

# the **ramsayway**

The Corporate newsletter of Ramsay Health Care

## Hollywood unwrapped!



PHOTO L-R: Ramsay Health Care Chairman, Paul Ramsay, with Marjorie Brislee at the official opening of the new wing named in her honour.

**The \$128.5 million redevelopment of Hollywood Private Hospital is now complete seeing the hospital dramatically enhance and expand its facilities in just under three years.**

The new development was officially opened on Tuesday 10 November by the Hon Dr Kim Hames, Deputy Premier; Minister for Health and Indigenous Affairs and included the official opening of the new 130 bed accommodation wing named in honour of Marjorie Brislee, a long term employee and former board member of Ramsay Health Care. Marjorie and Paul Ramsay, Chairman of Ramsay Health Care, were in attendance for the formal opening ceremony.

Executive Director of Hollywood Private Hospital, Kevin Cass-Ryall said the hospital had been transformed into one of

the largest and most sophisticated private hospitals in Western Australia.

"The completion of the current redevelopment has radically altered the landscape for Hollywood and will enable us to provide an even better service to the community," Kevin said.

The three year building project included:

- a new 130 bed ward block (Marjorie Brislee Wing)
- four additional operating theatres
- an additional specialists medical centre (65 suites)
- a new 630 bay multi storey car park
- a new gastroenterology unit
- the refurbishment and expansion of the day procedure unit
- the refurbishment of the main corridor

The construction of a third angiography suite will be completed in late 2010.

The centre-piece of the current development, the Marjorie Brislee Wing, incorporates four new inpatient wards, including a purpose built rehabilitation unit, a new oncology ward, and an oncology day treatment suite with 22 chairs and eight day beds. A 40 bed purpose built rehabilitation unit on the lower ground floor incorporates a centre for assessment of activities for daily living (ADLs) and large gym. A flat for pre-discharge assessment has been included in the unit. This allows rehabilitation patients the option of staying overnight unassisted at the hospital, providing them with added peace of mind before returning home.

## Ramsay announces new mental health facility for Cairns

**Ramsay Health Care has announced that it will develop a private hospital, specialising in mental health, in Cairns to meet the growing demand for private mental health services in the region.**

Ramsay Health Care already owns Cairns Private Hospital and the Cairns Day Surgery. This new hospital, to be located in what was formerly a lodge (Figtree Lodge), will offer day and inpatient programs for privately referred patients who suffer from mental health issues such as depression and anxiety disorders as well as alcohol detoxification and rehabilitation.

Cairns Private Hospital CEO Mark Page said mental illness was an increasing problem for all communities across Australia with a vast number of Australians experiencing some form of mental illness each year. He said services were sorely

needed in the north Queensland region to assist with providing effective treatment for mental illness.

"The closest dedicated private mental health facilities are in Brisbane. This new hospital will have a catchment area primarily in Cairns but it will also service the broader North Queensland area from Townsville. We believe that the entire region has been lacking in a facility such as this for some time," Mark said.

"Private patients who require inpatient treatment for mental health issues are currently forced to travel to Brisbane and leave behind their families and support networks, which is not really ideal or cost effective."

He said patients would be referred to the hospital following assessment by general practitioners and psychiatrists. Patients will

be admitted to the hospital under the care of consultant psychiatrists and care will be provided by a multi-disciplinary team including psychiatrists, specialist nursing staff, psychologists and other allied health professional.

Local Cairns Psychiatrist Dr Paul Trott who has been appointed Director of Medical Services of this new hospital said the development of a private mental health facility in Cairns would be a major boost for mental health services in the region.

"This is a very exciting development for Cairns and the whole North Queensland area. Private mental health services are poorly lacking in this region and sufferers of mental health disorders will benefit greatly from this new facility," Dr Trott said.



PHOTO: Cairns Private CEO, Mark Page, in front of the site where the new mental health private hospital will be located.



# CEO's message

Medibank Private released the results of its second annual patient satisfaction survey in September showing a glowing report card for the private hospital sector. The survey of 21,621 respondents across 144 hospitals nationally, found that, in general, private patients were very satisfied with their hospital experience. Specifically, the results showed that private hospital patients are highly satisfied with the care they receive from clinical staff. The skills and knowledge of doctors were especially highly rated with 96 percent of patients rating them

good or better, and similar levels of satisfaction for the level of care and compassion they were shown by doctors



(94 percent good or better).

The skills and attitude of nurses were similarly highly regarded with 91 percent of patients satisfied with the care provided, and 90 percent satisfied with the levels of clinical skill and knowledge of nurses.

Overall, this is very good news for the private health system and demonstrates that private hospitals are doing a lot of things right! To this end, it was interesting to note that 87 percent of respondents would recommend their hospital.

Congratulations should especially be passed on to four Ramsay Health Care hospitals who achieved top 3 placings in their States, specifically: Shepparton, Glenferrie, Port Macquarie & Berkeley Vale Private Hospitals.

The results of this survey came shortly the findings of the Productivity Commission comparing the relative performance of private and public hospitals. The Commission's findings showed that private hospitals are less costly, more efficient and safer than public hospitals. Labour productivity is higher and infection rates in private hospitals are at least 50 percent less

likely for patients in some procedure categories.

In this edition of The Ramsay Way we announce some new hospital initiatives (Mental health facility in Cairns) and the opening or commencement of major redevelopments which have been taking place under our brownfield development program (Hollywood, North West and Joondalup). It is very pleasing to see some of these major redevelopments starting to take shape.

I would like to take this opportunity to wish all our staff and doctors a very Merry Christmas and to thank you for your commitment to Ramsay Health Care and The Ramsay Way, throughout 2009.

Cheers

Chris Rex  
CEO

## Health Minister tours Greenslopes

As part of the Federal Government's hospital reviews which are currently underway, Federal Health Minister, Nicola Roxon recently took time out while in Brisbane to visit Greenslopes Private Hospital where she learned more about how teaching is successfully delivered in the private sector.

Medical education and teaching has been a part of Greenslopes for many years with the University of Queensland (UQ) establishing a presence on campus 40 years next year.

Since Ramsay Health Care took over the running of the hospital it has supported the growth of teaching and education on campus with the introduction of nursing and allied health programs in addition to the continued delivery of high quality medical teaching and post graduate training.

The UQ Clinical School at Greenslopes is due to undergo a major redevelopment over the next 12 months with the funding received from the Federal Government in 2007.

Hospital and Ramsay Health Care Executives along with UQ representatives took time out to meet with the Minister and show her around the hospital. Ms Roxon had the opportunity to meet several Visiting Medical Officers on her tour.

Head of Medicine, UQ and Head of UQ Clinical School at Greenslopes Private Hospital, Professor Darrell Crawford gave Ms Roxon an insight into what is

currently delivered at Greenslopes as well as explain the plans for the redevelopment.

Ms Roxon met Urologist Dr John Preston and his Registrar, Dr Jacob Gleeson while consulting in the outpatient clinics. Dr Preston is one of many VMOs at Greenslopes who work both in the private and public health sector and involved with teaching.

Director of Emergency, Dr David Rosengren who also works at the Royal Brisbane Hospital provided an insight into how private hospital Emergency Centres operate and explained how Greenslopes see close to 20,000 patients a year which takes an enormous pressure off the public emergency departments.

Ms Roxon also took the opportunity to visit The Gallipoli Medical Research Centre which is finalising plans to develop the research centre with the \$5 million provided through a federal capital grant. Associate Professor Andrew Nicol, the Director of the Research Centre joined the entourage including fellow research unit head Darrell Crawford to lead a tour of the facility and highlight some of the groundbreaking research being undertaken on campus.



**ABOVE:** Head of Medicine, University of Queensland & Head of UQ Clinical School at Greenslopes Private Hospital, Professor Darrell Crawford (front) & Greenslopes Private Hospital CEO, Richard Lizzio, explain the plans for the new UQ Clinical School development to the Federal Health Minister, Nicola Roxon.

**BELOW:** Dr David Rosengren, Director of Emergency (left) conducts tour of the Emergency Centre.



## Upswing in PHI Membership

The September 2009 quarterly statistics have been released by the Private Health Insurance Administration Council recently showing as at 30 September 2009:

- 9,820,963 persons, or 44.7% of the population, were covered by Hospital Treatment cover.
- The percentage of the population covered increased 0.12 % points, compared to the June 2009 quarter.
- A net increase of 32,433 hospital policies.

- An increase in coverage of 75,721 insured persons during the quarter.
- An increase of 14,463 single policies and an increase of 17,970 family policies during the quarter.
- A notable increase in coverage of 10,136 persons for people aged 20 to 24, reversing a similar decline in this age in the June quarter.

## Ramsay hospitals top medibank private survey

Four Ramsay Health Care hospitals featured in the top rankings of the Medibank Private's second annual Hospital Experience Survey, which measures patient experience with their hospital and then ranks the results.

Shepparton, Glenferrie, Port Macquarie & Berkeley Vale Private Hospitals all rated in the top 3 hospitals in their State with Shepparton and Glenferrie rating in the top 5 hospitals in the nation.

Nationally, 144 hospitals were involved in the survey and there were 21,621 responses received by Medibank Private. The average national member experience index rating was 70/100 showing a very high level of patient satisfaction with private hospitals.

In their states, the top performing Ramsay hospitals rated as follows:



PHOTO: Shepparton Private Hospital staff members - Kingfisher Ward.

### Victoria

1. Shepparton Private Hospital, with a Member Experience Index score of 78 (equal first position).
3. Glenferrie Private Hospital, with a Member Experience Index score of 78.

### New South Wales

1. Port Macquarie Private Hospital, with a Member Experience Index score of 76.
3. Berkeley Vale Private Hospital, with a Member Experience Index score of 75.

Port Macquarie Private Hospital CEO Paul Geddes said of the result "We are very proud of this achievement and we feel satisfied that Port Macquarie's outstanding patient care has been acknowledged in the results of this survey. I would like to take this opportunity to thank all of our staff that work with professionalism and compassion to bring about such a result."

Paul was also very strong in his message that the facilities of Port Private, Hastings Day Surgery and Coolenberg Day Surgery can only perform to the standard that they do with the consistent quality staff that they employ and the support of the quality medical community of which Port Macquarie is fortunate to engage.

At Shepparton CEO Dominic Mellino said the hospital had received a congratulatory letter from Dr Sharman Stone, Federal Member of Murray which noted that the hospital was ranked fourth in Australia in the Survey.



PHOTO: Hastings Ward staff members at Port Macquarie Private.



PHOTO: Staff at Berkeley Vale Private Hospital.



PHOTO: Glenferrie staff members (L-R): Carolyn Bryant, Kate Gale & Jennie Cooney - with patient Judy Ann Coleman on her third stay at Glenferrie Private.



# Private hospitals are less costly, more efficient & safer: APHA

The Australian Private Hospitals Association has welcomed the release of the draft report of the Productivity Commission on the performance of Public and Private Hospitals, and warned that the Federal Government should think twice before diverting resources away from the private hospital sector.

'I commend the Commission for their work on such a complex and difficult topic. This report finds that private hospitals are less costly, more efficient and safer,' said Michael Roff, CEO of the Australian Private Hospitals Association. 'We have shorter stays and lower rates of infection even though our hospitals are performing the majority of surgery.'

'At a time when the Federal Government is advocating the winding back of the 30% Private Health Insurance rebate, one would think they would want to encourage Australians to keep their health insurance and use it to receive high quality private hospital care that represents excellent value for money.'

'Private hospitals have long been advocates of safety and quality measures. This report shows that, according to the available information, you are less likely to acquire a Healthcare Associated Infection if you are treated in a private hospital.'

'The Commission has highlighted the need for improvements in data collections relating to both cost and quality to improve consistency and allow more valid comparisons. APHA supports the idea of nationally consistent collections to remove duplication and reduce the regulatory burden on hospitals.'

The APHA has lodged a submission in response to the Productivity Commission's Draft Report on its Research Study into the Performance of Public and Private Hospitals.



ABOVE: St George Private's very own Gayle Warner along with Australian Idol runner-up, daughter Hayley.

# St George's very own Idol!

Gayle Warner started work at St George Private in May 1999 and this year received her 10 Year Service award. With a laid back, easy to get along with attitude, Gayle has been an integral part of the patient administrative team, working mainly on the frontline at reception, but also within the bed management office too.

But Gayle has a secret...she is the proud mum of reportedly the "coolest 17 year old in the country" and possibly "the coolest ever to have been on Australian Idol" according to Ian Dickson, judge on Australian Idol. That's right, Gayle Warner is the mother of this year's finalist and runner up, Hayley Warner.

Gayle and her husband Rick, who runs a butcher's shop, live in Sydney's South with Hayley and their other two children, Josh and Brittany. They are, and always have been, very involved in their children's sporting and extra curricular activities, and as such have supported Hayley, since leaving school in Year 10, to concentrate on a career in music.

St George Private Hospital is proud to call Gayle one of their own, and Ramsay Health Care extends our congratulations to Hayley on her achievements with Australian Idol 2009.

# Linacre Private gives Albanian woman a new lease on life



PHOTO: Surgeon Chris Coombs prepares Sally for surgery.  
BELOW: Surgeon Chris Coombs with Sally before her operation: & during the surgery.

Sally Ndoj was left with severe facial scars and unable to smile after pigs attacked her as a baby.

But Linacre Private Hospital plastic surgeon Chris Coombs, together with Linacre Private Hospital, have helped transform her.

Dr Coombs operated on the 21-year-old in October, performing grafts to her lips, chin and right cheek. The doctor and the hospital gave their services to the adopted daughter of Moira Kelly AO free of charge.

Ms Kelly brought Ms Ndoj to Australia 12 years ago when she was nine years old.



Since then Ms Ndoj has had extensive reconstructive surgery to rebuild her features. She has had several face grafts, and cartilage was taken from her chest to build a new ear.

Speaking from her hospital bed, Ms Ndoj said she was so thankful to all those that had helped her since the horrific attack. "I have been given a new chance," she said. "I owe a big debt to everyone."

During the attack, which is quite common in Albania as many families own pigs, Ms Ndoj also lost an ear and several fingers.

She now lives in Melbourne, enjoying life as a



childcare student and part-time nurse.

Dr Coombs said giving something back to the community was his way of helping the disadvantaged.

Linacre CEO Jill Gleeson said helping Ms Ndoj and others at the foundation was the Hospital's way of offering help to those who needed it most.

Ms Kelly has helped more than 200 children come to Australia to have life-changing surgery.

(article & photos courtesy Bayside Leader & photographer, Paul Loughnan)



# Hollywood Private scoops 2009 Australian Employer of the Year

Hollywood Private Hospital has scooped the highest honour in workplace employment at the Australian Training Awards in Canberra last week. The WA Private Hospital was the recipient of both the 2009 Australian Employer of the Year Award, as well as the Industry Award Winner in the category of Community Services and Health.

This national accolade comes following Hollywood Private Hospital's recent acknowledgement at the WA Education and Training Awards, also being honoured as the 2009 WA Employer of The Year in October this year.

The Australian Training Awards are the peak, national awards for vocational education and training, recognising innovation and excellence in the training sector. Organisations that achieve excellence in providing nationally recognised training to employees are also recognised.

This year the Awards were held in Canberra on Thursday, 19 November 2009 and were presented by The Minister for Education, Julia Gillard, who congratulated Hollywood and all of the winners of the 2009 Australian Training Awards.

Twelve award categories are presented at the Australian Training Awards including seven organisational categories; Hollywood Private

Hospital was recognised in the category of Australian Employer of the Year and as a winner in the Industry Awards category for Community Service and Health.

Hollywood Private Hospital believes its 1,700 staff members are central to the success of its business and prides itself on a 'living and breathing' values based employment and training approach.

The hospital tailors training to suit a wide range of participants, including mature-aged workers, young people and high school students, graduates and migrants. The hospital encourages regular feedback to build an inclusive and supportive work environment.

Committed to maintaining a team of staff to promote the values of the organisation and support training, Hollywood Private Hospital is at the forefront of private health care in Western Australia with its, Octopus Strategy' an innovative employment retention and recruitment approach.

The Award was graciously accepted by Hollywood Private Hospital Executive Director, Kevin Cass-Ryall who was delighted by the win in recognition of Hollywood's innovative employment and training strategy.

"It's fantastic to be recognised at such a high

level acknowledging the efforts we place on creating and maintaining a healthy culture and we believe that strong employment and training is the basis for an outstanding workplace."

We are a values based organisation and firmly believe that if we look after our employees first, they will, in turn, better look after our patients and stakeholders. We invest in our staff so that they can invest in our customers." Kevin Cass-Ryall said.



PHOTO L-R: The Hon Verity Firth MP, Minister for Education & Training; with Hollywood Private Hospital's Anne Green, Training & Development Manager & Kevin Cass-Ryall, Executive Director.



# Awards & accolades



PHOTO: Proud moment, as Tim Daniel (far left), Mariela Chisari (second from far right) & Louise Day (far right) collect the Award for Community Involvement APHA.

## Kareena wins National APHA Award

**Kareena Private Hospital in Sutherland Shire has taken out the Peak Private Hospital Industry Award for Community Involvement at the 2009 Australian Private Hospitals Association (APHA) Awards held in Melbourne in October.**

The Award recognises hospitals which have excelled in the area of community involvement. Kareena Private, a 128 bed hospital owned by Ramsay Health Care, won the award for its active engagement with staff and the local Sutherland Shire community through a range of events and activities such as its wellbeing and balance program. Kareena Private Hospital CEO Tim Daniel said the hospital was committed to the provision of health, health promotion and wellbeing to the communities within the southern Sydney area and beyond.

“Our hospital staff support health and

wellbeing initiatives through awareness campaigns, screening and education programs for members of our community for the prevention and early detection of diseases that affect Australians,” Tim said. “Kareena’s strategic plans have a community strategy, which extends to involve the community through the provision of exceptional health care and the social and corporate responsibility to care for the community which it serves. As part of this strategy, Kareena has achieved ‘Health Promotion Hospital’ status with the World Health Organisation.” Community involvement activities at Kareena include Seniors Week, Health weeks, a volunteer program, patient focus groups, hospital open days, fundraising events for selected charities each year, inhouse education programs for local general practitioners and ambulance officers and

interaction with the local Rotary association. At Christmas, the hospital adopts a local aged care facility and the hospital staff make donations towards this facility which is presented at a Christmas celebration. As an active participant in the community Kareena has also established an effective volunteer program that provides a fulfilling and rewarding experience for the volunteer team of 14 dedicated members. Past patients from the hospital are also invited to focus groups to provide feedback on the hospital’s performance and to help identify strengths and to clarify community expectations of the hospital and its service to the community. This APHA award is a further notch for Kareena Private Hospital which won the Australian HR Awards last year.



PHOTO L-R: AHRI CEO Serge Sardo, Greenslopes Private Support Services Manager Robin Copeland & Wellness coordinator Katrina Walton. Award sponsor Michelle Grow from Davidson Trahaire Dorpsych.

## Greenslopes picks up AHRI Award

**Greenslopes Private Hospital has picked up the AHRI (Australian Human Resources Institute) National Award for Health & Wellbeing. In the first year of this category, GPH beat IBM and Hydro Tasmania to take out the award judged by leading international psychologist and founder of the positive psychology movement, Martin Seligman. The award recognised outstanding initiatives and strategies promoting the health and wellbeing of employees in the workplace. The judges commended GPH on the quality and strength of the submission, particularly the demonstration of program outcomes and its integrated and holistic approach. This follows GPH’s other recent success at the HR Leadership Awards, winning the health and wellbeing category for the third time. With Kareena Private Hospital winning the award in 2008, RHC has won this award 4 years running, and is recognised as a leader in the field.** In what could be a trifecta, GPH has also been announced as a finalist in the Australian Government National Work Life Balance Awards (previously

National Work and Family Awards which GPH won in 2005). Hospital CEO, Richard Liggio said that everyone should be very proud of this achievement and winning these awards was indicative of the positive wellness culture that has been created at GPH. Director of Hospital Support Services, Robin Copeland said that the judges commented on how Greenslopes had demonstrated an outstanding commitment to understanding employees’ health and wellbeing needs and provided innovative, highly targeted and accessible initiatives. “We are committed to providing an extensive range of flexible work practices and wellbeing options including an Employee Assistance

Program, gym, child care on site, many professional development opportunities, external education grants and scholarships for staff, staff recognition and rewards system, paid maternity leave provisions, support for financial wellness, a subsidised staff bistro providing healthy meal options, internet access via personal workstation or bistro IT booths,” Robin said. The above achievements haven’t gone unnoticed, with GPH receiving a Letter from the Prime Minister, Honourable Kevin Rudd, congratulating GPH on their achievements, and stating this was evidence of GPH’s value to the local community. Congratulations to the GPH team!



PHOTO: GPH Support Services Manager Robin Copeland (centre) with staff from Greenslopes Wellness Centre.

## North Shore Private Intensive Care Unit recognised nationally

**North Shore Private** Hospital’s Intensive Care Unit topped the VMO Satisfaction survey conducted by Press Ganey in July this year. The “quality of the care provided by ICU/HDU/CCU” was ranked number one against three benchmark comparisons – all hospitals (104), private hospitals (66) and private hospitals of a similar size (16). The Unit has one of the best morbidity and mortality rates in the country and prides itself on planning and delivering the best care from a coordinated multidisciplinary team while emotionally supporting their patients and families. The CEO, Greg Brown attributes their success to strong and consistent leadership and a dedicated and competent team. “The ICU team exemplify the “can-do” Ramsay attitude. Professor Richard Lee (Head of Intensive Care) and Sharon Ash (ICU Clinical Manager) work with a terrific group of clinical and non-clinical staff who sometimes really do perform miracles. This result, as determined by doctors from a wide variety of specialties, is deserved recognition of their commitment to the best outcome for their patients.”



ABOVE L-R: Rita Maguire, State HR Manager WA/SA; Anne Green, Training & Development Manager Hollywood Private & Nola Cruickshank, Clinical Service Director Hollywood Private.

## Hillcrest Score in top 1% nationally for Doctor Survey



**The team of** Hillcrest Rockhampton Private Hospital was bestowed with the honour of scoring the number one position in a recent survey of Doctor Satisfaction conducted by Press Ganey. The Doctor Survey sent to 50 of Hillcrest’s doctors in May returned with a score in the top 1% nationally. Niki Pearce the General Manager of Client Relations from Press Ganey visited Hillcrest Rockhampton Private Hospital in early August to inform Hospital staff of the results of the survey. Press Ganey is an independent private company responsible for the audit of more than 4,242 data bases for health care nationwide. Results of the recent doctor survey that Hillcrest was involved in displayed 99% of the Private facilities surveyed in this external benchmark audit had scores lower than those recorded by the team at Hillcrest, meaning the hospital scored in the top 1% nationally. Survey questions included analysis of the services provided by the team at Hillcrest including hospital and nursing management, nursing services including those provided in theatre/day surgery & diagnostic departments.

## National recognition for Hollywood’s Staff Development Program

**Hollywood Private Hospital** has been awarded the ‘Workforce Development in Health’ accolade at the inaugural National Accolades for Excellence Awards. Hosted by the Community Services and Health Industry Skills Council (CS&H ISC), the national awards are designed to promote a competent workforce that is able to meet the needs of Australia’s population; showcasing and applauding health and community service organisations that demonstrate best practice in this area. One of nine accolades, the ‘Workforce Development in Health’ category, recognises outstanding achievement in sustainable growth through the use of workforce skills strategies. Being recognised nationally in the area of workforce skills planning is particularly gratifying to Hollywood’s Director of Clinical Services, Adjunct Associate Professor of Nursing Nola Cruickshank who has been working closely with the hospital’s Training and Development and Human Resources Departments to ensure Hollywood can adequately meet the challenge of Western Australia’s imminent health work force shortage. “We’re absolutely delighted to have received this particular award because in our industry, it’s never been more important that we’re developing workforce skills strategies,” Nola explained. “We commenced work force planning several years ago, in an attempt to equip our staff with the skills they need to provide the highest standards of care and service to our community.” “Unlike many organisations that “outsource” their training, we have a dedicated Training and Development Department. We’ve also developed an ethos of shared learning so every staff member views education as their responsibility. This means training does not simply occur sporadically –it’s happening all the time,” she explained. Hollywood, a Ramsay Health Care hospital was one of three finalists for this category and the organisers CS&H ISC stated they had received an ‘overwhelming response’ in applications to these national awards. Nola went on to explain, “We work with a terrific group of people that deserve to be commended and it’s really fantastic that they’ve been recognised on a national stage.”



# State-of-the-art Day Surgery Unit opens at North West Private Hospital

Residents in Brisbane's north western suburbs will be better served by a new state-of-the-art day surgery complex at North West Private Hospital due for completion next month.

The project, costing \$10 million, incorporates the construction and expansion of the North West Private Hospital front reception and day surgery unit including the redevelopment of four new procedure rooms for gastroenterology and dermatology procedures.

To meet the growing demand in this expanding corridor of Brisbane, North West Private Hospital started a major redevelopment of its operating theatre complex in 2007 and is now close to completing this second stage. A third stage construction project which will incorporate new ward accommodation and the expansion of maternity services, will start early next year.

CEO Jane McGrath said the new day procedure unit incorporated state-of-the-art equipment including high definition monitors and ergonomic booms for ease-of-use and access for staff and doctors during procedures. The procedure rooms have been designed specifically for gastroenterology and dermatology procedures.

"Following the redevelopment and expansion of our main operating theatres last year to incorporate modern i-suites with high definition audio and video monitors and now the redevelopment of our day surgery unit, I



am pleased to say that our operating theatres are now second to none. Patients can expect to be treated by doctors at North West Private in a very modern environment with the latest equipment," Ms McGrath said.

"North West Private Hospital has established a strong reputation in north west suburbs of Brisbane for the provision of excellent surgical day case and complex surgical care. Through this latest addition to our redevelopment, we can further enhance the care we already offer.

"In addition, we continue to focus upon providing excellent medical, cancer care and maternity services resulting in the supply of a

full range of professional services to our community.

"This particular project is a significant part of a series of service redevelopments which will assist us in meeting the growing demand for our services from our community into the future," Ms McGrath said.

Further developments in ward accommodation for expansion of maternity services will commence in early 2010.

ABOVE: One of the new theatres at North West Private in use.

IMAGE: Artists impression of the new Joondalup Health Campus development.



## Construction at Joondalup Health Campus begins

Health Minister Dr Kim Hames and Ramsay Health Care Chairman Paul Ramsay performed the ceremonial turning of the first sod on 9 November marking the commencement of Joondalup Health Campus' \$320 million redevelopment.

The State Government is spending \$229.8 million on the major expansion of public services and the Ramsay group is contributing approximately \$90 million for the private component, which will double the size of the existing campus.

JHC Chief Executive Officer Kempton Cowan said he was delighted the redevelopment had started as it was a project that had been years in the making and would be of enormous benefit to the local community.

"This will be a huge boost for the staff and patients of Joondalup Health Campus and for all the people living in Perth's northern corridor," Mr Cowan said.

"The upgrade of JHC is vital to ensure the healthcare needs of our local community are met well into the future."

Staged construction work will enable the existing hospital to continue to operate normally during this period and a comprehensive plan will



PHOTO L-R: WA Health Director General, Peter Flett; WA Health Minister, Kim Hames; Ramsay Health Care Chairman, Paul Ramsay & Joondalup Health Campus CEO, Kempton Cowan.

be implemented to ensure disruption to patients is kept to a minimum.

"The care and comfort of our patients is our primary concern," Mr Cowan said.

Over the coming months, building activity will increase significantly with a number of projects running concurrently, including the construction of the new public ward block, emergency department, car park and central energy building.

Key stages of the redevelopment include:

- 61 per cent increase in bed numbers for public patients – 280 to 451 beds by 2013.
- A new private hospital.
- A new state-of-the-art emergency department, which will be almost two and a half times the size of the existing department, scheduled for completion in April 2011.
- 11 new operating theatres, replacing the existing six.
- By 2013, the expanded Joondalup Health Campus will have a combined total of 536 beds making it one of the largest hospitals in WA.
- An additional 20-bed dialysis service will also be established in the vicinity.



ABOVE L-R: Chris Buckingham, Fulwood Hall's General Manager, Jill Watts, Ramsay UK CEO, & the Mayor & Mayoress of Preston.

## North West investments strengthen Ramsay

An £8 million redevelopment of Fulwood Hall Hospital, in Preston, has recently been completed. Attended by representatives of health insurers and the local NHS, the opening ceremony marked a major milestone in the hospital's 23-year history.

The existing hospital was extensively refurbished, and a third theatre, endoscopy/minor theatre, close care facility, physiotherapy gym and day case unit were added. The investment enables Fulwood Hall to continue playing a major role in private healthcare services in Lancashire. The hospital is also a key contributor to NHS services through the Cumbria and Lancashire E05 scheme, so the development provides extra capacity both for this contract and Choose & Book services.

Ramsay's presence in the region has been strengthened further through the North West Sterile Services Unit, also in Preston. The new, state of the art facility was also recently opened by Jill Watts, Chief Executive of Ramsay Health Care UK.

The unit was launched to provide a modern, compliant facility for the North West's five hospitals: Fulwood Hall, Euxton Hall, in Chorley, Renacres, in Ormskirk, Oaklands, in Salford, and Kendal Treatment Centre.

The unit's operational lead, Gillian Davies, said: "We've had to carefully plan each hospital's migration to the hub and ensure as smooth a move as possible for staff and Consultants. Our planning covered instrument audits, ordering, trolley purchases, theatre list schedules and IT planning."

Phil Bates, General Manager of Euxton Hall Hospital, added: "It's been a real team effort, with local and central colleagues from Ramsay pulling out all the stops to ensure we launched on time, even when things got tough. Gillian and the operational team are now focusing on delivering a clinically compliant and efficient service."

## A VIP visit to Yorkshire

Paul Ramsay, Ramsay Health Care Chairman, recently made a UK visit from Australia. Paul established the company over 40 years ago, and still greatly enjoys spending time with hospital staff at the 'front line' of the business – on both sides of the world!

Paul made a special trip to The Yorkshire Clinic, in Bingley, with Jill Watts, Ramsay's UK CEO. Both Paul and Jill enjoyed a visit to The Lodge, a cosmetic clinic recently acquired to further expand The Yorkshire Clinic's services. A highlight was a ride on The Clinic's newest recruit, 'Buggy'!



ABOVE L-R: Ramsay UK CEO, Jill Watts; Yorkshire Clinic General Manager, Rachel Bradbury & Ramsay Health Care Chairman, Paul Ramsay.



## Customer Service Charter introduced at North Shore Private

### A Customer Service

Charter with a difference has been introduced at North Shore Private. The Charter not only relates to external customers but to all staff within the hospital.

The need for the charter originated from several sources. Firstly, Exec-connect meetings between the NSPH Executive and staff identified strengths as well as areas for improvement within the hospital. One of the strengths on which staff wanted to build was Customer Service, a theme drawn from these meetings.

Second, whilst Press Ganey results for patient satisfaction are high, research indicates that emotional connection and 'value added' service further drive patient satisfaction up the scales.

A generic charter was created as a base from which all departments could work to create a charter meaningful to them, their staff and patients. This is now being rolled out hospital wide. As each department completes their charter, staff receive a lanyard card which details the four themes of the charter, Respect, Connection, Leadership and Professionalism.

To further reinforce the drive for excellent customer service, NSPH is working with the Customer Service Institute of Australia and to date seven staff have commenced the Certified Customer Service Professional Course.



## Lakeside Clinic tops Press Ganey!

**Warners Bay Private** Hospital's mental health unit Lakeside Clinic opened its doors to the public in 2007. There was a very clear vision to create a holistic, customer focussed place for patients to take time to relax and concentrate on healing mental health issues.

This year Lakeside Clinic participated in Press Ganey's Patient Satisfaction survey for the first time. To the delight of all staff, Lakeside Clinic received extraordinary results & scored 99% higher than all other 40 facilities participating. This is testament to the dedication of the team and the realisation of the Clinic's vision. Congratulations to all the staff for an excellent result!

## Glengarry achieves 19 EAs in ACHS Survey

**Glengarry Private Hospital** underwent Organisational Wide Survey for 3 days during July 2009. The hospital performed exceptionally well scoring an incredible 19 EAs (Extensive Achievement ratings) with 10 of these being in the function of clinical care.

Glengarry Private CEO Elaine Pavlos said the Hospital had always prided itself on its commitment to continuous quality improvement, and aims to incorporate the highest quality processes in all facets of care delivered to patients, staff, and the general community.

The ACHS surveyors stated in their draft report "Glengarry Private Hospital has performed exceptionally well at the OWS. It has achieved a significant number of Extensive Achievement Ratings which reflect a culture of consumer focus and continuous quality achievement. The hospital leadership is to be congratulated for facilitating an environment that celebrates such high quality care and optimal consumer and staff satisfaction."

"This excellent achievement is a reflection of every staff member at Glengarry who continually strive to incorporate care, compassion and exceptional clinical care into everyday practice. Congratulations to everyone who worked tirelessly to achieve such exemplary results," Elaine said.

Developments Update...continued from pg5

# St George development on track



A further two levels have appeared atop St George Private Hospital in the last few months as the hospital inches closer towards the finalisation of this project due in March 2010.

The extra two levels include one level of 44 single rooms with ensuites and one level of consulting suites for specialists at the hospital. The two levels have a wonderful outlook across Botany Bay.

The project, being undertaken by Akalan Projects, started in early 2009 and has resulted in very minimal disruption to the hospital during the course of the construction.

The multimillion dollar development will see the hospital grow to a 240 bed hospital and follows on from a theatre development at the hospital completed in 2008.

# Dudley - 30 years on March Street

**On Sunday 7th** October, 1979 the \$2.5 million, 50 bed project that was the new Dudley Private Hospital was officially opened. On the days leading up to the official opening the local newspaper, Central Western Daily, featured numerous articles about the new facility on March Street and the plans for the old site on Summer Street.

Branded by the media as Your Dudley Hospital, the tradition of Dudley actually dates back to 1915 where the original was bought from a Miss Jupp who lived in a cottage called 'Dudley; in William Street, Orange. The two founders decided to retain the name and had to borrow £300 each to purchase the cottage.

In 1947 the Summer Street site was built, initially as a 27 bed facility but then later expanded and officially opened as a 41 bed hospital in 1970. Apart from a number of locations, over the years Dudley has seen a number of owners, and in 2005 was purchased by Ramsay Health Care

Marilyn (Clemmie) McClements (33 years of service), Kaye Dawes (34 years of service), Sheila Riley (37 years of service) and Marilyn (Muffy) Gersbach (30 years of service) [pictured] are four nurses who have continued their



employment at Dudley and who saw the move from Summer to March Street.

Muffy recalls the time when staff would take the time to inspect the building progress of the March Street site. She recalls the day she saw the almost complete building and stated "how on earth are we going to find our way around this huge facility – we are going to get lost".

Just as afternoon tea was served to all present at the opening of Dudley in 1979, in celebration of 30 years a High Tea Function has been planned for Sunday 22nd November. On display will be hundreds of photos and newspaper clippings spanning the lifetime of the Hospital. In addition staff years of service awards will be presented to those who have worked for 10, 20 and 30 years.

**TOP:** 1979 newspaper clipping.  
**BOTTOM L-R:** Marilyn McClements; Kaye Dawes; Sheila Riley & Marilyn Gersbach - a combined 134 years of service!

# Shepparton Private Hospital – celebrates 30 years

**In September Shepparton** Private Hospital celebrated its 30th Anniversary...the first patient was admitted to the hospital on September 3rd, 1979.

A masquerade ball was attended by the hospital's past and present staff, local dignitaries including Federal and State politicians and Visiting Medical Practitioners. Also present were a number of "Founding Fathers" - doctors who had as early as 1972 identified a need for a private hospital in the region. By 1977 fifteen local doctors were involved in the plans and in 1979 "Sherbourne Clinic" now Shepparton Private Hospital was opened.

Over the past thirty years the hospital has expanded its services and bed numbers. It was acquired by Ramsay Health Care in 2004 and has plans for further expansion including a new



operating theatre and Day Procedure Unit in the very near future.

The highlight of the ball was the SPH Follies including a Bollywood Spectacular performed by five VMPs with costumes and choreography organised by hospital nursing staff.



**TOP LEFT R-L:** Dom Mellino - CEO SPH; Marg Watts - DCS SPH; The Hon. Dr Sharman Stone MP - Federal Member for Murray & Jeanette Powell MP - Shadow Minister for State Government.

**ABOVE:** Shepparton Private, opened in 1979.



**Glengarry Private Hospital** has recently taken part in the BBC television program "Wanted Down Under", a series about British families keen to trade in the British weather for the 'down under' lifestyle. "Wanted Down Under" gives the British families a chance to sample what life would be like if they moved to the other side of the world.

"Wanted Down Under" followed a UK Nurse around spending a few hours 'on the job'

## Glengarry stars in 'Wanted Down Under' BBC Series

speaking with a couple of our nurses, touring the hospital and talking about life and working in Australia.

The BBC crew filmed at Glengarry Private Hospital in September 2009 and the new series of "Wanted Down Under" is scheduled to commence on the BBC in January 2010.



# In the Pink!



## BreastScreen Qld & Ramsay help staff access breastscreen services

During October, Breast Cancer Awareness month, Ramsay Health Care joined forces with the Queensland Health BreastScreen Program. The collaboration is part of a 12 month project for BreastScreen Queensland to establish health promotion programs in ten state-wide workplaces. Ramsay piloted this initiative in their Queensland facilities, with all being invited to participate and tailor health promotion and communication activities to their particular workplaces.

The project is designed to help working women access their nearest BreastScreen Queensland Service and update their knowledge on why breast cancer screening is important in detecting breast cancer early in women aged 50 to 69 years. Women aged 40-49 and 70 years and older are also eligible for a free breastscreen.

Ramsay's Queensland facilities including Cairns, Hillcrest Rockhampton, Noosa, Caloundra, Nambour Selangor, St Andrews Ipswich and Pindara Private Hospital all signed up to the initiative. This followed a highly successful campaign at Greenslopes Private Hospital in May 2009.

Louisa Marshall, Chief Executive Officer and Director Clinical Services, Caloundra Private Hospital said she fully supported BreastScreen Queensland's initiative to promote breast cancer awareness and the importance of early detection to working women in their workplace.

"One in 8 Queensland women will develop breast cancer at some stage in their lives, with 9 out of 10 women diagnosed having no previous family history of breast cancer. This initiative provides working women with essential information on how to reduce their risk of developing breast cancer with the opportunity to book a breastscreen which has been set aside for individual workplaces."

Caloundra Private Hospital held breast cancer awareness sessions for their employees in conjunction with Pink Ribbon Day on 26 October 2009.

For more information or to organise a BreastScreen Queensland Program in your facility, please contact Katrina Walton, Wellness Projects Manager.



## Peninsula Private provides fitting "mini field" tribute to those affected by breast cancer

Several hundred pink silhouettes adorned the lakeside grass verges at Dame Elisabeth Murdoch's Cruden Farm property on Friday 23rd October 2009.

A moving tribute day for those affected by breast cancer, past and present was hosted at the farm by Peninsula Private Hospital in collaboration with the Breast Cancer Network of Australia. The function was very well attended with over 300 people participating in the tribute - many ex patients, some current patients and some family members of people with breast cancer.

The gathering was entertained with stirring tribute music, including playing of bagpipes during the planting of the Field and dance. Many personal journeys were shared with the audience and old acquaintances were rekindled.

The gathering enjoyed a gourmet morning tea provided and served by Steve Drummond and his

catering team from Peninsula Private.

Virginia Howard and her team of dedicated professionals from the Chemotherapy Unit along with Kate Smith and a host of other passionate volunteers did a stunning job in co-ordinating this years function, proceeds of which will be donated to the Mornington Peninsula Wig Library, a very worthy voluntary joint venture between Peninsula Private Hospital, Beleura Private Hospital and Peninsula Healthcare Network.

This venture provides a free service to the local community and has already made available to the community over 280 wigs. The \$5000.00 proceeds of the tribute day will enable the Wig Library to follow its dream of making a wig available to anyone in need because of breast cancer.

The Mornington Peninsula Wig Library is run by volunteers, many of whom are qualified hairdressers. These dedicated people demonstrated commitment to their goals by having a large presence at the tribute day.

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Southern Highlands joins mini field tribute - "a great day for young & old, full of laughs & memories & thoughts of another" Jo Pearson Oncology Nurs Unit Manager, Southern Highlands Private Hospital.



Nambour Selangor Private Hospital embraced the new Ramsay Health Care initiative with BreastScreen Queensland as part of our support of employee health & wellbeing during Pinktober. Catering Manager, Michael Brown, cooked up a magnificent spread of pink ribbon biscuits, a pink ribbon chocolate cake, & special pink cupcakes!!!



Douvale Rehabilitation hospital raised a total of \$642.50 for Pink Ribbon Day with many staff dressed in pink theme as well as a few patients!



Pink Charity Ball organised by St George Private Hospital widwives in memory of Arlene Robinson, a widow at the hospital for 10 years, raised \$34,000 for the National Breast Cancer Foundation. Arlene died with breast cancer in December 2008. The Ball was attended by over 350 family, friends & colleagues of Arlene.

Mildura Base Hospital held a fundraising morning tea on Pink Day (26th October) to raise money for Breast Cancer awareness



Cairns Private staff dress up for Pink Ribbon Day!



Jane Jorgensen, Ward Clerk at North West Private, & her husband made this beautiful doll house which was auctioned for \$1500 at the Breast Cancer Ball in Brisbane in October.



# Ramsay joins DonateLife Initiative



**Ramsay Health Care** has joined the national DonateLife Network to maximise organ and tissue donation.

The DonateLife Network was launched on 1st November 2009 by Prime Minister Kevin Rudd. The federal government has committed \$151 million to a World's Best Practice Reform Package on Organ and Tissue Donation for Transplantation.

Clinical Nurse Specialist (Organ and Tissue Donation – Ramsay Health Care) Liz Rothwell commenced in this position part time in July 2009 with the aim of promoting organ and tissue donation within the Ramsay Health Care Group as well as raising awareness in the local community.

“Ramsay has been one of the first private hospital groups to support and promote this national effort by improving our support for families in hospitals to help them make the decision that is right for them,” said Liz.

Liz is part of a 300 strong workforce behind the DonateLife Network which includes 130 new hospital-based medical staff in 91 full-time equivalent positions in 75 hospitals around Australia. This includes 28 new nurses and doctors in 14 hospitals in Queensland.

She also added that the Queensland community is vital to improving donor rates.

“We know that families who know their loved one’s wishes are more likely to uphold them, which is why we need to encourage all Australians to have a memorable conversation about their donation wishes with their family and friends,” she said.

Liz would like to see organ and tissue donation become accepted as a normal part of the Australian way of life. Research shows us that over 90 per cent of people think that donation is a good thing; however Australia’s donor rates do not reflect that high level of support.

Every Australian should discover the facts about organ donation, to decide through informed choice to become an organ donor and to discuss with family and friends so that they know each other’s wishes.

For more information visit: **www.donatelife.gov.au** or contact Liz on phone: 07 33947377 or email: rothwell@ramsayhealth.com.au



PHOTO: Clinical Nurse Specialist, Liz Rothwell.

# 100,000th patient walks through the doors at Mt Wilga



PHOTO: Mt Wilga Private Hospital's newly opened foyer.

**Mt Wilga Private Hospital recently celebrated its 100,000th patient since the hospital opened in 1987.**

Mrs Lynne Mortensen of Carlingford was admitted to Mt Wilga Private Hospital following a knee replacement and completed a day rehabilitation program, as part of her recovery. This included physiotherapy, hydrotherapy and gym classes.

“The day program helped me get back on my feet and give me back the strength that I had lost,” Mrs Mortensen said.

Mt Wilga, is set on a 2 acre estate in the peaceful surroundings of Manor Road, Hornsby. Up until the 1980s, Mt Wilga was part of the Commonwealth Rehabilitation Service, which was set up to assist injured men and women returning from World War 2 and to provide people on disability pensions



ABOVE: Carmel Kennedy, CEO Mt Wilga Private Hospital presents flowers to Mt Wilga's 100,000th patient, Mrs Lynne Mortensen

assistance to return to the workforce.

In 1987, Mt Wilga became a private hospital and in July 2001, Mt Wilga joined the Ramsay Health Care group. In 2005, Mt Wilga underwent a major redevelopment building a new ward block with therapy areas and renovation of existing therapy areas.

Mt Wilga’s CEO, Carmel Kennedy said “Mt Wilga is such an important part of our local community and it is wonderful we have been able to help so many locals regain their independence and lifestyle after major surgery or injury. Our role really hasn’t changed!

Welcoming our 100,000th patient is testament to our reputation for providing high quality rehabilitation care to our local community and beyond”.

# People caring for people & animals!



ABOVE: John Flynn CEO, Greg Jenke pucks up to 9 month old koala "Flynn".

**Recently John Flynn** Hospital was called on to assist their local animal hospital at the Currumbin Wildlife Sanctuary. CEO, Greg Jenke won a bid to name one of the newborn male koalas at a Wildlife Fundraising event earlier this year.

In November Greg met little 9 month old “Flynn,” as he was named through a staff competition, and Greg also viewed the anaesthetic machine that John Flynn Hospital generously donated to the new animal hospital at the Currumbin Sanctuary. The director of the Currumbin Wildlife sanctuary stated the hospital was unfortunately getting busier and busier with now

nearly 5000 presentations of injured animals each year, predominantly koalas.

The plight of the koala has now become a serious one with the experts advising us that the koala will soon be extinct in SE Qld and is under threat in other parts of Australia due to the combination of dogs, loss of habitat, road trauma and chlamydia. John Flynn has issued a challenge to all Ramsay employees to come up with ideas as to how we can mobilise our employee numbers to help save these wonderful Australian mammals and ask you to contact us on:

**execsec@ramsayhealth.com.au**

# GP Preadmission Clinic opens at North Shore



PHOTO L-R: Preadmission Clinic Nurse Carol D'Arcy & CNS Jane Haworth with Dr Meredith Makeham.

**North Shore Private** Hospital has recently opened a GP-led preadmission clinic which builds on the excellent work that was already occurring with ward-based nursing preadmissions.

Dr Meredith Makeham is a very welcome addition to the NSPH team. Dr Makeham works as a GP as well as lecturing at the University of NSW and is familiar with NSPH, having spent some time as the Northern Division of GP’s representative on the MAC. The staff of the preadmission clinic see approximately 15 patients per day.

CEO Greg Brown said the new clinic was an exciting addition to the services provided to patients. “We are pleased to be able to offer a service that will enhance the admission process for patients as well as provide the opportunity for patients to ask questions about their expected hospitalisation and discharge back into the community”.

Early feedback from both patients and Doctors is positive, suggesting that the preadmission clinic is helping patients better prepare for admission and is highlighting their medical needs.

# Save 10% on health insurance with HCF.

Ramsay Health Care has partnered with HCF to offer staff a 10% discount on health insurance premiums, potentially saving you hundreds of dollars a year.

## You get more with HCF.

HCF is Australia’s biggest not for profit health fund and consistently returns more in benefits than the industry average. The leading ratings agency, Canstar Cannex, agree. They've awarded HCF the top national award for outstanding value.



## Plus FREE health coaching.

HCF has just launched My Health Guardian – a unique online health improvement program. Tools include:

- ✓ A comprehensive online health assessment.
- ✓ Expert personal advice on diet, exercise and lifestyle from qualified health coaches.

It’s like having your own health coach, and is free to members with hospital and/or extras cover. You can take a virtual tour of My Health Guardian at [www.hcf.com.au/mhg](http://www.hcf.com.au/mhg)

## Claim immediately on 20+ health benefits.

- ✓ Take out HCF hospital and extras cover and we'll waive the usual 2 & 6 month waiting periods on over 20 benefits. Claim immediately on dental, optical, physio, acupuncture and many other services. Some longer waiting periods and conditions still apply.

**Hurry!**  
**BONUS OFFER**  
**ends 31/12/09**

Contact your HCF representative, Carly Bloomfield.  
0414 559 734   [cbloomfield@hcf.com.au](mailto:cbloomfield@hcf.com.au)

**HCF**  
More for members.



## National Employee Benefits

Did you know that Ramsay Health Care has a national Employee Benefits program which includes a huge range of fabulous inclusions which provide employees with access to wide-ranging benefits and privileges in areas related to health & lifestyle improvement, employee wellness and employee assistance program, retail and service discounts, and financial education and enhancement.

The Ramsay National Employee Benefits Program includes the following independent programs and optional inclusions:

- **Ramsay Employee Club** – access to lifestyle benefits, privileges & discounts (eg. cheap movie tickets, discounted retail vouchers, discounted accommodation deals, spa treatments, car hire, sporting equipment, fabulous seats to the current big shows and concerts!...and lots, lots more!) plus a \$100 scratchie draw each month for members;
- **Employee Assistance Program (EAP)** – this provides all employees with self-referral access to confidential, professional counseling services...for whenever you are in need;
- **Salary Packaging** – flexible remuneration packaging;
- **Private Health Insurance** – access to a range of retail discounts and corporate health cover options with a number of large insurers;
- **National Wellness intranet site** – contains a huge range of wellness tips, tools, games, learning modules and gift ideas! See some ideas below;
- **National Library Service** – a useful on-line library resource for staff in all disciplines/fields;
- **Financial & Tax Education** – a service to help educate staff about their personal financial circumstances...plus a number of other great discounts and services negotiated by Ramsay on your behalf!

Talk to your Site Champion in your Ramsay workplace to find out how to benefit from our national Employee Benefits program.



## Cash Bonuses for returning to nursing!

**Did you know** that as the largest private hospital group in Australia, Ramsay Health Care participates in the Australian Government's Bringing Nurses Back into the Workforce initiative. The purpose of this initiative is to encourage nurses and midwives, who have been out of nursing for more than 12 months, to rejoin the workforce to help ease the shortage of nurses in public and private hospitals. Cash bonuses are payable to nurses who meet the eligibility criteria.

Eligible nurses and midwives can receive bonuses of up to \$6,000 for full-time employment, with a pro-rata equivalent for part-time or casual nurses/midwives. The recruiting hospital also receives \$1,000 for each nurse/midwife recruited to go towards re-skilling and support costs!

### Eligibility criteria for nurses/midwives

- Must have been previously employed as a registered or enrolled nurse/midwife (Division 1 or 2 in Victoria) in Australia
  - Must not have practiced as a nurse/midwife in Australia in the past 12 months
  - Must be registered/enrolled or eligible to be
  - Must have returned to work after 15 January 2008
  - Must be an Australian citizen or permanent resident
  - Must not have previously received the bonus payment
- So if you are a recently recruited nurse or midwife who meets the above criteria, or you know of a friend or relative

who might be interested in returning to nursing, please contact Group HR to find out more: [hrenquiries@ramsayhealth.com.au](mailto:hrenquiries@ramsayhealth.com.au)



## Christmas shopping at the RHC Wellness Shop

**Stuck for xmas** gift ideas? Looking to kickstart your new year's resolutions? Visit the online Wellness Shop for a great range of discounted health and wellness products at 10-50% off RRP! Products include books/ DVDs, pedometers, therabands, fitballs and much more!



## Santa Cents

**Christmas can be** a joyful and stressful time! This includes entertaining, gift-giving, visiting relatives, children off school, expectations about summer holidays and so on. All of these have financial implications as well. However, by putting some smart financial strategies in place, you can reduce the financial stress this xmas. For survival tips, visit the Financial Wellness section of the Employee Wellness intranet site. Plus, whilst you're there, visit the award-winning Money 101 program and access a great range of interactive financial modules, calculators and games. Be quick! For a limited time only!



Support the Schizophrenia Research Institute at Christmas and help us to find a cure for those affected by schizophrenia – the third largest cause of disability in young people.

Go to [www.schizophreniaresearch.org.au](http://www.schizophreniaresearch.org.au) and click on Donate.

Choose the "Ramsay Campaign" appeal when filling out your donation form.

Thank you for your generosity this Christmas.



## HESTA Australian Nursing Awards

## Do you know a remarkable nurse?

Recognise the outstanding efforts of a remarkable nurse by nominating them in one of three categories:

- ★ Nurse of the Year
- ★ Innovation in Nursing
- ★ Graduate Nurse of the Year

**\$25,000**  
in prizes up for grabs!\*



Winners announced at a gala dinner on Thursday 13 May 2010 at Melbourne's Crown Entertainment Complex

For more information and to purchase tickets visit: [www.hestanursingawards.com](http://www.hestanursingawards.com)

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# Greenslopes cardiologist performs first stroke prevention procedure in Queensland

Cardiologist, Dr Karen Phillips has successfully performed a breakthrough procedure at Greenslopes Private Hospital that will help prevent thousands of Queenslanders from suffering a stroke.

Dr Phillips was chosen to perform this operation for the first time in Australia due to her experience in the area of atrial fibrillation treatment - a heart rhythm condition.

The new treatment consists of an ingenious plug nicknamed “the Watchman” being implanted into the heart via a keyhole approach through the leg, during a one-hour long operation.

It is a revolution and will provide a life changing experience for patients who are depend on restrictive and high maintenance blood thinning medication for stroke prevention.

Dr Karen Phillips says that this procedure blocks a superfluous appendage in the heart that is a source of stroke causing clots.

“Around one quarter of all strokes are caused by the heart rhythm condition atrial



fibrillation,”Dr Phillips said. “Over time with this condition, blood clots may unpredictably form inside the heart that can then dislodge and travel to the brain,” she said.

“A blind-ending pocket on the heart called the ‘appendage’ is the source of over 90 per cent of these clots. Like the appendix on the bowel, doctors remain unsure of its useful function.”

“The Watchman plug has been designed to be implanted into the opening of the appendage and completely seal over the blind-ending pocket to prevent blood clot formation.”

The procedure and insertion of the Watchman device will break the drug regime that patients at high risk of stroke have been forced to endure.

“Until now the only other effective treatment to prevent stroke in this condition is lifelong blood thinner tablets called ‘warfarin’ that many patients find difficult to manage as frequent blood tests are required to keep the levels in a safe range.”



IMAGES: Dr Karen Phillips & below a diagram of the Watchman in place.

# Going Green Waste Project at St George Private

As part of the Going Green Program at St George Private Hospital a theatre recycling project was commenced on 1st September 2009.

It was evident that waste generated in theatres was in many cases being disposed of inappropriately with large amounts of recyclable waste being disposed of with general or clinical waste

The aim of this project was to address this practice and reward staff for correct segregation and disposal of waste. It was estimated that a significant reduction in the amount of waste leaving theatres as general or clinical waste was achievable.

The project involved an education program with theatre staff and a series of random audits on various cases with waste and linen bags from the cases being checked for appropriate disposal of items.

The project was driven by Theatre Educator Tracy Huffadine, Head Theatre Porter Matt Carter, and Housekeeping Manager Anne Chapple.

Prior to the project 1 load of mixed recyclables was collected from the hospital each fortnight. This has increased to 2 loads per week.

Other positive results include a reduction of waste leaving the hospital as clinical waste from an average of 3 bags per procedure to 1 bag per procedure.

The amount of paper and cardboard being put



ABOVE L-R: Anne Chapple, Housekeeping Manager; Matt Carter, Head Theatre Porter; Tracy Huffadine, Theatre Educator; Tracey Burton, CEO; Ray Ayuban, theatre staff & Jenny Wang, theatre staff.

out for baling and recycling at the hospital has increased from an average of 6 bales per week to 10 bales per week.

This would have previously been discarded into land fill as general waste.

The hospital was pleased to be able to reward theatre teams at the end of October for achieving 100% compliance with waste disposal. The staff rewards are linked to the hospitals “Stars” rewards program, and include coffee and cake vouchers, meal vouchers and movie tickets.

The audits and rewards program will continue for the rest of the year with the aim of achieving an ongoing compliance rate of 100% for waste segregation and disposal.

# St Andrew’s participates in Baby & Toddler Expo

Over the past three years, St Andrew’s Ipswich has participated in this local Ipswich community event. The Expo is held undercover in the city Civic Centre and numbers are growing each year. St Andrew’s promotes our Obstetric and Paediatric services by hosting a stand at the Expo, marketing direct to prospective mothers and couples who have already started their family. One of our paediatricians also participated by facilitating a “New Parent” Q&A session during the one day Expo.

The stand is supported by St Andrew’s midwives and it provides them a great opportunity to speak directly to the public to promote our services and also to catch up again with young mums who have recently delivered their babies at the hospital.

Many of the visitors to the Expo are potential first time mums or ladies who have had their first baby in Brisbane and after meeting our friendly staff, realise the benefits and convenience of having a local quality service and often will take a tour of our unit and book in.



ABOVE: Proud parents Sarah & Michael Sheehy with baby Jessie. Jessie was safely delivered at St Andrew’s a few months ago. The Expo gave Sarah & Michael the welcomed opportunity to catch up again with midwife Dale McQuillan to chat about being new parents & how Jessie is growing & reaching all her milestones.



ABOVE: Members of the ICU team at John Flynn Private along with the much needed ventilators for Zambia.

# John Flynn sends ventilators to Zambia

The John Flynn Private Hospital ICU, in collaboration with Roz Van Der Vooren (Research nurse), have arranged for three ventilators to be sent to Kabwe General Hospital in Zambia.

These ventilators will double Kabwe hospitals ability to provide intensive care services to the 500,000 plus people that it cares for. This was arranged with the assistance of Christopher Shadbolt who has been busy helping to establish hospital services in this area and would greatly appreciate the donation of any surplus or superseded stock items.

# Joondalup & Bizlink formalise long-term partnership

A memorandum of understanding was signed by JHC and Bizlink in October in order to secure the long-term partnership between the hospital and the local disability employment service.

Bizlink is a not-for-profit disability employment service that assists people with a disability to find and maintain jobs in open employment.

The aim is to secure a long-term partnership in order to increase the employment and retention of people with disability at the campus.

Bizlink managing director Tara Doyle said the agreement was the first of its kind the service had created with an employer.

“The memorandum is a great way for the hospital to demonstrate its proactive approach to creating a diverse and inclusive environment and one that understands the value and commitment people with disability can bring to the workplace,” she said.

Over 18 people have been employed at JHC through Bizlink since the partnership started in 2006 in various roles including traineeships and apprentices.

Chief executive officer Kempton Cowan said our Bizlink employees are valued members of staff with a strong work ethic.

“Together with Bizlink we will continue to provide them with a supportive and caring environment,” he said.



# Volunteers cart patients at Pindara

The Pindara Gold Golf Buggy is in full swing with the hospital volunteers – Friends of Pindara - driving the buggy picking up patients from the car park and doctor’s rooms during the hospital’s redevelopment phase. This has been a very rewarding initiative and very well received by the volunteers, patients and visitors alike.

Hospital CEO Trish Hogan said the Pindara volunteers were a wonderful team and greatly appreciated by all and especially during this busy time.

This service has proven such a great success the hospital plans to purchase another buggy.

# National Safety Update

## The National Safety Team launch ChemAlert

ChemAlert is an advanced chemical management system (web based) which is used by more than 1000 public and private sector organisations.

Ramsay, within its hospital network, has an enormous collective chemical register and dangerous goods manifest which requires extensive management. Currently facilities are managing chemicals and the associated duties individually. The National Safety Team set about assisting with this issue from a corporate level and have purchased the ChemAlert system for use by all facilities.

Advanced User Training was held in October with nominees from facilities in all states attending. The master system will be managed by the National Safety Team as the parent site; all facilities will then sit underneath as subordinate sites. This enables the National Safety Team to upload and manage all the generic information, removing the need for facilities to all repeat the same set of actions.

The system has been a welcome arrival and we look forward to releasing the stage 1 phase to facilities in December 2009.

## First full month LTI Free in WA

The entire State of Western Australia has achieved its first full month without a lost time injury in October 2009.

This is an amazing effort given the size and complexity of the facilities in Western Australia and follows the excellent performance of Queensland who was lost time injury free in September 2009. Ramsay has now experienced lost time injury free months in New South Wales, Queensland, Western Australia and South Australia in 2009.

National Safety Manager Chanelle McLennan said: “We are certainly moving closer to our target of a NATIONAL lost time injury free month”.

## RHC Top 5 in Return to Work Awards - Qld

Ramsay Health Care has been chosen as a top 5 finalist out of 500 eligible nominations in Q-Comp’s inaugural Return to Work Awards.

Q-Comp is the Workers Compensation Regulatory Authority for the State of Queensland and launched the Return to Work Awards ceremony this year to compliment sideline their Work Safe Awards.

The awards formed part of the 2009 Work Safe and Return to Work Expo for 2009 and nominations were called by the QLD Industrial Relations Minister Cameron Dick aimed at recognising businesses and individuals who are leading the way in injury prevention and rehabilitation.

Entrants are either self nominated or nominated by an external party. Ramsay Health Care, the Queensland workers compensation team and Mitra Solomon (Queensland Workers Compensation Manager) were nominated by an external firm who work closely with the QLD team in the management of our claims. The nomination was within the Large Employer Category (more than 2000 employees).

National Safety Manager Chanelle McLennan said this is a great achievement for Queensland and one that reflects the excellent work and commitment of not only the Queensland Workers Compensation Team but all the site Return to Work Coordinators in Queensland.



ABOVE: Clare Wheat (QLD Senior Claims Officer) & Mitra Solomon (QLD Workers Compensation Manager) accept the Q-Comp Certificate for being nominated as a finalist in the QLD Q-Comp Return to Work Awards at Caloundra Private Hospital (where the QLD team are located)

# The Ramsay Way production & material

The Ramsay Way is produced by the Ramsay Health Care Marketing Department.  
Editor: Carmel Monaghan Designer: Craig Emery  
For enquiries & material submissions please contact us on: [news@ramsayhealth.com.au](mailto:news@ramsayhealth.com.au)



## Movements, appointments & farewells



**John Pitsonis** has been appointed to the position of Chief Executive Officer at Lake Macquarie Private Hospital. John joins Ramsay Health Care after a long career in hospital management. Most recently, John served as CEO of Community Private Health Care, a hospital operation with 5 hospitals across NSW and Queensland. During his career, John has served as CEO in both large private metropolitan facilities and small regional and rural facilities. John is also a past President of the Australian Private Hospital Association.



**David Crowe** has been appointed to the position of CEO at Figtree Private Hospital. David has worked at Figtree for 14 years and most recently as the Director of Clinical Services for the last five and half years. During his time at Figtree, David has developed a strong relationship with all the staff and doctors and has been an integral part of the success which Figtree has achieved over the last three years. David has a strong clinical and theoretical background completing undergraduate nurse training in 1994 and a Masters of Business Administration in 2003.



**Dr Glen Power** has been appointed as Deputy Chief Executive Officer Joondalup Health Campus and started on 2 November 2009. Glen has extensive experience in health care including as Principal Policy Adviser and Chief of Staff to the Western Australian Minister for Health, and has served as General Manager of hospitals in NSW and Tasmania. He also worked for several years in the head office of Mayne and Affinity Health, where he managed clinical governance and clinical improvement programs for these hospital groups. Glen is a former biochemist and Rhodes Scholar, with research interests in lipid metabolism.



**Mr Robert Prasad** has been appointed to the position of Finance and Administration Manager at John Flynn Private Hospital. Robert has been Finance Manager at Figtree Private for the past 12 years and has played an important role in the growth of that hospital. Robert is a CPA and has a Master of Business Administration qualification. Robert will commence in his new role on 1 December.



**Glenna Parker** has been appointed to the role of Group Clinical Governance Manager. Glenna has over 25 years experience in operational roles at senior and middle management levels within the private health industry. Many Ramsay staff would remember Glenna from her days with Ramsay and Affinity as the Director of Clinical Services at Warringal Private, a role she left approximately 2 years ago to pursue clinical risk management opportunities in the Victorian public health sector. Since 2006, Glenna has also been a surveyor for the ACHS involved in surveying large facilities within Australia and ensuring that accreditation and risk standards are met. As the Manager of the Clinical Governance Unit (CGU) Glenna oversees the Claims Management/Medical Malpractice, Clinical Risk Management and Quality portfolios of the CGU.



**Wendy Eden** has been appointed as Marketing Manager for Ramsay Health Care Coffs Harbour (Baringa, Coffs Harbour Day Surgery and Ramsay Professional Services). Wendy has assisted the CEO for many years and is well known to all staff and doctors. Wendy's new role will include marketing of new & current services as well as events management. This is an exciting new chapter in the life of Ramsay Health Care Coffs Harbour.



**Mary Single** has been appointed as the Chief Executive Officer/Director of Clinical Services at Armidale Private Hospital; Mary has been a vital participant in the growth of Armidale Private Hospital for the past 12 years. Since the purchase by of Armidale in 2005 by Ramsay Health Care Mary has worked closely with Annette Arthur as CEO undertaking the daily management tasks of the hospital with capability and commitment. Mary commences her new role formally from 1 November 2009.



After 5 years as CEO of The Noosa Hospital, **James Thiedeman** will leave the hospital to pursue a new direction. James commenced with HCoA some 10 years ago in Corporate Office in the Health Fund Team and felt he needed some experience in the field and transferred to Noosa just prior to becoming Ramsay. Noosa Hospital provides a mix of public and private services, with the majority of work being under contract with Qld Health. With the added complexity of dealing with employed VMOs, the Community Board of Advice and of course Qld Health, James earned a reputation in Queensland as a superb negotiator who handles every situation with extreme professionalism and diplomacy. Ramsay wishes him well with his ongoing career.



**Pat Bliss** has announced plans to retire from her current position as CEO Donvale Rehabilitation Hospital at the end of January 2010. After having previously worked at the hospital throughout the seventies, Pat rejoined the then Donvale Private Hospital in 1990 as DON with the mandate to establish rehabilitation as the hospital's core business. She was then promoted to CEO in 1999 and has taken the hospital from strength to strength in her time at the helm. Amongst her many career highlights, Pat is most proud of the reputation the hospital has achieved and of having had the privilege of working with such wonderful staff and doctors over the years. A big thankyou to Pat for your contribution to Ramsay!



**Ray Jacobson** leaves Ramsay Health Care after a stellar 23 year career in private hospital management. Ray started in 1986 as director and owner of the original Benchmark hospitals until their sale in 1999. Ray continued with Benchmark and subsequently joined the team in 2004 when Ramsay purchased the Benchmark group of 9 hospitals. Ray started as the Regional Manager - Vic & SA, a position he relinquished when he became the Integration Manager with the acquisition of the Affinity group in 2005. Since the integration was successfully completed in 2007, Ray has worked with the team that has introduced inhouse pharmacy services to 23 Ramsay hospitals to this date. Ray has been a valuable member of the Ramsay team and we thank him for his contribution.



Ramsay farewells **Kelly Wyborn** who will be finishing with the Development Team on the 2nd of December. Kelly has decided to concentrate all her energies on her family as she is expecting her third child early next year. Kelly has been a wonderful employee and has contributed significantly to the company as a whole during her 6 years with Ramsay. We wish Kelly all the very best for the future, particularly with the new addition to the family, and thank her for her contribution.

## Dee takes out 2009 Boss of the Year Awards – Nowra

**Dee McCann** of Nowra Private Hospital has taken out the 2009 Boss of the Year award thanks to The Good Guys South Nowra and Mittagong and South Coast Auto Group, Nowra. She takes home a load of prizes. She is pictured here (left) in good company with runner-up, Kate Jerome, CEO Nowra Private Hospital.



## Ramsay Managers Selected for J&J Health Management Program

**The following Ramsay** Health Care senior managers have been selected to undertake this year's week long J&J Health Management Program in Singapore in early November.

- Mary Ferrier – Deputy DCS, Joondalup Health Campus, WA
- Peter Ridley – CEO, Strathfield Private Hospital, NSW
- Sue McLean - CEO, Albert Road Clinic, VIC

If previous years are anything to go on, it promises to be a fantastic learning and networking experience!

*Johnson & Johnson*

## Rachel Benson, NSW Preceptor of the Year

**Staff at St George Private** were delighted to learn that one of their CCU employees would be the recipient of the the 2009 NSW Preceptor of the Year Award, sponsored by HESTA Super Fund

HESTA was asked to judge from a total of 40 anonymous nominees from across the state and after some consideration they announced Rachel Benson, CNS Coronary Care Unit, St George Private as the worthy recipient.

Rachel was nominated by St George NUM Annie Crawford who said "Rachel has been an enormous asset to the CCU. Her guidance, mentorship, support and friendship towards the new staff and in particular the junior new staff is key to the performance and improvement of CCU".

"Rachel has during the past 20 months regularly put her new grads needs above her own," said Annie, "I remember one shift particularly when she dragged herself to work despite being very unwell as she couldn't leave her fledgling new grad without support. Rarely does the care and consideration of a junior staff member in any profession equal this ethic that Rachel demonstrated."



"Rachel has been consistently contributing to the development of staff in the adjoining wards as well. The cardiothoracic ward (2 North) has been up skilling their staff as part of a plan to increase patient activity in the step down area. Her contribution to the cardiac rhythm and the ECG interpretation training of the staff has helped greatly with this project. She has established herself as an approachable resources for the "sister" ward to the CCU, with 2 North staff, and in particular the New Grads, frequently requesting support and clinical advice from Rachel."

NSW Gradplus Coordinator Karina Kiely said Rachel was an amazing role model for our current and future workforce. Rachel was presented with the Award and a \$500 cheque at the Gradplus function in Darling Harbour on 20th November.

## Vicky wins Cancer Grant

**Caboolture Private Hospital** nurse Vicky Tanger (pictured) has won a \$1500 scholarship to advance her skills in cancer care.

Vicky recently took part in a five day bowel cancer nursing course offered by the Cancer Council Queensland which was part of the scholarship.

Participants around the State were selected based on written applications. Director of Clinical Services Helen Jones said the course included cancer treatments, managing side effects, genetics and psycho-social care for patients and families. This will benefit patients attending the Caboolture Private Oncology Unit.

The scholarship covered all course costs and study materials. Regional participants were also provided with travel, accommodation and meal expenses.



## Pindara Private Hospital dragon boating for a cause

**The "Pindara Pirates"** took up the invitation from Cancer Council Queensland to be involved in their Annual Dragon Boat Regatta. A fun and competitive group of Pindara staff congregated early on Sunday 13th September at Lake Orr, to take on this challenge. It was a great day, made even better as seconds were shaved off each heat, then a masterful "power" home to take first place in the final heat – bringing home the Division B Trophy for Pindara! Well done to everyone involved – great teamwork!





# Fun & Fitness



## Raving about Relay for Life

**Nurses from Joondalup Health Campus** rallied together in October to raise \$12,850 for the Cancer Council.

The money was raised through the national fundraising event Relay for Life, which involves teams carrying a baton around a track for 24-hours.

Team captain and clinical nurse manager Belinda Goodrum said the event was a huge success thanks to her dedicated team of nurses.

"We definitely stood out from the crowd in our crazy outfits. We held exercise classes on the lawn and had Arnold Schwarzenegger's CD blaring in the background," she said.

The team worked tirelessly over the past three months trying everything and anything to

raise funds for the event. They held progressive dinners, quiz nights, sausage sizzles, raffles and spent weekends selling merchandise at Lakeside. Ramsay Health Care also supported the Joondalup team through its charity challenge initiative.

Joondalup Health Campus is a major sponsor of Relay for Life for the second year running. Hospital chief executive officer Kempton Cowan said Relay for Life is an important event on the hospital calendar because it brings the community together.

"Our staff look forward to this event every year. It is a great opportunity for staff to get together and raise money for a good cause," he said.

## Warringal Fundraising Football Day



**Warringal Private Hospital** held its 2nd Fundraising Football Day to raise money for the Anti-cancer Council of Victoria. The men's match was an exciting game of bumps and spills. Doctors, Nurses, Orderlies, Security and many other talented male staff of the hospital as well as their families and friends enjoyed the opportunity to show off their skills, with the fierce competition going down to the siren which saw Yarrambat win by only a goal!

The ladies game which pitched the Day Chemotherapy Unit against Sutherland Unit (medical/oncology) in a frenzy of pink vs purple gear, including creative versions of leggings, tutus, and tiaras. The girls played just as fiercely if not more so (with a few more shrieks and



squeals but a whole lot more grace) to see the Day Chemo girls run away with the win. The day was a huge success with over \$5000 being raised toward Breast cancer research and the Band of Arms for men's cancer research.

A huge thank you is extended to Cathy Pywell and all her family and friends for the tremendous effort and dedication in making the day such a resounding success. Here's to the re-match in 2010!

## Emma competes at world long distance championships



**Emma Cranfield**, a senior physiotherapist working for the Ramsay Fitzwilliam Hospital in Peterborough UK, recently placed 21st in the 25-29 yr age group at the International Triathlon Union world long distance championships held in Perth. Emma has been a physiotherapist at Fitzwilliam Hospital for almost five years and has been competing in triathlon for over 10 years. She has represented Great Britain on three occasions this year including the world long distance championships, held in October. Congratulations Emma!

## Scorcher in the Sahara



**PHOTO:** Mick loads up for another day of walking through the Sahara.

**In a bid** to ensure that Jim Houston doesn't monopolise the Ramsay Way Sports page, Ramsay Chief Information Officer Mick Campbell recently embarked on a challenge to complete a 250km run in 6 days across the Sahara Desert. They scaled the endless sand dunes of the Sahara in searing temperatures of up to 49°C - all whilst carrying their provisions for the 6 days!

Mick completed the course in just under 40 hours, finishing 23rd overall out of 130 competitors, and took 15 hrs to cross the finish line on the 92km long day! There was however some method to his madness, as he raised almost \$25,000 for the Sydney Children's Hospital Foundation in his quest.

The Sahara Race is organised by Racing The Planet, and is part of a unique worldwide endurance series which consists of the four Deserts.

## Rocky Team compete in 100k Cycle Challenge

**A group of** Rockhampton cyclists including Tracey Wust, CEO Hillcrest participated in the Wilson HTM Brisbane to Gold Coast cycle challenge to raise money for the Heart Foundation and Diabetes Australia. There were 10,000 cyclists who rode the 100km and the Rockhampton group wore Ramsay cycling jerseys supplied by Hillcrest Rockhampton Private Hospital.



**PHOTO L-R:** Gavin Ruckert, Mick MacNevin, Tracey Wust, Amanda Ruckert, Clarry Horan, Bernie Seymour & Ian Carswell.

## Sharon participates in World Masters Games

**Sharon Hamill from** Kareena Private Hospital recently competed in the 50s women's netball competition held at the World Masters Games in Sydney with her team taking out the bronze medal. She said the Games in which 28,000 people participated, were extremely uplifting and the support from the community was greatly appreciated.

"As I work in a medical ward, where I am in contact with sick and elderly people, it was inspirational to see so many senior participants enjoying themselves," Sharon said.

"The more elderly participants were an inspiration to us all to follow the games motto: FIT, FUN and FOREVER YOUNG!"



## Our Suppliers



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## Another great year for Ramsay Health Care Triathlon Pink

**Four events, three states, over 3700 Pinkies & over \$200,000 raised for the National Breast Cancer Foundation. Our Pinkies have shown what champions they are!**

The Ramsay Health Care triathlon pink series has now been held in Sydney, Perth and on the Gold Coast plus the inaugural event held on the Sunshine Coast. The remaining Melbourne Triathlon Pink will be held in January.

Pictured here are some of the Ramsay Health Care staff who competed in the series in 2009. Go Pinkies!

