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AUSTRALIA

People caring for people



# The Ramsay Way



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SPRING 2008

THE CORPORATE NEWSLETTER OF RAMSAY HEALTH CARE



LEFT TOP: The new Frances Perry reception.

LEFT BOTTOM: A new double room.

## The new Frances Perry House opens

MELBOURNE'S WELL-KNOWN MATERNITY and surgical private hospital, Ramsay Health Care's Frances Perry House, opened for business in its new location on the top two levels of the new Royal Women's Hospital in June.

And the hospital wasn't open long before the birth of its first new baby – Patrick Hollinger – born to parents Catherine and David, at 2.13pm on Sunday, 22 June delivered by obstetrician, Dr Mark Umstead who coincidentally also delivered Frances Perry's first baby when it opened at its former location, in February 1998.

Frances Perry CEO Michael Rozek said the relocation of Frances Perry House to Parkville collocated with the new Royal Women's was a very exciting stage in the hospital's history.

"Patients are delighted with our new facilities which include all private rooms with ensuites and views of the Melbourne CBD. We can now offer 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," Michael said.

Frances Perry House continues to offer a range of private specialist services from its new location including general



ABOVE: Ramsay Managing Director Chris Rex formally opens the new Frances Perry House with Medical Advisory Committee Chairman, Dr Ross Pagano

surgery, plastic surgery, gynaecology, breast reconstruction and urogynaecology.

Whilst the move went extremely smoothly, there was a large amount of work involved in relocating an entire hospital and its patients to a new location.

Not the least of these was maintaining business continuity concurrently at both the old and new sites from an operational perspective.

Congratulations to all the staff and doctors of Frances Perry House as well as those corporate support services in Ramsay such as IT that assisted with the smooth move to the new location.

"Patients are delighted with our new facilities which include all private rooms with ensuites & views of the Melbourne CBD."

**Ramsay Health Care**  
**TRIATHLON pink** All Female Triathlon Series

Register now for the ramsay health care triathlon pink series:  
[www.triathlonpink.com.au](http://www.triathlonpink.com.au)

**2008**

- 12 October – gold coast
- 18 October – sydney
- 26 October – perth
- 2 November – melbourne

(Entries close one week before each event)

The ramsay health care triathlon pink series is coming soon. To find out if your hospital is participating as a team, contact your hospital executive assistant or marketing department.

## INSIDE

The NEW Frances Perry House  
Message from Chris Rex  
North Shore celebrates 10yrs  
News from Ramsay UK  
Candid chat with Danny Sims

Ramsay City2Surf team raises over \$6000  
Lawrence Hargrave begins new development  
Hollywood theatres & labs go high tech  
Castlecrag celebrates 80 yrs!  
Wangaratta anaesthetist wins international prize

St Andrew's launches Mental Health Services  
Going Goth!  
Ramsay Green update  
Nambour Selangor - from here to maternity!  
New look Northside Clinic

Charity Challenge update  
Legal update  
Movements & appointments  
Employee news  
Fun & fitness





## CEO's message

**AFTER MY FIRST** month into the role as Managing Director I am pleased to say that things are going well thus far. In the last few months I have concentrated on trying to set a positive vision and agenda for the next five years for Ramsay Health Care. Our position in 2013 will depend on the decisions we make now and the directions that we set for the Company. My focus for the coming years is to execute our vision of becoming a truly global health care provider. This will require channeling a great deal of energy into expanding our operations overseas, while at the same time continuing to grow and invest in our existing business in Australia.

I have a number of new initiatives planned for the organisation which are announced in this edition of The Ramsay Way. The first initiative being the ceoconnect series – a quarterly employee forum – which will start with the first forum in October. I hope these forums will be enlightening for both myself and the employees who participate and I am looking forward to some new ideas from a good cross-section of staff.

We will also begin a National Doctors' Forum in October which will be designed to elicit feedback in a structured way from the doctors serving on our Medical Advisory Committees across our hospitals. These will be held twice yearly.

In the community, Ramsay Health Care makes a large commitment every year with over \$600,000 being donated to genuine philanthropic community activities last financial year. This does not include our vast investment in medical teaching and research across our hospitals. Building on this, I am pleased to announce that we are working on a new initiative with various aboriginal groups to establish indigenous training scholarships. Our aim is to provide training and support for indigenous health workers – supporting them to acquire nursing and/or ancillary health-related skills which might then be applied within indigenous communities. More information will be announced on this in the near future.

In the UK, we are focused on developing and strengthening the business and will continue to investigate opportunities for capacity expansion and bolt-on acquisitions which complement Ramsay UK. We have now owned Ramsay UK for over six months and this business is going from strength to strength. The Ramsay Board has recently toured our hospitals in the United Kingdom and we attended the UK equivalent of the Australian managers' conference. This was our first conference in the UK and it was received very well by the UK managers. The UK is proving to be an exciting market with significant growth being experienced in both acute hospital activity and in the Independent Sector Treatment Centres. The growth so far has largely been due to the NHS outsourcing to which the government remains committed.

To assist with our growth in Australia and overseas over the next five years, I have appointed a new and expanded executive management team. This team will be responsible for driving Ramsay's performance agenda, goals and strategy over the next five years. Danny Sims has been appointed to the role of Chief Operating Officer Australia/Indonesia and will henceforth look after the performance of our Australian and Indonesian hospital business. I am sure he will do an excellent job in this role supported by the State Managers: Bronte Kumm, Kevin Cass-Ryall and more recently, Lloyd Hill. The appointment process for the position of NSW State Manager will get underway shortly. I have also extended the number of managers who report to me to include Paul Fitzmaurice, Gavin O'Meara, Carmel Monaghan, Jill Watts (UK operations) and of course Bruce Soden and Craig McNally. This expanded team will make an excellent executive team who will drive the business forward over the coming years.

Chris Rex  
Managing Director

# North Shore Private celebrates 10 years & plans for expansion



**A MULTIMILLION DOLLAR** redevelopment and expansion of North Shore Private Hospital, which will see the hospital grow to a 247 bed facility has been announced by Ramsay Health Care just as the hospital celebrates its 10th anniversary.

The new development which begins with the construction of additional carparking in September, includes the development of a multilevel accommodation wing containing a further 57 private rooms, all with ensuites. The hospital also plans to add to its existing theatre capacity with the development of a further five state-of-the-art operating theatres and two additional birthing suites.

This year, the hospital celebrates 10 years of operation. When it was opened in 1998, North Shore Private was considered one of Australia's finest private hospitals and it has maintained a strong reputation in the community in the provision of maternity and general surgical and medical services. It has a developed a high profile in neurosurgery, cardiac care, orthopaedics, urology and vascular services.

North Shore Private Chief Executive Officer Greg Brown said it was fitting that the development approval had been announced at the time that North Shore Private was celebrating its 10th anniversary.

"This will be the most significant development at the hospital since it opened in 1998. Since opening the hospital has achieved some major milestones including 22,000 births and 170,000 operations," Greg said.

North Shore Private  
*a decade of dedication* 10 years  
1998 – 2008

"In recent years, the hospital has also introduced and become a leader in areas such as bariatric (weight loss) surgery and brain stimulation for parkinsons disease."

The expansion and redevelopment of North Shore Private will also incorporate additional carparks which are much needed on the busy campus as well as 800sqm of consulting suites for doctors.

"As part of this redevelopment, we will significantly expand and improve our maternity services with new accommodation and two new birthing suites.

"This is a very exciting announcement for North Shore Private Hospital. The new development will assist the hospital to meet the growing demand for private hospital services in Sydney's north shore.

"Our staff and doctors are looking forward to being able to expand the services we provide with this new development."

The construction will be staged with the construction of additional carparking starting in September 2008 followed by the development of the accommodation wing, theatres and consulting suites to commence in February 2009. Completion is expected mid 2010.

## Chris launches...

# ceoconnect

A message from Chris Rex

People caring for people



**RAMSAY HEALTH CARE'S** newly appointed Chief Executive Officer, Chris Rex, has initiated a new employee forum - starting in October - to be known as **ceoconnect**.

Employees from across the company will be nominated, on a quarterly basis, to meet with Chris at Head Office in Sydney.

Chris said the ceoconnect sessions would serve two broad purposes: "Firstly, it will provide me with an opportunity to meet and engage directly with staff members from across the organisation and secondly it will provide a forum whereby I can receive staff feedback within a relatively informal yet structured way. I expect these forums will be a lot of value to me

and the organisation".

"I believe that outside of their normal work environment, employees will appreciate the opportunity to talk candidly about working in Ramsay Health Care and I think there will be a lot of great ideas that are progressed through these staff forums," Chris said.

The first ceoconnect session will be held in September for 16 staff members from across the country. The staff will be nominated by State Managers in discussions with Hospital Managers. Attendance will be voluntary for nominees. Different individuals will be nominated for each quarterly session.





# News from Ramsay UK

## Ramsay Board visits Ramsay UK hospitals

**THE RAMSAY HEALTH CARE** Board recently visited several of the company's newly acquired facilities in the United Kingdom and attended the Ramsay UK Managers' Conference held in July at Chelsea Football Stadium.

Speaking at the Conference, Ramsay Chairman Paul Ramsay said Ramsay UK was continuing to grow from "strength to strength" meeting the challenges that the marketplace presented. "The Ramsay Health Care Board has great confidence in our UK Management team – they are a critical link to ensuring continued success in the UK."

Ramsay Managing Director Chris Rex said the first six months of Ramsay Health Care's presence in the UK had been a great success and the Company looked further to being able to pursue further opportunities in the region.

**RIGHT:** Ramsay Health Care Board together with Jill Watts, CEO Ramsay UK, checks out the facilities at Blakelands Treatment Centre.



**ABOVE:** Ramsay Health Care Managing Director Chris Rex & Ramsay UK Chief Operating Officer Linda Stock turn the sod on the Fulwood Hospital development.

## Ramsay to invest over £12million in UK hospitals

**RAMSAY HEALTH CARE** has announced a programme of investment in their UK business totalling over £12million.

Ramsay Health Care has enjoyed a period of growth, particularly in the NHS business, since it entered the UK market through the acquisition of Capio Healthcare's portfolio of UK hospitals in November 2007. The investment programme will allow increased theatre space, bed capacity and diagnostic imaging capabilities.

The six new projects approved by the Ramsay Health Care Board are:

- Yorkshire Clinic, Bingley – additional theatre
- Pinehill Hospital, Hertfordshire - additional theatre
- Rivers Hospital, Hertfordshire - additional theatre and increased bed capacity
- Winfield Hospital, Gloucestershire - additional theatre and six new day units
- Berkshire Independent Hospital, Reading - 64 slice fixed CT scanner
- Ramsay Imaging (mobile diagnostic unit fleet) - 64 slice mobile CT scanner

These projects are in addition to a number of ongoing investments, including an additional theatre at Rowley Hall Hospital, Staffordshire, an additional theatre at North Downs Hospital, Caterham, a new NHS Treatment Centre in Kendal, and a new neurological rehabilitation centre at the Winfield Hospital site. Ramsay Health Care also recently announced an expansion into Ireland with a joint venture to develop a private hospital in Limerick.

Jill Watts, UK CEO, said: "As a long-term partner of the NHS, we embraced the opportunity that Free Choice brought to our business. Complimenting our steady foundation as a provider of private healthcare, we have seen a strong increase of NHS patients which has been significant enough to warrant investment in additional theatres."

Chris Rex, CEO of Ramsay Health Care, said: "Our initial UK acquisition was made as a platform for further growth, but we have said from the very beginning that our main priority is the existing facilities. Ramsay is a progressive company which is happy to invest whenever there is a strong business case."



### Ramsay impresses at NHS Confederation

Ramsay UK was represented at the annual conference of the NHS Confederation, which represents NHS bodies across the UK. The event attracted over 2,000 delegates, including executives from NHS Trusts and Primary Care Trusts.



**ABOVE:** Chris Rex (centre) with Ramsay Health Care Indonesia Managers at their annual conference held in August.

## Ramsay Indonesia Conference

**RAMSAY HEALTH CARE** Indonesia (RHCI) Annual Meeting this year was conducted in sunny Bintan Lagoon Resort, Bintan, Indonesia, in August. New Ramsay Health Care Managing Director Christopher Rex, attended this special event and formally opened the Conference.

President Director RHCI Jusup Halimi said the main focus of the annual meeting was to build excellent reputation among RHCI Group and to emphasize its strong commitments especially in medical services, nursing, marketing and general services. "It is believed that these are critical areas required for improvement in order to compete with other hospitals and some new hospitals mostly to open this year," Jusup said.





## Five minutes with Danny Sims

– Chief Operating Officer  
Australia/Indonesia

**DANNY SIMS WAS** appointed as Ramsay Health Care's new Chief Operating Officer - Australia and Indonesia in August 2008.

### Q: CAN YOU RUN THROUGH YOUR BACKGROUND? WHERE YOU HAVE BEEN & WHAT YOU HAVE DONE?

A: I have been in the healthcare industry for 18 years (since 1990). Prior to that I worked as an auditor for Ernst & Young for nearly 9 years. My first job in healthcare was as the Chief Financial Officer of a 180 bed hospital in Louisiana, USA.

### Q: HOW LONG HAVE YOU BEEN WITH RAMSAY HEALTH CARE?

A: I worked for Ramsay Health Care Inc (a company which owned 16 mental health facilities) in the USA from 1993 to 1998 and have been with Ramsay Health Care in Australia since July 2003. In between my Ramsay jobs, I was Chief Financial Officer for two "hospital in a home" companies in the USA. When I moved to Australia to resume with Ramsay, I started in Finance as the Group Financial Controller of Hospitals before my more recent role as State Operations Manager for New South Wales, which I was in for 2 years.

### Q: WHAT IS YOUR VISION IN THIS ROLE?

A: My vision is to carry on the tradition of Ramsay Health Care as a people-focused, growing and financially successful company. All our employees are vital to the success of our company and it is important that we nurture, develop, recruit and retain our people.

In my opinion, the most successful hospitals are those where the management team creates and maintains a supportive, challenging, friendly and positive work place for our employees. I will challenge every hospital management team to create or maintain such an environment through the principles of *The Ramsay Way*.

### Q: WHAT DO YOU SEE AS THE CHALLENGES THAT YOU WILL MOST LIKELY FACE OVER THE NEXT 5 YEARS?

A: There will likely be more competition in the hospital industry, not only from the private sector but from the public sector as well. We need to understand what is going on in each of our marketplaces and position ourselves to deal with these challenges.

We can meet this challenge by differentiating Ramsay hospitals from our competitors so that patients and doctors want to come to the Ramsay hospital in the area.

Rapidly changing technology is also a challenge and this will require us to balance our monetary constraints with investments in new technology.

### Q: WHAT DO YOU SEE AS THE PRIORITY AREAS FOR RAMSAY'S AUSTRALASIAN PRIVATE HOSPITAL BUSINESS?

A: A number of new hospital leaders have been appointed recently, including a new CEO appointment in Indonesia. One of my priorities is to ensure that these leaders, and anyone else appointed to a hospital CEO, DCS or Finance Manager role in the future, are fully supported so that they can be successful in their new role.

There are also a number of competitive developments happening or being mooted in areas where we currently have hospitals. As a priority, we need to stay engaged with these, understand them and the implications on our existing facilities.

Finally, it is priority to ensure that our Brownfield developments, which will cost us over half a billion dollars in Australasia, deliver or exceed the patient volumes and investment returns that have been estimated.

### Q: WHAT DO YOU LIKE TO DO ON THE WEEKENDS?

A: My favourite weekend activity is to spend quality time with my wife and three children (aged 9, 7 and 4). We love to take in the many attractions of Sydney on weekends (beach, play centres, parks, etc) or simply to stay at home and play games, do crafts, watch movies, etc. The weekends with my family provide me with a great work/life balance, and I encourage everyone to strive for a good balance of work and family time.

# Ramsay's City2Surf team raises over \$6000 for Schizophrenia



**OVER 300 RAMSAY** staff and family members competed in the Sun Herald's City2Surf on 7 August.

The 14km gruelling run has become a popular event on the calendar for Ramsay Health Care with employees not just from New South Wales but from all over Australia competing.

This year, staff from as far away as John Flynn Hospital in Perth and Glenferrie in Melbourne, participated in the Ramsay Health Care corporate team.

The after party was a great success where employees from all over Ramsay could meet each other (and receive a massage or two!).

Funds raised by Ramsay team members this year went towards Ramsay Health Care's nominated charity – the Schizophrenia Research Foundation (SRI). A total of \$6146 was raised for the SRI with the highest fundraisers being Robyn Ladd from Hunters Hill, raising



**TOP:** Nowra Private Hospital's City2Surf team before the race.

**ABOVE:** Robyn Ladd & Kelly Wyborn raised the highest amounts for the Schizophrenia Research Institute.

\$2541 and Kelly Wyborn from Head Office raising \$1650. Congratulations to both.

Ramsay's fastest runner this year competing in the City2Surf was Mike Hirner from Head Office Group Finance finishing the 14km in 55.45 mins.



**ABOVE:** Robyn Ashe (CEO LHPH) & Pat Grier (former MD Ramsay Health Care) turn the sod on the LHPH development.

# Lawrence Hargrave turns sod on new development

**LAWRENCE HARGRAVE PRIVATE** Hospital has turned the sod on its new development, which will see the hospital grow to a 55 bed facility offering a range of inpatient and day patient services for the community.

The new development will add a further 13 beds to Lawrence Hargrave Private Hospital and will incorporate the development of a new 31 bed ward of private rooms with ensuites and at the same time, the existing patient accommodation will be refurbished. It will also have new occupational therapy, diversional therapy and day patient areas, along with improved car

parking facilities.

Lawrence Hargrave Private Hospital is a specialist rehabilitation, medical and palliative care facility.

Announcing the redevelopment, Lawrence Hargrave Private Hospital CEO Robyn Ashe said:

"Lawrence Hargrave Private Hospital has always had a formidable reputation for the provision of high quality rehabilitation services. This will further enhance our capabilities of servicing the health needs for not only the residents of the Northern Suburbs, but the whole of the Illawarra and beyond".



# Hollywood theatres & labs go high-tech

**AS PART OF** stage one of Hollywood Private Hospital's \$128.5 million building program, the fit-out of the two additional theatres has been completed and the new systems are now open for operation.

Executive director Kevin Cass-Ryall said the expansion is part of Hollywood's ongoing commitment to ensuring the highest standard of healthcare to patients.

We are proud of the recent expansion of our operating suites, which we believe to be one of the most advanced set-ups of its kind in Western Australia," Kevin said.

"Our new facilities offer a five-star environment for the comfort and convenience of patients undergoing a surgical procedure."

The two new theatres offer the latest i-Suite® technology and surgeons have access to fully integrated, voice-controlled operating theatres with networked digital documentation and wide-scaled telemedicine capabilities.

The capability of Sidne® allows surgeons to have direct control over surgical devices using simple verbal commands. Studies show that voice control leads to increased efficiency, improved surgeon control, and a reduction in surgery time.

Ramsay Health Care has also installed WA's first wireless network servicing the theatres and sterilising services department (SSD) at Hollywood.

A new cardiac catheter laboratory has also recently been installed at Hollywood, which is the first lab in Australia, New Zealand and Asia to have the latest technology in imaging from Siemens.

The new facilities include a digital floor mounted flat detector system with a single C-arm that serves to accommodate the expanding range of vascular and cardiac procedures at Hollywood.



# Joondalup Health Campus expansion update

**STAGE 1 OF** the Mental Health Unit project at Joondalup Health Campus has been completed, and the entire project is on track for completion in April 2009. Once complete the available beds on the MHU will increase from 27 to 42 beds (including 32 open and 10 secure). This is an increase in capacity of over 50 per cent.

Included in Stage 1 was the extension of the open ward and the completion of a new five-bed secure wing. A number of purpose built transportable have been moved on-site, located adjacent and connected to the open ward. These will be utilised as offices and patient day areas while the existing area is refurbished.

The project team was faced with a few challenges during the design phase, not the least being fitting the new building on the limited space available. However, at the end of the design process everyone involved felt a good outcome had been achieved.

## Shepparton proceeds with construction of new wing

**CONSTRUCTION OF NEW** consulting rooms at the front of Shepparton Private Hospital is now underway. The building will provide both permanent and three additional sessional consulting rooms and will be built by local builders with an expected opening in November 2008.

"The hospital is extremely pleased to receive the funding for the construction from Ramsay Health Care," said Shepparton CEO Chris Thompson.

"These new rooms will increase the capacity for sessional specialists and will provide a basis for future growth and development" Chris said.

The hospital is also well under way in planning for new services including a new day surgery centre and operating theatre.



**ABOVE:** Greg Jenke & Neils Pleysier (Maintenance Manager) onsite of the Baringa Theatre Development.

## Baringa theatre development on track

**THE FIRST STAGE** of the \$10 million theatre redevelopment at Baringa Private Hospital is proceeding on track. This year, Baringa is celebrating 30 years of serving Coffs Harbour and will hold a gala ball in November in celebration of this achievement.

# CASTLECRAIG PRIVATE CELEBRATES 80 YEARS

(information courtesy The Crag & The Castlecrag Progress Association)

In 2008, Castlecrag celebrates its 80th anniversary. The original house on the site 'King O'Malley House' was a small stone cottage designed by Walter Burley Griffin (winner of the international design competition for the Australian Federal Capital).

The house was purchased by a friend of Griffin's in 1927, Dr Edward Rivett, who graduated in medicine from Sydney University in 1920 and became a Resident Medical Officer at the Sydney Hospital and The Women's Hospital that year. He practised in general surgery and obstetrics. Following his purchase of the O'Malley House, it was

converted into a small five bed hospital. Significant extensions (designed by Griffin's office) to the house later provided a two storey 20 bed hospital which was called Cabarisha after a legendary Indian healer.

Rivett's vision was to provide a hospital that was more a home than an institution, in which people could be nursed back to health in an atmosphere of peace and tranquillity. Further extensions were added in the 1930s and an obstetrics wing after the War.

Rivett's sister Dr Amy Christine Rivett assisted at Cabarisha as did

Rivett's sons, Ronald and Howard. The topsy-like growth of the facility resulted in a rambling geography leading to a high staff to patient ratio. This together with the need for new equipment and techniques to keep abreast of medical developments, resulted in financial losses by the 1960s.

To older residents of Castlecrag, the hospital was and always will be Cabarisha. Dr Rivett was and a popular doctor and the hospital was a thriving business, with many of his patients coming from the local community. The post-war baby boom made heavy demands on the

hospital's obstetrics facilities.

Many of Castlecrag's post-war babies were born at Cabarisha with the two weeks of post natal care provided there enabling mothers to return home fully able to meet life's demands.

Following the death of Edward Rivett and Christine Rivett in 1962, Ronald and Howard continued the business, changing the name to the Castlecrag Private Hospital. In 1970 they reluctantly decided to sell to a company with adequate capital for further development of the facilities. This did not eventuate and the hospital was unsold. The present

remodelled building was opened on 5 January 1986. The architect, Michael Cavanagh, endeavoured to preserve the character of the former hospital, with the front façade being retained and the building's past character reflected in the new Griffin-like mouldings in the other facades.

Ramsay Health Care acquired Castlecrag Private Hospital when it took over Affinity Healthcare and its hospitals in 2005. Since that time, Ramsay has invested in equipment and refurbishment of the facilities.





# Wangaratta anaesthetist wins International Prize

## WANGARATTA ANAESTHETIST

Dr Peter Hebbard recently returned home from the 5th International Symposium of Ultrasound for Regional Anaesthesia held in Toronto with the Ultrasound Innovation Award.



The Symposium

invited entries from anaesthetists who have produced innovations in Ultrasound Guided Regional Anaesthesia, a rapidly growing area of the specialty. Dr Hebbard's winning presentation was that on Transversus Abdominis Plane (TAP) block under ultrasound. In particular, using different locations in the TAP to place local anaesthetics that extended the effect above the umbilicus and using infusions to produce a prolonged effect.

Dr Hebbard said, "I think these techniques will have a major influence on the way in which we treat post-operative abdominal pain in the future. I have now done TAP blocks on several hundred patients over the last 2 years including about 35 infusions after major abdominal and gynaecological surgery. I have followed my patients through their experiences which have been overwhelmingly positive and have received a lot of support from the surgeons in Wangaratta."

# Mental Health Services launched at St Andrew's

**MENTAL HEALTH SERVICES** are set to be boosted in Ipswich, with St Andrew's Ipswich Private Hospital to commence private mental health day programs from mid September.

St Andrew's chief executive officer Chris Murphy said two day programs were planned - a Cognitive Behaviour Therapy (CBT) Program and an Alcohol and Substance Abuse program.

"The first program to commence will be the Cognitive Behaviour Therapy (CBT) Program," Mr Murphy said.

"This six week group program utilises one of the most widely used types of therapy and has shown to be effective in the management of many mental health problems, especially anxiety, mood and depression based disorders.

"The other Day Program: Alcohol and Substance Abuse, will commence later in the year and will assist in the post-detoxification rehabilitation of those suffering from Alcohol and Substance Abuse.

"The program provides a supportive framework in which people can safely address relevant life issues and share solutions in support of their struggle to maintain abstinence and return to a fulfilling, enjoyable and healthy lifestyle."

Mr Murphy said the programs would be coordinated and run by a team of highly qualified, specialised allied health professionals in collaboration with a small number of local specialist psychiatrists.

"The programs will provide a multidisciplinary team focus that will facilitate the various components of the



**ABOVE L-R:** Chris Murphy, CEO, Robert Westmoreland, Commercial Manager & Kate Goodwin, Director of Clinical Services review the development plans.

treatment programs," he said.

Mr Murphy said there was a need for provision of private mental health services in the Ipswich area, with a private in patient service closing in February 2006.

"We believe that there is a demand and the programs will be well utilised," he said.

"Currently privately insured patient's most likely travel into Brisbane for these services and will soon be able to access these kinds of services locally."



## Pindara commences day oncology services

**PINDARA PRIVATE HOSPITAL** on the Gold Coast has commenced a Day Oncology Service in June offering six recliner chairs.

The service is currently operating three days a week with the potential to expand to five days per week as demand allows.

Feedback received from patients since the Unit opened has been very positive. The Unit offers a homely and personal touch with cancer council volunteers visiting regularly to offer support to patients whilst in the Unit.

**PICTURE L-R:** Day Oncology Unit Registered Nurses Leah Egan and Monica Reay.

## Paul Ramsay on the airwaves in Orange

**PAUL RAMSAY'S VOICE** is on the airwaves in Orange promoting Dudley Private Hospital and Ramsay Health Care's commitment to rural and regional private healthcare.

"Ramsay Health Care are the proud owners of Dudley Private Hospital which has been providing excellent private hospital services to the Orange community for many years.

We have been operating private hospitals in Australia since 1964 and now run hospitals all over the globe.

*As Chairman of Ramsay Health Care, I am strongly committed to private hospital services in regional Australia. Some of our earliest hospitals were started in centres such as Tamworth, Coffs Harbour and Albury. These hospitals are now celebrating over 25 years in healthcare."*

Dudley Private CEO Steven Rajcany said the advertisement had been very successful and it was a positive message for the people of Orange.



## Westmead nurses volunteer for Operation Heart

**WESTMEAD PRIVATE HOSPITAL** have welcomed back two of their Registered Nurses from Fiji (names), where they were part of a team of trained volunteers which took part in Operation Open Heart (co-ordinated though The Sydney Adventist Hospital) performing life-saving open heart and cardiac surgery on children and adults at a local hospital. The operations are made possible by doctors and nurses given up their free time and paying to go to countries where the lives of children and adults are threatened by heart disease. The aim of this wonderful trip was to provide high level cardiac services looking after disease which local specialists do not have the technology or skill to undertake.

In support of this wonderful program, Westmead Private Hospital has also just donated 2 decommissioned Heart Lung Machines valued at \$180,000 each.





People caring for people & the environment

## Ramsay appoints National Environment Manager

**RAMSAY HEALTH CARE** has appointed a National Environment Manager to assist the Company to reduce its impact on the environment.

Geoff Adams, Property and Infrastructure Manager at the Company's largest hospital – Greenslopes Private Hospital, has been serving on the Company's Environment and Sustainable Development Working Party since 2006 and will now be Ramsay's National Environment Manager in a part time capacity.



Geoff is a biomedical engineer and has been working in this area since 1980.

Geoff's role as National Environment Manager will also be to ensure that the organization is able to meet its legislative commitments in regards to environmental resource management in addition to identifying and promoting projects that will improve resource efficiency in our hospitals.

Geoff is currently leading a full scheme of energy efficiency assessments across several Ramsay Hospitals and is already identifying opportunities for cost savings as part of this energy assessment process.

## Working party update

**IN 2006, RAMSAY** Health Care decided to take an active stance on improving resource efficiency across the Company, including reducing our consumption of energy and gas. An Environment & Sustainable Development Working Party commenced with key representatives from around the Company.

While the Working Party is looking at total resource efficiency improvements, the main focus has been on energy. This has been largely because of the increased costs of energy (20-30% average rise in energy costs across the country with new contracts for Ramsay Health Care to begin in October 2008) as well as the range of legislation to which Ramsay Health Care now must comply due to the Company being above the thresholds set by this legislation including the Energy Efficiency Opportunities (EEO) Act 2006 and the National Greenhouse & Energy Reporting (NGER) Act 2007.

Energy consumption across the Company is now being recorded, reviewed centrally each quarter and converted to CO2 emissions. Hospitals are rated next to their peers and the average of their peer group according to energy consumption. This consumption data is sent to Hospitals for their information. It is also being used by the Working Party to identify hospitals where there is excessive energy consumption above the average for the peer group.

Ramsay Health Care has also started an energy assessment process which should assist the Company to identify effective energy savings. Eight hospitals have been identified as consuming above the average energy for their peer group or excessive energy due to their size and these hospitals are now being assessed for opportunities to reduce this energy consumption. These assessments will be completed at end August 2008 and a report prepared on how savings can be achieved. Preliminary investigations show that better practice alone could reduce energy consumption significantly.

## Going Goth!



## Preventing Taxotere® induced onychylosis

By Narelle Driver, Oncology NUM, Westmead Private Hospital

**NAIL CHANGES WHILST** on chemotherapy is an often reported side effect, with particular drugs more likely to cause it, than others. One of these chemotherapy agents is Taxotere®, used to treat some of the breast, lung, and prostate cancers. One form of these nail changes is a condition called onychylosis, wherein the nail plate separates from the nail bed. A painful condition, starting at the tip of the nail, and separating down the nail plate until ultimately completely lifting off the nail bed, and resulting in the nail bed exposure. The patient finds all activities that require the use of their hands difficult. The exposed nail bed is also a potential source of infection for this group of immuno-compromised patients.



**ABOVE:** The start of onychylosis.  
(Image from Logical Images Inc.)

In September 2006, at a NUM's symposium on managing the side effects of Taxotere®, anecdotal evidence from the UK suggested that the use of black nail polish (BNP) helped prevent Taxotere® induced onychylosis. The UK experience was that BNP was effective, though dark cherry / reds were not. As there is limited evidence in literature though to support this, a research project was developed to answer the question "Does BNP help prevent onychylosis?" Our experience of the use of BNP was "hearsay", other centres had "heard" of it, and some places were using it. After that symposium, Westmead Private Hospital recruited patients to participate for the length of their treatment to BNP. A cohort of 20 patients receiving Taxotere® agreed to participate in the application of BNP to finger and toe nails. They were explained the side effects of nail changes, and specifically onychylosis. We labelled the study "Going Goth!" Study instructions were to ensure the nail beds were completely & permanently covered with BNP, the free edge of the nails were kept short, & the polish was to be reapplied as often as necessary to ensure complete coverage.

The age range of the participants was 23 to 65 years, male and female, with 5 types of cancer, reflecting the diversity of the study population to demonstrate no bias. Ten percent of the cohort had been previously treated with Taxotere®, and had experienced onychylosis. This sub group was keen to prevent a recurrence. The study ran for 14 months, to cover all 4 seasons, to address changing fashions of the weather; ie sandals & open toed shoes in the warmer months; gloves, socks & closed toe shoes for the colder months.

Our study showed that 100% of all patients in the study that applied BNP for the duration of their treatment regimen in total, showed no evidence of onychylosis or other nail changes whilst undergoing treatment, providing another tool in supportive management for the patient receiving Taxotere®.

How does it work? Is it the light occlusive properties of BNP, and if so, how does restricting light to the nail bed prevent onychylosis? Our study set out to answer questions, but has asked many more. The current standard evidenced-based treatment in preventing onychylosis is ice gloves, achieving moderate success. In combination with BNP, our study showed 100% success. This opens the possibility for further studies of BNP vs frozen glove alone, not in combination.

These findings were presented at the national conference of Cancer Nurses Society of Australia (CNSA) in June 2008. It is now standard practice for all patients at Westmead Private receiving Taxotere®, to use BNP during their treatment.

## Kareena Hospital – healthiest staff!

**A RECENT HEALTH** and culture survey conducted by private health insurer ahm has revealed that Kareena Private Hospital staff are the healthiest group surveyed to date. 74% of staff have good health compared to an average of only 59% of staff in other organisations. On top of this the survey also reported that 90% of staff at the hospital had a good work/life balance and job satisfaction.

Kareena Private CEO, Sue Panuccio attributes these great results to its Wellbeing and Balance Program which includes a range of activities and initiatives that support staff health, personal development and

contributions to the community.

The recent 10,000 steps pedometer challenge, not only was a fun event with many of the staff improving their physical activity, while also raising \$750 for the Make a Wish foundation.

Other events include Feeling Great Week, Christmas in July celebrations, SIDS and Kids Mothers Community Event and Seniors Week activities.

The community program has also been immensely popular with the recent SIDS and Kids events totally booked out.



# From here to Maternity



**NAMBOUR SELANGOR PRIVATE** Hospital's reputation as a leader in the provision of women's health care services has often been recognised and is now being emulated around the world. The Hospital was recently chosen by the United Nations Population Fund to host a visit from four very important guests from the Islamic Republic of Iran.

For two weeks the NSPH Maternity Services team were joined by female senior obstetricians and midwives from Iran who examined our unique model of collaborative care and professional support for choice in childbirth, so they can help to achieve positive improvements in maternity care in Iran.

It was a wonderful coup for the hospital, chosen specifically as a successful model of what can be achieved by positive collaboration between midwives, obstetricians and anaesthetists in providing women centred care with a strong focus on

good outcomes for mothers and their babies. "In a short period of time our Maternity Service has grown beyond our expectations to a now internationally renowned facility," said CEO Jenny McDonald. "We have people travelling from as far a field as Singapore, England and the United Arab Emirates and now the Islamic Republic of Iran"

Around 1000 babies are born at Nambour Selangor Private Hospital each year and with the current activity within the Hospital's Maternity Service the arrival of the 7000th baby is not far away.

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

## A Labour of Love

**IN JUST ONE** decade, nearly 7000 healthy babies have been welcomed to the world at the Nambour Selangor Hospital maternity centre thanks to the vision of Lynne Staff.

Lynne, a midwife and educator, recently retired from the hospital to move with her husband and three sons to their farm in Tasmania to help deliver babies of a different kind – alpacas!

Lynne has been the heartbeat of the unit which she helped Obstetrician, Dr Ted Weaver to set up 10 years ago. She said she felt an indescribable sense of pride to see how far they had come since 1998.

"I do feel a great sense of pride and achievement in what I do," she said. "A lot of wonderful things have happened."

It was while working as a midwife on the Sunshine Coast that Lynne recognised a great need for a family-focussed maternity unit which encouraged alternative birthing choices.

"The first year we opened we had 320 births, and now we are pushing 1000 births. That's a huge growth, it really is," she said. "We've had women coming from the



**ABOVE L-R:** Nambour Selangor CEO, Jenny McDonald, Lynne Staff & Dr Ted Weaver.

Emirates, from England, from Perth, Sydney to have their baby. Women come to Selangor because water birth is an option."

"One of the things we've worked towards from the beginning is keeping mothers, babies and fathers together at caesarean births. At most other hospitals, the baby is taken away but there is no need to do that. We keep them together which is really important for them."

Lynne's decade long dedication to midwifery, education and improvement of maternity care services at Nambour Selangor Private Hospital was celebrated at a special function. Past and present medical and maternity staff and grateful families were on hand to thank Lynne for her commitment, respect, friendship, concern and love.

# Walking Challenge unites businesses & raises awareness of Heart Health

**THIS YEAR ST** George Private Hospital's Healthy Heart for a Healthy Life Campaign united staff from three key organisations in the St George area in the quest for the honour of winning the St George Challenge Cup.

The 10,000 steps walking challenge was the inaugural challenge for the new St George Challenge cup initiative by St George Private Hospital. The St George Challenge Cup will be a perpetual competition for businesses and organisations in the St George area.

The aim is to provide opportunities for healthy and friendly competition amongst within our community and also to promote the effects physical activity and get staff focused and participating in health related activities.

240 staff from St George Private, Kogarah Council and St George Leagues club competed in the challenge, recording their steps for 12 days using a pedometer as part of Heart Week



**ABOVE:** Paul Woods, General Manager of Kogarah Council & Tracey Burton look on as Danny Robinson, General Manager St George Leagues Club, accepts his trophy as Executive Challenge Champion.

## Inaugural Ramsay WA Safety Representative Conference 2008

**IN AN AUSTRALIAN** first the Ramsay WA hospitals held their Inaugural Safety Representative conference at the City West Function Centre in West Perth on the 8th August 2008.

All Ramsay WA health facilities were represented with Safety Representatives from Joondalup Health Campus, Hollywood Private Hospital, Glengarry Private Hospital and Attadale Private Hospital.

The day started with an opening introduction from the National Safety and Workers Compensation Manager Chanelle McLennan. Chanelle provided some timely reminders of why Occupational safety and health is such a vital part of hospital culture and how this is embraced by Ramsay Health Care.

Work Safe WA presented at the conference and gave an overview of Work Safe's role in WA including the recent "safe steps" campaign.

Prue Hardiman from Noel Arnold and Associates presented the new Ramsay Safety Audit tool the RNAT – S due to be rolled out later this year. Prue also facilitated an in depth accident investigation workshop.

Further information on conference details can be obtained from Paula Bell WA Workers Compensation Manager:

**bellp@ramsayhealth.com.au**



**ABOVE:** Conference attendees outside the City West Function Centre in West Perth.

## The Power of One - Amanda Hale raises \$15k for Cancer

**WOULDN'T IT BE** wonderful if one day the world was cancer free? Thanks to people like Amanda Hale, Cancer Council Queensland Nurse of the Year entrant, a world without cancer becomes one step closer.

Amanda has been a nurse for 18 years, and works at Caloundra Private Hospital as a Clinical Nurse in the surgery ward, looking after post operative patients.

She has been campaigning tirelessly for months now in her quest to win the Nurse of the Year award. "It's not just about fundraising but to raise awareness about all cancer related matters within the community and incorporates research, education programs and support for all people affected," Amanda said.

"Although it has been hectic, it's nice to know that people will have benefited from what I'm doing and that I've helped a little," she said.

Amanda's fundraising campaign to date has raised in excess of \$15,000 and includes participation in the Mooloolaba Triathlon, Barefoot Bowls, The Biggest Morning Tea, Quiz Night, Daffodil Day, Caloundra's Walk for Hope, Golf Day and even Thai Boxing.

An extraordinary achievement from one very special person!



## Ramsay Health Care supports Nurses - we've got you covered!

**DID YOU KNOW** that Ramsay Health has a medical malpractice insurance policy that covers all of its nurses for any potential liability associated with alleged or proven negligence whilst:

- acting within the scope of their employment and in good faith; and
- while undertaking a Good Samaritan act.

Ramsay Health will also provide FREE legal advice from Ramsay Health lawyers to assist any nurse in providing either written or oral evidence in connection with an incident that occurs at a hospital.

If you require any further information, please email Group HR at: **hrenquiries@ramsayhealth.com.au**





# Lake Macquarie supports local schools

**ROGER SNELL, CEO** and Enid Scott, Community Relations Manager joined with the Gateshead Junior School in a day of celebration to open their new covered play area. The area was commemorated to Mr Peter Ryan (deceased 2005) who was the School Administrator for 14 years. Mr Ryan was also the first Open Heart Surgery patient at Lake Macquarie Private 1994. To honour this connected history, Lake Macquarie Hospital donated financial assistance to build a new area for the students.

The hospital was also pleased to support Hunter Sports High School at Gateshead by assisting in sponsorship to send 16 students to the International Children's Games held in San Francisco July 2008 - the first Australian Representative Team. One student achieved Gold in the golfing competition. To have the first ever team from Australia to come from a local Gateshead School, and win Gold, was a fantastic achievement.



**ABOVE:** Roger Snell with Mr Martin Frohlich, Principal Gateshead Junior School.

## Project Team - great 'Innovators'!

**FOLLOWING A SUCCESSFUL** tender to the Commonwealth Government and the Australian Commission on Safety and Quality in Health Care, the PACT Project team at Albury Wodonga Private have gone from strength to strength. The PACT Project, an initiative looking at improving the way health care providers communicate during clinical handover, has resulted in the development and introduction of a number of key strategies and tools to standardise the handover process.

In June, AWPB Project Managers Sally Squire and MaryEllen Mickle, presented the project at the 'Innovative Practice in the Private Sector' Conference hosted by the Queensland Private Hospital's Association. To their complete surprise and delight, their presentation was awarded Runner's Up for the Best Innovation as voted for by the conference attendees. They were presented with a framed certificate and a cheque for \$250.

The 12 month funded project will be completed in December and the team look forward to sharing their findings and tools amongst the Ramsay group.



**ABOVE L-R:** Gaylene Smith (Client Relationship Manager, HESTA, Qld) Sally Squire (Project Manager), MaryEllen Mickle (Project Manager), Lucy Fisher (Executive Director, Private Hospitals Association of Qld Inc)

## Kareena Managers present at International Bed Management Conference

**INDRA WIJETUNGA** (Director of Clinical Services) and Tanya Silarski (Operations Manager) of Kareena Private Hospital presented at the recent International Bed Management and Patient Flow conference held in Darling Harbour, Sydney. The topic of the presentation was "Management of patient flow in a private hospital setting and Emergency Department".

The presentation was tailored for nursing and patient flow managers and was well attended by national and international delegates. Kareena is only one of three hospitals in New South Wales with a private emergency department. Recent Press Ganey results put Kareena Emergency Department with top scores in all Ramsay Hospitals and the third highest score in all private hospitals in Australia with an emergency department. Coupled with this, Kareena has amount the highest occupancy rates across the acute care hospitals in the Ramsay (Australia) group. This was an opportunity to highlight the great work done at Kareena and to share the strategies used to manage patient flow without any surgical cancellation. The feedback was very positive from the delegates.



**ABOVE L-R:** Tanya Silarski (Operations Manager) and Indra Wijetunga (Director of Clinical Services) of Kareena Private Hospital at the International Bed Management Conference.

## Linacre's accreditation success

**LINACRE COMPLETED PERIODIC** review in July and received eight EAs. This outcome was made possible in part due to the benchmarking processes that Ramsay has put in to place which has enabled easy comparison of data between sites as well as the benchmarking and sharing of information between the quality managers at each hospital. The criteria Linacre achieved EAs in were care evaluation, infection control, quality improvement systems, risk management systems, health care incidents, complaints and feedback, policies and procedures, safety management systems and emergency and disaster management.



**ABOVE L-R:** Ray Grierson, Maintenance manager - testing the integrity of the roof anchor points as well as training for the ski season).



**The New Northside Clinic**  
*Taking Mental Health into the future*

# Looking Good - The New Northside

**THE NEW NORTHSIDE** has been launched at Northside Clinic in recognition of a new generation of consumers entering the facility.

CEO Anne Mortimer said consumers with different expectation of the service industry and of healthcare were now patients at the hospital and the hospital had to grow and develop to meet these new expectations.

"We want to ensure that what we are offering is aligned with those changing expectations and particularly with mental health consumers who are looking for a broader range of services," Anne said.

A significant aspect of The New Northside is the introduction of a Client Relations Team - a concierge-style service created to ensure that the consumer's admission is faster and their first hour in hospital is smooth and personalised. The role of this team is to ensure that a patient has all the information they need to settle in to the Clinic from the very beginning.

"Our Client Relations team will also provide an ongoing point of contact for the patient. They will also coordinate our complimentary and fee-for-service activities, order flowers, sell the life enhancement products offered by Northside Clinic and attend to all general inquiries," Anne said.

The Client Relations staff will then visit the

patient two to four days after admission to ensure that they are comfortable and to respond to any concerns or questions they have about their stay.

Other initiatives of The New Northside include an improved dining experience in the recently refurbished dining area, healthier meal choices; and internet lounge and an improved Northside Active Program with extended gym times for patients. An entertainment program including live music on Friday's, high tea on Sundays and an improved cinema service at weekends, is also now on the agenda.

In the New Year, The New Northside hopes to launch a day spa which will offer a range of treatments and products and will be available to patients on a fee-for-service basis.

Patient will also receive a small gift including an affirmation card on admission to the hospital.

"The New Northside reflects the changes we have made, anticipating this generation of new consumers who want a more service-oriented experience. The New Northside will not only continue to provide the very best clinical care and treatment but also provide a complete and positive experience in every possible way."

## HICMR Infection Control Seminars in Indonesia



**AN ADDED DIMENSION** was included this year to the HICMR audits in the Ramsay Indonesian Hospitals. Two infection control seminars were held, one in Surabaya opened by the Chairman of the East Java Indonesian Association of Infection Control and attracted 100 participants from medical, nursing and general service areas. The second seminar was held in Jakarta and attracted 250 participants.

Together with Helen Musgrove and Anne Lyon's presentations, the Indonesian Nurses - Rosdelima Simarmata (Indonesian Infection Control Manager), Jubaidah (Infection Control Nurse at Mitra Hospital), Lili (Infection Control Nurse at Bintaro Hospital) and Suparini (Infection Control Nurse at Surabaya Hospital) presented the outcomes of their six month "Handwashing Project." A representative from the World Health Organisation was so impressed with the Indonesian infection

control nurse's presentations she suggested publishing their findings.

Infection control systems are still emerging in the Indonesian Health Setting particularly in the Government Sector. Helen and Anne's seven years of experience in auditing the Ramsay Health Care Indonesian Hospitals allowed their presentations to appreciate the barriers (such as cost, knowledge, availability of supplies etc) to implementing effective infection control measures in Indonesia and to give practical, obtainable goals for monitoring infection control.

**ABOVE L-R:** Hand Hygiene Team with HICMR - Jubaidah (Infection Control Nurse - Mitra Hospital), Anne Lyon, Lili (Infection Control Nurse - Bintaro Hospital), Rosdelima Simarmata (Infection Control Manager - RHCI), Helen Musgrove & Suparini (Infection Control Nurse - Surabaya Hospital).



# Charity Challenge



A RANGE OF staff are participating in the Ramsay Health Care Charity Challenge initiative which aims to provide a top-up scheme of 20% on funds raised by staff who participate in a challenge for a charitable cause.

Baringa Private Hospital staff recently participated in the Relay For Life - a 24 hour non stop walk to raise money for The Cancer Council.

For months beforehand Baringa Staff organised to raise money for the Cancer Council through cinema nights and numerous raffles, teams registered and took part in walking non stop for 24 hours by tag team. A very successful event, Baringa raised over \$5,000 and Ramsay Health Care topped these funds up by \$1000 (20%) so a total of \$6000 went to the Cancer Council.

Dr Akshay Wadegaonkar, of Greenslopes Private Hospital is also attempting to raise \$5000 for the hospital's Gallipoli Research Foundation by walking the Great Wall of China in October 2008. He currently has a post on the Everyday Hero website.

Charity Challenge can be for groups or individual staff members. Information about Charity Challenge and the application forms for the top-up grants can be found on the Ramsay intranet. Staff can choose their charitable beneficiary and can either organise something locally or do an overseas adventure.

Charity Moves who can assist with coordinating a charity challenge initiative has a range of trips currently on offer including five cycle trips, five treks, one wildlife and one community project in China, Vietnam, Nepal, New Zealand, Laos, Borneo and Papua New Guinea (Kokoda Trek). These trips are just an example of some of the popular destinations as Charity Moves can assist you with any trip that you are planning.

See the Charity Challenge section on the Ramsay Health Care intranet.



Ramsay Health Care own and operate over 60 private hospitals nationally in Queensland, New South Wales, Victoria, South Australia and Western Australia.

**If you are moving and want to find out what opportunities are available in other Ramsay hospitals, then contact Group HR and we can help you source any vacancies.**

Transferring to another Ramsay hospital means you don't lose your entitlements, so talk to us if you are planning a move! Contact Group HR by sending an email to: [hrenquiries@ramsayhealth.com.au](mailto:hrenquiries@ramsayhealth.com.au).

## Greenslopes celebrates 10 years of cardiac surgery

GREENSLOPES PRIVATE HOSPITAL celebrates 10 years of cardiac surgery this month with more than 400 cases performed last year.

Greenslopes Private Hospital Director of Medical Services, Dr Jim Houston said that the decision to expand cardiac services at that time placed Greenslopes Private Hospital in a position to become a leading centre for cardiac care in Brisbane.

"Greenslopes Private Hospital offers a comprehensive range of cardiac services for the Brisbane's Southside and broader Queensland community," Dr Houston said.

The hospital boasts state of the art facilities including 3 cardiac catheter laboratories, a 24 hour 7 day week emergency centre, non-invasive cardiology investigations, 14 operating theatres, 18 bed coronary care unit, cardiac ward, internationally renowned Hypertension Unit and cardiac rehabilitation programs.

Over the last decade the introduction of two additional coronary angiography suites included one which is capable of peripheral angiography and the other laboratory has been converted to advanced electrophysiology testing including 3D cardiomapping.

Cardiac Services at Greenslopes Private Hospital are supported by some of the state's finest cardiologists and cardiac surgeons who are strongly committed to providing an outstanding service for patients.

## Nursing Excellence Awards – WA

TWO HOLLYWOOD PRIVATE Hospital nurses recently received awards in the Western Australian Nursing Excellence Awards.

Dolly Douglas (pictured), who works in the cardiac catheter laboratory at Hollywood Private, received the prestigious Graduate Nurse of the Year award and Jennifer Lush was presented with the Metropolitan Acute Care Enrolled Nurse of the Year award.

The themes for these awards in 2008 were 'Delivering Quality, Serving Communities: Nurses Leading Primary Health Care; and 'Healthy Families – the key to the future'. The excellence awards seek to acknowledge the real contribution nurses and midwives make to the community of Western Australia and to highlight the high regard in which they are held by both their peers and the WA public.

Having commenced her nursing career in August last year, Dolly has achieved her EN medication competency, basic life support and manual handling, wound management and an award for academic excellence from West Coast TAFE.

Jennifer's nursing career began in 1973 and her current area of expertise is in rehabilitation at Hollywood. her career achievements include advanced skills EN, being a continence resource nurse, an NMBWA Network Advisory Panel Representative as well as an EBA and EN council member to name a few.

Also congratulations to Kristy Bayley, who is the staff educator undergraduate coordinator in the education department at Joondalup Health Campus and was nominated for the "Preceptor of the Year" award and Bev Ewens, who is the staff development nurse for critical care and was nominated for "Nurse Educator of the Year" award.



## Michael receives St John Ambulance Award

THE BOARD OF the St John Ambulance in May this year issued Michael Bosley (Senior Operations Assistant, Theatre of Berkeley Vale Private Hospital) with an Award for his outstanding life saving support of a woman in July last year.

In July, 2007 Michael Bosley in his capacity as a Sergeant in the Volunteer Army, was travelling with his regiment in the Munmorah area.

He came upon a car with smoke or steam rising from the front and one person inside in the driver's seat, who appeared to be in a sleeping position. On further investigation, the driver was in a state of stress and complained of chest pain. Michael asked another witness who had a mobile phone to call for an ambulance.

Michael carried out a quick medical assessment of the patient and realised she appeared to be having a heart attack. Michael questioned the patient about her medical history when she suddenly slumped forward and appeared to be unconscious. He inserted a Geudels airway into her mouth to maintain an airway. He re-applied the Hudson mask and continued with oxygen therapy. After about 2 minutes, the patient appeared to have stopped breathing. He then started EAR with the use of the Oxy-viva. He continued this for about another minute, checking her pulse continuously. At this stage the ambulance arrived and asked him to continue the resuscitation as they applied the defibrillator electrodes to the patient. On gaining a pulse the patient was then transferred to the ambulance and taken to hospital.



## Bowral Day Surgery opens for business

ON 22 APRIL 2008, Ramsay acquired Bowral Day Surgery, which is situated 1½ blocks from Southern Highlands Private Hospital. Bowral Day Surgery was well known for the provision of quality gastroenterology and oncology services, to the Southern Highlands community.

The Gastroenterology services have all been transferred to the Southern Highlands Private Hospital's Operating Theatres and Day Surgery Unit, with the oncology service remaining at Bowral Day Surgery. The aim is to grow the oncology service to a comprehensive cancer service, known as the Bowral Cancer Centre, and continue providing a comprehensive cancer service to both private and public patients.

Since the acquisition, Bowral Day Surgery has been renamed Southern Highlands Private Hospital Specialist Centre.

Welcome to all the staff from Southern Highlands Private Hospital Specialist Centre, who have been just fantastic in managing and coping with the change and the integration into Ramsay Health Care.



TOP L-R: Nurses: Lisa Thorogood, Jo Pearson, Lisa Ellis, Colleen Eringa – Seated Centre: Jenny Harper

ABOVE L-R: Administration Staff: Jocelyn Doyle, Deborah Tonitto, Cathy Jones & Kristy Meehan



# 38 Staff receive awards at Port Macquarie Appreciation Night

**THE STAFF AT** Port Macquarie Private Hospital & Hastings Day Surgery enjoyed a wonderful evening in August, in celebration of 38 staff members receiving service awards. Five staff members received 25 years of service, a further five received 20 years of service, 11 staff received 15 years of service and 18 staff received 10 years of service awards. The awards ceremony was officiated by Danny Sims (Chief Operating Officer, Ramsay Health Care) and Greg Jenke (CEO, Port Macquarie Private Hospital).

A special award was given to Jeanette Setterfield (Catering Manager) who has recently retired after 17 years of service. Another special award was given to Adele Thompson who is also leaving the hospital. We were also proud to celebrate our first



**ABOVE L-R:** PMPH 25yrs Service Awards – Danny Sims (Ramsay COO), Coral Aitchinson (RN), Sandre Brennan (EN), Lyn Yates (Discharge Planner), Dianne Kennedy (RN), Tania Gahan (Accounts) & Greg Jenke (Chief Executive Officer of Port Macquarie Private Hospital & Hastings Day Surgery).

anniversary of the Rehabilitation Unit which opened in August 2007. With the rehab unit running at full steam ahead, congratulations goes to not only the rehab team who provide a wonderful service but also to Ramsay Management who supported the venture, staff, doctors and patients for their commitment to the rehab unit. We hope in the not too distant future that we will be able to expand on an already well praised service.

## THE INAUGURAL "CLUB CHEMO" ART AUCTION WAS HELD BY NOOSA HOSPITAL IN JULY.

The event raised nearly \$14,000 for the "Club Chemo" fund, due to the generosity of the bidders. The funds will be used to purchase items including furniture, books and DVDs, for Club Chemo for the daily enjoyment of its patients.

The goal of Club Chemo is to continue to make a difference for our patients in a positive and relaxed environment.



**ABOVE L-R:** Fran Baldwin, C.N. Louise Townsend, Jill McEvoy-Williams & Dr Anmar Aydami, prepare for the Club Chemo Art Auction. Pic: ANDREW SEYMOUR.

# Tracey joins Board of St George Medical Research Foundation

**ST GEORGE PRIVATE** Hospital CEO Tracey Burton has been appointed to the Board of a newly established charity, the St George Medical Research Foundation – which will raise funds to support medical research in the St George area.

The Foundation was launched aptly on St Georges Day, 23 April 2008 at St George Leagues Club with 300 guests from the local community fellow Board Members and representatives from other business and community organisations in the St George area. Tracey Burton said that it was a privilege to be involved with the Foundation at this important and exciting beginning of the organisation. "The Foundation has enormous potential for success for supporting the medical and research community in this area. The benefits for the wider community are incalculable."



**ABOVE:** Professor John Edmonds, Chair of the St George Medical Research Foundation with Tracey Burton & Foundation CEO David Tipler.

## MOVEMENTS & APPOINTMENTS

### KATE JOINS LEGAL TEAM

Kate Robertson has joined the Legal Services team for Ramsay Health Care as Corporate Counsel. As well as being an experienced lawyer, Kate previously spent several years as a physiotherapist.



### LLOYD TAKES ON QLD

Lloyd Hill has taken over the State Manager position in Queensland in an acting capacity initially for 6 months. During that period Lloyd will continue to manage John Flynn where he has been CEO for 19 years.

### RICHARD APPOINTED TO GREENSLOPES

From 15 September 2008, Richard Lizzio will take over as CEO of Greenslopes Private Hospital. Richard joined Ramsay Health Care shortly after the Company's November 2002 acquisition of Cairns Private Hospital. He served as the CEO of Cairns Private from 2003 to earlier this year, when he became the CEO of Pindara Private Hospital. In order to ensure a smooth transition, until a new CEO commences employment at Pindara, Richard will maintain involvement and be accessible on matters that affect Pindara.

## Movements in Melbourne

### DANE GOES BACK TO MILDURA

Dane previously held the CEO position at Mildura from 2000 to 2006 prior to moving back to his home town of Melbourne in October 2006 to take on the CEO position at Warringal Private Hospital. Following the departure of the Michael Krieg from Mildura, Dane has resumed as CEO of Mildura.

**GRAHAM CLARKE**, formerly CEO Masada and Waverley Private Hospitals in Melbourne, has been appointed CEO Warringal Private Hospital and started on 1 September.

**PETRA SNELLEMAN**, CEO Albert Road Clinic will additionally assume the role of CEO Masada Private Hospital.

**LINDA EDGERTON**, CEO Mitcham Private Hospital will assume the additional responsibility of Acting CEO Waverley Private Hospital. Linda's continuing role as CEO of Waverley Private Hospital will be reviewed in December 2008.

**PAT QUINN**, CEO Peninsula & Beleura Private Hospitals has announced that she will be resigning from Ramsay Health Care effective 31 December 2008. From 1 January 2009 the following changes will apply:

- Greg Hall will take on the role of CEO Peninsula & Beleura Private Hospitals.
- Petra Snelleman will take over from Greg as CEO of The Avenue Private Hospital while continuing as CEO of Masada Private Hospital.

These changes will result in a vacancy at Albert Road Clinic which is currently advertised. The position of CEO at Linacre Private Hospital has also been advertised.



### MEL RETURNS TO CPH

Melissa Pavey has been appointed Commercial Manager at Cairns Private Hospital. Mel returns to Cairns after having previously being the hospital accountant and then spending some time in finance in the mining industry. Melissa (Mel) Pavey will also assume responsibility for the Cairns Day Surgery.



### SALLY STARTS AT CDS

Sally White has recently been appointed to the position of Clinical Services Manager at Cairns Day Surgery. Previously Sally had been in the Staff Development role for Perioperative Services Education at Cairns Private Hospital and prior to that Sally had been in a management and educational role for the Qld Ambulance Service that saw her working across diverse settings in Far North Queensland and the Torres Strait.

### MERRYN STARTS AT MT WILGA

Merryn Verheul has commenced as Finance Manager at Mt Wilga Private Hospital. Susan Blanch the former finance manager has relocated to Strathfield Private Hospital.

### SUZANNE STARTS AT PORT

Suzanne Nutley has been appointed to the position of Finance Manager of Port Macquarie Private Hospital. Suzanne comes with a wealth of experience and knowledge of SAP and Pronto as well as Meditech as she was part of the implementation team.



### SUSI NEW IN CLINICAL PROCUREMENT

Susi Garrett has been appointed as the new Clinical Procurement Manager, commencing in June. Susi has had extensive experience as a Nurse Unit Manager of Operating Suites and CSSD as well as a number of years involvement in large scale clinical and pharmaceutical procurement projects for NSW Health.



**LOUISA MARSHALL** has been appointed to the newly created position of CEO/DCS Caloundra Private Hospital. Louisa will commence on Monday 29th September.

Louisa's previous roles include the DON position at Sunshine Coast Private Hospital, run by Uniting Health Care so she already has an in-depth understanding of the area and knows many of the VMOs.

We look forward to welcoming Louisa to Ramsay Health Care.

## LEGAL UPDATE

# New Securities Trading Policy

**A NEW SECURITIES** Trading Policy has been adopted by the Board of Ramsay Health Care. All senior management and staff, regardless of title or position need to adhere to this policy. The new policy is contained on the Ramsay intranet under legal policies and procedures.

Ramsay General Counsel and Company Secretary John O'Grady said the new policy was designed to restrict employees who were in possession of price sensitive information about Ramsay Health Care to deal in Company securities with the exception of the securities trading window (a period not exceeding six weeks after the announcement of the annual and half-yearly results of the Company and two weeks after the conclusion of the Company's annual general meeting).

Examples of price sensitive information include:

- A major acquisition by the Ramsay Health Care Group; or
- Any significant diversification of the Ramsay Health Care Group's business activities

John said staff who could be in possession of price sensitive information included a group of nominated employees listed in the policy, plus hospital CEOs, commercial managers and other employees of the Ramsay Health Care Group who were in a privileged position.

"The use of inside information, which a reasonable person would expect to have a material effect on the securities price, for securities trading, could constitute 'insider trading' and a breach of the Corporations Act," John said.

"It is therefore important that all senior management and staff are aware and adhere to this policy."





## EMPLOYEE NEWS

**We are pleased to announce our National Employee Benefits Program has undergone a bit of a revamp & is now better than ever.**

### Salary Packaging

We have transitioned to a new salary packaging provider, which early feedback suggests, will provide better service than the previous arrangement.

Also, there has been a change in legislation which has removed the FBT exemption for laptop salary packaging. This means that we cannot allow employees to salary package laptops any longer, *unless there is a genuine work need*. If you wish to salary package a laptop, you must first discuss with your manager and evidence the work need, then get in contact with Group HR and we'll help you through the process – [hrenquiries@ramsayhealth.com.au](mailto:hrenquiries@ramsayhealth.com.au)

For all other salary packaging queries, please contact the friendly team at sgfleet (formerly SMB) to discuss whether there is a benefit for you to salary package any existing expenses you may have (eg. self-education, journals/subscriptions) or a motor vehicle and the running costs associated with that vehicle. We all know how expensive cars can be – helps to pay for those expenses from your pre-tax salary!



### New Enquiries Customer Service Managers:

Brett Morgan: [brettm@smb.com.au](mailto:brettm@smb.com.au)  
Rod Walsh: [rodw@smb.com.au](mailto:rodw@smb.com.au)  
Colin Markley: [colinm@smb.com.au](mailto:colinm@smb.com.au)  
**Phone: 1800 818 487**

### Ramsay Employee Club



The biggest change in the program is the fantastic new additions to the Ramsay Employee Club (our discount/lifestyle program provided through Pegasus).

All existing member cards have now expired and you should have received your new card very shortly, if you don't already have it. The new cards have your membership number on them for ordering through the Club Line or via the website. The Club has introduced a new partner to the program... myRewards, which is a huge employee reward company and provides a number of great benefits.

Firstly, many of our members indicated that they want vouchers (like the Entertainment Book)...so that's what you will be receiving with your membership cards...a fantastic booklet full of vouchers for

you to use. Additionally, you can log onto the website at any time and print off more!

Also, we will be running a monthly member draw from next month which means that one of our members will receive \$100 worth of instant scratchies every month! You need to check your Employee Benefits boards in the staff room/tea room of your Ramsay workplace to see if you are the lucky winner!

Our Site Champions will make sure that the winning membership number is displayed appropriately so that you can check to see if you are in the money!

If you want to join this great program and take advantage of the many fantastic offers, contact your Site Champion to find out how – check the HR intranet for details or contact Group HR:

[hrenquiries@ramsayhealth.com.au](mailto:hrenquiries@ramsayhealth.com.au)

### Want to know more?

We have a group of fantastic Site Champions at each Ramsay workplace who can give you information about the program. There is a great range of other offers and benefits as well as salary packaging and the Employee Club.

Site Champions will receive new brochures shortly for both our Salary Packaging and Ramsay Employee Club elements of the program – so look out for the brochures on display in your staff rooms/tea rooms – there is more details within the brochures.

And of course, if you ever have any questions, you can always contact our friendly Group HR team via email:

[hrenquiries@ramsayhealth.com.au](mailto:hrenquiries@ramsayhealth.com.au)

### Griffith Nursing Survey

Recently, Ramsay participated in a Griffith University research project that aims to identify what the key factors are that influence nurses' decisions to stay in nursing. This involved distributing over 4500 surveys to nurses randomly selected from across Australia to participate. Ramsay will use the results of this research to develop further strategies to improve our nurses working life and improve the retention of clinical staff. As an added incentive, 4 prizes, of a \$750 gift certificate from:

[www.redballoondays.com.au](http://www.redballoondays.com.au), were offered. The lucky winners to be drawn out of the hat were: Julie McCloy, John Flynn Private - QLD  
Sandra Fryz, Kareena Private - NSW  
Gaye Dunn, Glengarry Private - WA  
Jennifer Broadbent, Warringal Private - VIC

These certificates can be redeemed for a variety of gifts or experiences such as a relaxing weekend getaway for two! We hope the winners enjoy their selection!

Whilst the survey closed on Friday 22 August, at the time of writing, approximately 1000 responses have been received by Griffith University.

The support of all nurses who completed the survey is greatly appreciated and we look forward to updating you on the outcomes of this survey in future editions of The Ramsay Way.



**ABOVE L-R:** Just a few of the 25 Kareena team – Katie Horwood, Brenda Seaberg, Mariela Chisari, Emma Farley & Ada Cozzubbo

### Local GPs Join Kareena Team in Sutherland to Surf.

**31 GPs AND** their staff and families joined Kareena's staff team of 25 to complete the Sutherland to Surf run/walk event.

On a perfect day, the 50 strong headed off on the 11km run/walk to Wanda Beach as part of the Kareena Wellbeing and Balance events program. At the end to greet them was a fabulous BBQ under the Ramsay marquee to celebrate the end of a challenging but enjoyable walk. The GP's and staff had a great BBQ and the opportunity to mix with our GPs – priceless!



**ABOVE L-R:** James, Ron, Andrew & Adrian.

### Anaconda Adventure Race – Ramsay Health Team

**CONGRATULATIONS TO JOHN** Flynn Cath. Lab staff member Ron Martin and his team members, Andrew James, James Henry and Adrian Bond who took out 2nd place in the Anaconda Challenge – Corporate Team event, held on 10th August on the southern Gold Coast beaches and hinterland.

The team completed the arduous challenge of an 18kln mountain bike ride, 2k swim, 10k ocean & river paddle, 10 k cross country run followed by a 1 team paddle and a 2k team run to complete the challenge.

### Kokoda Challenge



**THE "FAB FOUR"** team representing Nambour Selangor Private Hospital backed up for the second year in a row to complete this years gruelling 96km Kokoda Challenge through the mountainous and punishing Springbrook terrain on the Gold Coast.

Ben Robertson, Matt Sullivan, Adrian Munro and Rob Graham managed to bring to do a final time of 26 hours and 39 minutes – nearly 4 hours faster than last year.

The members of the team "Pindara Pacemakers" also competed in the Kokoda Challenge Stacey Dickie, Meredith Blackmur, Debbie Hundt and Rebecca Godden. They crossed the finish line together (all joints in tact) in a remarkable time of 23 hours and 22 minutes, accomplishing their challenging goal to finish within 24 hours, placing 4th in the Corporate Division. Their time also ranked them 21st overall out of 232 teams, to cross the line with all 4 team members, and still smiling!



## Fun & Fitness



**ABOVE R-L:** Richard Lizzio CEO Pindara Private, Dep Sharpe & Ramsay Gold Coast staff members.

### Ramsay Health Gold Coast wins Largest Corporate Team Award

**JOHN FLYNN & PINDARA PRIVATE** Hospitals entered over 150 staff, doctors, family and cardiac rehab patients taking out the Largest Corporate Team Award in the 2008 Gold Coast Marathon. The Gold Coast Marathon had over 20,000 participants this year, awarding it the largest marathon event in Australia.

Some impressive times were recorded with one Ramsay walker coming in 10th position in front of the thousands of entrants on the day.



### JHC running relays for cancer council

**ONCE AGAIN THE** Ramsay Spirit is alive and well at Joondalup Health Campus, with eight teams and over 100 staff participating in the inaugural 'Relay for Life' at Arena Joondalup on September 20 and 21.

Relay for Life is a national fundraiser and is organised in Western Australia by the Cancer Council WA. The event consists of teams of 10 – 15 people walking or running, passing a baton around the track for 24 hours.

Relay for Life lasts for 24 hours to reflect that cancer never sleeps. The JHC teams will be camping overnight and will enjoy a free healthy breakfast in the morning, along with entertainment and prize incentives throughout the relay.

**TOP LEFT L-R:** Matt Sullivan, Adrian Munro, Ben Robertson, Rob Graham

**BELOW:** "Pindara Pacemakers" – Stacey Dickie, Meredith Blackmur, Debbie Hundt & Rebecca Godden.

