



AUTUMN 2009

THE CORPORATE NEWSLETTER OF RAMSAY HEALTH CARE



Above: Judy McIver (scrub nurse from Warringal Private Hospital) & her husband Greg, were both tragically lost in the fires that consumed Strathewen.

Ramsay staff member perishes in Victorian Bushfires

WARRINGAL PRIVATE HOSPITAL was touched in the worst possible way by the horrific bushfires that swept through parts of Victoria on what has become known as 'Black Saturday'.

Judy McIver had worked in the operating theatre as a scrub nurse at Warringal since 1994. Tragically, Judy, her husband Greg and Greg's mother May died at their Strathewen property as the fire swept through the town virtually obliterating it from the map. Judy was a competent and respected scrub nurse who was able to scrub for any number of surgical specialties and enjoyed scrubbing for the more complicated procedures including orthopaedics, colorectal and general surgery.

Sadly, Judy and Greg were just months away from moving out of their Strathewen property to move down to the coastal town of Torquay.

During a memorial service for Judy, Greg and May, friends and family were reminded of Judy's love of beautiful shoes, manicured feet and always making sure that she had fresh lipstick on when she managed to get out from behind her surgical mask!

Warringal's Director of Clinical Services
Melissa McDonald said given it's
proximity to the affected areas, many of
Warringal's staff & patients were directly
impacted by the fires.

Professor Rob Pierce, Respiratory/Sleep Physician who had an affiliation with The Austin and Warringal Private Hospital also died in the fires protecting his house at St Andrew's.

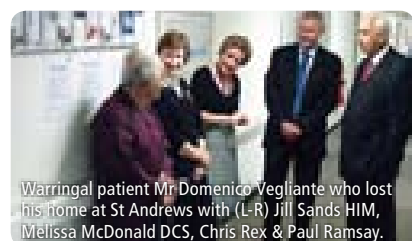
Warringal's Director of Clinical Services Melissa McDonald said given it's proximity to the affected areas, many of Warringal's staff and patients were directly impacted by the fires.

"Staff living in Kinglake, Strathewen, St Andrew's, Arthur's Creek, Whittlesea and Flowerdale were directly affected with many staying to defend their homes - in the most part successfully. After the fire front had passed some staff found themselves living in streets where they were the only ones or one of only three houses left standing," Melissa said.

"Many staff had family and friends who were not so lucky and have had to provide refuge to those who have lost everything.

"Sadly, one of the nurses in Warringal's Day Surgery Unit lost her uncle in the fires as he perished trying to save his house and another of the hospital's surgeons has lost his nephew, wife and their child.

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Warringal patient Mr Domenico Vegliante who lost his home at St Andrews with (L-R) Jill Sands HIM, Melissa McDonald DCS, Chris Rex & Paul Ramsay.



Paul Ramsay visits staff at Mitcham

Ramsay donates over \$320,000 to bushfire victims

RAMSAY HEALTH CARE reacted quickly to the tragedy, donating \$200,000 to the Red Cross to help in the provision of immediate assistance to those people affected by the Victorian Bush Fire.

Thanks to the generosity of staff donations through the Ramsay Workplace Giving Program (to which Ramsay Health Care is contributing dollar for dollar funding), at the time of going to print the total monies raised by Ramsay and its staff has reached over \$320,000. With only a portion of the Workplace Giving Program pledges collated, Ramsay is hoping the

combined monies to top the \$340,000 mark. This is a great tribute to the character of the staff across the Company.

The Company is also currently looking at how it can provide direct assistance to its own employees in Victoria who have been affected by the fire - such as Andrew Chance in Ramsay's Melbourne-based IT team, who lost his house and possessions at Kinglake in the fires.

To acknowledge the direct and indirect impact that the bushfires had on Ramsay staff and their families, the Employee Assistance Program has been extended to include not only employees and doctors, but family members also.

For staff and family members who may require psychiatric support, a number of the consultants from Albert Road Clinic kindly offered their services in this regard.

Company Chairman Paul Ramsay and

Managing Director Chris Rex visited Ramsay facilities in Victoria in the week immediately following the fires to offer their support to all staff and doctors.

"This was a terrible tragedy that affected all our staff and it was good to be there and to hear their stories and to try to offer some comfort," Chris said.

"It was important also for our staff in Victoria to know that everyone in Ramsay - right across the globe - was thinking of them. We received so many messages from staff not only from Australia but from the United Kingdom and Indonesia offering their condolences and asking how they could help.

"It is truly amazing how disasters like this can unite everyone. The fundraising efforts and support offered by all our hospitals has been overwhelming and I pass my sincere thanks on to everyone."

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**St Andrew's
celebrates centenary**
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THE DISASTER THAT swept through Victoria recently has left us all saddened and it is terrible news indeed that one of our staff members as well as a visiting medical specialist of Ramsay's Warrigal Private Hospital in Melbourne both died in the bushfires. Our heartfelt condolences to the families, friends and colleagues who loved and worked with Judy and Rob.

It is in times like these however, that the Ramsay spirit truly shines - when our staff not only dig deep to give financially, but also demonstrate their care and support in so many other ways. In the aftermath that followed the recent bushfire tragedy, many Ramsay hospitals conducted fundraising efforts, donated supplies and offered other forms of assistance such as the psychiatrists at Albert Road Clinic offering counseling support to our staff and their families.

While it is impossible to pass on all the communications received and all of the efforts that were undertaken by Ramsay hospitals to assist the bushfire victims and their families, I want our staff in Victoria to know that Ramsay Health Care staff from around the country and, indeed, the rest of the world, were thinking of you throughout this terrible time. I received many emails from staff in Australia, Indonesia and the UK offering their sympathies.

Ramsay Health Care has donated \$200,000 to Red Cross and will match the funds raised through the workplace giving program which, at the time of going to print with this newsletter, is already up to approximately \$50,000.

Ramsay also wants to assist any staff members who have been directly affected and is currently assessing how best to do this.

As an aside and a demonstration of our giving spirit, Ramsay staff also raised a considerable sum at Christmas in the Schizophrenia Research Institute (SRI) Christmas Appeal bringing a number of new donors. The money raised is going towards the development of a schizophrenia research database.

EEO REPORT

Under the requirements of the EEO legislation (Energy Efficiency Opportunities Act 2006), Ramsay Health Care was required to lodge a report with the government and publish a public report on our website by 31 December 2008. This has been achieved and the public report was launched on our website prior to Christmas. The main thrust of the report is that we have undertaken assessments at 8 of our hospitals (representing 46% of our total energy consumption) and are still investigating a number of measures to reduce our energy consumption across all of our hospitals. To this end, it is pleasing to see hospitals like St George Private committing to a full resource efficiency program with the State Department of Energy and Climate Change. A number of measures will be announced to hospitals shortly which will have the aim of decreasing our energy consumption at local hospitals. Changing halogen lights to LEDs; removing patient refrigerators in some wards and airconditioning will be key focus areas.

CEOCONNECT FORUM

The second of the CEOconnect forums was held in February 2009. Sixteen staff from hospitals and offices, around the country attended the session in Sydney at Head Office and I believe that these are a valuable way for two way communication between staff in the field and Ramsay Head Office. I am very keen to take on board comments expressed by staff who attend these sessions to make the Company a better workplace. The next forum will be held in April.

NHHRC REPORT

The National Health & Hospitals Reform Commission Interim Report was released recently by the key architect Dr Christine Bennett. The key message of relevance to us was the Commission's stated view that the current balance of funding between taxpayers, private health insurance and individual payments was right and it should remain at the current balance for the long term. This was a very positive message for the private health sector as it locks in the balanced health care system in which we play such an important part.

Some other areas of interest in the report for private hospitals included a recommendation for public reporting on access, efficiency and quality for both public and private hospitals; improved clinical training infrastructure and a recognition that improvements in aged care and sub acute services could improve bed blocks in the hospital system.

RAMSAY MOVEMENTS & APPOINTMENTS

It is great to see so many internal appointments to Hospital Executive positions in the Company recently. Congratulations particularly to Paul Geddes, Sheryl Keir, Greg Jenke, Elizabeth Ruthnam, Carmel Kennedy, Penny Wright, Samantha Dodd and Richard Ryan on their recent appointments to CEO and DCS positions at hospitals in the Company. Many of these staff have participated in Future Leaders programs - a great initiative of Group HR which is assisting us to identify future leaders in the Company. We also welcome aboard Tim Daniels - a new CEO - starting at Kareena.

Finally congratulations to St Andrew's Ipswich Private Hospital on reaching your 100th birthday. This will be the first hospital to celebrate its centenary during ownership by Ramsay Health Care. Best wishes to the team at St Andrew's with your anniversary celebrations.

Chris Rex
Managing Director

Ramsay Staff Member Perishes in Victorian Bushfires...continued from cover

"One of the hospital's Cardiac Catheter Lab nurses had not heard from her father or brother for over 36 hours thankfully they both later turned up with minimal injuries.

"Many of our staff have also been involved in the volunteering efforts include one of our Theatre Technicians who has been working with the CFA (Country Fire Authority) and another two staff members who are Army Reservists who were called up to provide support to the police. A number of other staff have been actively involved in food drops, cooking and staffing the community centres to provide support and assistance to those immediately affected."

Warrigal had patients directly affected also; Marilyn Langmead was fortunate enough to be too unwell to be discharged home following treatment for lung cancer and spent Saturday 7 February in Sutherland Unit recovering. Her husband and children tried to defend their Strathewen home against the raging firestorm, but had to leave and took refuge in a dam on their property with blankets over their heads for over an hour. Once the fire front had passed they had lost everything - including the two vehicles that they used to drive down to the dam. Marilyn remained in hospital for another 5 days because she had no where else to go.

Given the hospital's association with the community of Strathewen through Judy McIver, Warrigal will be dedicating some of its fundraising efforts to help to rebuild this community in her name. Over 40 people from this community died as a result of the fires and Strathewen has been left with only 15 houses standing.



LEFT: Ramsay Chairman Paul Ramsay & Managing Director Chris Rex with Warrigal patient Marilyn Langmead & her husband during a visit to the hospital directly after the fires in Victoria.



ABOVE L-R: Jusup Halimi (President Director), Julijanti (HR Manager), Wendy Udiati (Finance & Admin Manager), Danny Sims, Jenny Firsariana (DoN), Dr Hartono Tanto (Medical & Ancillary Services Manager) & John O'Grady.

IN JANUARY, RAMSAY'S Chief Operating Officer Danny Sims and General Counsel and Company Secretary John O'Grady, visited Jakarta and Surabaya, Indonesia. It was a good opportunity for Danny and John to gain a more comprehensive understanding and knowledge of the Indonesian operations.

They met with Ramsay Health Care Indonesia's management team and key specialists of RS Mitra Internasional, RS Internasional Bintaro and RS Surabaya Internasional. During the trip they also visited some new hospitals in Jakarta and Tangerang, and the new hospital site in Bogor, West Java and Surabaya, East Java.

TRIATHLON PINK 2009

THE RAMSAY HEALTH Care Triathlon Pink Series will be back in 2009 and this year the Triathlon series introduces two new locations for participants - the Sunshine Coast and South Australia.

Triathlon Pink will return to Sydney, Gold Coast and Perth in 2009, but is likely to be held in January 2010 in Melbourne.

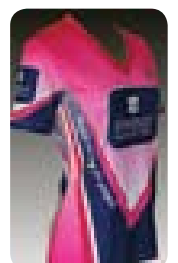
Dates have been released for the 2009/2010 Triathlon Pink Series as follows:

2009

20 September - Sunshine Coast, Caloundra, QLD
26 September - Sydney Olympic Park, NSW
18 October - Gold Coast, QLD
8 November - Perth, WA
22 November - Modbury, SA

2010

17 January - Albert Park, Melbourne, VIC
21 February - Bellerive, Hobart, TAS



For further information on the Ramsay Health Care Triathlon Pink please visit www.triathlonpink.com.au

Shirts for the series can be ordered from the Ramsay Online Intranet.

Message Board – Victorian Bushfires

MANY RAMSAY STAFF took the time to write in to Head Office in the aftermath of the Victorian Bushfire tragedy. These were just a small collection of the hundreds of messages and updates I received during the days after the bushfires. It is recognized that all Ramsay hospitals, staff and doctors contributed in some small way towards assisting people affected by the fires. These could not all be listed here and we are not aware of the details of all of these efforts – but please know that all your efforts are recognized and applauded by all in Ramsay Health Care. **Chris Rex, CEO.**

"Just wanted to let you know that Ramsay Health Mildura Mental Health Social Club has today donated \$1000 from our social club funds towards the fire relief. This was decided on at our monthly meeting yesterday and has been unanimously agreed to by all our members."

Kathy Nolen – President Ramsay Health Mildura Mental Health Social Club.

"At Wangaratta Private we have started collecting non perishable goods as requested by the local radio station 3NE. Everyone has rallied to support those unable to be here. They have worked long days, picked up extra shifts, and offered what ever it takes to keep things going. The smoke is clearing around us. Some staff have lost family and friends in the Kinglake fires, and have family in the Healesville and Tallangi areas."

Sheryl Keir – Wangaratta Private.

"Several staff have been affected at Mitcham and Waverley, and even a patient that had a baby days before the bushfire and they now find themselves homeless, whilst a number of these staff are still not at work as their properties remain under threat, there has been an overwhelming enthusiasm and gratefulness from staff at both hospitals for the support shown by both Paul and you (Chris) making the time to visit."

Linda Edgerton
– Mitcham & Waverley Private.

"We are so pleased to see that Ramsay is organising a corporate donation and we will all be more than happy to donate some money. Just to be able to help in a tiny way is the least we can do. Thank you."

The Hollywood Switchboard team.

"So glad to hear we are donating so much money... makes us feel proud to be an employee. We have started our own fundraising here too,"

Tracey Weir
– Lawrence Hargrave.

"To everyone in Ramsay in Australia. Our hearts go out to you and to everyone who has suffered in these terrible fires. To think that some of the fires may be caused by arsonists is unthinkable. You are in our thoughts at this terrible time, and I wanted you to know that as I am sure everyone else does at this hospital and all our other units."

Jane Beard
– West Midlands Hospital, UK.

"As I complete this night shift, I hope to be able to stay awake enough to drive back up to the Diamond Creek Centre with a mass of donations from Frances Perry House (thank goodness I have the wagon!!). To see those people just looking so lost and confused on my last trip to the Centre is just heart breaking. I'm glad FPH has been able to help just a bit,"

Deb Bland – Frances Perry House.

"The staff of Westmead Private Hospital pulled together to help the recent bushfire families who lost everything in the horrific fires. 113 care packs were put together by staff and sent down to Victoria, each pack contained a few of the everyday essentials,"

Carol Bryant – Westmead Private.



Above L-R: Sue Dawson (West Ward NUM), Carol Bryant (CEO), Narelle Driver (Oncology NUM) & Sandra Southwell (Marketing Co-ordinator)

"At Glenferrie Private Hospital two people are directly involved with assisting the bushfire victims. Gaye Craze has also been volunteering at the Diamond Creek Community Centre, who are sorting donations of clothes and toiletries for distribution to those in need. Sam Jervios has a friend who is in the affected areas trying to assist the wildlife struggling to cope with the destruction of their habitat. The hospital will also donate all lunch money collected this Thursday to the appeal,"

Gail Graham – Glenferrie Private.

"Volunteers at Greenslopes Private Hospital collected \$2345 in one day which was given to the Red Cross,"

DJ Cronin
– Greenslopes Private.

"At Lake Macquarie Private we offered a dollar for dollar fundraiser which quickly reached \$10,000. This will be sent to the Red Cross. Staff are now considering offering long term accommodation with total furnishings provided by Staff in a rental house for one family who may choose to relocate away from Victoria."

Roger Snell
– Lake Macquarie Private.

"Our consultants were distressed to hear the there were Ramsay Health employees who were directly affected. Several psychiatrists have indicated a willingness to engage in supporting the victims of the fire,"

Sue McLean
– Albert Road Clinic.

"The Flood & Bushfire Fundraiser held at Cairns Private was a great success. In total \$4,191.90 was raised through the BBQ, raffles, cake stall and donations. The hospital will further top this amount up to a neat \$4,500, so \$2,250 of the funds raised will go to the Red Cross Victorian Bushfire Appeal and \$2,250 will go to the North Qld Flood Relief Appeal,"

Mark Page – Cairns Private.



Right L-R: Jan Defferrard, Karen Watts & Fiona Smith at Cairns Private Hospital's fundraiser which raised more than \$4000. (Photo courtesy of The Cairns Post)

"I went down as a volunteer fire fighter around the Healesville area. The community there are amazing and seem to have not lost their wonderful spirit, they couldn't thank us enough for everything that we were doing. It was an honour to be able to go do there to fight the fires."

Megan Jameson
– Tamara Private hospital

"I work at Westmead Private Hospital in theatres and my nephew lost his house, car and is lucky to be alive therefore, I think your suggestion is really great about fundraising to help the tragic fire victims."

Westmead staff member.

"I have asked all of my food suppliers to donate food and beverage to the local community of Diamond Creek, Whittlesea and Wandong. I have had a great deal of support from them all. It is a credit to my suppliers for supporting this worthy cause."

David Allen – Catering Manager, Warringal Private.

Developments update



Ramsay Chairman Paul Ramsay talks to Perth media re the Joondalup Redevelopment

\$319.8M Joondalup Health Campus Development approved

JOONDALUP HEALTH CAMPUS in Perth, Western Australia will soon become double the size thanks to the multi-million dollar redevelopment, which was confirmed on hospital grounds by WA Health Minister Dr Kim Hames on Wednesday 7 January 2009.

Ramsay Health Care chairman Paul Ramsay flew over from the east coast to witness the announcement, attended to by most of WA's media. The State Government has given the go-ahead to a \$229.8 million major expansion of Joondalup's public services, in addition to the \$90 million provided by Ramsay for the private component.

"I am delighted to announce the long-awaited expansion of the Joondalup Health Campus will now proceed," Dr Hames said.

"Work will begin in 2009 and is expected to be completed in 2013. Construction work will be phased to enable the existing hospital to continue to operate normally during this period."

KEY STAGES OF THE REDEVELOPMENT:

- 61 per cent increase in bed numbers for public patients – 280 to 451 beds by 2013.
- The new private hospital will increase to 85 beds and will be open by 2011.
- A new state-of-the-art Emergency Department, which will be almost two and a half times the size of the existing department.
- 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.

The new facilities will significantly expand the range and breadth of clinical services offered at Joondalup, which will ensure many more patients can receive hospital care much closer to home instead of having to travel to other hospitals.

Joondalup Health Campus CEO Kempton Cowan described the State Government's announcement as a major milestone.

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

"The northern corridor is one of the fastest growing regions of our State and the country. We have seen phenomenal population growth in recent years, which in turn has resulted in extraordinary demand for hospital services. This is set to continue in the years ahead. This major \$319.8 million commitment from Ramsay Health Care and the State will ensure we have the facilities to meet not only current demand but also the needs of our patients into the future."

Albury Wodonga Private Hospital expansion due for completion

THE EXPANSION OF Albury Wodonga Private Hospital is coming to an end with the project due for completion in mid April 2009.

Construction has been underway to expand the hospital's theatre and day surgery complex with the addition of a state-of-the-art theatre and recovery area, plus two new procedure suites. The total theatre complex will have six theatres and two procedure suites at the end of construction making Albury Wodonga Private Hospital one of regional Australia's most significant private hospitals.

Albury Wodonga Private Hospital Chief Executive Officer Associate Professor Stuart Schneider said construction, which is being completed by ISIS, was on time and on budget and would be completed by the end of April. The theatre and day surgery complex has been designed by Melbourne Architects, Health Science Planning.

"Importantly, this construction is being done with minimum disruption to our current services," Mr Schneider said.

"We are looking forward to the opening of this new redevelopment in late April which will be a bonus for the people of Albury. This will be a fantastic operating facility for our patients, doctors and staff."

"I would like to thank all the hospital medical, nursing staff and support staff as well as our patients and the public for their patience during construction."

It's hard hats at St George Private

WITH THE DEVELOPMENT Application approved by Kogarah Council in December, and some initial works undertaken in the Christmas/New Year period, St George Private is ready to commence building its 44 single room ward and medical suite expansion on top of the existing Level 3 ward.

The expansion, which will see a new Level 4 ward and Level 5 medical suite complex, is set to commence in earnest in March 2009. The building works, to be undertaken by Akalan, are expected to take approximately 12 months to complete.

CEO Tracey Burton, praised her dedicated team, led by Redevelopment Manager Gayle Finn, on reaching this exciting stage in the expansion plans, setting the Hospital on track for its future growth in the Kogarah area.



Artist impression of the new development

Surgical Medical Centre opens at Shepparton

SHEPPARTON PRIVATE HOSPITAL'S Surgical Medical Centre has opened for business. The centre was established to meet a demand for consulting rooms to accommodate both Shepparton-based and out-of-town visiting specialists.

Fortunately, with an abundance of land surrounding the hospital, it was possible to build the new complex in close proximity to the main hospital building while at the same time providing much needed additional parking spaces.

The building works were completed in mid January 2009 and the Surgical Medical Centre commenced operation soon after. It provides modern, spacious rooms for a variety of Specialist Consultants and the location of the Centre on the hospital grounds means that patients booking into hospital for an elective or emergency admission are able to do so with minimal inconvenience.

To further assist both patients and consultants a Pathology Collection Area managed by Goulburn Valley Health is located in the Centre. The provision of this service along with the close proximity of Focus Radiology allows patients a 'one stop' service if they require diagnostic tests following a visit to their specialist.

Entrance to the new Surgical Medical Centre



Ramsay joins APHA campaign against NSW Blood Tax



RAMSAY HEALTH CARE has joined the Australian Private Hospitals Association (APHA) and other private hospital operators in NSW in launching a campaign against the NSW government's intentions to impose a charge on the supply of blood and blood products to private hospitals from 1 January 2009.

This new charge, announced in the mini-budget, was passed into legislation in December 2008 but it remains unclear how these charges will be passed on.

More than 50 private hospitals collected signatures of hospital staff, doctors and patients to present to the NSW Legislative Assembly. Along with the petitions, the Australian Private Hospitals Association placed newspaper advertisements advising NSW taxpayers about the proposed Blood Tax. All private hospitals have also displayed posters and fliers about the proposed blood tax.

APHA Executive Director Michael Roff said the NSW government was planning to impose an unfair and discriminatory measure that was effectively a tax on the sick and a way to get private patients to pay twice for blood.

"Australians freely donate their blood to other Australians via the Red Cross Blood Service. It is a fundamental equitable principal, stated as a secondary policy aim of the National Blood Agreement, that blood products be provided to patients free of charge and based on clinical need and appropriate clinical practice," Mr Roff said.

"What the NSW Government is proposing will greatly disadvantage private patients who have already dipped into their own pockets to fund their health care needs and thereby taken pressure off the public hospital system.

"Private patients who have already contributed to the NSW government funding of the national blood supply through their taxes will effectively be asked to pay for the service again through health insurance premiums or additional out of pocket costs.

Ramsay Health Care Managing Director Chris Rex said that the public had responded negatively to this proposal through the campaign running in Ramsay's NSW Hospitals.



UK news

Ramsay voted top healthcare employer in UK



RAMSAY HEALTH CARE hospitals have been voted some of the top 100 healthcare employers in the UK, in a survey organised by national magazines Nursing Times and Health Service Journal.

Based on surveys of employers and employees, the Healthcare 100 lists the top healthcare providers to work for.

The competition is open to all healthcare providers, including NHS organisations, and five Ramsay units are delighted to be named some of the UK's best.

Blakelands NHS Treatment Centre, in Milton Keynes, Duchy Hospital, in Cornwall, Nottingham Woodthorpe Hospital, in Nottingham, Rivers Hospital, in Hertfordshire, and Winfield Hospital, in Gloucester, all made the list.

Jill Watts, CEO of Ramsay Health Care UK, said: "A hospital can only provide excellent care to patients with excellent quality staff. I am very proud of all the dedicated staff who work at Ramsay hospitals, and it is wonderful to have their efforts recognised nationally. All of our hospitals regularly receive kind words of thanks from our private and NHS patients, and getting into the Healthcare 100 is a further boost."

Ramsay also featured strongly in last year's Healthcare 100 list, including another appearance from Blakelands NHS Treatment Centre, who in 2008 received a special award for 'Health and well-being in the workplace'.

The 2009 nominees will find out their exact placing at a prestigious lunch on London's Park Lane in March.

Ella Lowe's family donate text books to Ramsay Indonesia

ALMOST 60 KG of textbooks recently arrived in Jakarta! Stephen Lowe and family kindly donated Ella Lowe's textbooks to Indonesia. The textbook collection will be shared amongst the three Indonesian hospitals and will be a welcome addition to each hospital's library. RHCI appreciates greatly this generous donation.

RIGHT: Laurentina N.E. (Clinical Instructor) from Mitra Hospital in Jakarta is seen in the photo unpacking one of the boxes.



Whistleblower Hotline - Update

THE WHISTLEBLOWER HOTLINE was established to improve corporate governance and is part of the company's commitment to creating a safe, fair and honest place to work. The Whistleblower Hotline is a service run by the company's Internal Auditors, Deloitte for the purpose of providing a mechanism by which employees may register complaints with an organisation independent of the company and which will in turn refer complaints to senior managers within the company for investigation.

Such complaints have fortunately been quite infrequent, and there have been relatively few reports to the Hotline since its establishment in late 2006.

It is fair to say however that some of the whistleblower reports relate to workplace issues involving interpersonal differences or allegations of unfair treatment which should more appropriately have been addressed through the company's workplace grievance or EEO Complaint handling policies for investigation: http://swidc41/sites/corporate/hr/Common%20Documents/Policies/RHCPolicy-GrievancePolicy-ReviewedAug07_000.pdf

It is preferable for workplace grievances and complaints about unfair treatment or bullying be resolved within the hospital or department utilising the existing internal complaint handling mechanisms where they will be investigated with maximum possible confidentiality and speed.

These mechanisms explicitly promote the prompt resolution of workplace complaints and grievances by consultation, cooperation and where possible, agreement.



The Whistleblower Hotline service is set up for a slightly different purpose. It should only be used for workplace concerns where a staff member believes that the matter has not been adequately resolved after exhausting the workplace grievance procedure or EEO procedures, or for reporting of serious misconduct such as theft or fraud. Of course the Whistleblower service can be used as a mechanism of last resort for any complaint, however we would not encourage its use before these other internal procedures have been utilised.

More information is available on the Whistleblower Hotline service on the Ramsay intranet (refer to the 'People & Culture' section).

John O'Grady, Group General Counsel & Company Secretary



ST ANDREW'S IPSWICH PRIVATE HOSPITAL – 100 YEARS OF HISTORY.



In 2009, St Andrew's Ipswich Private Hospital celebrates its centenary and becomes the first hospital to turn 100 years during ownership by Ramsay Health Care. The stories below are edited and amended from the publication by Margery Brier-Mills: "St Andrew's Hospital Ipswich 75 years of Service, 1909-1984".

With the passing of the years, institutions and organisations either flourish or die; they either make considerable contribution to a community or by their very nature, become obsolete.

The creation of any beneficial service demands foresight, the commitment of skills and the finances of people. Looking back to the establishment of St Andrew's Private Hospital in Ipswich, I am convinced the men involved were of this calibre.

The years bear witness to the wisdom of the decision made in 1909 by Dr John Alexander Cameron, who saw a need and accepted the challenge.

Celebrating seventy-five years (now one hundred years) of service to Ipswich, this once small cottage hospital has become the ultimate in caring skills and administrative capabilities. It is able to offer facilities which are abreast of contemporary technology.

All serve to the utmost, the patients within it's care!

St Andrew's, created from the past, caught in the progress of the present, prepares for the future –
Margery Brier-Mills

FOUNDING DOCTORS

Dr John Alexander Cameron, the founder of St Andrew's Private Hospital, was a highly respected practitioner. Tall and gentlemanly, he was a man very conscious of his Scottish Heritage, therefore to name his hospital St Andrew's was quite logical.

The original hospital building consisted of four rooms, verandahs, a kitchen and a laundry. It was a happy, human place and the people involved cared. In the initial years, the staff increased to three nurses and three domestics who were supervised by Matron McCamm. Dr Cameron ensured that suitable celebrations were observed by both staff and patients every St Andrew's Day (30th November).

Three other doctors became involved in the development of the hospital. Dr Basil Hart initially

joined Dr Cameron in 1912 and then again later, following his participation and return from the First World War (1914 – 1918). In 1921, cousins Dr Mervyn Stuart Paterson, who had come to Ipswich in 1913 and Dr Benjamin Gilmore Wilson, former Superintendent of the Ipswich General Hospital, joined the partnership. In 1924, the first Board of St Andrew's Private Hospital had been formed.

STEADY GROWTH

Due to the great compassion and expertise of the doctors and staff, a remarkable standard of patient care was maintained at St Andrew's. Steady progress was made during the years from 1926 -1939.

With Matron Hoskins in charge, a maternity and nursery wing was added to the western side of the cottage. On completion, St Andrew's was able to boast the only obstetric ward in Ipswich and the impeccable record in obstetric deliveries held by Dr Cameron, gained the hospital it's high reputation in this field.

The nurses were quartered under this section and one of the back rooms was transformed into an operating theatre. Prior to this development, operations were performed in the wards, the bed screened from the other patient's in the room.

EXPANSION

Finances permitted the purchase of the property on the eastern boundary in 1939 and an east wing of ten rooms was constructed and used as the surgical ward.

By 1944, a properly sterilised operating theatre had been built and this enabled better, more proficient surgery to be performed. Other doctors were encouraged to send their patient's to St Andrew's and consequently, it was well patronised. The hospital had grown to thirty four beds and during times of high occupancy, the verandahs were set up to accommodate the "not so ill" patients.

By the late 1940s further expansion was required, adding another fourteen beds, a second operating theatre, autoclave and recovery room.

In 1964, a home in Roderick Street was purchased and accommodated nursing staff. In 1967, the centre block and back wings were demolished, replaced by the Intermediate Block. A further extension of ten beds was added and part of the Eastern Wing was converted into a Children's Ward.

Another property in Pring Street was purchased in 1977 which enabled construction of the current three story extension, which was completed in 1980. This expanded the hospital's capacity to one hundred and two beds and this number of beds has remained relatively constant to this day. Numerous internal changes and refurbishments during this period continue to ensure that St Andrew's remains a modern, safe, acute care hospital, proudly serving the community.

CURRENT TIMES

During the following three decades, the hospital changed ownership a number of times from the original doctor's "St Andrew's Holding" to a series of corporate owners and is now in the safe hands of Ramsay Health Care, who have committed to considerable investment towards the ongoing future development of St Andrew's.

...and so, the hospital that bears the name of a Saint, can reflect with a wonderful sense of achievement, its contribution to Ipswich, Queensland.

St Andrew's Private Hospital of the past offered true dedication and endeavour. That of the present epitomises commitment and foresight. The St Andrew's of the future will be the ultimate of professionalism, dependency and service.

St Andrew's will celebrate its anniversary with a special centenary ball to be held on 12 May at the Railway Museum in Ipswich.



Hospital Anniversaries - 2009



John Flynn Hospital, celebrates 15 Years

IN NOVEMBER 2008, John Flynn Private Hospital staff and doctors kicked up their heels "Hollywood" style to celebrate the 15th anniversary since opening of the hospital.

The celebration was held at the Gold Coast Convention Centre with over 630 guests partying well into the night, accompanied by aptly named band "The Accidents".

"We have been overwhelmed by the support of the Gold Coast and Tweed community and have seen the hospital grow from 40 patients per day to over 280 patients per day," then Hospital CEO, Lloyd Hill said.

John Flynn Hospital, is a 317 bed hospital, located at the southern end of the Gold Coast, adjacent to the Gold Coast airport.

The hospital was named in honour of John Flynn, the founder of The Royal Flying Doctor Service and was the first hospital to offer full cardiac services on the Gold Coast, including open-heart surgery. It also provides major orthopaedics, maternity & paediatrics, general medical, and general surgical services including day surgery, sleep studies, renal dialysis as well as a wide range of rehabilitation programs for patients.

Under Ramsay Health Care, over the past four years John Flynn has expanded to meet the growing population of the Gold Coast, Tweed & Northern Rivers.



ABOVE: Staff celebrate John Flynn's 15th Anniversary "Hollywood" style.

A Ramsay WA midwifery program is born

RAMSAY HEALTH CARE WA is certainly doing their bit to halt the midwife shortage by introducing a unique and successful midwifery training program for registered nurses.

The pilot RHC WA Midwifery Diploma Program was completed in December 2008 and was run in conjunction with Edith Cowan and Curtin Universities. Six registered midwives graduated from the 12 month course from ECU in December 2008.

Part of the program consists of a further 12 months as a graduate midwife rotating around all areas to consolidate learning. The program also promotes communication across the sites for managers, educators and midwives, which can potentially provide an opportunity for inter-hospital transfer in busy conditions.

Two graduates are from Glengarry Private Hospital and four from Joondalup. Since 2002, 16 out of 18 students are still employed at JHC. That puts the retention rate of student midwives at 89 per cent.

This particular midwifery program is very valuable as it is the only program to rotate across multiple hospitals, providing valuable exposure to both private and public obstetric units. Attadale Private Hospital will become involved in the program in future years.

Student midwives in the program were exposed to collaborative medical and midwifery care and were under the guidance of program coordinator Helen Godwin. Clinical facilitators provided valuable mentor support for the students on the units.

"We held weekly meetings to debrief and discuss the program's progress, which also provided a good opportunity for the students to network and reinforce reflective learning," Helen said.

"ECU and Curtin students are booked for this year and we have started a waiting list of three students for 2010."

Graduate midwife Damian Ingram-Malecky said the course was challenging but also a very rewarding experience.

"The staff and clinical facilitators at both Joondalup Health Campus and Glengarry Private Hospital were great at facilitating my learning experience and I am now going into a Graduate Midwifery Program at Joondalup Health Campus," Damian said.



Mt Wilga Psychologist presents at CBT Conference in Thailand.

JAYANTHI SUNDARARAMAN, SENIOR Clinical Psychologist and Manager – Counselling and Discharge Planning department at Mt Wilga Private Hospital in Sydney recently presented at the 2nd Asian CBT Conference, Bangkok, Thailand. The two day conference conducted at Bangkok's prestigious Chulalongkorn University was co-organized by The Chinese University of Hong Kong, and The University of Queensland, Australia. A wide range of topics in cognitive-behavioural psychology were covered and the conference was well attended by delegates

from around the world.

In her presentation titled "Cognitive-behavioral Therapy in a Cross Cultural Context: What Works?" Jayanthi outlined the markers of cultural sensitivity in a typical CBT programme and argued that adherence to a coherent cognitive-behavioural theoretical framework and cultural sensitivity need not be mutually exclusive tasks. Specific strategies to arrive at a culturally sensitive psychological formulation were discussed. Jayanthi's presentation was very well received and applauded by the conference attendees.



Mothers rate North West Private Hospital in the top 1%

NORTH WEST PRIVATE Hospital has rated in the top 1% for mothers' satisfaction with their birth experience when compared to similar sized maternity hospitals, in an independent survey conducted recently.

And the hospital received higher than average satisfaction ratings when compared to mothers who deliver in the public system or in other private maternity units according to the survey which was conducted by patient satisfaction company, Press Ganey Associates.

North West Private Hospital CEO Jane McGrath said the survey, conducted between June and August 2008, showed that North West maternity unit is a star performer in terms of satisfaction with the care provided.

"North West Private Hospital has established a strong reputation in north west suburbs of Brisbane for the provision of excellent maternity services to the community," Ms McGrath said.

"This feedback from mothers who have delivered their child at North West will assist us in reinforcing our customer service strategies into the future to ensure we continue to have happy parents and babies delivered at North West and to meet the growing demand for our maternity services."

"This result is a credit to the Maternity staff who have remained focused on caring for people in an ever growing and challenging health care environment and at the same time that the hospital is expanding our services."

The Ramsay Health Care Philosophy of "people caring for people" remains a key focus at North West Private Hospital.

New Mental Health Service at Mitcham Private Hospital

MITCHAM PRIVATE HOSPITAL has provided a boost to the availability of mental health services in Melbourne's East, with the introduction of mental health services.

Victoria Court at Mitcham Private Hospital is a 14-bed private adult inpatient general psychiatric unit. The dedicated mental health clinical team work together to provide a unique inpatient therapy program for people suffering from depression, anxiety, PTSD, post natal conditions, eating disorders, stress, grief and schizophrenia.

The Unit boasts newly refurbished ensuite bedrooms and modern well-being environments with tranquil, garden outlooks, providing both a comfortable and private inpatient experience for patients.

A team of committed psychiatrists consult on site or locally in sessional rooms, providing inpatient and/or outpatient care.

Linda Edgerton, Chief Executive Officer, said: "The new Victoria Court Unit is led by skilled psychiatrists and supported by our experienced medical and nursing staff. This new service complements our broadening repertoire of surgical, medical and maternity services, and reinforces our commitment to continue responding the healthcare needs of the community".



Albury turns 30

IN 2009, ALBURY Wodonga Private Hospital celebrates its 30th anniversary since Ramsay Health Care opened the hospital in 1979 and will celebrate with a black tie dinner in August.

Albury was Ramsay's second medical/surgical hospital. Today, the hospital offers a comprehensive range of acute health services to private patients in the Border region, including excellent urology, orthopaedic, gynaecology, general surgery, general medical and cardiology services.

Caboolture turns 10

CABOOLTURE PRIVATE HOSPITAL which opened in February 1999 was the first hospital in Queensland to be collocated with a public hospital – on the Caboolture Public Hospital site.

Comprehensive medical, surgical and oncology services are offered to meet the community expectations for the Northern Brisbane region. The Hospital also has a contract with the Department of Veterans' Affairs and provides extensive services to veterans and their families.

Caboolture Private Hospital has established an excellent reputation in the community for its high commitment to customer service, staff satisfaction and quality improvement.

Day surgery and short stay surgery is a main focus with the hospital providing a centre of excellence for safe care for patients who do not need or want to go to Brisbane hospitals for their surgery and would prefer to be treated close to home.



ABOVE L-R: Jo Roberts EEN; Angela Naylor EEN; Leanne Chapman Hotel Services Manager; Colleen Edwards Clinical Coder; Helen Jones DCS; Anne Boland RN & Colin Deacon OT Orderly.

Caloundra celebrates 25 Year Anniversary

THE 30 APRIL 2009 marks the historic 25th anniversary of Caloundra Private Hospital, which was opened by the Premier of Queensland on that day in 1984.

A Silver Anniversary High Tea and Award Ceremony and a Black and Silver Ball are two of the major events planned to celebrate the dynamic and diverse growth of the hospital and to recognise the outstanding contributions of its leaders, doctors and staff.

Built in 1984 by the Moran Health Group, the Hospital comprised 40 acute medical and surgical beds and one operating theatre and was known as the Andrea Ahern Private Hospital, named after former Queensland Premier Mike Ahern's wife. It has been through several changes in ownership over the years – becoming part of the Ramsay Health Care group in 1995.

Today Caloundra Private Hospital is delivering on its healthcare foundations with 64 beds, three operating theatres and a purpose built day surgery unit.



People caring for people & the environment

Energy saving initiatives – get greener...



RAMSAY'S ENVIRONMENT AND Sustainable Development Working Party has identified 3 key initiatives to help reduce greenhouse gas emissions and save energy at Ramsay facilities, following a review of energy use at 8 Ramsay hospitals, representing 46% of the company's total energy consumption.

After reviewing the results of a sample group of 8 hospitals and considering the cost/benefit impact of various proposals, the following actions are being recommended at all facilities:

- Replace all halogen downlights with LEDs
- Remove all refrigerators from patient rooms (not including maternity rooms)
- Air conditioner adjustment.

Ramsay's National Environment Manager Geoff Adams said that LEDs used significantly less power and could provide energy savings of 80% plus.

"We recommend that hospitals upgrade to LEDs as halogens require replacement," Geoff said.

"We are also recommending that hospitals develop a program to remove patient refrigerators from non-maternity rooms. By doing this in one hospital with 100 fridges, we would reduce greenhouse gas emission by 42 tonnes per year."

The third initiative is a review of air conditioning/cooling systems in hospitals to get these systems operating more efficiently.

"At some hospitals, the cooling system is cooling and heating at the same time. This is hugely inefficient and costly. At other sites, a good improvement could be just to adjust temperature ranges. We all know that it is more environmentally friendly to cool to 24 degrees in summer instead of 21. At other sites, having smarter control systems that automatically adjust and turn on/off, will make a significant cost and emissions difference."

The Working Party is also looking at water use and waste management as other potential areas for reducing Ramsay's corporate footprint.

For more information, visit the Environment & Sustainable Development pages on the Intranet:

<http://swidc41/sites/corporate/environment/default.aspx>

Dudley Clinic is a winner with patient satisfaction – AGAIN!

FOR THE SECOND year in a row Dudley Clinic has topped the annual Inpatient Mental Health Services patient satisfaction survey conducted by Press Ganey. Dudley Clinic caters to patients with a range of general psychiatric disorders. In the most recent survey, Dudley Clinic has gone one better than last year with a score of 87.4 (2.6 points higher than last period). This result is an impressive 14.5 points higher than the mean of all other Mental Health facilities and 10.5 points higher when compared to Ramsay Mental Health peers.

To celebrate this fantastic result, a special afternoon drinks was held on November 27, 2008 attended by Orange Mayor Reg Kidd, where a special Certificate of Achievement signed by Ramsay's Managing Director, Chris Rex was presented to the Dudley Mental Health Team in recognition of their achievements. Chief Executive Officer, Steven Rajcany commented that "this result was a reflection of the efforts of the entire Dudley Team. Credit must be given to the nurses, allied health staff and Psychiatrists directly involved in the Unit. At the same time we recognize the contributions of all non-clinical support service staff, administration staff and of course theatre staff and Anaesthetists for their involvement in our ECT program".



Real community spirit at Attadale Private Hospital

ATTADALE HOSPITAL WAS fortunate again to have a young group of performers provide a Christmas Concert for their patients and families. It all started six years ago when a little girl living next door to the hospital asked her parents what she could do to make the patients feel better at Christmas. That little girl Alana, who is little no more, with her brother Anton, who was born at this hospital have been entertaining the patients with their musical gifts over the years. More recently they have been joined by friends to perform Christmas Carols with musical instruments. The starring musicians were Alana and Ben on violin, Sarah on clarinet, Lauren and Daniel on flute and Anton with his Christmas bells. For those patients not well enough to attend the group visited them in their rooms and played their favourite Christmas Carols. The appreciation was particularly felt by the children when the very sick patients cried with joy on hearing their music and smiled their grateful thanks. It is special to have the interaction of the young and old sharing this time together and a therapeutic and rewarding experience for everyone. We look forward to their involvement and performance next year.



ABOVE: Children at the concert

Big Red BBQ for Kidney Health

THE FIRST ANNUAL Big Red BBQ kicked off a special year of celebrations at Caloundra Private Hospital. The BBQ was initiated by Marie Baillie, Clinical Nurse, Renal Unit and raised more than \$600 for Kidney Health Australia.

Kidney Health Australia has been serving the kidney community in Australia for 40 years and is the leading organisation in promoting kidney and urinary tract health through research, consumer participation, education and health service excellence.



Glengarry Staff Support Xmas Appeal

GLENGARRY PRIVATE HOSPITAL staff supported 720 ABC Perth's Christmas Stocking Appeal by donating 27 hampers of groceries to Charity Link who distributed the gifts out to those that needed them the most.

Charity Link is a peak-body organisation with over 100 member organisations across WA, including Saint Vincent de Paul and The Salvation Army. The gifts are sorted and wrapped by volunteers at Charity Link and then distributed out to less fortunate families and individuals both in Perth and across the State through Charity Link's member organisations.

The ABC advised Margaret Bourne, Front Office Manager at Glengarry who co-ordinated the collection of the gifts for the hampers that the hampers attracted endless comments from all the staff at the ABC and the charity who came to pick up the gifts almost fell over themselves.



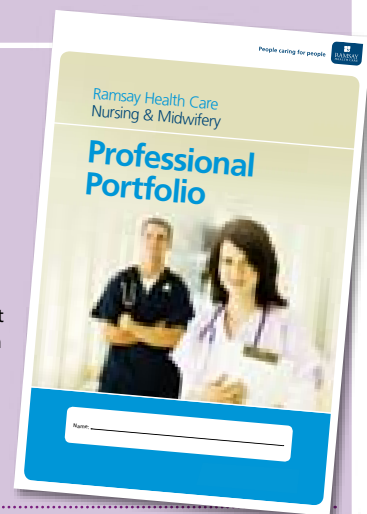
ABOVE: On a recent visit to Perth Mr Paul Ramsay is seen admiring the hampers with Elaine Pavlos, Chief Executive Officer / Director of Nursing, Glengarry Private Hospital.

National Nursing Registration – towards 2010

NATIONAL NURSING REGISTRATION is set to commence in 2010, enabling nurses to work in all states and territories with one national registration. Under the national registration framework, all nurses are required to provide evidence of their participation in ongoing professional development activities; as has been the case with state/territory registration to date.

To assist all nursing staff in maintaining a register of their professional development, Group HR has released the Ramsay Health Care Nursing and Midwifery Portfolio. The portfolio, based on the original work undertaken in Victoria, was recently updated by Dee May (Gradplus QLD) and Group Marketing for use nationally.

The portfolios will be available to all new and existing nursing staff; and will be available for download from the intranet in the coming weeks. For more information about the portfolio please contact the Gradplus Coordinator in your state, or your hospital Nursing Executive.



Cash bonuses for returning to nursing!

AS THE LARGEST private hospital group in Australia, Ramsay Health Care has been selected to participate 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

Gradplus NSW - Update



GRADPLUS NSW has been up and running for over 12 months now and we have already recruited over 170 nurses in NSW across 19 hospitals.

Our first year has been a great success with over 90 of our nurses having just completed their 12 month program. It has been both an inspiration and a joy to see them bloom into the confident and competent nurses they are today.

Our graduates come from many walks of life but they all have one thing in common, and that is their enthusiasm and passion for nursing.

The state program has provided a fantastic learning experience for the graduates in their first year out as RN's, as well as a great networking opportunity.

"This year I have learnt so much. I have improved my clinical skills and really learnt how to work within a team environment and become part of the team. I have loved this year and will carry the guidance and support given to me by my colleagues for the rest of my nursing career".

"A very good program to be part of. I have made some great friends through the new grad program. I went to a country university and did not know anyone at my hospital but the program helped me to meet great people"

Throughout the month of February, each of the hospitals involved will be holding a graduation ceremony to congratulate each of their graduates and present them with their graduation certificates. I attended one of these ceremonies recently at Strathfield Private where one of their graduates Sheena Lagat made a very moving speech on behalf of her colleagues.

"It's a privilege to stand in front of you today and be given this opportunity to speak. I want to congratulate my fellow grads for surviving the year and its' rollercoaster ride. There were tears shed, self-doubts and overwhelming moments; but we got through it. I also want to extend my congratulations to the upcoming new grads for reaching this point and who are about to embark on a journey of their own.

One of the interview questions posed to me 2 years ago was "Why did I do nursing?" I'm pretty sure that each and every one of you has your own reasons and answers. Mine is, I lost my dad to cancer almost 11 years ago in June 1998. It was made apparent to me in following my dad's progress that the delivery of patient care has a direct influence to their physical recovery and wellbeing. Being treated with respect and allowing some dignity can have more of an effect than any type of medication/nursing intervention.

The cycle of life has a beginning and an end. We all have our roles to play and our missions to fulfill. Why did I do nursing? So, I can be a source of blessing to others. Nursing is often thought of as a thankless job. But in the words of Debra Picone, "it is of course not just a duty, not just a calling and a worthy calling, but a privilege". You create the nurse you want to become.

In conclusion, I just want to thank Jane, Louise and Ann for seeing my potential on interview day and for your unconditional support and patience throughout our new grad year. Jane you were our umbilical cord. To Norma, Warren, Jenny, Yvonne, Jessica, Maureen and to our preceptors thank you for helping us to meet our learning needs in our rotations and for allowing us to grow and develop into our role. Thank you for setting an example worthy to be followed.

Last but not the least, to my fellow grads; thank you for your friendship, for your support and for lending your ears/shoulders during the trying times. I really felt the warm camaraderie in our group- and to the new grads commencing this year; enjoy the journey to an exciting and fulfilling professional career. Thank you".

On behalf of Gradplus, I would like to congratulate all of our graduates across the state for accomplishing great things over the last 12 months. I know it has been a very challenging year for you all but you should all be very proud of your achievements and we look forward to following your progression over the next few years with Ramsay Health Care.

Karina Keily
Gradplus NSW Coordinator

PeopleConnect has gone live for the corporate payroll



PEOPLECONNECT HAS NOW gone live for staff on the corporate (monthly) payroll! Staff on the corporate payroll can now view their own salary and leave history, print their own payslips and change their own personal and banking details. Phase 2 of the pilot will see PeopleConnect rolled out to the following 4 hospitals in March 2009:

Attadale - WA; Berkeley Vale - NSW; Mitcham - VIC; Caloundra - QLD

The primary reason for implementing the system is to provide staff with increased access to their own information. The advantages for staff will include the ability to:

- Receive payslips online;
- View salary and leave history;
- Make leave balance enquiries when planning annual leave;
- View current and past payslips and print these when required;
- Change payroll deductions to secondary bank accounts;
- Change or update bank details and contact / address information.

With a successful pilot, rollout to other Ramsay hospitals will occur post May 2009 with specific dates to be determined. To realise the environmental benefit of this initiative, we will be transitioning to online payslips once the system has been implemented at each hospital.

A PeopleConnect intranet site has been launched within Ramsay and will provide a central reference point for information about the project and how to use PeopleConnect.

Should you have any questions, feedback or suggestions about People Connect or other chris21 HR modules now or in the future, please do not hesitate to contact Damian May on **07 3394 6765** or maydamian@ramsayhealth.com.au

Ramsay Employee Club News

ALL MEMBERS SHOULD have received their new coupon books for 2009, with over 200 vouchers for immediate use. Please let your Employee Benefits Site Champion know if you did not receive your book of coupons. You will also remember that we announced a new addition to the program – our monthly instant scratch-it draw! All members have a chance to win \$100 worth of scratch-it tickets each month. See if you are one of our lucky winners below. You need to contact Group HR to claim your prize – hrenquiries@ramsayhealth.com.au

Winners of the Ramsay Employee Club Monthly Scratch-it Draw:

January 2009 – Tricia Mauger, Donvale Rehabilitation Hospital
December 2008 – Cameron Hesketh, North Shore Private Hospital
November 2008 – Nicola Meikle, Noosa Hospital
October 2008 – Cheryl Brownlee, Greenslopes Private Hospital
September 2008 – Christine Rammos, The Avenue Private Hospital

OCCUPATIONAL HEALTH & SAFETY UPDATE

Safe Work Australia Week – Competition Winners



SAFE WORK AUSTRALIA Week is a national week developed to focus attention on workplace safety. It aims to encourage all workers to get involved and concentrate on safety in their workplace. The following entries were awarded equal first place in the 2008 Ramsay Safe Work Australia Week competition. The level of innovation and design applied this year in the winning entries was outstanding. Information on all entries can be found on the RHC Safety and Workers Compensation Intranet page. The National Safety Team would like to again thank all facilities who submitted entries this year, your commitment to the improvement of our safety management system is thoroughly appreciated.

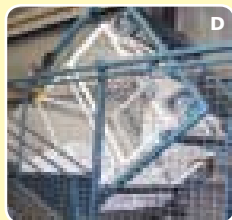
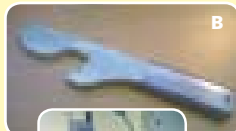
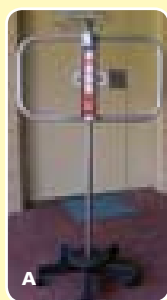
Below are just a few examples of the winning entries:

A) DESIGNED AND manufactured powered IV pole shown with outrigger arms to hold multiple IV pumps. This reduces both trip hazards and manual handling hazards.

B) DESIGNED AND manufactured patient jug lid remover. The tool reduces repetitive strain injuries previously experienced.

C) DESIGNED AND manufactured portable Illuminator making work within confined spaces far easier due to mobility and flexibility of unit and its ability to illuminate.

D) DESIGNED AND manufactured laundry tipper which decreases manual handling hazards created when bed sheets (in 100kg bundles) are prepared for the ironer.



NATIONAL SAFETY TEAM
People caring for people
& their safety



Dr Katherine Stuart using the new Fibroscan at Greenslopes.

New non-invasive technique for measuring liver fibrosis

PATIENTS AT GREENSLOPES Private Hospital can now access a non-invasive and painless technique for measuring the degree of liver fibrosis.

Fibroscan, available through a partnership between the Gallipoli Medical Research Centre and Gastroenterologists at Greenslopes Private Hospital utilises Transient Elastography (TE), a novel approach to measure liver stiffness which is a surrogate for liver fibrosis.

Gastroenterologists Professor Darrell Crawford and Dr Katherine Stuart have been trained in the use of Fibroscan and will be the first to offer this service in Queensland.

Professor Crawford said that Fibroscan is being used extensively in Europe and USA as an alternative to liver biopsy to measure liver fibrosis.

"Instead of extracting a tissue sample with a needle biopsy and then looking at it under a microscope, we can now use the Fibroscan to measure the stiffness inside the liver through the ultrasound waves," Professor Crawford said.

The technique uses an ultrasound transducer probe mounted on the axis of a vibrator which is held against the patients' abdomen and generates a pulse sending waves through the liver. The converted waves measure how stiff the liver is.

"Liver disease due to chronic viral hepatitis (B & C), fatty liver disease, alcoholic liver disease, haemochromatosis, fibrotic drug effects (eg Methotrexate) and primary liver cancer is on the rise. The common progression for these conditions is fibrosis leading to cirrhosis.

"Fibroscan is an important tool which will be advantageous in clinical practice and provides outstanding opportunities for collaborative research studies in the Gallipoli Medical Research Centre Liver Research Unit," Professor Crawford said.

Hillcrest starts Gastric Banding

BARIATRIC SURGEON DR Nicole Andrews has started carrying out gastric band operations at Ramsay's Hillcrest Private Hospital in Rockhampton.

Dr Andrew's started the procedures in November last year and said most patients were women in their 40s and 50s who had tried every other way of slimming.

But some of those seeking help are much younger. In March she will fit a band inside a 160 kilogram 16-year-old boy who suffers from dangerously high blood pressure.

"Obesity has become such a major issue in Rockhampton and we are now seeing about four patients a week who want to have this operation," she said.

"It's a drastic measure but the people who decide to have the band fitted have usually tried everything else and realise their lives are at risk if they don't do something."

BELOW: Dr Nicole Andrews (centre) with her team (L-R), physiotherapist Chris Pollock, dietician Rhiannon Barnes, psychologist Heidi Germann, and registered nurse Audra Boulton. (photo courtesy of the Morning Bulletin)



HO Finance celebrates Christmas



Winners of the HO Finance Christmas decoration competition with Ramsay Deputy Chairman, Michael Siddle.

THERE'S MORE TO the 'HO' in Head Office (HO) Finance when it comes to celebrating Christmas!

It has become an annual event whereby Head Office Finance department 'outdoes' their neighbour in participating and decorating ones work area and getting into the Christmas Spirit!

The theme for 2008's office decorations was 'Christmas Downunder Southern Hemisphere Style' depicting sun, surf and heating up under the Southern skies.

The prize for the winning entry was shared between Jennifer Chheang and Mellany Moldrich (Tax) for their efforts which included beach cricket and the traditional 'snag' on the BBQ! It was a hard decision for the judge (Michael Siddle) to choose the winner as there were so many terrific ideas and creations.

No doubt the bar has been set high for Christmas 2009!

Mighty fine fundraising in 2009

NAMBOUR SELANGOR PRIVATE Hospital continues its proud tradition of bringing hope, energy and playfulness to the annual Leukaemia Foundations World's Greatest Shave in March.

Physiotherapist Ben Robertson is the motivating force behind 2009's fundraising efforts with his focus on a \$1K plus target, a full salon of willing staff participants and promises to reveal his most interesting fashionista look yet!

Breast & Endocrine Surgery Fellowship open at North West

SINCE 2002, NORTH West Private Hospital has offered a one year Fellowship in Breast and Endocrine Surgery in conjunction with the Royal Brisbane and Women's Hospital.

The Fellowship is offered under the supervision and guidance of Professor Ian Gough and other surgeons working at both hospitals. Professor Gough has more than 30 years experience in Breast and Endocrine Surgery.

Professor Gough said the Fellowship offers an outstanding training in Breast and Endocrine Surgery with a substantial clinical work load in dedicated out patient clinics, operating sessions and weekly multidisciplinary meetings. All previous Fellows are now continuing in successful consultant careers.

The holder of the Fellowship participates in clinical research and has the opportunity to initiate collaborative research studies.

"This Fellowship provides exposure to the private hospital sector at North West Private Hospital in conjunction with public care at the Royal Brisbane and Women's Hospital," said Professor Gough.

"This allows the participant an opportunity to experience the value of both the public and private sectors."

The successful applicant receives private hospital assisting fees as well as remuneration provided by the Fellowship of \$75,000 per annum.

Advertising for this position commences in April each year. For any enquiries please contact **Professor Ian Gough on (07) 3870 2450**

MOVEMENTS & APPOINTMENTS



PAUL DICKSON has been appointed to the new position of General Manager – Commercial Operations. This role will have primary responsibility for the management & development of Ramsay Health Care's non hospital businesses. Paul will have a key role in working with hospitals over the next few months to transition the pharmacy dispensaries, including the associated drug supply chain management & accounting, into the new Pharmacy Division.



GREG JENKE has been appointed CEO of John Flynn Private Hospital, Gold Coast & started there in January 2009. Greg comes with many years of experience after serving as CEO at Baringa Private Hospital for 13 years. Those 13 years included managing Baringa Private Hospital, Coffs Harbour Day Surgical Centre, Ramsay Professional Services (RPS), Port Macquarie Private Hospital, Hastings Day Surgery & Tamara Private Hospital.



ELIZABETH RUTHNAM has been appointed Chief Executive Officer/Director of Clinical Services of Baringa Private Hospital and Coffs Harbour Day Surgery in Coffs Harbour, having served as Director of Clinical Services since 2002. Elizabeth comes to the CEO role well qualified & with a record of leadership & administration excellence.



GOODBYE MERYL

One of Ramsay's longest serving CEOs, Meryl Brookes, has decided to resign from her position at Mt Wilga after 12 years in the role. Meryl made her decision for personal reasons & we wish her well with her change in direction. Mt Wilga has become one of Australia's most successful & comprehensive rehabilitation hospitals. Under Meryl's leadership this modern, purpose built hospital has earned a reputation for excellence in rehabilitation care, service standards & multidisciplinary team work of the highest order.



CARMEL KENNEDY has been appointed as the new CEO of Mount Wilga. Carmel has accepted the challenge & comes to the role following several years as an experienced & successful Director of Clinical Services at Westmead Private Hospital. She is a recent "Future Leaders" participant having completed that program in 2008. Carmel will build on the success already achieved at Mt Wilga & officially commenced in the role on 15 February.



RICHARD RYAN has been appointed as Director of Clinical Services at Kareena Private Hospital. Richard comes to the Kareena DCS role from North Shore Private Hospital, where he has been Assistant Director of Clinical Services/Cardiac Services Manager since 2007. Richard has over 10 years' experience in the private hospital sector with 5 years in management roles. He will commence fully at Kareena on 16 March, 2009.



PAUL GEDDES has been appointed CEO of Port Macquarie Private Hospital, Hastings Day Surgery & Coolenburg Clinic. Paul comes to the Port Macquarie position after seven years as Commercial Manager at Warringal Private Hospital where his versatility, energy & leadership potential have been notable. Paul starts in the role on 9 March 2009.



TIMOTHY (TIM) DANIEL has been appointed to the position of Chief Executive Officer of Kareena Private Hospital. Tim has spent 18 years in medical device sales to surgical specialists in Australia & New Zealand & other international markets. Tim joins Ramsay with strong leadership & financial skills, a record of improving organisational results & a strong people development focus. Tim commenced on 2 March, 2009.



PENNY WRIGHT has been appointed as the Director of Clinical Services of Westmead Private Hospital following Carmel Kennedy's move to Mt Wilga. Penny was previously Clinical Services Manager of Westmead and has 15 years of hospital management experience & a record of excellence at Westmead. Penny previously had responsibilities in Infection control, risk management, & as quality coordinator.



SHERYL KEIR has taken on the new role of CEO/DCS at Wangaratta Private Hospital, initially on a 6 month acting basis. This follows the resignation of Chris Thompson as CEO recently. Sheryl has been in her current role as DCS since mid 2005.



SAMANTHA DODD was appointed as DCS at Linacre in January. Sam commenced her nursing career in the UK prior to relocating to Australia. She had been working at The Avenue Hospital as a surgical NUM prior to her DCS appointment. During this time she was instrumental in achieving key changes over a period of 18 months.

Bolsover Radiology opens at Hillcrest Rockhampton



BOLSOVER RADIOLOGY HAS been officially opened at Hillcrest Rockhampton Private Hospital.

This new private radiology practice within the campus of Hillcrest Private is an exciting new venture for both Bolsover Radiology and Hillcrest Rockhampton Private Hospital with enormous potential to grow the business in the Central Queensland region.

"Bolsover Radiology is an important strategic partnership for both the hospital and the region, ensuring a comprehensive and efficient service is available for patients," said Mrs Tracey Wust, CEO of Hillcrest Rockhampton Private Hospital.



ABOVE: John Flynn 2008 RN Graduates attended a "Black & Red" themed dinner at John Flynn on Thursday, 29th January to celebrate the completion of their graduate year. The hospital is pleased to announce that 95% of these graduates are staying on at John Flynn and 100% are remaining Ramsay Health employees.

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Vale Arlene

St George Private Hospital mourn the loss of one of their talented midwives. Arlene Robinson passed away in December 2008 after a long and courageous battle with breast cancer. Arlene worked at St George Private Hospital for 13 years, six of which she battled with her cancer. Jude Emmer, Director of Clinical Services said, that Arlene was an excellent midwife, who never allowed her illness to impact on her work. She had a remarkable love of life and was full of fun. She was loved by her patients, and colleagues and will be sadly missed.



Congratulations Dr Ted Weaver, New College President

Our congratulations go to Dr Ted Weaver, Obstetrician on being the second Queenslander and the first Provincial Fellow to attain the office of President of the Royal Australian and New Zealand College of Obstetricians and Gynaecologists. (RANZCOG).

During his two year term Dr Weaver will continue to work in private and public practice in obstetrics and gynaecology at Nambour.

Dr Weaver is the current Chairman of the Medical Advisory Committee at Nambour Selangor Private Hospital and has a distinguished ten year history with this hospital. He played a pivotal role in establishing and developing its internationally recognized and renowned maternity centre and continues to birth thousands of beautiful babies here each year.



Gail receives OAM

Congratulations to Caloundra Private Hospital Anaesthetist Dr Gail Waterhouse who received a Medal of the Order of Australia (OAM) for service to the community through the provision of humanitarian aid to the people of Vietnam. Dr Waterhouse is the amazing and dedicated Medical Team Coordinator of Project Vietnam.

Project Vietnam Inc. is an Australian humanitarian aid organisation involved in the development of health care systems in Vietnam. Founded in 1989, it has now extended into numerous medical and building programs.

Some of the many projects include refurbishment of communal health stations in rural areas; education programs in hospitals and supply of medical equipment.



Wangaratta Div 2 Nurse Trainee completes course



Wangaratta Private Hospital's first Division 2 Nurse Trainee successfully completes her course with medication endorsement.

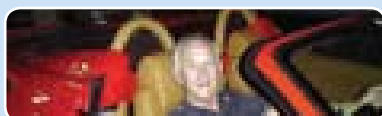
Karen Christie, had worked for many years as the Team Leader of Housekeeping. She was encouraged and supported in her career change by the hospital and she commenced her traineeship in 2007.

Karen is absolutely elated that she has completed her traineeship, and thanked the hospital for giving her the opportunity. The advanced level of knowledge, skill and confidence Karen has gained through the traineeship program, by practicing hands on nursing, has been acknowledged by the Hospital, TAFE, and other facilities where she completed periods of clinical placement.

After thirty years out of school, Karen initially found the course to be quite daunting. However, with the support of her family and co-workers, Karen would recommend a traineeship program to anyone who is interested in nursing as a career.

Wangaratta Private Hospital is continuing to encourage staff, interested in a career change to nursing to undertake a traineeship. A second staff member is about to commence a program in February this year

Tony Street retires in style – goodbye & good luck Tony...enjoy the ride!



Tony has worked in the housekeeping department at St George Private for many years both as a contractor and on staff as second in charge.

Tony's history with St George Private Hospital goes back even further than when St George Private Hospitals opened in 1995, as he also was responsible for cleaning the operating theatres for a number of years at Kogarah Private Hospital. There are a few old timers who have had the pleasure of knowing and working with him for almost 20 years.

One of the St George surgeons heard about Tony's love of Ferraris and took him for a spin on his last day.

Kudzai offers a great deal to the nursing profession in Australia



St George Private Hospital's 3 South Ward is very proud of one of their own Assistant In Nursing Staff Kudzai Matereke. Kudzai was recently honoured with an invitation to speak at the 31st Annual

Conference of the African Studies Association of Australasia and the Pacific, which was held in late November 2008 at Monash University in Victoria.

The theme of the conference was "building a Common Future: Africa and Australasia" Kudzai's lecture, titled "Discipline and Punish: Inscribing Metaphors of the Body in Zimbabwe's Post Colonial Crisis" was reportedly very well received. Kudzai is a PhD Candidate (Philosophy) in Australia with the University of New South Wales and was previously a Lecturer in this subject at the Great Zimbabwe University.

Jude Emmer, Director of Clinical Services said we are very proud of Kudzai who arrived in Australia just over a year ago fleeing Zimbabwe's political turmoil. He has a wonderful calm disposition and displays compassion and empathy for people in need which makes him an ideal nurse. Kudzai's has a great deal to offer the nursing profession and the Australia community.

Greenslopes staff & doctors honoured in Griffith Australia Day Awards



Catherine Rowen receives her Award



Dr Gerard Bayley with the Prime Minister

Prime Minister Kevin Rudd hosted the 10th Anniversary Griffith Australia Day Awards on 23 January at East's Leagues Club where the Greenslopes Staff, doctors and volunteers were recognised.

Catherine Rowen, Ward 35 Nurse Unit Manager, received an award for her work with the St Vincent de Paul Family Christmas Appeal. Recognising the need for all families to enjoy Christmas, Cath has brought the gift of giving to a new level at Greenslopes. For over ten years, Cath has donated her time voluntarily to coordinate the appeal at the hospital. Not only does Cath lift the spirit of those less fortunate, she also raises the spirit of the staff at the hospital, as they all take part in the true spirit of Christmas. The feedback the hospital has received from those families who have been recipients of hampers from this initiative has been heart warming.

Dr Gerard Bayley, Plastic Surgeon, received a Certificate of Appreciation for his work in Sri Lanka. Dr Bayley spent two weeks working with Interplast, performing plastic surgery on numerous patients and worked closely with Sri Lankan Plastic Surgeons to develop their skills in Microsurgery.

The Awards also recognized two former volunteers of Greenslopes Private Hospital - Margaret Brodie and Delores Reay. Margaret was a member of the Diggers Dozen for many years and Delores served as a volunteer for the Red Cross Canteen at the hospital.

At the same time, Greenslopes Hospital volunteer, Don McDonald was selected as a recipient of the Lord Mayor's 2009 Australia

Day Achievement Award for his outstanding work in the community.

Service Awards Cairns Day Surgery



Mary & Ron

Staff at Cairns Day Surgery were recently recognized for their years of service to the facility. Mary Orth has served 11 years and Ron Randall 10 years.

"Whilst CDS has only been a part of Ramsay for just over a year, we were eager to recognise Mary & Ron's ongoing commitment to the facility and its patients for more than 10 years each" CEO Mark Page said.

On behalf of Mary and himself, Ron said:

"Mary and I have been at CDS for a combined total of 20+ years. During this time we have encountered many changes of ownership and staff. Mary in her roll as Admissions Nurse and Infection Control enjoys her position in those rolls which brings her in contact with new and old patients, also has a great rapport with her fellow nursing colleagues and medical officers. I also enjoy my roll as an EN Scrub nurse working with my colleagues, and like Mary I gain a great deal of enjoyment coming to work.

It was a surprise and honour to be presented with our Ramsay Celebration watches, and welcomed into the Ramsay family. The best thing to happen to CDS was to be taken over by Ramsay Health"

Fun & Fitness



Hell of the West

The Hell of the West is a great half ironman Triathlon enticing the city slickers out to Goondiwindi. Purposely held in the heat of the western summer the big event has attracted class fields for the past 14 years. This year competitors from Greenslopes Private Hospital were ironman Cameron Napper and Dr Jim Houston who took on the dangers of the weir swim and the heat to compete. Cameron excelled to win his age category 30-35 yrs and Jim's master's team came in a creditable second. A great effort!