging from the 42km marathon through to the 7.5km walk along with junior events. The marathon is one of the highlights in the Gold Coast sporting calendar.

### Perth - City to Surf - 4km or 12km run/walk

The Perth HBF City to Surf will be held on 31 August 2008 and entries open in May. Perth always gets a great turnout of Ramsay Health Care staff in this event (even in the pouring rain!) and has won the largest corporate team award for the previous three years. The main event is the 12k but there are some other walk/run events too. For further information about the Perth City to Surf contact Nicky Bailey at [baileyn@ramsayhealth.com.au](mailto:baileyn@ramsayhealth.com.au)

### Pollie Pedal visits Wangaratta Private Hospital

For the past ten years, a group of politicians, sportspeople and community representatives have made a long distance bike ride to raise money for charity. The event is called the Pollie Pedal and in acknowledgement of the support by Ramsay HealthCare for the Pollie Pedal for the Nepean Medical Research Foundation, the Pollie Pedal made a visit to Wangaratta Private Hospital on its way through country Victoria.

As part of an enthusiastic group of riders, Mr Tony Abbott (Federal member for Warringah) along with local MP Mrs Sophie Mirabella toured the hospital. Mr Abbott was impressed with the local facilities in particular the new medical consulting room complex opened in November 2008.



**Above L-R:** Wangaratta Private Hospital CEO Chris Thompson with Mr Tony Abbott and Mrs Sophie Mirabella.

### Staff of Mildura walk for a good cause

In April Mildura Base Hospital took part in the Relay for Life event in Mildura to raise funds for the Cancer Council. Almost 100 staff from Mildura Base participated in the event and raised over \$5000 for the Cancer Council.

The participants walked a total of 18 hours and 332km. Total funds raised by the Mildura community were \$128,000.

With such a large team involved, Mildura not only raised money for a good cause but also raised the profile of Ramsay Health Care and Mildura Base Hospital in the community.



### PRODUCTION & MATERIAL

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