



WINTER 2009

THE CORPORATE NEWSLETTER OF RAMSAY HEALTH CARE



UK Senior Management Team with Ramsay UK CEO Jill Watts (left) & Medical Director Dr Sheila Peskitt holding the Health Investor Award

Ramsay UK named secondary healthcare provider of the year

RAMSAY HEALTH CARE UK has been named 'secondary provider of the year' at the prestigious Health Investor Awards in the UK.

Ramsay, which runs over 30 independent hospital facilities in the UK, beat six other finalists to the award, which was accepted by Ramsay's UK Chief Executive, Jill Watts, at the awards ceremony in London's Hilton Park Lane on 3 June.

Jill Watts said: "Ramsay UK is thrilled to have been named secondary provider of the year. 2008 was our first year of business in the UK, so it is a real honour to be recognised in this way in such a short time. The award reflects the hard work of all our UK and Australian colleagues in getting Ramsay Health Care UK off to a flying start."

Ramsay opened their first hospital 45 years ago, in Australia, and is still chaired by founder Paul Ramsay. The group now has over 100 hospitals in three countries, and entered the UK market through acquisition in November 2007.

"Ramsay spent a number of years looking for the right acquisition to move into Europe, and since making the move we have not looked back. The business is performing very well and exceeded expectations in 2008, with hospital admissions up 23% over the prior year," Jill said.

Ramsay Health Care UK's growth is being bolstered by capital expenditure of some £28 million over the 2009 and 2010 financial years.

"Improvements are being carried out at a number of facilities and will increase our operating capacity by 17%. We will also continue to look for capacity expansion and bolt-on acquisition opportunities that will add value to our business," she said.

The Health Investor Awards were judged by a panel of experts including senior figures from the financial sector and the Department of Health. The awards were presented by The Right Honourable Michael Portillo, who presented Jill with Ramsay's award.

Ramsay launches interventional cardiology in Cairns

BELOW L-R: Ramsay Managing Director Chris Rex, Cairns Cardiologists Drs Tim Curruthers & Joseph Ling; Cairns Mayor Val Schier & Cairns Cardiologists Drs Roger Chatoor & Chin Lim.



FAR NORTH QUEENSLAND

residents requiring interventional cardiac treatment will no longer need to travel to southern cities for this service after Ramsay Health Care announced the commencement of interventional cardiac services available at Cairns Private Hospital from 12 May.

Interventional cardiology involves opening up blockages or narrowings in coronary arteries with tiny balloons and leaving a stent to keep the artery open thereby improving the blood supply to the heart muscle.

Cairns Private Hospital has been providing cardiac services to Cairns patients since 1999 but with a new, experienced UK cardiologist in town, and the purchase of some state-of-the-art equipment, the hospital can now extend this treatment to include angioplasty and stent implantation.

To date, Far North Queensland residents

requiring interventional cardiology services have had to travel to Townsville, Brisbane and other such southern centres to receive this care.

Cairns Private Hospital CEO Mark Page said the equipment purchased for the Catheter Laboratory was the first Cardiac Dedicated Lab of its kind in the southern hemisphere (see page 5).

"In preparation for the commencement of the interventional cardiology service, Ramsay Health Care has invested close to \$2 million to replace all equipment within the Cardiac Catheter Laboratory and to expand its Coronary Care Unit," Mark said.

The interventional cardiac procedures will be performed by Dr Roger Chatoor, an experienced UK trained cardiologist who has recently relocated to Cairns.

"Dr Chatoor in conjunction with existing cardiologists - Drs Tim Curruthers, Chin Lim and



ABOVE: The upgraded Cardiac Catheter Lab at Cairns Private

Joseph Ling – enable Cairns Private Hospital to now provide care for the vast majority of any cardiology needs of local residents right here in Cairns."

of pacemaker and implantable defibrillator.

The official launch of the Interventional Cardiology Service at Cairns Private Hospital and the opening of a

It is expected that several hundred Far North Queensland patients every year will benefit by having this service locally based.

Cairns Private Hospital has performed over 7000 cardiac procedures since the Catheter Laboratory was opened in 1999. These procedures have encompassed diagnostic angiography, pacemakers and cardiac resynchronisation therapy - a very specialist type

new Cardiac Catheterisation Lab by Ramsay Health Care Managing Director Chris Rex and Cairns

Mayor Val Schier, was held at the Hospital in May.

City2Surf

RAMSAY HEALTH CARE team entries for City2Surf 2009 now being received. Early bird registrations are shut but you can still enter! Go to the Ramsay Health Care Intranet for further information or contact the Marketing Department on: rhc.marketing@ramsayhealth.com.au
See page 2 for further details.

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CEO's message

I HAVE JUST returned from a visit to the UK where I attended the Ramsay UK National Medical Advisory meeting. The mood in the UK is good and our business there is going extremely well thanks to a strong team and the enthusiasm of all the Ramsay UK staff.

Back home, I am also really pleased with the feedback I am receiving from staff and doctors through the CEOconnect series (staff) and the National Doctors Forums (Chairman of the Hospital Medical Advisory Committees). The CEOconnect series are being held quarterly and continue to be a very informative afternoon for both myself and, I hope, the staff who attend. The National Doctors Forums, held every six months, are also an excellent opportunity to get feedback from our doctors and also to let them know the future directions Ramsay is taking in some areas. It is good to hear that some of



the discussion from these events is being fed back to staff and doctors at the local hospital level – as this is one of the objectives of these functions.

There are many major developments underway at Ramsay hospitals throughout Australia with the development of North Shore recently started and those of St George and Hollywood well underway. Congratulations to Baringa, Albury and Greenslopes Private for developments that have recently been completed and now in use.

We have announced in this edition of The Ramsay Way that we will be putting technology throughout many of our hospitals that will enable wireless connections for patients and doctors. Through this significant investment, we are aiming to meet the future expectations of our customers and we expect that an ageing baby boomer market will have greater expectations for services such as these.

With this ageing population and increased use of health resources, also comes an increased need for nurses. It is good to see the ongoing success of programs being run by Ramsay Health Care across Australia such as gradplus for graduate nurses and the reskilling programs for those nurses retraining into the workforce. As the largest provider of private hospital services in the country, Ramsay Health Care acknowledges that we need to set the benchmark in delivering comprehensive training programs that are flexible, supportive and offer a range of opportunities to our staff.

Through these programs we aim to attract the best nurses to work in our facilities.

I would like to congratulate all staff right across the Company for your excellent efforts in raising funds for the Red Cross Bushfire Appeal. With over \$450,000 donated by Ramsay Health Care and its staff to the Red Cross, it was an amazing effort. Thanks to everyone for getting behind this.

I am looking forward to meeting some Ramsay staff at the city2surf run this year in Sydney. Don't forget that you can raise funds through everyday hero for the Schizophrenia Research Institute and I would welcome your participation in this initiative.

Chris Rex
Managing Director

Swine Flu update - staff

THE WORLD HEALTH Organisation has raised the level of influenza pandemic alert from phase 5 to phase 6. Ramsay Health Care has established a Pandemic Coordination Group led by Chief Risk Officer John O'Grady and this Group is closely monitoring the situation for patients and staff in Ramsay hospitals.

At present, symptoms of H1N1 influenza (swine flu) are no worse than season flu. Should you become infected by a contact (close contact generally means prolonged >15 mins contact within 1m distance of an infected person), you will show signs within seven days.

People with influenza are usually quite sick. Common flu symptoms include:

- High fever and
- 'Cold' symptoms – sore throat/cough/runny nose and
- Muscle aches and pains

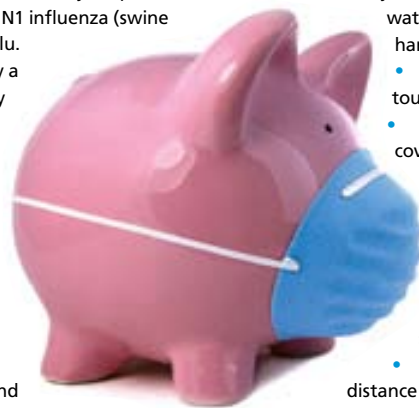
If you have these symptoms you should seek medical advice immediately.

If you have any flu-like symptoms prior to coming to work please contact your direct supervisor or the hospital coordinator immediately. For sick calls the standard leave policies will apply.

H1N1 Influenza 09 (Human Swine Influenza) is

spread from person to person in the same way seasonal influenza and other common respiratory infections spread. The best way to protect you and your family from this flu and the normal seasonal flu is to take the following proactive measures:

- Wash your hands frequently with soap and water or use an alcohol-based hand gel;
- Wash your hands prior to touching your eyes, nose and mouth;
- When coughing or sneezing, cover your mouth and nose with disposable tissues which should be disposed of immediately;
- Don't share items such as glasses or cups, lipsticks, toys or anything which could be contaminated with respiratory secretions;
- Maintain at least one metre distance from people who have flu-like symptoms such as coughing or sneezing;
- Consult your doctor if you have a cough and fever and follow their instructions, including taking medicine as prescribed;
- If attending a medical practice or hospital emergency centre telephone beforehand so that they can arrange for you to be seen away from other people.



Ramsay donates \$453,197 to Red Cross Bushfire Appeal

A TOTAL OF \$453,197 was donated by Ramsay Health Care and its staff to the Red Cross for the Victorian Bushfire Appeals following the severe bushfires that ravaged this State in early February.

Ramsay Health Care staff contributed a total of \$126,598.50 to the appeal through the special workplace giving program established for this cause, as well as hospital fundraising initiatives.

With Ramsay matched funding for this workplace giving combined with the \$200,000 donated to the Red Cross in early February and the effort of local hospital fundraising initiatives, the total amount contributed by Ramsay Health Care to the Victorian Bushfires reached \$453,197.

Ramsay Health Care Managing Director Chris Rex congratulated Ramsay staff on their fantastic achievement in raising over \$125,000 through workplace giving.

"This is truly a great effort on behalf of our staff and does not even take into consideration the funds donated from Ramsay staff in the UK as well as many of the local hospital

fundraising initiatives (which were held before the workplace giving scheme had been set up) and the fundraising by the IT department for one of their own in Victoria who suffered some property loss in the bushfires," Chris said.

"I congratulate you all on your generosity and hope that these funds will in some way assist the victims of the bushfire," Chris said.

Red Cross CEO Robert Tickner wrote to Ramsay in May thanking the organization for its generous and compassionate support for the Appeal.

"The response to this Appeal has been quite overwhelming – at the time of writing around \$340 million has been raised. Funds raised will be used to provide assistance to individuals and communities in towns and suburbs affected by the bushfires," Mr Tickner said.

"Donations made through the Red Cross are now being distributed by the Victorian Government under the oversight of an independent panel of community leaders. Over \$230 million has already been made available for distribution."

City-2-Surf

A RAMSAY HEALTH Care corporate team entry has been established with City2Surf organisers. Register at www.city2surf.com.au – select your start group and fill in your entry details. You will need to enter "Ramsay Health Care" as the team name and the password which you will find on the Ramsay Health Care intranet or contact marketing on rhc.marketing@ramsayhealth.com.au

The after party venue has been organised in the same location as last year but which is now called **Bondi Pizza** - a great location, right on the course at 180 – 186 Campbell Parade under the Swiss Grand Hotel. Fruit, yoghurt, chocolate bars, pizza, salad and a full range of drinks will be available for Ramsay participants between 10am (for the early finishers!) and 3pm.

Special Ramsay Shirts are available for individual or bulk hospital order via scody – see

www.scody.com.au/eventmerchandise/event_81/index.htm

Also we will be raising funds again for the Schizophrenia Research Institute and a special page has been set up – see http://city2surf.everydayhero.com.au/ramsay_hc If you click the link there is an option to join the team at the top. The password to join the team is: **health**



Ramsay Hospitals go Wireless



RAMSAY HEALTH CARE has committed to investing over \$1 million to put wireless technology in many of its 65 hospitals across Australia, providing patients with wireless internet access on demand during their admission.

In August, Ramsay will commence the mass deployment of Colubris WLAN equipment throughout many of the Company's facilities to enable wireless computing for both patients and medical practitioners. The rollout will be completed by December 2009.

Colubris Networks Inc is the leading global provider of intelligent wireless LANs for enterprises and service providers. In using this technology, Ramsay Health Care recognizes the increasing demand from patients for wifi internet access during their admission. It is expected that there will be demand particularly in areas such as maternity and day chemotherapy as well as for long stay patients. However early indications in the trial hospitals demonstrated that patients from a wide range of specialties are using the service.

Managing Director Chris Rex said the deployment of wifi technology in Ramsay hospitals for patients, was part of the Company's commitment to upgrade non-clinical services and facilities in line with the increasing expectations of patients.

"We need to look at all aspects of the comfort requirements of our patients during admission to our hospitals and believe that

providing patients with wifi access will be looked on favourably particularly when patients want to continue working during their treatment or recovery," Chris said.

Wifi internet access has been made recently available for patients in Sydney's North Shore and Westmead Private Hospitals (two trial hospitals for the service) and the take up by patients in these facilities has been strong even in the early months since installation.

For those patients who do not bring their own laptops to hospital to access the wifi networks, Ramsay will also invest in putting business centres throughout its hospitals with 24 hour access for patients.

The investment in wireless technology also assists specialists who will be able to access information in relation to the care of their patients from anywhere within the hospital. This access significantly increases practitioner efficiency and has been welcomed by specialists in Ramsay hospitals which already have this technology in the operating theatres.

In the future, Ramsay will also be able to explore its ability to leverage wireless infrastructure to achieve the substantial benefits that can be gained using wireless voice and messaging, staff roaming applications, real time location tracking of equipment and patient internet access among other applications.



Nambour Selangor launches new Mental Health Services for Sunshine Coast

NAMBOUR SELANGOR PRIVATE Hospital has provided a much needed boost to the availability of mental health services on the Sunshine Coast, with the introduction of day patient programs for people suffering from depression, anxiety and stress.

With the latest research from the national depression initiative Beyond Blue indicating that as many as one in five people will experience mental health problems in their lives there has never been a greater need for an increase in the availability of local services.

The new day patient 'Cognitive Behavioural Programs' (CBT) at Nambour Selangor are provided by a team of accredited mental health professionals including Psychiatrist, Psychologist and Mental Health

Nurses. The CBT programs will complement the hospital's repertoire of maternity, surgical and medical services and reinforce its commitment to respond to the healthcare needs of the community."

The first program will be tailored for mothers experiencing a Perinatal Mood Disorder such as anxiety and depression, which can occur in the antenatal or postnatal period.



Greenslopes supports art & literature awards

GREENSLOPES PRIVATE HOSPITAL was proud to once again sponsor the Ernie Adsett ANZAC Day Art and Literature Awards. This is a local community event established three years ago by the Honourable Kevin Rudd MP, Federal Member for Griffith. Now as Prime Minister of Australia, Mr Rudd continues to support this important event which has attracted entries from children attending schools from throughout the southside of Brisbane.

CEO, Richard Lizzio was one of four judges for the awards which are across three groups – prep, primary and secondary school.



ABOVE L-R: Greenslopes CEO, Richard Lizzio pictured with the Honourable Kevin Rudd MP, Prime Minister of Australia at the awards presentations at Riverbend Books, Bulimba in June.

"It is wonderful to have the opportunity to support events such as this which educate and stimulate our children about the significance of ANZAC Day and the sacrifice made by our veterans," Richard said. "The quality and diversity of entries was very high and it is encouraging to see so many children with such an appreciation of this important historical event."

Danny opens Coolenberg Day Surgery

RAMSAY HEALTH CARE Chief Operating Officer, Danny Sims was on hand to proudly cut the ribbon, officially reopening the former Coolenberg Clinic as Coolenberg Day Surgery.

A new beginning brings a new emphasis, and thanks to the support of local ophthalmic specialists Coolenberg will now offer the Port Macquarie community a new centre of excellence for Ophthalmology.

"This important addition to the Ramsay stable will

further enhance the already substantial services offered to the local Port Macquarie community," Danny announced.

"Of course Coolenberg Day Surgery will continue many of the services that it originally offered – catering not only to patients undergoing cosmetic surgery (skin, plastic and reconstructive), but to all types of day surgery, including general surgery, gynaecology, orthopaedic and urological surgery."



ABOVE: Ramsay COO, Danny Sims cuts the ribbon.
BELOW: Dr Gordon Wicks, Simon Martin & new CEO, Paul Geddes.



World's smallest pacemaker inserted at John Flynn – Qld first

IN MARCH, MR Anthony Zillig became a recipient of the world's smallest pacemaker in a procedure undertaken at John Flynn Private Hospital on the Gold Coast, and the first patient in Queensland to have this device implanted.

Dr Geoffrey Trim, Cardiologist and Cardiac Electrophysiologist implanted the world's smallest pacemaker (the Sorin REPLY) at John Flynn Hospital, one of the first such implants in Australia and the first such device in Queensland.

In addition to the Sorin REPLY being smaller, this pacemaker also includes software for pacemakers to stimulate the heart systematically and protect it by "listening" to its natural beat and stimulating it only on demand.

John Flynn has provided cardiac services to the Gold Coast community for the past 15 years and the cardiac catheter laboratory has performed over 20,000 procedures since opening.

Electrophysiology is the specialised diagnosis and treatment of arrhythmias – (heart rhythm problems) including ablation, cardioversion and insertion of pacemakers and implantable devices.

Dr Trim of The Cardiac Centre, set up Queensland's first Centre for Cardiac Electrophysiology at John Flynn in August 2004, after returning from 2 years of specialised training in this area in Canada. Dr Trim said "Since then we have performed over 1500 procedures treating heart rhythm problems, including electrophysiology studies, catheter ablations, and device implants, including pacemakers, defibrillators, and biventricular pacemakers".

"Our treatments are designed to cure many arrhythmias, to improve patients' symptoms and quality of life, and to prolong life", Dr Trim said.



ABOVE: Cardiologist Dr Geoffrey Trim & patient Mr Anthony Zillig.

Developments update

New works begin at North Shore Private

CONSTRUCTION HAS STARTED on a multimillion dollar redevelopment and expansion of North Shore Private Hospital, which will see the hospital grow to a 248 bed facility.

The new development which was begun with the construction of additional carparking, includes the development of a multilevel accommodation wing containing 57 private rooms, all with ensuites. The hospital also plans to add to its existing theatre capacity with the development of a further five state-of-the-art operating theatres taking the total number of theatres to 13.

North Shore CEO Greg Brown said this would be the most significant development at the hospital since it opened in 1998.

"This is a very exciting development for North Shore Private Hospital. The new development will assist the hospital to meet the growing demand for private hospital services in Sydney's north shore. As part of this redevelopment, we will significantly expand and improve our maternity services with new accommodation and two new birthing suites," Greg said.



Artists impression of the new North Shore Private development

The expansion will also incorporate 150 additional carparks which are much needed for the busy campus, as well as 800sqm of consulting suites for medical specialists.

Since opening in 1998, North Shore Private has achieved some major milestones including 22,000 births and over 170,000 operations.

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

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

Construction is expected to be completed in December 2010.

Joondalup Health Campus opens expanded Mental Health Unit

JOONDALUP HEALTH CAMPUS (JHC) has officially opened its expanded \$12m mental health facility, kicking off the hospital's \$320m redevelopment.

Prior to expansion, the Mental Health Unit (MHU) had five secure beds and 22 open beds. Now, the unit has double the number of secure beds and 10 extra open beds making up the new 42-bed unit.

The Honourable Helen Morton MLC, Parliamentary Secretary for the Minister for Mental Health, opened the new unit.

Mrs Morton said the unit was an integral part of the State Government's commitment to reform the mental health system and inspire people with a mental illness, their families and carers with the hope of recovery.

JHC chief executive officer Kempton Cowan said the new facility, which took 18 months to build, would provide both patients and staff with a more comfortable environment.

"The new unit is the first completed project of the hospital's redevelopment and we are getting on with the job of delivering better services and facilities for the growing northern suburbs population," Mr Cowan said.

"Joondalup Health Campus' team of architects and health planners has worked with evidence-based design practices to construct a unit that will improve the quality of life for patients suffering from mental illness," he said.

The Mental Health Unit has incorporated an open design with natural light with extensive use of windows; a combination of bright and soothing colours to promote feelings of wellbeing; spacious courtyards and therapy areas; and a family friendly meeting area.

"This excellent facility at JHC is all about providing new hope for a better future and an improved life for people who need more compassion and support."



Entrance to the Mental Health Unit



ABOVE: Baringa Private Hospital theatre team celebrate the opening of the new Baringa Theatres.

INSET L-R: David Butler – NUM of theatre & Christopher Rex at the opening of Baringa's new operating theatre complex on 15 May.

\$10 million theatre complex opens at Baringa

BARINGA PRIVATE HOSPITAL formally opened its new \$10 million state-of-the-art operating theatre complex, in May 2009. The theatre complex was opened by Chris Rex Managing Director, Ramsay Health Care.

The design team worked in conjunction with prominent healthcare manufacturers to produce theatres which utilise the latest in medical components and technology. The vision for this theatre redevelopment was not only to construct theatres which would enhance patient outcomes via the three full high definition Stryker integrated operating suites but also to build an infrastructure that would embrace future operative trends.

The integrated theatres offer an ergonomic layout for surgeons, enabling easy access to all necessary equipment. Baringa Private Hospital is the first facility in a regional area to install and offer this level of equipment.

An ecological conscience has been included in the redevelopment, with energy and water saving initiatives being applied in Baringa's central sterilising department, together with the latest work place health and safety equipment.



Mathew Sullivan,
Nursing Unit
Manager, Renal
Unit – with patient.

Nambour expands Renal Unit

EXTENSIONS ARE WELL underway at Nambour Selangor Private Hospital to expand the current Renal Dialysis Unit. Three additional Renal Dialysis chairs have been added, bringing the unit capability to eight. A new renal physician, Dr Euan Noble has also commenced in private practice at the hospital and a Pre-Dialysis Education Clinic is in development.

The expansion will allow for the majority of private inpatients in the region to be cared for at Nambour Selangor. The Unit prides itself on providing high quality, personalised care in a comfortable, supportive environment and has a reputation for excellence on the Sunshine Coast.



ABOVE L-R: JHC Head of Psychiatry Department Dr Mark McAndrew, North Metropolitan Health Services CEO David Russell-Weisz, consultant psychiatrist Professor Paul Skeritt, the Hon. Helen Morton MLC, JHC CEO Kempton Cowan & City of Joondalup Mayor Troy Pickard.

New Medical Centre at Hollywood

AS PART OF their \$128 million redevelopment, Hollywood Private Hospital is building a 6500sqm medical centre with approximately 65 suites.

Construction of this centre is due for completion in October 2009 and medical specialists who have purchased suites will be able to move in for fitout. Already over 80 percent of the suites have been sold to some of WA's most reputable specialists.

Hollywood Private Hospital's, Project Manager Mr Wayne Williams said, "This is a very rare opportunity to find available medical suites in the Western suburbs. We don't envisage stock like this being made available any time in the near future. This is an absolute prime location for any medical specialist being on the boundary of two hospitals (Hollywood and Sir Charles Gardiner) as well as near



ABOVE: Hollywood's Manager of Project Development & Property Services Wayne Williams in front of the construction of the new Hollywood Specialist Centre due for building completion in October 2009.

the UWA Medical Campus."

The impressive, architecturally designed three storey facility includes a coffee shop, doctor's lounge, and large atrium. Another significant benefit is the recent completion of a new multi storey car park.

New Greenslopes Cancer Centre named in honour of well-known veteran



GREENSLOPES PRIVATE HOSPITAL has opened its new 32 chair day oncology unit and in keeping with the tradition at the hospital of naming areas of the hospital after well-known veterans, the Unit has been named in honour of well-known Queensland and ex-prisoner of war Cyril Gilbert OAM.

The Cyril Gilbert Cancer Centre will be officially opened in July but started taking patients in May.

Cyril Gilbert who turns 89 years in June, has had a long association with the hospital having been admitted to the hospital when he first returned from the war camps in 1945. He remains a high profile advocate and mentor for the veteran community serving on the Ex-Prisoner of War Association and he is a life member of the RSL Queensland Branch. Cyril was awarded an OAM for his services to the veteran community in 1983.

The new Greenslopes Cancer Care Centre features expanded, modern day treatment facilities



TOP & ABOVE: Inside the new Cyril Gilbert Cancer Centre. **ABOVE RIGHT:** The Cyril Gilbert Cancer Centre was named in honour of Ex-POW Cyril Gilbert.

including 32 individual patient areas, treatment rooms, consulting rooms for doctors and a large waiting area and meeting space. Private work areas and internet access are available for patients.

Cairns' new Coronary Angiography System

CAIRNS PRIVATE HOSPITAL'S new Toshiba Infinix CFi-Type S Coronary Angiography System is the first of its kind to be installed in Australia.

Complete with the latest digital technology the system comprises a 20 x 20cm Flat Panel Detector, allows unique full body coverage, unprecedented patient access, and comprises the latest Image Quality technology.

This advanced angiographic suite has been designed to provide Coronary angiography services without compromise.

The full body coverage allows operators to easily



ABOVE: The new Toshiba Infinix CFi-Type S Coronary Angiography System

image the entire body without having to move the patient or examination table as required with other systems. Clinical specialists now have the ability to image from finger tip to tip, or head to toe by manipulating the imaging equipment; this reduces the risk of contaminating sterile fields, dislodging patient IV lines and moving ancillary equipment.

The advanced patient access will allow physicians to comfortably access their patient without having to lean around bulky imaging equipment. This is particularly important for examinations that require head end access to the patient, and will allow cases to be performed more safely and efficiently.

Figtree - taking it to the streets



ABOVE L-R: Leanne Wallace (CNC - Lactation), Marie Hamilton (NUM - Maternity), & Kerrie Murray (Business Development Manager) at Figtree Private's Women's Expo stand.

FIGTREE PRIVATE HOSPITAL recently embarked on some novel business development and education programs to spread the word regarding its services. Initially, discussions were held with Johnson & Johnson Medical to determine means of communicating with the local general practitioners and community regarding advances in the treatment of urinary stress incontinence and uterovaginal prolapse using transvaginal tape. Following this, an on-site education night was conducted by Dr Keith Coleman for the local general practitioners to a large and very positive response.

A similar session for the general community followed soon afterwards. As a consequence of the distribution of flyers to various doctor's rooms and community venues and advertising on a local radio station, the message regarding the free community education night became known. Subsequently, on the 11th of March seventy two people attended the hospital to listen to Dr Coleman discuss a very sensitive topic in a sympathetic and humorous way. The ensuing feedback revealed that not only were the attendees made to feel at ease but they were now better informed and more likely to seek treatment.

Figtree Private Hospital also participated in the Illawarra Mercury's Women's Expo held at the Kembla Grange racecourse on Saturday, 7th March. Some 1,200 people attended the day and the 100 Ramsay balloons and 300 Ramsay Enviro bags full of goodies and information were very well received.

Whilst the focus of the day for the hospital was the promotion of their obstetric and plastic surgery services, much broader topics were discussed with those who stopped to have a chat. The five staff manning Figtree's stand answered numerous enquiries ranging from general health or surgical concerns to employment opportunities. All of which served to demonstrate not only a huge interest in Figtree Private from prospective patients but gratitude and praise for the care provided to previous patients.

Baringa's new Day Infusion Unit

NSW HEALTH HAS commissioned Baringa's day infusion service. The service has 4 chairs used for medical day patients requiring transfusion or IV infusion. Patients for day infusion were previously located in inpatient beds on the wards and this initiative will free these beds which will be required when the third theatre is commissioned.



Baringa is currently designing an accelerated and simple admission process for GPs and specialists to have their patients admitted as day patients for Aclasta & other IV pharmaceuticals, blood & blood products.

BARINGA PRIVATE HOSPITAL hosted a lunch for nurses to celebrate International Nurses Day. The guest speaker this year was Professor Andrew Cashin, Professor of Nursing at Southern Cross University. Professor Cashin discussed the future of nursing in the light of the changes in the recent Federal Budget.



RIGHT L-R: Fay Gardner EN & Speaker, Professor Andrew Cashin on International Nurses Day, held at Baringa Private Hospital.

Tamara Private commence school-based traineeship in 2009

KYLE EATHER is a year 11 student at Farrer Memorial High school and has chosen to undertake Certificate III in Nursing as part of his Higher School Certificate subjects.

Kyle will work under supervision at Tamara Private Hospital for 100 hours over a two-year period to complete his practicum part of the course. This partnership includes ABL Traineeship, Tamara Private, Farrer High School and TAFE College. Kyle



ABOVE L-R: Liz Redden (ABL), Trish Eather, with Tamara Educator Trish Thornberry & Kyle Eather.

participates each week in a 'virtual classroom' with other Certificate III students throughout the North West region.

What is the school-based trainee program?



RAMSAY TRAINING INSTITUTE has recently launched a national school-based traineeship program within Ramsay hospitals. The institute has partnered with a national network of Apprenticeship Centres (Australian Apprenticeship Alliance) across Australia who are supporting this venture.

Any hospital which participates in the program will be well supported by the Alliance and the Institute. This support involves sourcing the trainee, assisting with traineeship paperwork and providing advice and feedback to the hospital whenever the need arises.

The response to date has been very positive and Tamara Private Hospital has taken the final step to sign-up a trainee from one of the local colleges in Tamworth.

The supportive program offers any hospital who takes up a school-based traineeship support with

marketing to the local schools, recruitment and selection of trainees as well as guidance through the traineeship process.

What a great outcome for Kyle Eather who has been given the opportunity to learn new skills and gain confidence in a workplace environment resulting in an easy transition from school to workforce.

Congratulations Kyle and thanks to the Tamara hospital staff who made this all possible.

If you are interested in the program contact Toni Trost at rti@ramsayhealth.com.au to discuss how to source a school-based trainee.

School based traineeships are cost effective and offer many benefits such as:

- a way to recruit and attract staff – you get to train a young person within a health environment and in your area of skills need.
- payment of commonwealth financial incentives to assist with wages.
- contributing to the community through encouraging a young person to complete school as well as providing a career pathway.
- personal satisfaction as you observe the school-based trainee learning new skills, gaining confidence and making an easy transition from school to workforce.

Happy 15th Birthday Hollywood

24 FEBRUARY 2009 marked Hollywood Private Hospital's official 15th Birthday. Over 110 Hollywood staff members have been with the hospital since 1994, when Ramsay Health Care purchased the Hollywood Repatriation facility.

In the last 15 years these Hollywood staff members have been instrumental in marrying these two proud cultures together. In recognition of this service, staff that have been with the hospital for 10 to 14 years received a certificate and those that had been here for 15 years received a gift of appreciation.



Fire destroys homestead at Murray Valley Private Hospital

A MAJOR RESTORATION project has gone up in smoke after a suspicious fire destroyed the heritage-listed building at Murray Valley Private Hospital on Easter Sunday, April 12, 2009.

The former dairy homestead located on the grounds of Murray Valley Private Hospital had been vacant in recent years, but plans were well underway to renovate and extend the homestead, making it suitable for use as GP and Specialist consulting rooms.

The fire did not spread to the

nearby wing of the hospital, but rather was contained within the homestead. The homestead was completely gutted by the fire which took fire crews a few hours to extinguish. Patients were evacuated from the nearby wing of the hospital as a precaution. Neither staff nor patients were at any time under any threat from this fire.

Plans will still continue for the redevelopment but unfortunately will be somewhat delayed.



Focus on Stop the Clot at John Flynn

JOHN FLYNN PRIVATE Hospital ran a successful "Stop the Clot" week in May.

Renae Collins, a VTE Clinical Nurse Consultant (PA Hospital) helped start the program off at a special presentation with a great turnout from John Flynn managers and senior clinical staff. Over the week over 70% of nurses and orderlies (from theatre) attended the training.

Further education is planned for June.

Grandparents get lessons in how to help

NORTH SHORE PRIVATE Hospital is teaching grandparents modern child rearing techniques and how to support their own children in the tricky transition to parenthood.

First-time parents Amy and Gideon Gee welcomed baby Oliver into the world five weeks ago, and were thrilled when Amy's parents decided to do the *Becoming A Grandparent* class at North Shore Private Hospital.

"It was a nice way to get support that wasn't supervisory, and at the same time respecting my wishes about how we wanted to raise our child," the Cammeray mum said.

"I was definitely nervous in dealing with a newborn because you don't know what to expect. My first port of call has always been my mum, so we wanted to engage our parents and ask for help but also make our own decisions and draw our own conclusions."

Amy's parents, Bob and Jill Held, thought the class would be a valuable way to become the best grandparents they could be.

"It was just fantastic," Mrs Held said. "It's been thirty-two years since we've had a baby and things have changed - we wanted to do this to go forward and enjoy our grandson."

Mrs Held said it could be difficult for young mothers, with so much new information to absorb.

"The first couple of days everyone starts to make comments about what's happening and it can be quite distressing for the parents," she said.

"I thought if I don't say anything, then that's one less opinion."

"I've raised my children, my time has passed when it comes to that. Now it's Amy and Gideon's turn."

North Shore Private Hospital midwife and



parenting co-ordinator Carol Himmelhoch said the course taught new techniques in breastfeeding, safe sleeping methods and childproofing homes.

"The clients we get here are very interested grandparents who want to participate, Ms Himmelhoch said.

"This course lets them ask questions and talk to each other, and it just stops the friction between the child and grandparent, particularly daughter-in-laws."

She said the role of fathers in child-raising had become more involved, and grandparents were taught to take a step back and "let daddy do it".

"We talk to them about practical support, so bringing meals around or helping clean the house in the first few weeks, and if the father takes a week's paternity leave, they should not be there in that time."

"It's almost like a second lease for them, it's really lovely."

(Article reproduced from recent Sunday Telegraph story)



ABOVE: Pindara CEO Trish Hogan & John Flynn CEO Greg Jenke with the new Gold Coast TAC (Transport Accident Commission) team.

Gold Coast Hospitals kick a goal with the AFL

PINDARA AND JOHN Flynn Hospitals have scored with the new Gold Coast TAC team and are proud to have forged a community partnership with this exciting new venture supporting the growth of AFL on the Gold Coast.

The Gold Coast TAC team will be the feeder club to the AFL Gold Coast Football Club launching in 2011. Pindara will be the main referral hospital for AFL players playing at Carrara Stadium.

As part of this exciting partnership, Pindara nominated Rosies Youth Mission as the Charity Partner for the AFL game on 9th May which



featured Carlton and Fremantle. All money raised on this day went directly to Rosies to help continue their Outreach Services with homeless, houseless and abandoned people living within the community.



Patient Safety Declaration at Mitra Internasional Hospital

IN FEBRUARY, MITRA Internasional Hospital (RSMI) announced the patient safety declaration. The event was part of the extensive patient safety program campaign held by RSMI. The campaign objective is to ensure all employees including doctors understand and follow strict guidelines of the patient safety program.

The declaration was formally launched by RSMI CEO Dr Handojo Rahardjo who stated that the patient safety program required commitment from all employees within the hospital. He said ultimately, the implementation of the program could create a positive culture for the hospital in



ABOVE: Slogan badges applied to staff at RSMI.

delivering better services to patients. The slogan "PATIENT SAFETY IS NOT 50/50" is used in order to make the campaign stick in every worker's mind. We as healthcare workers must perform the jobs seriously without jeopardizing patient's life. In support of this wonderful campaign, the slogan can be seen everywhere at RSMI through posters, badges, mugs and other promotion tools.

Surabaya Internasional Hospital celebrates 11th Anniversary

ON SUNDAY, 12 April 2009, RS Surabaya Internasional (RSSI) conducted free medication for community members living around the hospital area. More than 300 people came for free medical examination and medications. Five doctors participated in this community service which was run throughout the morning till early afternoon.

Together with Surabaya Red Cross-Surabaya branch, RSSI also ran a blood donation service in the conference room of the hospital, participated by hospital staff and visitors.



ABOVE: Community members receiving free medical examinations at Surabaya.

St George Private holds Biggest Loser Challenge

AS PART OF their "Mind Body Balance" staff wellness program, St George Private Hospital recently conducted a "Biggest Loser" weight loss challenge. The challenge coordinated by OHS Manager, Steve Brindley, was held over 12 weeks, starting in February and concluding with Heart Week in May 2009.

Twenty staff took part in the challenge which involved paying a registration fee and undergoing weekly weigh-ins with the first 10 to register receiving a free personal trainer session.

All participants received a weight loss booklet and were given weekly updates on progress. The hospital also distributed a dedicated weekly newsletter to all staff during the challenge.

The newsletter entitled "Chewin' the Fat" included healthy lifestyle and motivational tips, exercises and low fat recipes.

Many participants in the challenge achieved a range of weight loss results from 1kg – 9 kg over the 12 weeks. However the overall winner with an amazing 14kgs weight loss was Sharon Fairbairn from the Engineering department.

Sharon admits that without the challenge she would never have made the effort to achieve the loss that she did.

Sharon received a gift voucher from a local day spa and personal trainer vouchers for herself and a friend. Plans are already underway for a bigger and better challenge in 2010.



ABOVE: CEO Tracey Burton congratulates Biggest Loser winner Sharon Fairbairn.

Congratulations Glenferrie - 8 EAs in recent EQUIP Survey

THE RECENT EQUIP survey at Glenferrie Private Hospital resulted in EAs in the following areas - Consent Process, Health Records, Medication Management, Infection

Control, Rights & Responsibilities, Safety for consumers, patients, staff and visitors, Emergency and Disaster Planning and Security Management.

High quality patient care is of greatest priority in the entire decision making process at Glenferrie Private Hospital. It was pleasing to see this acknowledged by the surveyors.

Glenferrie is certainly a small hospital doing BIG things!

Nambour in Sunshine Coast first

NAMBOUR SELANGOR HAS successfully transitioned from ACHS accreditation to the ISO Certification Quality Management System.

The implementation of the new quality management system was central to the hospitals continued commitment and vision of

becoming the private hospital of choice on the Sunshine Coast.

ISO 9001:2000 is the International Standard for quality management systems with a focus on service, leadership, involvement of staff, monitoring of performance and a process approach to continuous improvement.

Nambour Selangor is the first private hospital on the Sunshine Coast to successfully receive ISO Certification.

Beleura & Peninsula Private Hospitals – a new operational partnership

BELEURA AND PENINSULA Private Hospitals have embarked on the next exciting phase of their journeys under CEO Greg Hall's leadership.

A management model with a focus on enhanced service integration is being implemented across the two well-established and highly regarded Mornington Peninsula Private Hospitals.

The service integration model offers exciting opportunities for the two hospitals to share their many services and existing infrastructure.

It's an exciting time for both hospitals as they evaluate their roles in providing health care to a growing and changing population, a large proportion of which is over the age of 65 years.

In order to respond to the needs of this ageing and changing population both hospitals will have opportunities to critically reflect on the services they provide and how they provide those services.

Some clinical services are already provided to clients in their homes (domiciliary heart failure service). Greater integration will provide the vehicle to explore how other clinical services are provided and how the two hospitals might better position themselves for providing high quality private healthcare well into the future.

Several existing roles have already been reviewed and broadened to include responsibilities across the two hospitals.

The capacity and potential to reengineer facilities at both sites is also being investigated so that both hospitals have the capability to respond to changing healthcare demand.

Priority has been allocated to reviewing the existing strategic plans and developing one strategic vision for Ramsay Health Care on the Mornington Peninsula.



Caloundra Private The first 25 years

CALOUNDRA PRIVATE HOSPITAL marked its 25th anniversary on 30 April.

The quarter century milestone marked an important day in the hospital's history, recognising the outstanding contributions of its leaders, doctors, staff and auxiliary in caring for patients and their families.

The hospital has a rich history, being built by the Moran Group in 1984 and named the Andrea Ahern Hospital after the then Premier of Queensland, Mike Ahern's wife. The hospital had several owners before being purchased by Ramsay Health Care in 2005.

The development of a private hospital in Caloundra was a great boon to the town and the residents who called in home. From its 'country hospital' beginnings, opening its doors and settling in the first four patients to today – a modern, well-respected health care provider committed to the local region and beyond and caring for thousands of people each year.

The 25th Anniversary was celebrated with a 'Silver' morning tea in April and was a great success, with wonderful exchanges of fond memories, humorous stories and the recognition of many valuable staff members who have worked at Caloundra Private from between 5 years, all the way up to 20 and 25 respectively for Sue Atkins (Catering Manager) and Barb Sharman (Day Surgery).

Guests included Mike and Andrea Ahern, Dr Bill Lindsay (the first surgeon to operate at the hospital in 1984), Tim Dwyer, Deputy Mayor, Sunshine Coast Regional Council, Danny Sims, Chief Operating Officer Australia/Indonesia, Ramsay Health Care, Lloyd Hill, State Operations Manager, Ramsay Health Care, Professor Joan Sheldon, former Treasurer of Qld and the first physiotherapist to practice at the hospital, and more than a hundred past and present doctors, surgeons, staff and auxiliary members.



TOP L-R: Barb Sharman, RN (25 Years of Service) & Andrea Ahern, wife of former Premier of Qld for which the hospital was formerly named, and also the founding member of the hospital's Auxilliary.

TOP INSET: Cr Tim Dwyer, Deputy Mayor, Sunshine Coast Regional Council; Danny Sims, Chief Operating Officer, Australia/Indonesia RHC & Mike Ahern, Former Premier of Queensland

ABOVE: 'The Originals' 1984 – Professor Joan Sheldon; Barb Sharman, RN & CPH Nurses

OUR COMMUNITY

North West supports White Ribbon Charity

NORTH WEST PRIVATE Hospital has thrown its support behind the White Ribbon Charity to raise awareness and educate the public on the impact of domestic violence in society. The hospital has donated \$5000 to the charity and will support the Executive Excellence program which is running a trek to raise money for the Charity. Through Executive Excellence, 20 trekkers will walk the Kokoda Track in Papua New Guinea over a 10 day period from 6 to 15 November 2009.

Join the team on one of the great treks of the world as we raise funds for a worthwhile cause and commemorate the sacrifice of our Aussie diggers on the Track.

Executive Excellence will make a donation to White Ribbon Kokoda on behalf of each trekker and each participant is encouraged to undertake their own fundraising initiatives. For details of the trek visit:

www.executiveexcellence.com.au and click on the White Ribbon link or contact Mary Smith on: ms@executiveexcellence.com.au



ABOVE: Executive Excellence trekkers on the Kokoda Track



ABOVE: Peter Bessling MP, Paul Geddes (Chief Executive Officer), Stuart Diver, Shayne McGuire (Executive Assistant) & Grant Frecklington (Director of Clinical Services).

Port Macquarie Private supports the Salvos

THE PORT MACQUARIE Salvation Army held their annual Red Shield Appeal Business Breakfast at Westport Bowling Club in May supported by 120 representatives from local businesses including Port Macquarie Private Hospital.

Guest speaker Stuart Diver who was the sole survivor of the Thredbo landslide spoke of the important role that the Salvation Army played in his life since the 1997 disaster. 3500 tons of rock and mud slid down the side of Thredbo taking two ski lodges with it, claiming his wife Sally and 17 others, many of them being close friends. After 65 hours of subzero temperatures Stuart was finally pulled from the rubble.

Being the sole survivor is a very lonely experience and "Thank God for the Salvo's" rang home for him...you just never know what is going to be around the corner in your life. The Salvo's have played a vital role in helping him through the crisis which epitomises what the Salvation Army is all about.

Stuart spoke of his strength of mind whilst being trapped, thinking at times whether the world had ended. "All those people hoping and praying for me to come out was what drove me on, although I didn't at that point realise that I was the only person alive", he said.

Stuart has since rebuilt his life, remarrying in 2002 and works the winter months on the Thredbo slopes as an operations manager of a ski school. The Salvation Army's annual appeal aims to raise in excess of \$150,000 locally.

Paul Geddes said "the breakfast was a great success and significantly contributed to the appeal and Stuart's story of survival was an inspiration to everyone in the room".

St George Private has gone green!

WITH THE EVER increasing concerns of global warming, St George Private Hospital continues to embrace their "Going Green" commitment and help reduce the Hospital's carbon footprint.

After establishing its water savings plan in 2006, in conjunction with Sydney Water's own "Every Drop Count's" program, the Hospital continues to strive for further improvements to be water wise, energy efficient and consumer conscious.

One such exciting project has been the Hospital's decision to replace its aging sterilising system, which will result in a staggering saving of water equivalent to approximately 30 swimming pools every month! Other initiatives, to help maximise "green" efficiencies have included the removal of inpatient room fridges, rationalising waste and improving recycling opportunities.

A collaborative approach has been adopted by the Hospital working with "Blue Sky Green", specialist consultants appointed by the Department of Environment & Climate Change (DECC). This partnership has ensured the systematic review of all "green" opportunities and prioritising those with the greatest and most cost effective impact for St George Private Hospital.

An enthusiastic "Going Green" Team launched a comprehensive staff engagement program in early June, coinciding with World Environment Day, involving many activities aimed at highlighting to the Hospital's staff, how they can make a difference to the environment. In addition, the Hospital will be donating to an African Village's water program as part of Oxfam's "Unwrapped" gift initiative. The Program will provide training and education opportunities for all the Hospital's staff encouraging them to encompass the green message in both their work life and their home lives too, helping St George Private Hospital to continue its role as a conscientious leader of environmental change in the health care industry.

For further information on the Hospital's "Going Green" initiatives, contact Steve Brindley on 9598 5439. For further information on DECC's Sustainability Efficiency Program, visit the website: www.decc.nsw.gov.au

Going Green

A life saving partnership

RENOWNED FOR THEIR blue and white togs, North Cottesloe Surf Life Saving Club (NCSLSC) is one of the largest and well known surf clubs in Australia. The idea of partnering with this iconic club came about after a brief discussion between the Executive Director of Hollywood Private Hospital, Mr Kevin Cass- Ryall and the President of NCSLSC, Craig Smith-Gander. It soon became apparent that the two organisations had a lot in common and if these synergies could be successfully leveraged, both would benefit.

Kevin Cass-Ryall believes this partnership makes a lot of sense. "It's a perfect fit, not only are we both in the business of saving lives, we share many of the same values," he said.

While Hollywood is a modern, state-of-the-art private hospital, it has a proud history which dates back to the Second World War. Hollywood was built to treat service men and women and after the War provided care to veterans and war widows. Patients convalesced for extended periods; some staying for up to two years. Many of these patients eventually became carers, having a lifelong connection with the hospital. From these foundations, a strong sense of community and mateship was formed.

NCSLSC was established two decades earlier, at the end of the First World War with 35 members. At the time, Cottesloe was a relatively new suburb, with its first settlers arriving in 1895. People were drawn to the area because of the beach, so many ended up either joining the club or being in regular contact with its members. Generations of families have belonged to the club and lifelong friendships have been forged through service and competition.

For Hollywood, it's important to support initiatives in the local community that promote health and safety. Hollywood's sponsorship dollars will be directed towards supporting education and training programs for club members and the local community. Two of these initiatives involve working with local schools teaching lifesaving skills. The first is an after school program for local primary school students.



ABOVE: Kevin Cass-Ryall Executive Director Hollywood Private Hospital & Kelly Moss, General Manager of the North Cottesloe Surf Lifesaving Club



16yr old Albanian Alfred Doda at Linacre Private Hospital with nurse Deb Desmond. (picture courtesy ©NewsPix/Richard Serong)

Linacre surgeon puts a smile on Alfred's dial

LINACRE SURGEON ASSOCIATE Professor Chris Coombs has put a smile back on the face of a disadvantaged boy from Albania.

Alfred Doda, who was brought to Australia by Moira Kelly's Children First Foundation, had developed Melkersson-Rosenthal syndrome about three years ago.

The rare condition inflamed his lip and paralysed part of his face. "It caused pressure on the facial nerve that controls facial expressions such as smiling," Mr Coombs said.

"The right side of his face didn't move."

But after a successful operation at Linacre Private Hospital in Hampton Victoria, the 16 year old is happy to smile again.

Alfred said he was looking forward to showing off the results to his family back home. He also said he would not miss being stared at because of his appearance.

Mr Coombs and the Linacre Hospital donated their time and resources for the operation, which otherwise costs up to \$8000.

Alfred is expected to return to Albania in about a month.

Warringal Private Fundraising Football Day

WARRINGAL PRIVATE HOSPITAL held its 2nd Fundraising Football Day to raise money for the Anti-cancer Council of Victoria in June. The Men's Match was an exciting game of bumps, spills, and speckies which saw Graham Clarke (CEO) join the Warringal team against the Yarrambat side. 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. The game provided much entertainment with the competition fierce down to the siren which saw Yarrambat win by only 6 points!

The ladies game pitched the Day Chemotherapy Unit against Sutherland Unit (Medical/Oncology) in a frenzy of pink vs purple uniforms, including creative versions of leggings, tutus, and tiaras. The girls played just as fiercely and the Day Chemo girls ran 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.



Ramsay supports inaugural SwearStop campaign

RAMSAY HEALTH CARE supported celebrities, politicians, sports stars, musicians and chefs to give up swearing for a week in May to raise money for schizophrenia research.

The Schizophrenia Research Institute has put out the challenge as part of its inaugural "SwearStop" campaign to raise money for research for Australia's third leading cause of

disability in young people. Ramsay Health Care was a major sponsor of the campaign.

SwearStop ambassadors putting their habit to the test include Sydney FC star Terry McFlynn, celebrity chef Ben O'Donoghue, musician Jonathon Welch and TV personality Glenn Wheeler who is encouraging everyone to get involved.

Schizophrenia is a lonely disease but sufferers are often plagued by voices that are constant and contain offensive language. By giving up swearing, the aim was to quieten these voices and give sufferers the hope of silence – a luxury most live without.

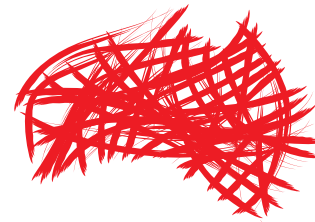
Schizophrenia costs the Australian community over \$2 billion per annum in both direct health costs and loss of productivity.

Schizophrenia Research Institute launches first clinical drug trial

RAMSAY HEALTH CARE community Partner, the Schizophrenia Research Institute, has hit the headlines with the launch of its first clinical drug trial to try and ease memory and cognitive issues for people with schizophrenia. Professor Cyndi Shannon Weickert has spent over 20 years examining the link between oestrogen and schizophrenia, and a recent study found a brain receptor that acts differently in people with schizophrenia.

Professor Shannon Weickert was recently featured on ABC's Australian story and the study is now underway. Over 80 male and female patients with schizophrenia receive a hormonal modulator called Raloxifene, in addition to their ongoing medication for six weeks. It stimulates the oestrogen receptor in the brain yet does not affect oestrogen levels in other parts of the body. The aim is to learn how this hormonal modulator can influence thought processing in schizophrenia and determine whether it could be used as a novel therapeutic treatment for cognitive problems in patients

"We now know that this brain receptor doesn't work in the normal way for people with schizophrenia. With this drug trial we can begin to stimulate it and try and get the neurodevelopmental program back on track. For some patients we could see improvements in language and memory," she explains.



**SCHIZOPHRENIA
RESEARCH
INSTITUTE**

Schizophrenia – the facts:

- Schizophrenia is the third leading cause of disability in young people;
- 30 percent attempt suicide, five percent die;
- Schizophrenia can arise in any family;
- One in every 100 young people will develop schizophrenia; and
- There is no cure and current treatments are not enough.

About the Schizophrenia Research Institute:

The Schizophrenia Research Institute is the only national medical research institute solely dedicated to discovering the ways to prevent and cure schizophrenia.

For more information, visit:
www.schizophreniaresearch.org.au



MOMENTUM HAS BEEN building during the first half of 2009 with another thirteen MEDITECH implementations, bringing the total number of live Ramsay sites to 39. This total comprises 21 sites in New South Wales; 7 in Queensland; 10 in Victoria; and 1 in Western Australia.

Another three sites – Kareena Private, Caloundra Private and Shepparton Private Hospitals – are currently preparing for their implementations of MEDITECH that are due to go live on the 1st July 2009. A further four sites – St George Private, Hillcrest Rockhampton Private, Attadale Private and Glengarry Private Hospitals – have moved on to the setup stage and are currently working with the Implementation Teams training staff. At Dudley Private Hospital, Frances Perry Private Hospital, Caboolture Private Hospital and Nambour Private Hospital, planning with the Pre-Implementation has begun.

For any hospital due to have their current patient administration system replaced by MEDITECH, the first contact is made by the Pre-Implementation Team whose initial visit occurs approximately three months before the scheduled go-live date. The Pre-Implementation Team's visit is essentially an analysis of the hospital's business processes and a collection and recording of the data required to build the hospital's database in MEDITECH. Following this initial visit, sites will be able to access the recently published eLearning modules on the MEDITECH Intranet site. At this stage, the MEDITECH eLearning course comprises the following five modules:

- **Overview of MEDITECH and the MEDITECH Program**
This module provides an overview of the MEDITECH system and Ramsay's implementation program and will help users understand what to expect with the introduction of MEDITECH and how they will be supported through the change.
- **MEDITECH Readiness Self-Assessment;**
This module takes the form of a five-question survey and is designed for users to provide the Project Team with some information about their computer skills and training needs in order to be able to use MEDITECH.
- **Basic Computer Skills**
This module provides users with some basic computer skills training to familiarise themselves with a Windows-based system if required.
- **Using MEDITECH**
The aim of this module is to give users an overview of how to use the MEDITECH system including logging on to MEDITECH; navigation and common functions; data entry operations; keyboard shortcuts; MEDITECH data; printing and reporting; logging out of MEDITECH; and help, online resources and IT support.
- **MEDITECH Role and Training Needs Self-Assessment**
The last module has been designed to give users the opportunity to provide the Project Team with some information about themselves and their training needs for using MEDITECH.

The next contact sites have with the MEDITECH Project will be the arrival of an Implementation Team approximately one month prior to the go-live date. The role of the Implementation Teams is to provide on-site staff training and support during the practical run, parallel run and go-live. Once the MEDITECH implementation is complete, the site is handed over to the Support Team who provides user help and support for all live sites.

Another support tool for sites is the updated **MEDITECH Intranet site** which can be accessed via the Ramsay Health Care Intranet home page. At the MEDITECH site, users can access information about the project plan; our Team; what is involved during the implementation process; read a newsletter; complete a new provider request; and find lots of supporting documentation which is now available in both printable pdf and online help formats. The online help format gives users additional functionality such as an interactive table of contents and the functionality to search a document for required key words. It is anticipated that this format change will make it much easier and faster for users to locate the specific information they require.

HR UPDATE

National Employee Benefits

Ramsay Employee Club

DID YOU KNOW that we have a monthly \$100 Scratchie Draw? A member of our Ramsay Employee Club is drawn out each month and the winning membership number is published on the Employee Club website.

If our winner does not claim the prize, it jackpots the following month. Our June draw is up to \$400!!!

The June winner was announced on Monday, 15 June – and the lucky member's number is: **935022**. If that is your membership number, you could win 400 x \$1 Scratch & Win Tickets!

All of our Ramsay Employee Club members should log on to www.ramsay.atwork.com.au each month and check the winning membership number. You could be a winner!

Private Health Insurance for employees

AS PART OF our national Employee Benefits Program, we are always looking for ways to help our employees save money on their private health care costs. We negotiate the best deals we possibly can for employees to help them to save money and benefit from the security of knowing they have excellent private health cover in place.

Ramsay has negotiated a number of great deals for our employees with four of the largest private health insurers in Australia:

HBA/BUPA
Medibank Private
HCF
MBF

We would like to give you some information on each provider and their offer to Ramsay employees over the next four editions of the Ramsay Way. But for this edition we are looking at the great offers available through our partnership with HBA.



BUPA Australia Group owns a number of private health providers including HBA, MBF and Mutual Community. By joining forces with HBA, we can offer employees a choice to two NO EXCESS hospital cover options, at a significantly reduced rate. Usually, upon admission to Hospital you may incur an Excess payment, but under the Ramsay Health Plan, there is a pool of funds set aside to cover Ramsay employees and this pool will cover your Excess payment for you.

- So you access cheaper private health cover
- You take a policy which includes an excess, resulting in a further discount
- And you don't ever pay the excess!

That's right – never pay a hospital excess again, no matter how many times you or your family go into hospital on eligible cover, as long as you are employed by Ramsay Health Care or a Ramsay owned hospital.

HBA offers hospital cover with the features and benefits you want:

- NO EXCESS EVER as a member of the Ramsay Health Plan
- A guaranteed single room for booked overnight admission in Members First Hospitals
- The choice of Extras Cover to suit your needs
- One month's free cover if you join by end of July 2009 – visit the HR intranet site to see details of the current joining offer.

Additionally, HBA has included these additional benefits for Ramsay employees who join before the end of July:

- **One month free** – Join today, and all new members receive one month of cover absolutely free!
- **Discounted premiums** – You'll receive a healthy 5% discount off the cover of your choice available under the plan when you pay by the convenience of direct debit – so there's no bills and no fuss!
- **No 2 month waiting period** – Waive the normal 2 month waiting period on extras – so you claim straight away on most extras services.
- **No gap dental for kids** – Cover the cost of your kids dental until they're 25, on over 250 services at Members First dentists.
- **Continuity** – and don't worry, if you already have health cover and switch to an equivalent level of cover with BUPA – you won't have to re-serve your waiting periods.

Special Offer

From July 1st through to Aug 31st, employees who join the Ramsay Health Care Plan as a **new** HBA customer will go into the draw to win a 42 inch Panasonic HD plasma TV valued at \$1,200. The winner will be notified by 18th of September 2009.

Switching over to HBA cover is easy! You can compare the value you receive from your current health fund by;

- calling the HBA Corporate Customer Care 1800 649 406 and let them know you are a Ramsay employee – **quote our Ramsay reference: GROUP 234041**
- for South Australian employees, these benefits are available through **Mutual Community** – **quote Ramsay reference: 67593**
- you can also email findoutmore@hba.com.au and someone will call you back.

Ask about the Ramsay Health Care Employee Plan today!

STAYED TUNED FOR the next edition of the Ramsay Way... we will be focusing on our offer from Medibank Private and the inclusions and products provided as part of that program.

You can visit the Ramsay HR intranet site to get information regarding any products and prices associated with offers available from all 4 of our private health care partners. Our objective is to provide our employees with choice and access to excellent private health care as part of a comprehensive national employee benefits program.

*Providing benefits
for all Ramsay
employees*

Pilot of chris21 Training Module now live!

AFTER A GREAT deal of interest and anticipation, the pilot of the chris21 training module has now gone live! Consultation with hospitals, HR and education committees and senior managers had identified substantial interest in the implementation of a consistent training record for hospital staff. Capturing training records in chris21 will provide for more reliable information capture, more efficient recording processes and more effective management of HR and operational risks. Further, use of this module will enable more accurate reporting for hospitals on training activity and costs.

The 10 pilot sites include: John Flynn, Caloundra, Greenslopes, North Shore Private, Berkeley Vale, Westmead, Hollywood, Attadale, Mitcham and Linacre. Most of these pilot sites have been involved in the eLearning and PeopleConnect pilots and their participation will allow us to leverage additional benefits from these 2 systems.

We will keep you posted as the pilot progresses. Should you have any questions, feedback or suggestions about this project, please do not hesitate to contact **Damian May** on 07 3394 6765 or maydamian@ramsayhealth.com.au

Subsidised Health Insurance

Ramsay Health Care now offers a subsidy to employees on their private health insurance.

Simply join the Corporate Health Plan with HBA or Mutual Community (part of the Bupa Group) and Ramsay Health Care will cover the cost of your Excess claim, you'll also get **ONE MONTH FREE** when you join.*

Choose from HBA or Mutual Community's range of hospital covers and mix and match with cover for Ancillaries and if you go into hospital, you won't have to pay your excess or co-payment as Ramsay Health Care will pay it for you!*

Plus, join now to receive these healthy benefits:

- **One month free** - Join today, and all new members receive one month of cover absolutely free!*
- **Discounted premiums** - You'll receive a healthy 5% discount off the cover of your choice available under the plan when you pay by the convenience of direct debit - so there's no bills and no fuss!*
- **No 2 month waiting period** - We'll waive the normal 2 month waiting period on extras - so you claim straight away on most extras services.*
- **No gap dental for kids** - Only we cover the cost of your kids dental until they're 25, on over 250 services at Members First dentists.*
- **Continuity** - and don't worry, if you already have health cover and switch to an equivalent level of cover with us - you won't have to re-serve your waiting periods.*

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Ask about the Ramsay Health Care Employee Plan today!**



#Excess and co-payment offer applies for the duration of the existing corporate agreement. *New Bupa Australia members only. Your second month is free after your initial one-month payment. Not with other offers. Direct debit only. *Excludes Active Sports Saver and Ambo cover. *All pre-existing and 12-month waiting periods still apply. *Excludes orthodontics. At Members First dentists on benefits payable. Available on family hospital covers on Executive, Platinum, Gold or Silver extras. Excludes hospital treatment. Waiting periods apply. Child dependants only. Normal fund dental rules apply. *Applicable if you join within 30 days of leaving your previous health insurer. Waiting periods may apply for benefits not covered with your previous health cover. Any unreserved waiting periods still apply. Bupa Australia Health Pty Ltd ABN 50 003 098 655 Trading as HBA and Mutual Community.

A new home for Education in Victoria

THE EDUCATION TEAM in Victoria is very excited about their new home in Melbourne's South Eastern suburb of Narre Warren. The Casey Gardens Day Hospital has been part of the Ramsay Victoria portfolio since 2005 and ceased operating as a day hospital in early 2006. Since then the facility has been very quiet with a handful of doctors maintain the clinics and a pathology service.

Since February all education events have been held at the site, this includes the Perioperative Fundamentals Program. GradPlus orientation for division 1 and division 2 nurses, GradPlus study days, div 2 graduate program graduation, Division 2 medication endorsement program and more recently the Initial Registration for Overseas Nurses and Return to Practice Programs.

Skills labs, meeting and training rooms are able to be booked through Samantha Radlow, Victorian Workforce Planning Coordinator at: radlows@ramsayhealth.com.au or on (03) 8790 2722.



ABOVE: The new Casey Gardens training room.

About the Preceptor of the Month Awards

PRECEPTORS ARE THE single most important factor in helping to ensure that the nursing profession continues to grow. Ramsay Health Care, as a component of the Gradplus program recently launched the introduction of the Preceptorplus and the Diamond Club. As part of this initiative the HESTA Gradplus Preceptor of the Month Award has become available.

Each month our Gradplus nurses and midwives will have the opportunity to nominate one of their preceptors for the "HESTA Gradplus Preceptor of the Month Award". Preceptors are the backbone of the Gradplus program and all the time and effort each preceptor puts into guiding and supporting each of the graduates is appreciated. Award winning preceptors receive a certificate and \$100 gift voucher (kindly sponsored by HESTA Super Fund!). A small gesture to recognise the care and dedication given so freely to newly registered nurses and midwives.

Names and photos of winners each month are all published on the gradplus website: www.gradplus.com.au



The Ramsay Advanced Diploma of Nursing (HLT61107) Online Pilot Program

THE RAMSAY TRAINING Institute (RTI) has partnered with Gold Coast Institute of TAFE (GCIT) to deliver an innovative twelve month



online pilot program qualification for Ramsay Enrolled/Division 2 Nurses. GCIT has developed the learning resources and participants will complete all of the program requirements via online learning. Forty-six Ramsay Enrolled/Division 2 Nurses commenced the program at the end of May 2009.

The Advanced Diploma of Nursing Pilot Program will give experienced Enrolled/Division 2 Nurses, currently employed with Ramsay Health Care, the opportunity to develop their careers and increase their level of experience and expertise. Advanced practice acknowledges the additional education, training and experience related to a clinical specialty, and an ability to practice more autonomously, under the supervision of a Registered Nurse.

There are four specialty streams in the pilot program with clinical content emphasizing the attainment of advanced medical and surgical nursing knowledge and skills. The participant will be required to undertake a range of clinical placements, depending on their prior skills and experience. Each program participant and/or Ramsay facility manager will be responsible for organizing the clinical placement rotation and experience required during the program.

Information on the pilot program and future courses can be found by following the prompts located at the RTI website: <http://swidc41/sites/corporate/rti/default.aspx>

PeopleConnect – Transition to online payslips

WITH PEOPLECONNECT NOW

live for all pilot sites, participating staff have the ability to access current and past payslips online and also print these if required. As an environmental initiative and to reduce duplication, paper payslips will no longer be printed and distributed by payroll from June for corporate staff and July for staff at participating hospitals (Berkeley Vale, Attadale, Mitcham and Caloundra).

As well as allowing participating staff to access payslips on-line, the PeopleConnect system also allows staff to:

- View salary and leave history;
- Project leave balances when planning annual leave;
- View payroll deductions and bank details;
- Update contact / address information.

Feedback to date suggests that the PeopleConnect pilot is progressing well.

A formal evaluation of PeopleConnect will be conducted in July to seek further staff feedback.

Should you have any questions, feedback or suggestions about People Connect, please do not hesitate to contact Damian May on **07 3394 6765** or maydamian@ramsayhealth.com.au



PeopleConnect

Shepparton Nurse wins first HESTA Preceptor of Month Award in Victoria

IAN DETHERIDGE HAS been awarded the HESTA Preceptor of the month Award for February 2009, he is the first recipient of the award inaugurated this year.

Ian has worked at Shepparton Private Hospital on Kingfisher Ward since October 2004, when he moved back to the country after commencing his nursing career at the Royal Children's Hospital.

As well as undertaking the preceptor role, since 2006 Ian has assisted in co-ordinating the hospital's Graduate Program and undergraduate student clinical placements. He is responsible for the Orientation of Graduates and Students and for ensuring they are welcomed and well supported by other staff members.

Both high graduate retention rate and large number of applications for Graduate Program positions from students who have completed a clinical placement at the hospital attest to Ian's manner, empathy and approach to his role.

Erin Senior, who nominated Ian for the award commented, "He makes me feel like part of the team. My confidence has improved so much over the last weeks because of his kindness" Well done Ian



ABOVE: Ian being presented with his Preceptor of the month Certificate, Badge & \$100.00 Gift Card by DCS Marg Watts, also present Erin Senior who nominated Ian for the ward.

Super & share markets: what can you do?



Advertorial

How's your super doing?

This question means a lot in times of economic uncertainty. Your super's an investment, and investors everywhere are feeling the effects of market volatility.

What can you do when share markets seem unstable? The best response depends on your goals.

Keeping your cool

Super is best viewed as a long-term investment – even if you retired tomorrow, you might stay invested for another 30 years.

Although you may consider investing conservatively to try to avoid future downturns, reacting after market fluctuations occur might not be ideal.

It may cause investors to sustain losses that they could have avoided if they'd maintained their investments until the market recovered.

They might also miss the benefits of upswings that may occur as economic uncertainty subsides.

Where to invest now?

Market fluctuations shouldn't change your goals – you'll still need super to enjoy retirement.

Investment in undervalued assets can give you the chance to benefit from any future market gains. And super's concessional tax rate makes it an outstanding long-term investment.

History shows that, on average over the long term, shares have delivered returns above the inflation rate more often, and more consistently, than cash. That's essential if the value of your super is to grow in real terms over time.

Get a better grip

Get a better grip on your super in five steps.

- 1 Work out what kind of investor you are.**
Complete the quick Risk Profiler at www.hesta.com.au/calculate to get an idea of your current attitude to investment.
- 2 Decide if your investment matches your profile.**
Compare your personal risk profile with that of your chosen investment option using *Your HESTA investment choice* guide at www.hesta.com.au/yourchoice. Do they match? Would you be happier with another option?
- 3 Consider making voluntary contributions.**
Use the salary sacrifice and co-contributions calculator at www.hesta.com.au/calculate to see what a difference extra savings can make to your super.
- 4 Review your insurance.**
Download *Your HESTA insurance* guide from www.hesta.com.au/insure and make sure you have enough disability and death cover to meet your needs.
- 5 Consider speaking to a superannuation expert.**
HESTA provides members with free advice about superannuation. To make an appointment, free call 1800 813 327.

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Your Health & Community
Services Industry Fund



www.hesta.com.au



Update: National Health Workforce Taskforce Clinical Training Funding Reform – Ramsay position

IN NOVEMBER 2008, the Council of Australian Governments supported a Commonwealth contribution of \$496 million and a State and Territory contribution of \$496 million (over four years) to fund undergraduate clinical training in medicine, nursing, allied health and dentistry. This funding will be paid as a clinical training subsidy for undergraduate clinical placements in these health professions. For the first time, the new training subsidy will attach to students **in whatever service setting they train**, enabling an expansion into non-traditional training settings including primary, community and mental health, aged care and **the private sector**.

The National Health Workforce Taskforce (NHWT) is continuing work to implement reforms to clinical education announced by the Council of Australian Governments in November 2008. This work focuses on the role that the new national agency Health Workforce Australia (HWA) and its partners will have in the management and organisation of clinical placements at the national, regional and local levels. A "computerised" model for clinical placement data collection will be established nationally.

Ramsay Health Care has recently been in discussion with the Clinical Training Funding Reform Project team, and will be meeting in the very near future to determine further models for collaboration and funding. This important relationship is essential for assisting with planning for clinical placement of students across Australia – namely to determine the demand and capacity for clinical placement. It is widely recognised that the private sector greatly contributes to the placement of undergraduate students.

In July/August this year sites will be introduced to a new tool within Ramsay Health Care that will capture our exceptional contribution to clinical placements. The simple, automated and user friendly tool, designed by members of the Ramsay Health Care HR and Website Developer, Chris Wells will be called **"CLIN-E-COUNT"**. It will capture the numbers of students that are placed throughout our facilities, and will assist us in providing national data sets in our discussions with the NHWT. We look forward to bringing more news to all of our sites in the coming weeks.

For more information on this exciting development, please contact: Liz Spaul (National Workforce Planning and Development Manager) spaul@ramsayhealth.com.au or phone **0437 741 295**

Check out the discussion papers at: <http://www.nhwt.gov.au/index.asp>

Third Annual Beyond The Bedside Conference – simply the best

IN MAY, ALMOST 150 Ramsay nurses and midwives attended the 3rd RHC "Quantum Leap: Beyond the Bedside" Nursing and Midwifery Conference at Hemisphere in Moorabbin. The theme for 2009 was "caring for self" and, in an effort to sincerely "give back to" and somewhat "pamper" staff, conference organisers were delighted to hear that the majority present regarded it as the "simply the best ever". Staff were also treated to complimentary reflexology massage sessions provided by reflexologists from the Australian Reflexology Association.

Speakers included:

- Danny Simms and Bronte Kumm with a "round up" of all things Ramsay!
- Sally Squire (presented update on the PACT clinical handover project at Albury Wodonga)
- Dr Peter Winwood (gave amazing insight into the notion of stress and burnout in healthcare workers)
- Carol Campbell (presented the "fish philosophy" for choosing your attitude in life)
- Bruce Davies (got everyone truly "pumped" to care for self and live life with passion)
- Bernard Hornblower (dressed as Dr Spock took us time travelling into the future with future IT in nursing and medicine)
- Lauren Burns (Olympic gold medallist had us all kicking and chopping tae kwon do moves to rid the body of stress!)

Special thanks to Ramsay Health Care and sponsors for making the day possible. Our generous sponsors this year included Stryker, Hesta, J&J and 3M. The very lovely Jenny Cutting (our Ramsay Librarian) also proved a super hit with the Ramsay Library display stand!

Thank you for all those who came along and helped to make it such a memorable and special day! See you at the next one!



ABOVE: Staff get pampered at the Conference.

National Program to assist Registration of Nurses to Australia



ABOVE: RTP group with Sue Nurse (3rd from left) in the Casey Skills lab.

RAMSAY HEALTH CARE has set itself apart from its competitors once again with the implementation of a national program to assist overseas nurses to gain initial registration in Australia. The programs known as the IRON – Initial Registration of Overseas Nurses & RTP – Return to Practice are accredited through the Nurses Board of Victoria (NBV) and will provide a pathway to registration in other states using current mutual recognition legislation.

There are a number of requirements to be eligible to participate in the program. Firstly, the candidate must be assessed by the NBV as having the required qualification to be able to enter the program and they must meet the required minimum English language standard. If they can meet these two requirements then participants are initially interviewed by Group HR to ensure they meet our Ramsay minimum standards and then the hospital has a follow up interview and make the final selection of candidates. This means that hospitals can choose participants with the expectation that they will stay on in employment at the end of the program. We are considering a visa that will allow participants to work while their 457 visa is processed providing us with a seamless process from student to practicing professional and immediate addition to rosters at the end of the program.

The program has both a theoretical and clinical component over a minimum of 7 weeks. The participants spend the first 2 weeks completing the theoretical component in Melbourne prior to the minimum 5 weeks of clinical. The first group commenced April 27 and completed their clinical placement periods in May. The first hospitals to benefit from this program are Beleura, Linacre, Mitcham and Waverly Private Hospitals.

The new Casey Gardens training facility is proving to be the perfect location for the program providing participants with hands on clinical labs to develop clinical skills as well as many locations for private study and access to computers and online education support. The NBV visited our first group of participants recently and were very impressed with the quality of our program and the new education facility at Casey Gardens, Narre Warren.

New Workforce Planning & Development National Focus Group launched

A NEW RAMSAY Health Care Workforce Planning and Development National Focus Group has been launched. The purpose of the group is to enable States to work more collaboratively in relation to GradPlus and workforce planning & development.

In their state wide roles, the group members share the same common goals, job descriptions and passion for our people. Together they have begun harnessing the power of the collective by sharing tools, strategies, processes, programs, promotional material and documents relating to Gradplus, Workforce Development and Training.

The team consists of:

- Carolyn Terry** (National HR Manager)
- Jody Meier** (RTI Manager)
- Karina Keily** (GradPlus Coordinator NSW)
- Dee May** (GradPlus Coordinator QLD)
- Anne Green** (Manager Training & Development Hollywood)

Lisa Gatsonis (Manager Training & Development Joondalup)

Samantha Radlow (Workforce Planning and Development Coordinator VIC)
Chairperson: **Liz Spaul** (National Workforce Planning & Development Manager)

For further information on the work of this group and to forward any ideas or suggestions, please contact the Liz Spaul – National Workforce Planning & Development Manager on: spaul@ramsayhealth.com.au

RAMSAY PEOPLE

Queens Birthday Honours

Two Westmead Private Hospital doctors were honoured with Medals of the Order of Australia on the Queens Birthday in June:

Prof Richard Kefford (AM) (top) for service to medicine in the area of oncology research, to professional organisations, and as an educator.

And... **A/Prof David Richards (OAM)** (bottom) for service to medicine in the field of cardiology, and to the community through the Sydney City2Surf fun run.



ABOVE: Back Row (L-R): Helen Brownlee, Katie Dalton, Cheryl Emmerich – Front Row (L-R): Liz Lansom, Helen Richards, Charmaine Tatton, David Crowe.

Figtree Stomal Nurse wins Rotary Award

The West Wollongong Rotary Club has presented their annual Pride of Workmanship Award to Figtree Private Stomal Therapy nurse Helen Richards.

Helen has worked at Figtree Private Hospital for 13 years and her commitment to Stomal Therapy has set her apart from many of her peers. When Helen moved to Illawarra from South Australia 13 years ago, there was no support group available for the many stoma patients in the region. Helen saw this as a great need for those concerned and single handedly commenced an 'Ostomy Support Group'. This group continues, to this day, to meet bi-monthly.

Helen gives support, education and advice to these people but the greatest impact Helen has is her unique ability to reach out and touch these people in a time where they are particularly vulnerable and for this they are forever grateful.

Helen was supported at the Rotary dinner by several of her work colleagues, who are very proud to be associated with such an inspirational lady. Well done Helen.



Claire crowned NSW Midwife of the Year

Claire Allan (left in picture above) from St George Private Hospital has received the ultimate honour in midwifery after being crowned the NSW State winner of the JOHNSON'S® baby Midwife of the Year Award at a special ceremony in April.

The JOHNSON'S® baby Midwife of the Year Award is proudly supported by the Australian College of Midwives and is designed to recognise the constant and invaluable contributions made by midwives to safe motherhood across the country.

In its ninth year, The JOHNSON'S® baby Midwife of the Year Award attracted more than 1300 nominations for midwives across Australia. Claire Allan from St George Private Hospital was selected from a total of 224 nominations in NSW as the overall state winner.

The JOHNSON'S® baby Midwife of the Year Award program received the full support of the new parent community, with members nominating the women close to them that provided the totality of care, advice and guidance before, during and after the birth of their baby.

New AMA President



Westmead Private obstetrician and gynaecologist Dr Andrew Pesce who has been appointed President of the AMA. Dr Pesce was elected to a 12-month term in office by delegates to the AMA's National Conference in Melbourne.

Dr Pesce works both in private practice and in the public hospital system, where he is Clinical Director of Women's Health at Sydney West Area Health Service and Chair of the Westmead Hospital Medical Staff Council.

Liz appointed Fellow of RCNA

On the 8th April 2009 Liz Spaul (National Workforce Planning and Development Manager) was appointed as a Fellow to the Royal



College of Nursing Australia. Appointment as a Fellow to the RCNA recognises those who have made a significant contribution to professional excellence in nursing and the RCNA, and who have demonstrated commitment to the profession.

Liz also sits on the RCNA Advisory Council working to influence nursing policy at a national/government level.

OCCUPATIONAL HEALTH & SAFETY UPDATE

National Safety Team – NST Infodesk launched

THE NATIONAL SAFETY Team has launched NST InfoDesk designed to work as a helpdesk where any member of staff with access to the intranet can lodge an electronic query, on any safety or workers compensation related topic and will receive an email response within a specified period (normally 24 hours max).



NATIONAL SAFETY TEAM
People caring for people & their safety

It is hoped that this will encourage all levels of staff to submit their questions on OHS and workers compensation when they arise, day or night, and a response will be provided.

The portal is located on the Safety and Workers Compensation Home Page, with the link located as the last item in the left hand legend of the Safety Intranet home page or there is a picture link as below:

The InfoDesk has been designed to submit each query to relevant national safety team members based on its nature, for example if your query is about OH&S it will be sent to a safety project manager, if it is about workers compensation/injury management it will be sent to a workers compensation manager and if it is about manual handling it will be forwarded to either the National Manual Handling Manager or a designated safety & manual handling project manager.



Lost time injury rate continues to fall

RAMSAY CONTINUES TO set lost time injury free benchmarks in Australia and now internationally. In April 2009 New South Wales and Indonesia recorded zero lost time injuries for the entire month.

This is the fourth time New South Wales have achieved this outcome and a first for Indonesia. Queensland set the benchmark in 2008 for achieving two consecutive months lost time injury free across the state.

Our LTIFR has experienced a reduction every month of 2009 and is currently sitting at 7.03; well below the current and reduced Health Industry Rate. The LTIFR has been trending downward consistently for over two years demonstrating consistency within the RHC Occupational Health and Safety Management System.

North Shore Private Nurse plays netball for Australia

NORTH SHORE PRIVATE'S Intensive Care Unit is extremely proud of one of their staff members, Michelle Fletcher. Not only is Michelle working full time in ICU, she is also studying for her Graduate Certificate in Critical Care and somehow also finds time to play netball at a regional and National level.



ABOVE L-R: Dena Hogben, Michelle Fletcher, & Sharon Ash

Michelle, who has been playing netball since she was eight, competed last year for NSW in the nationals and was subsequently selected to play for Australia. This March, Michelle competed in the Trans Tasman Series for the Australia Eclipse mixed team in New Zealand and Australia won! Michelle is hoping to be selected to play for Australia for the World Cup in South Africa next year.

100% for Caloundra!

CALOUNDRA PRIVATE HOSPITAL received 100% positive feedback for every department in the hospital for the month of February. All departments have been working hard to increase levels of patient feedback and have progressed from 3% of discharges supplying feedback in November 2008, to 14% in February 2009.

RIGHT: Sue Mill, RN Surgical Ward with CPH patient



St Andrew's celebrates!

THE ST ANDREW'S doctors and staff were able to hang up their stethoscopes for the night as the hospital celebrated 100 years of service to the Ipswich community.

Over 300 people filled the Ipswich Workshops Rail Museum to celebrate the landmark birthday. After honouring the historic hospital, guests were treated to some high energy performers including Tap dance Outfit, Raw Metal. This was followed by one of Australia's best cover's bands, The Lisa Hunt Band who "blew the roof off the Rail Museum Workshops".

"It was the best party St Andrew's has thrown in 100 years!"



Nowra celebrates inaugural ANZAC Dawn Ceremony

DRIVEN & ORGANISED by Dee McCann, Hotel Services Manager – with the aid of a small group of enthusiastic volunteers – Nowra Private Hospital held their inaugural ANZAC Dawn Ceremony in the hospital courtyard at 5.30am on the 25th April.

Preparations for the Ceremony started in earnest on Friday 24th, with the cooking of ANZAC biscuits and pots of soup, bundling-up sprigs of Rosemary, hanging posters & streamers, but most importantly, the placing of flags. The RSL kindly donated a Commemorative Service CD.

Under a clear sky, ANZAC Day commenced with patients seated, blanketed and served with hot soup & a roll, while copies of the Nowra Private Hospital ANZAC program and buttonholes of Rosemary were distributed.

The thanks and positive responses from attendees and local community members was the best possible reward after all the planning and hard work. Congratulations to all those involved.



TOP: Dee McCann HSM & hospital representative Chief Petty Officer (Ret) Grahame Morrison.

ABOVE: Volunteers at the Ceremony.

LEFT: Hospital Chaplain, Pastor Dennis Tattam leading the Service.

MOVEMENTS & APPOINTMENTS



Elizabeth McGregor has joined Ramsay Holdings as Assistant to Paul Ramsay. She has worked with a number of large companies, most recently with Dyno Nobel Limited, where she was assistant to the CFO. Previously, Elizabeth pursued a career as a stage and event manager, in Australia and in the UK.

She holds an MBA from Macquarie Graduate School of Management.



Russell Rutherford has been appointed to the role of Finance Manager at The Avenue and Masada Private Hospitals.

Russell is a CPA with 11 years of finance and business experience in the private health care sector with Benchmark Healthcare, Ramsay Health Care and Healthe Care Australia, and is well known to many Ramsay Executives.

He currently holds the position of Finance Manager at La Trobe Private Hospital and Healthe Work. Prior to this role Russell was Finance Manager at The Valley & South Eastern Private Hospitals.

In March 2002, Russell was seconded to Mitcham Private Hospital from Corporate Office following the hospital's divestment from Mayne where he successfully established a decentralised Finance and Administration function at the hospital and as part of the Executive team at Mitcham restructured all areas of the hospital to meet Benchmark's KPI standards.

Russell has also previously been employed at Benchmark Healthcare Corporate office as Manager – Group Accounting and at Donvale Rehabilitation Hospital as Finance Manager.

Russell will commence on Monday 13th July and I know you will all join me in welcoming him back to Ramsay.

Finance Moves

- Christine Savva has moved from her position as Finance Manager at Donvale and Glenferrie to the Finance Manager position at Beleura replacing Kirsten Jeffrey.
- Shamir Varma has started as Finance Manager at Warringal Private Hospital
- Phillip Guines has started as Finance Manager at Donvale Rehabilitation Hospital.
- Virginia Brumby, formerly Finance Manager at The Avenue Hospital, has transferred to Waverley Private Hospital as part-time Finance Manager, replacing Trish Wedgewood.



Maree Mendola has been appointed to the Director of Clinical Services position at Frances Perry House. Maree commenced at Frances Perry in 2004 and has held the Nurse Unit Manager, Operating Suite & CSSD position for the last 4 years. Recently Maree was seconded to Mitcham Private Hospital where she performed the Director of Clinical Services role in an Acting capacity for a period of 8 months. Maree

also participated in the Future Leaders Program in 2007/2008. Prior to joining Ramsay, Maree worked at the Austin & Repatriation Medical Centre and the Royal Women's Hospital.

Maree will commence in her new role on Monday 1st June 2009.



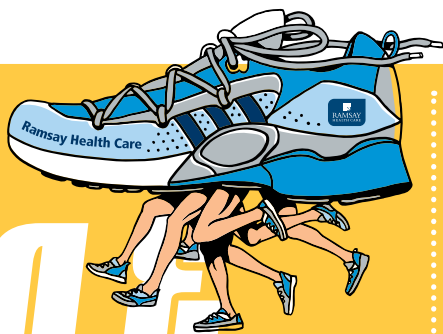
Dominic Mellino has been appointed to the position of CEO/Finance Manager at Shepparton Private Hospital in Regional Victoria. Dominic joined RHC as Finance Manager at Shepparton in May 2006. Prior to this he held a broad range of Management Accounting, Project Management and Administration Management positions and ran his own successful consultancy business for 10 years.



Farewell Jenny

After almost 10 years at the helm of Nambour Private, Jenny McDonald has decided to resign her position as CEO. During her time at Nambour, Jenny has made many significant contributions to the hospital including the development of the new Miles Saville wing, expansion of renal services, and commissioning a new radiology service in record time following the surprise departure of the incumbent provider. For many years, Jenny was also the CEO of Caloundra Private Hospital. Jenny has decided to pursue other interests and will be leaving within the next month. Please join me in thanking Jenny for her 10 years as CEO at Nambour and in wishing her well for the future.

Fun & Fitness



Waverley Wellness Wonders run for the kids

A TEAM OF 22 representatives from Waverley Private Hospital competed in the 14.1 kms Run for the Kids on 5 April 2009.

The team, Waverley Private Hospital Wellness Wonders, finished 42nd overall in the corporate team section. The team was made up of representatives from midwifery, surgical, reception, pathology, oncology, as well as some family members. The event highlighted the benefits of the Waverley Private Hospital workplace wellness program, as the majority of those who competed also take part in this program. It was a lot of fun for those involved, and everyone is keen to back it up again next year and there seems to be a lot of interest from other staff to join the Waverley Private Hospital Wellness Wonders, next year.



ABOVE: The Waverley Wellness Wonders.

RIGHT L-R: Waverley staff Jane Davis, Maria Hockey & Maree Coad.



City2Surf heroes

ROBYN LADD HAS been taking part in the City2Surf for more than a decade. But 2008 was the first year she chose to gain sponsorship and raised over \$2,500. "I always did the City2Surf with colleagues so when my employer, Ramsay Health Care, encouraged staff to raise funds for the Schizophrenia Research Institute, it became more personal," she explained.

The 56 year old mother of three from French's Forest is passionate about mental illness as her son was diagnosed eight years ago with schizophrenia at the tender age of 17.

"When well he is an affectionate, articulate, funny, sport loving, young man who has all the same dreams as anyone else for a normal life - to have a job, a social life, and holidays - and to get married some day."

Robyn, who works as a Clinical Nurse Educator, understands the need for medical research and found that raising the money wasn't hard and people were very generous. Her pre-event training included daily walks/jogging of 3-5 kilometres and she completed the course with 4 colleagues and 3 friends, enjoying the social after party hosted by Ramsay Health Care at Bondi beach.

"I just enjoy the scenery - when you get to Heartbreak hill and look down to the harbour it's beautiful."

Robyn is encouraging others to join her this year in the fun.

"From a work point of view it's a good healthy social activity. And it's a really worthwhile cause - Hopefully one day there will be a cure!"

http://city2surf.everydayhero.com.au/ramsay_hc



Robyn Ladd (far right) & friends.

Entries flowing in for Ramsay Triathlon Pink

PINK SERIES ENTRIES are now flowing in for Australia's only all women's triathlon series The Ramsay Health Care Triathlon Pink Series. In a surprise Sydney is already past the 200 participant mark which is more entries than we had by September last year for the whole series! Which means the Sydney field will fill and we will be in for a great day. All our other event sites also have entries coming in and we look forward to record numbers at all seven event sites!

CHANGE OF DATE & TIME FOR GOLD COAST TRIATHLON PINK

Two other triathlons in the Queensland area are running their events on the 18 October. As a result the Ramsay Health Care Triathlon Pink Gold Coast event will be moved to the day before - so Saturday 17 October 2009, commencing at 1pm. The event will now become a twilight event with some afternoon entertainment and a bbq.

The organisers understand that this may not fit into plans for those who have already registered and so will refund entry fees. If you have any queries please contact us at: info@triathlonpink.com.au

Ramsay Health Care Triathlon Pink 2009 - Get Ready!

REGISTER NOW! AS a team or individual in the 2009 Ramsay Health Care Triathlon Pink Series - visit: <http://www.triathlonpink.com.au/events.html> Specially designed Ramsay Health Care shirts for this series are available for order via Scody - see here: http://www.scody.com.au/eventmerchandise/event_81/index.htm

For further information on the Ramsay Health Care Triathlon Pink please visit:

www.triathlonpink.com.au.



t3 events

Ramsay Health Care 
TRIATHLON
pink All Female Triathlon Series

Spots Are Limited...Entries Open Now!

Sunshine Coast: 20 September 2009

Sydney: 26 September 2009

Gold Coast: 17 October 2009

Perth: 8 November 2009

Adelaide: 22 November 2009

Melbourne: 30 January 2010

Hobart: 21 February 2010

People caring for people



Fitness First

