



SPRING 2009

THE CORPORATE NEWSLETTER OF RAMSAY HEALTH CARE

Hollywood Private wins WA Employer of the Year 2009 Award

HOLLYWOOD PRIVATE HOSPITAL is the proud recipient of the Department of Education and Training WA Employer of the Year 2009 award, which is part of the WA Training Awards; a State Government initiative which has been running for the past 15 years.

The awards were hosted by the Minister for Energy and Training, the Hon Peter Collier at a gala event on Friday 4 September 2009.

Hollywood Private Hospital's (HPH) Executive Director Kevin Cass-Ryall was delighted that the hospital received the award.

"This is an acknowledgment of years of hard work by countless individuals at HPH in its commitment to training," he said.

The WA Employer of the Year Award recognises best practice in training, looking at the organisation's whole philosophy and approach to education.

"I believe our unique approach to training is the result of our strong culture that sees our workforce as our most valuable asset. We are a values based organisation and these values are the foundations of everything we do", Kevin said.

"Our staff are central to the success of our business."

HPH has a variety of programs which include engaging high school students, training support

service staff in obtaining national qualifications, advanced study for our nursing workforce, retention strategies for over the 50s age group, as well as providing staff with opportunities to change the direction of their careers.

"Unlike many organisations that "out source" their training, we have a dedicated Training and Development Department. We've also developed an ethos of shared learning so every staff member views education as their responsibility. This means training does not simply happen periodically – it's on going," he said.

"Along with formal training, experienced staff mentor new staff. It's an approach that ensures knowledge is shared and new staff are looked after," Kevin explained. ■



ABOVE L-R: Kevin Cass-Ryall, Executive Director; Anne Green, Training & Development Manager; & Nola Cruickshank, Director of Clinical Services



Conjoined twins separated in Surabaya - 1st for Indonesian Private Hospital

CONJOINED TWINS ROSITA and Rosida were separated after a nine hour operation at Ramsay Health Care's Surabaya Internasional Hospital (RSSI) on Thursday, 13 August 2009.

The operation performed by three surgical teams comprising plastic, digestive/paediatric and cardiothoracic specialties and supported by an anaesthetic/intensive care team, was a first for an Indonesian Private Hospital.

The babies, aged six months had connected heart and liver tissue. Skin coverage post surgery was also a major challenge.

The twins, now weighing 4,190 grams and 4,170 grams respectively, have continued to progress very well following the operation and are now in a stable condition.

The Twin's parents were very grateful for the skill and dedication provided by doctors, nurses and other hospital staff. The twins have one older brother aged 6 years.

There was strong media interest in the story being covered by over 20 television stations and local and national newspapers in Indonesia. ■

The Surgical Team

Chairman of the team: Dr Urip Murtedjo.
Team Coordinator Dr. Agus Harianto
Surgeons and anesthetists:

- Plastic surgeon led by Prof Sjaifuddin Noer and Prof David Sontani Perdanakusuma
- Pediatric surgeon led by Dr Poerwadi and Dr Kustiyo Gunawan
- Cardiothoracic surgeon led by Prof Puruhito and Prof Paul Tahalele
- Anesthetic and intensive care specialists Prof Koeshartono and Prof Eddy Rahardjo



ABOVE: Conjoined twins Rosita & Rosida.

RIGHT: Rosida (left pic) & Rosita (right pic) following the operation.

INSIDE

Indonesian conjoined twins successfully separated
Hollywood wins WA Employer of Year
CEOs Message

Slings provide aid for Sri Lanka
The NEW Lawrence Hargrave
GPS used in Westmead surgery
Developments update

Peninsula takes out Award
The Avenue excels in ACHS
Greenslopes robot notches 150
prostatectomies

Noosa turns 10
News from Indonesia
Warringal tops 500,000
Our Community

HR Update
Ramsay Strategic Sourcing Initiative
Fun & Fitness
Movements & Appointments



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CEO's message

Private Hospitals – Punching above our weight

TWO REPORTS WERE released in June 2009 by the Australian Government which provide a comprehensive range of statistics and information about public and private hospitals. The reports, Australian Hospital Statistics 2007-08 and The state of our public hospitals, released by the Australian Institute of Health & Welfare and the Department of Health & Ageing respectively, include a range of performance indicators but also, for the first time, report on a wider range of information than previously available on access to elective surgery.

The information contained in these reports reaffirms the fact that private hospitals in Australia are

a very significant part of the delivery of hospital services in this country. In 2007/08, 3.1 million Australians were admitted to private hospitals representing 40% of total hospital admissions for that year. For the same period 1.1 million patients had elective surgery and this represented 64% of all elective surgical separations in the public and private sector. Over the last 10 years, separations have increased by 23.1% in public acute hospitals and by 66.9% in private hospitals.

The reports also demonstrate that despite government funds to curb waiting lists, the number of days that patients wait for elective surgery in the public sector continues to rise by between 5 & 10% per annum. Median waiting time for surgery in public hospitals was 34 days in 2007/08 up from 28 days just 4 years prior. Three percent of patients wait more than 1 year. Ophthalmology, ear, nose & throat surgery and orthopaedic surgery were the surgical specialties with the longest median waiting times in 2007-08 (68 days, 57 days and 54 days respectively). This is of interest as ophthalmology and orthopaedics are specialties particularly of the elderly population and, with an ageing population, waiting lists in these specialties can only get worse. In 2010 the oldest of the baby boomers will be 65 years – so increased utilization of hospital services by older Australians is imminent.

By 2030 they will account for twice as many hospital admissions as they do today and will use more healthcare resources than past generations because they will be living longer and managing more complex conditions.

The private hospital sector can be flexible and responsive to future patient demand and is not only prepared to invest in the economy both in terms of infrastructure and development but also in employment, training and development of our staff. The recent survey completed by Ramsay's National Workforce Manager Liz Spaul showed that Ramsay trained 6020 undergraduate health care students in 2007/08 and provided over 2 million clinical placement hours to undergraduate nursing and medical students. We receive no funding from governments or private health funds for this training.

Hopefully, with such a solid body of evidence, we can get some traction and understanding of the real role that private hospitals are playing in the Australian health care environment.

Chris Rex
Managing Director

- There are **280 private hospitals & 272 day hospitals** in Australia, with 27,768 beds – just under **33% of all hospital beds** in Australia.
 - Private hospitals treat **40% of all patients in Australia**.
 - In 2007-08, private hospitals admitted **3.1 million patients**. In the same period, Australia's 742 public hospitals admitted 4.7 million patients.
 - Private hospitals **perform the majority of surgery in Australia – 64%**.
 - Of the total **660 different procedures & treatments** undertaken in Australian hospitals, **private hospitals provide 653**.
- Source: Australian Institute of Health & Welfare, Australian Hospital Statistics 2007-2008.*
- In 2006-07, the most recent period for which this data is available, **public hospitals received a total \$27 billion to treat 60% of hospital patients**. In 2006-07, **private hospitals received a total of \$7 billion to treat 40% of patients**.

Source: Australian Institute of Health & Welfare, Health Expenditure Australia 2006-07.

Slings provide aid for Sri Lanka

A GREAT SENSE of charity and a personal affinity with war torn Sri Lanka has spurred Melbourne Orthopaedic surgeon David Young to find a novel way to assist with improving the delivery of orthopaedic surgery in that country.

Weary of running fundraising events that would raise ever decreasing amounts of money for sorely needed orthopaedic equipment in Sri Lanka, David, together with the Melbourne Orthopaedic Group (MOG) at The Avenue Private Hospital, have established a philanthropic organisation that designs and manufactures slings in Sri Lanka for use on their patients in Australia. All proceeds go towards improved orthopaedic equipment for this country.

"We wanted an ongoing source of funds to purchase surgical equipment to improve the effectiveness of our trips to Sri Lanka. By purchasing slings manufactured in Sri Lanka, we not only have an ongoing profit stream that can be directed towards our cause, but we are also creating local jobs for the people in this country – so it is a win-win." David said.

Sri Lanka is a country of approximately 21 million people with a very limited number of orthopaedic surgeons – David estimates only 23 Orthopaedic surgeons for the entire country.

David, a sports medicine orthopaedic surgeon with the Melbourne Orthopaedic Group and the nominated orthopaedic surgeon for the Sri Lankan Cricket team, has been assisting in this country for 10 years. For

the last four years he has provided services as part of the Orthopaedic Outreach Program of the Australian Orthopaedic Association (AOA) and is currently Chairman of the Sri Lankan Chapter of this Outreach program.

"Sri Lanka has suffered a terrible civil war since 1983 and then the devastating tsunami that has left the country ravaged and devoid of much of its 'middle class'. Doctors, lawyers, accountants, are many of the professionals that have left the country leaving it worse off.

"Following the Tsunami, there was a great need for medical services and equipment and there was a real desire to assist from Australia and other countries. A lot of equipment was sent over but it was second hand and so four years on, it is now broken or in poor repair.

"Working in this country is difficult with limited equipment and we have been trying to assist as much as possible by raising funds for new equipment which we deliver whenever we go on an Outreach visit. "The Victorian government is aiding in the building of a casualty department and two trauma theatres at the Karapitiya Teaching Hospital in Galle. While this is wonderful – we still need equipment and manpower to train the surgeons and help expand their delivery of health services particularly in the area of trauma.



ABOVE: Dr David Young.



Dr David Young preparing for an operation in Galle, Sri Lanka

"We are very hopeful that our idea of creating an ongoing source of funds through the profit that comes from manufacturing our own slings in Sri Lanka, will assist with our aim."

'Orthotic Technologies' is the philanthropic arm of Melbourne Orthopaedic Group set up to source slings and braces with all profits directed towards equipment for Outreach visits to Sri Lanka. While Doctors fund their own way to and from the country, all money generated goes only into the equipment which stays behind for use by the local surgeons. The plan is already working. Last month David introduced the '8 plate technique' for guided growth of lower limb deformities in children. The \$8000 of '8 plates' was donated through Orthopaedic Outreach with money generated by 'Orthotic Technologies'.

David hopes that other surgeons may be able to assist through purchasing slings via 'Orthotic Technologies'.

For further information contact
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ABOVE: David evaluating a deformity on a young boy in Sri Lanka.

BELOW: One of the Sri Lankan manufactured slings.





The new Lawrence Hargrave Private

FOLLOWING A \$9 million upgrade, Lawrence Hargrave Private Hospital, a specialist rehabilitation hospital in Thirroul, New South Wales, is set to reveal its new state-of-the-art facilities to patients and the community in late September.

Lawrence Hargrave Private Hospital Chief Executive Officer Robyn Ashe said the redevelopment had significantly expanded and improved the hospital's inpatient facilities with new accommodation as well as improved outpatient and consulting facilities.

"This new development will assist Lawrence Hargrave Private Hospital to meet the ever-increasing demand for rehabilitation services in the Illawarra area" Robyn said.

The cornerstone of the redevelopment has been the expansion of the hospital's inpatient facilities seeing the hospital grow to 54 beds – the majority of these being private rooms with ensuites.

Lawrence Hargrave Private Hospital is specialist rehabilitation, medical and palliative care facility providing inpatient, day only and outpatient services. The hospital is equipped with an eighteen metre hydrotherapy pool, a large physiotherapy and exercise gym, occupational therapy department and a day patient area. The Palliative Care Services are supported by the medical practitioners from the Illawarra Area Health Service.

The hospital is located 10 kms north of



Wollongong in the Thirroul hills boasting sweeping views of the Pacific Ocean.

"This has been the most significant development at the hospital since it became a dedicated rehabilitation hospital in 1981. Our staff and doctors are very excited that we can now offer patients these excellent new facilities in which they can undergo their necessary rehabilitation treatment" Robyn said.

"Many of our patients have had surgery locally and are then referred to us for their rehabilitation. However, some are locals who have had surgery out of the area and then return to Wollongong where they can undergo their rehabilitation either as a day patient or an inpatient, allowing them to be close to home and family. The hospital offers a

full range of services for patients recovering from a stroke, an accident, pain management or any condition where there is a need to improve tolerance, strength, pain relief and or functional disability."

The hospital also offers hydrotherapy and physiotherapy services to the general public.

The redevelopment was undertaken by Fugan Constructions and has taken approximately 18 months to complete, during which time there has been minimal disruption to normal services.

A formal opening of the facility with the Ramsay Health Care Board is scheduled for later in the year. ■



GPS used in surgery at Westmead

DAFYDD THOMPSON, 50, from Seven Hills, never thought that the shape of his sinuses would affect his childhood dream of becoming an aircraft pilot, or that he would be cured by a computer.

Dafydd has been flying commercial aircraft out of Sydney Airport for many years, but in May he was dramatically grounded after suffering severe headaches whilst in the air. His headaches began after a bad head cold and made it impossible for Dafydd to captain his aircraft safely. He was admitted to a major inner-city hospital. After numerous investigations, he was diagnosed with migraine and advised that he should not continue to fly. Dafydd wasn't so sure, especially when the migraine medications he was given didn't work.

Unable to work and with no relief from his crippling headaches, Dafydd looked for a second opinion. He was referred to Ear, Nose and Throat Surgeon, Dr Narinder Singh. Dr Singh operates at Westmead Private Hospital and is a Clinical Senior Lecturer at Sydney University. Dr Singh specialises in nose and sinus conditions and suspected that Dafydd's symptoms were coming from his sinuses, rather than from migraines.

"Dafydd had a plumbing problem in the sinuses of his forehead," explains Dr Singh, "This was causing his sinuses to block up and pressure to build, leading to terrible headaches."

The solution was to unblock the sinuses. But the sinuses in the forehead are in a critical area, surrounded by the eye, brain and smell organ. One slip and any of them could be permanently damaged.

To successfully perform the operation, Dr Singh used the very latest Computerised Surgical Navigation equipment - A "GPS" system for surgeons. This high-tech machinery is only available at a few major Private Hospitals, including Westmead Private Hospital. Dr Singh formally trained in the use of this highly specialised equipment during his 3-year fellowship at the world-renowned Guy's and St Thomas' Hospitals and King's College, London.

The system, known as the "Stealth Station" is a computer assisted surgery platform supplied by Medtronic and plays an important role in ENT, Neurological, Spine and Orthopaedic surgery. The System allows surgeons to pre-plan a procedure virtually and then is able to follow the plans in reality.

Much in the way that satellite navigation works for transportation, The StealthStation® uses either an optical camera or an electromagnetic tracking device to identify where a surgeon's instruments are in relation to a patient's anatomy at any time during surgery and is able to display three-dimensional feedback to the surgeon potentially resulting in smaller incisions, more accurate interventions, less post operative pain and faster recovery times.

Dafydd still remembers waking up from the operation in the recovery room at Westmead Private, "Dr Singh had told me that it might take a little while for my headaches to improve, but as soon as I woke up, they were gone!" Dafydd went home from hospital the very next day with no scars, no stitches and no bruising, the whole complex operation being performed with high-tech instruments passed through the nose.

Cured of his headaches, Dafydd can't wait to get back in the air and continue living out his childhood dream. ■

Private health insurance coverage hits all time high

THE LATEST QUARTERLY private health insurance statistics have been released by the Private Health Insurance Administration Council (PHIAC). The statistics show that more people than ever before have private health insurance, and that private hospitals are now seeing twice as many insured episodes than they were ten years ago.

The statistics show that private the number of people with private health insurance has risen to 9,745,242 people, which is 0.4% higher than the previous quarter. The proportion of the population covered has remained the same at 44.6% but there continues to be trend of people taking out or downgrading to policies that require either a member excess or co-payment towards the cost of treatment. Hospital treatment policies with no excess or co-payment now only make up 26% of all policies, compared to 45% of all policies in 2001. ■

Ramsay Health Care completes Share Purchase Plan

FOLLOWING THE SUCCESSFUL completion of a \$220 million institutional share placement, Ramsay Health Care recently completed a share purchase plan offer to existing shareholders. On 7 September, shareholders were offered the opportunity to subscribe for additional shares. The Share Purchase Plan offer closes on 25 September and was capped at \$40 million. ■

APHA launches new website

APHA HAS LAUNCHED their new website, www.apha.org.au which has a number of new features including a jobs board for member hospitals to post employment vacancies, a find a hospital feature for the public looking for a private hospital in their area and an improved member area with information on Safety and Quality initiatives, the National Procedure Banding Schedule and more. ■

Chemotherapy budget measure delayed

HEALTH MINISTER NICOLA Roxon announced Thursday that she will further delay the introduction of the measure from last year's budget that would have seen patients being forced to either pay hundreds of dollars for chemotherapy treatment or go onto a public hospital waiting list for treatment.

The measure could have resulted in large additional costs to private hospitals and, ultimately, patients. The Minister has said she will now discuss the measure in the context of the Fifth Community Pharmacy Agreement. That is understood to mean the budget measure will not be introduced, if at all, before July 2010, and in a very different form. ■

Developments update

Pindara bulldozes into a new future

THE \$60 MILLION redevelopment of Pindara Private Hospital has begun with the demolition of the Hospital's outer buildings now underway to allow for the construction of a multi storey carpark, specialist suites, four additional theatres and a 50 bed accommodation ward.

Hospital Chief Executive Officer, Trish Hogan said the commencement of this significant redevelopment was a very exciting time for the hospital, which has been a leading provider of emergency, medical, surgical and maternity services on the Gold Coast for over 35 years.

To celebrate the pending demolition, staff and doctors were invited to a "Demolition Party" and enjoyed reminiscing and painting last words on the walls of the Administration building. At 6am the following day,



workmen were erecting fences and commencing the process of the next stage in Pindara's life.

"This redevelopment will provide additional health services for people of the Gold Coast, as well as expanding those already in existence to meet growing demand," Trish said.

"Pindara was constructed in 1971 and has undergone smaller renovations and extensions over the years but this will be the most significant development at the hospital since it was opened.

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

The redevelopment has been awarded to ADCO Construction Services, a prominent Australia building firm and will be completed by December 2010. ■

Albury opens new theatre complex

THE OFFICIAL OPENING of Albury's new theatre complex, including a new state-of-the-art theatre, recovery area and two new day procedure areas, took place in August. The total theatre complex now has six theatres and two procedure suites.

The Hon Sussan Ley, Federal MP officially opened the new complex. ■



UQ clinical school development underway at Greenslopes

THE AGREEMENT BETWEEN Greenslopes Private Hospital and The University of Queensland has been finalised for the \$14 million redevelopment of the Greenslopes Private Hospital University of Queensland Clinical School.

In a first for Australia, Greenslopes Private Hospital will host a fully fledged clinical school on its campus allowing it to expand its current medical school by up to 65 medical students, all based on campus.

Clinical School Head, Professor Darrell Crawford said that a fundamental role of the University is to support the learning of the community that it serves.

"Placing this clinical school within the hospital will allow access for all staff to these educational facilities," Professor Crawford said.

"The flexibility of the collaborative learning centre allowing for different learning environments is a highly innovative approach in the design of this facility."

The clinical school will be located in four distinct areas including a collaborative learning centre, tutorial and meeting rooms, office space and a clinical education centre.

These facilities will be fitted out with the latest in learning technology and will be shared between the UQ clinical school and the hospital community.

The project will be staged to minimise the impact to hospital activity and will commence with the clinical education centre and then move into the clinical teaching and tutorial areas and UQ administration. The last stage will be the construction of the new meeting space.

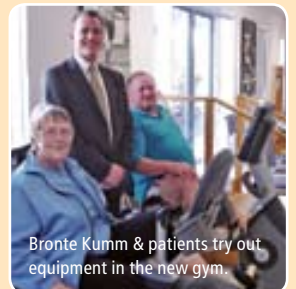
Work is expected to commence in late 2009 with completion in late 2010. ■



Gymnasium extension at Donvale

THE MAYOR OF

Manningham, Councillor Charles Pick was on hand to proudly cut the ribbon, officially opening the gymnasium extension at Donvale Rehabilitation Hospital in August.



Bronte Kumm & patients try out equipment in the new gym.

Chief Operating Officer, Danny Sims, along with NSW/VIC Regional Manager Bronte Kumm and Chief Executive Officer of Donvale Rehabilitation Hospital Pat Bliss were in attendance. Staff and doctors are delighted with the final product.

The gym is now an expansive area with new and improved equipment, including upper limb body ergometers, stepper, leg press and speed ball.

Two soundproof group rooms have been an invaluable addition, equipped with the latest projector technology for presentations and education sessions.

Donvale CEO Pat Bliss said patients and staff would both benefit from this development, with improvements to the environment in which they receive and provide excellence in therapy.

Donvale Rehabilitation Hospital is an 80 bed facility that has been providing rehabilitation services to the community for 20 years.

"We are delighted to be able to improve patient and community facilities at Donvale Rehabilitation Hospital," said Pat. ■



ABOVE L-R: Ramsay Health Care Chief Operating Officer, Danny Sims, at the opening of the new gym along with Manningham Mayor, Councillor Charles Pick; Chief Executive Officer of Donvale Rehabilitation Hospital Pat Bliss & DVA Representative, Alan Campbell.

Facelift for Masada

RAMSAY'S MASADA

PRIVATE Hospital has recently undergone a refurbishment and upgrade of its equipment.

Masada CEO Petra Snelleman said they were delighted with the results.

"The ground floor has been painted, re-carpeted and the furniture and soft furnishings replaced throughout all clinical areas," Petra said.

"With the purchase of state-of-the-art phototherapy units, isolettes and patient monitors, the special care nursery is providing the highest standard of care which is being appreciated by staff and paediatricians at the hospital." ■



ABOVE: An example of the spacious, newly redeveloped patient rooms.

Peninsula takes out Innovative Practice in the Private Health Sector Award

DEB SHARP FROM Peninsula Private Hospital's cardiac services unit took out the prestigious award for innovation in the private sector at the Queensland Private Hospital Association meeting in June.

Deb's paper was about reducing door to balloon time for acute myocardial infarction.

More than 93% of all primary PCIs presenting to the hospital via MICA with acute myocardial infarction have been completed within established benchmarks and best practice guidelines have been followed.

The paper demonstrated the very significant benefits of having primary angioplasty available on the Mornington Peninsula for the local community (the alternative would be to transfer patients to Monash Medical Centre's Angioplasty Centre 30 to 40 minutes away)

Adrienne Caulfield, also of Peninsula Private's cardiac unit took out third place at the meeting for her presentation on the findings of the hospital's domiciliary heart failure service and its impact on unplanned readmissions. During the last twelve months growth of 86% in the heart failure population enrolled in the program has exceeded all expectations, yet in spite of this enormous growth, unplanned readmissions to the hospital continue to decrease as patients are being managed very effectively in the community through a nurse led heart failure service.

Some health funds (Medibank Private and HBA) already support the home based service. ■



ABOVE L-R: Award recipients Adrienne Caulfield & Deb Sharp.

Tamara's Kitchen shines

TAMARA PRIVATE HOSPITAL is pleased to announce its recent success following an intensive audit undertaken by the NSW Food Safety Authority in July 2009. All Hospitals are required to have a comprehensive Food Safety Plan in place and Tamara received a 'B' compliance rating following this stringent audit process. Tamara Private was very pleased to receive commendations on the excellent Catering Service we provide to our patients. ■



ABOVE L-R: Kerry Fittler, Caterina Walker (Hotel Services Manager), Di Patterson & Margaret Marshall.

Castlecrag GP Education

CASTLECRAG HOSTED A very successful GP education evening in June with its orthopaedic surgeons.

Each specialist spoke for half an hour at each rotation on the adult flat foot, commonly missed upper limb injuries and ankle arthroscopy.

The feedback from GP's was extremely positive:

"One of the best meetings I have been to this year"

"Small group format excellent, excellent quality speakers"

"A first rate evening with three excellent presenters in their specialities". ■



ABOVE L-R: Andrew Fraser Member for Coffs Harbour, Jenny Gardiner, Shadow Parliamentary Secretary for Rural Health & Doug McRae Commercial Manager, Ramsay Health Care – Coffs Harbour.

Baringa plays host

BARINGA PRIVATE HOSPITAL hosted two important guests recently in Jenny Gardiner, Shadow Parliamentary Secretary for Rural Health and Andrew Fraser, Member for Coffs Harbour. The pair were toured around the hospital and had the opportunity to discuss health care in a regional setting and funding for future health planning in the region. ■

Kareena educates community during diabetes week

KAREENA PRIVATE NURSES took to the community in July during Diabetes Week, educating greater Sutherland Shire community about the risks of Diabetes.

Blood glucose Levels and blood pressures were tested at local libraries and at the Hospital.

97% of people tested were found in the normal non fasting BGL range, 3% recorded elevated BGLs with no previous diagnosis of Diabetes.

78% of people tested recorded BP range within the "WHO" normal limits the remaining 22% recorded elevated BPs.

Education, counselling on lifestyle changes and risk factor material was shared. ■

The Avenue scoops 7 EAs in ACHS



IN JULY THE Avenue undertook Organisational Wide Survey for full accreditation by ACHS (The Australian Council of Healthcare Standards). The review took place over three days and was a huge success with the hospital achieving a rating of Extensive Achievement (EA) for seven criteria.

CEO Petra Snelleman said this was the first time the hospital had achieved such an excellent review during accreditation and it was a remarkable result.

"This was a team effort and the results could not have been attained without the hard work from every staff member and manager, who undertook an audit, a project or a report," said Petra.

"We would also like to make special mention to both Karen Hayton and Clare Fulton the Quality and Risk Managers who contributed so much to the achievement of these outstanding results.

"Special mention also should go to Helen Raik and Barb Cleland whose portfolios also achieved the EA results. The surveyors where so impressed with Barb Cleland's teams initiatives that they stated that Crit 3.2.3 was boarding on an OA. The team have now set the quality platform for The Avenue to continue to advance."

For all the other criteria the hospital achieved moderate achievement which is also a great outcome. ■



ABOVE L-R: Clare Fulton, Karen Hayton & Barb Cleland.

Robot notches up more than 150 radical prostatectomies

UROLOGISTS AT GREENSLOPES Private Hospital have recently performed the 150th radical prostatectomy using the da Vinci Surgical System. GPH was the first hospital in Queensland to operate with the robot in late December 2008.

Urologist, Peter Heathcote said the urologists who had been extensively trained in the procedure were now undertaking more than 25 prostatectomies a month and they expected this number to continue to increase.

The robot is cutting edge technology that enables surgeons to operate in the difficult to get to lower pelvis through very small incisions with unmatched precision. Use of the da Vinci Surgical System represents the fastest growing treatment for prostate cancer world-wide.

Some of the benefits of the robot assisted surgery include shorter stay in hospital, less pain and less risk of infection. Patients can expect a faster recovery and return to normal activities in a few days. ■

Engineers hands-on with robot

MEMBERS OF THE Engineers Australia Biomedical College were given the unique opportunity to attend a hands-on professional development event around the da Vinci Surgical System at Greenslopes Private Hospital.

Those who attended and participated thoroughly enjoyed the exposure to this cutting edge technology as it is used in its clinical environment, which is not often a luxury afforded to the biomedical engineers and technicians.

On board for the event were da Vinci Robot Australian agents, Device Technologies and Greenslopes Private Hospital Urologist, Dr. Peter Heathcote and his team.

Biomedical College members were treated to a live stream of a prostatectomy being undertaken by Dr Heathcote using the robotic system, which continued with a presentation by Device Technologies da Vinci Product Specialist, Dominic Breuker who then led a hands-on demonstration with the robot in the Operating Theatres. ■



Noosa turns 10

ON THE 10TH anniversary of the opening of Noosa Hospital, more than 40 employees who have been with the hospital since it opened in 1999 were awarded for their long service at an official ceremony. Director of Clinical Services Jane Peeters was the hospital's first employee, taking on the role of managing the emergency medical centre and renal dialysis unit.

The hospital currently employs over 400 staff and one in 10 of these employees are still there.

Noosa was the first public/private hospital in Australia and since opening, the \$20 million hospital has cared for more than 250,000 patients and performed more than 60,000 operations. The hospital has always had a lot of community support. At a community open day in 1999, a crowd of 8000 went through the doors.

The hospital's very first patient, Stan Bisset – admitted on 1 September 1999 – was coincidentally an inpatient on the day of the 10th anniversary. The youthful 97 year old is also the oldest surviving Wallaby and one of the oldest surviving soldiers to have originally walked the Kokoda. Stan was able to join in the festivities of the anniversary before returning to the ward. ■



ABOVE: Original staff members of the Noosa Hospital who still work there celebrate its 10th anniversary (photo courtesy Noosa News).

Half a million patients treated at Warringal

WARRINGAL PRIVATE HOSPITAL

admitted its 500,000th patient on Monday 24 August 2009.

Mrs Sandra Beaumont of Bulleen, was admitted to the day surgery department at Warringal Private and was very excited to be informed that she was the 500,000th patient to have been cared for at the hospital since it opened in March 1976.

Mrs Beaumont, her husband and their daughter, have all been patients at Warringal Private over the past 30 years and she said she had always found the care provided at the hospital was of exceptional quality and kindness.

Since opening, Warringal Private Hospital has been providing acute medical and surgical services in Melbourne's north east and the broader community. Whilst it began with only 50 beds it has since grown to a capacity of 145 beds. It is one of the busiest private hospitals in metropolitan Melbourne with approximately 20,000 admissions per year.

CEO Graham Clarke said "Hospitals such as Warringal Private have strong relationships



with the communities they are located in and over a number of years it is common to have treated and assisted generations of local families with their health care needs.

"Warringal Private has over a number of years, provided a broad range of important acute health services from day surgery procedures to open heart surgery, to the community and we are pleased to be able to continue providing these services and share this significant milestone with our 500,000th admitted patient". ■

New Antenatal DVDs for parents



NEONATAL PAEDIATRICIAN DR

Charlotte Middleton, a senior medical officer at St George Private Hospital, has developed a set of new born educational DVDs for new parents and parents-to-be to address a deficit in the market for this information.

With support from Ramsay Health Care and St George Private Hospital, Dr Middleton has finalised the first three DVDs and has the final four in production under her business iDr Charlotte's Web. Ramsay Health Care will launch these DVDs in their hospitals later this month. The topics covered on the DVDs are: Jaundice in newborn babies; Sleep & settling in newborn babies; Changing a nappy, wrapping and bathing a newborn baby;

Becoming a Dad; Normal characteristics of newborn babies; Post-natal exercises & Breastfeeding basic.

Dr Middleton is a mother, medical educator and medical practitioner with over 11 years experience in neonates and paediatrics. She has also had media experience in the past and a keen interest in medical education for new parents and parents-to-be.

For further information on these DVDs please contact the Ramsay Marketing Department. ■

ABOVE: Dr Charlotte Middleton with one of the stars of her informative DVD series.

Bodylines: body contouring, melanoma & suturing for GPs



KAREENA PRIVATE HOSPITAL hosted a Category 1 GP symposium during August for 23 eager local GPs who enhanced their knowledge and skill in suturing techniques, flap excision techniques, body contouring pre and post surgery results.

Led by plastic surgeons Ilias Kotronakis and Adrian Knox, the GPs explored problem excision areas, pitfalls to be aware of when performing procedures in their rooms and when to refer for Specialist intervention. ■

News from Indonesia

Indonesian Infection Control Seminars draw large crowds

DURING THE MONTH of July 2009, two Infection Control Seminars were held in Indonesia. The Jakarta Seminar, which was held in Bintaro Hospital's new Conference Centre, attracted 210 participants, from 70 hospitals. The second seminar in Surabaya



ABOVE: HICMR Seminar in Jakarta on July 16, 2009.

attracted 150 participants from 39 hospitals. Topics included lectures on Endoscopy Care, CSD and an update on H1N1. The Main Speakers were Helen Musgrove and Annie Lyons from HICMR. ■

RHCI Annual Meeting 2009, Nusa Dua, Bali



ABOVE: Ramsay Health Care Chief Operating Officer, Danny Sims, along with other delegates at the Ramsay Health Care Indonesia Annual Meeting in Bali.

THIS YEAR RAMSAY Health Care Indonesia (RHCI) re-elected The Laguna Resort, Nusa Dua, Bali, the most beautiful island in Indonesia, as venue of RHCI Annual Meeting 2009, which held on July 30-31, 2009. It was great that even in a volatile situation due to recent bombing in Jakarta, Danny Sims joined the group to present an update on Ramsay Health Care operations in Australasia overall performance. Unlike previous years on welcoming dinner this time, some managers, including Danny, showed their singing talent, and everyone enjoyed dancing on a dance floor. ■

OUR COMMUNITY



ABOVE L-R: Caboolture Private Oncology staff – RN Jasmin Barber (with daughter Jade), RN Shari Sturgess (with daughter Georgia), invited guest, Director of Clinical Services Helen Jones & RN Ros Madsen.

Caboolture Private Hospital hosts Australia's Biggest Morning Tea

AUSTRALIA'S BIGGEST MORNING TEA is one of Cancer Council's leading fundraising events and the largest, most successful event of its kind in Australia. Over \$60 million has been raised since it first began in 1994.

Caboolture Private Hospital once again hosted an extremely successful morning tea on Thursday 28th May which was held under marquees at the front of the hospital. The hospital staff planned the event for the patients and families who have attended the hospital's Oncology Unit over the past few years.

More than 120 people attended the morning tea and in excess of \$2,500-00 was raised through donations and raffles for the Queensland Cancer Council.

Also two Oncology staff Vicky Tanzer and Ros Madsen were celebrating receiving study grants from the Qld Cancer Council to complete Oncology Nursing Courses. ■

Wangaratta Private Supports Daffodil Day

ON FRIDAY 28TH August the staff at Wangaratta Private Hospital supported the Cancer Council in celebrating Daffodil Day. The daffodil symbolising hope for a brighter future

for all those touched by cancer, sparked the imagination of staff into raising funds by yellow theme dressing for the day. Pictured is Eric Churchill, manager of Hotel Services, and Sharon Wright, ward clerk, who's colourful outfits not only gained additional sponsorship money from some of the doctors, but had patients in tears of laughter. ■



Art Festival raises \$17k for Cancer

DURING AUGUST, JOHN Flynn Private Hospital's auditorium and mezzanine level were transformed into an art gallery complete with 450 works of art, sculpture and art glass, for the biannual hospital art festival.

This event raises funds for the Cancer Council Queensland and also to display the works of the many talented artists both at the hospital and throughout the local and interstate community.

Mr Rob Readings (Channel 9 Gold Coast News), joined John Flynn CEO, Greg Jenke in officially opening the Festival on Friday 21st August at the launch at which 300 invited guests and artists were given a preview of what was to come on the weekend.

Over 500 people attended the Art Festival and over \$42,000 worth of art was sold with approximately \$17,000 being raised for the Cancer Council Queensland. ■



ABOVE: John Flynn Private Hospital CEO, Greg Jenke speaking at Opening Night.



ABOVE RIGHT: Some of the amazing artwork on display during the Art Festival.

Strathfield staff assist in Open Heart Mission

INTENSIVIST DR DAVID Gattas and ICU nurse Mary Villanueva from Strathfield Private Hospital recently joined a mission to Suva, Fiji where 47 patients were operated on.

As part of a team of surgeons, nurses and allied health workers, David and Mary operated on children with holes in the heart and young adults who had their valves replaced as a consequence of rheumatic heart disease.

Teams of surgeons, nurses and allied health workers visit the pacific island nations once or twice a year to provide free operations for patients with cardiac problems. Many Ramsay staff and doctors participate in this operation open heart surgery mission.

Mary said she joined about six years ago on a mission to Vanuatu and was inspired by the work which made her continue.

"The experience of working in a third world country is very challenging as the availability of equipment and other services is very limited. Despite



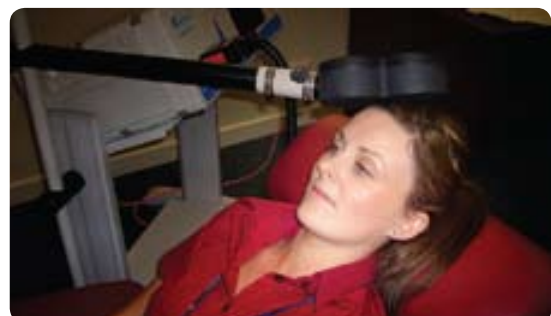
ABOVE: Dr David Gattas & ICU Nurse Mary Villanueva with a young patient in Suva, Fiji.

these limitations patient care is never compromised," Mary said.

"Dr Gattas and I are very proud to represent Strathfield Private Hospital in helping with this outreach program."

Interested in joining future trips – contact Mary Villanueva at Strathfield ICU. ■

New treatment for the chronically depressed



A UNIVERSITY OF Adelaide study undertaken at Ramsay Health Care's Adelaide Clinic, has found that mild and repeated doses of magnetic brain stimulation can be an effective treatment for chronic depression.

Adelaide Clinic Psychiatrist and Chair in Psychiatry for the University of Adelaide Professor Cherrie Galletly said 38 patients with a major depressive disorder have shown a clear improvement after undertaking treatment with magnetic brain stimulation for 30 minutes at a time.

"At the start of the study, all participants met the criteria for moderate to severe depression and most had contemplated suicide," Professor Galletly says. "After treatment, 12 patients had made a full recovery and many others showed significant improvement. A six-month follow up of 11 patients showed the improvement was sustained."

The ongoing study involves people who have severe, long-term depression lasting up to 20 years. In 87% of cases, the participants had tried five or more antidepressants.

"Preliminary results indicate that 12 transcranial magnetic stimulation (TMS) treatments, given three days a week over a month, may be sufficient to achieve good results," Professor Galletly says.

The procedure involves placing an electromagnetic coil near the frontal cortex of a patient's scalp for half an hour. The magnetic energy stimulates the region of the brain which is involved in mood regulation and depression.

"The advantages of TMS are that, unlike electro convulsive treatment, no anaesthetic is required and there is no associated cognitive impairment," Professor Galletly says. "The only side effects that patients have experienced are slight headaches due to the effect of the pulsing magnet on their scalp. This can be alleviated with a simple headache tablet."

Professor Galletly says there are no medications involved with the procedure. However, most patients are taking antidepressants and can remain on these during TMS treatment. Only people referred by a psychiatrist are accepted for treatment and TMS is restricted to people with private health cover as it is not reimbursed by Medicare at this stage.

Although TMS has been available in the United States and Europe for some time, the procedure has only been available in South Australia at Ramsay's Adelaide Clinic in the past 12 months.

"There has been a lot of interest from psychiatrists in Australia because it has been a long time since we have seen new treatments for depression. This is a very exciting development for the profession," Professor Galletly said.

Adelaide Clinic CEO Carol Turnbull said the Clinic was very excited to be part of this research and was proud of what they were achieving in treatments for depression. ■

HR UPDATE

ELLA LOWE NURSING SCHOLARSHIP

Notice to all Ramsay Nurses Submissions are now being accepted for the 2009 Ella Lowe Nursing Scholarship

WE ARE NOW accepting submissions from permanent clinical employees who wish to apply for the annual Ella Lowe Nursing Scholarship, which involves provision of a grant of up to \$10,000 to study or research nursing within a private health sector context.

The research or study may also be used to develop initiatives to:

- Improve patient outcomes
- Enhance quality and safety in nursing
- Improve service delivery.

Ella Lowe was a dedicated clinician who achieved much in her career. She was a Nurse Executive for Peninsula Healthcare and a Professor of Nursing at Latrobe University before spending some years in Indonesia as a Clinical Nurse Consultant.

Ramsay Health Care is pleased to honor the memory of Ella and her achievements through the provision of this Nursing Scholarship.

For more information around submission timeframe, eligibility criteria and scholarship rules, please visit the Ramsay HR intranet site and download the Application Form. A submission of not more than 1000 words must accompany the application form detailing the following information:

- The research proposal, including fees and associated costs.
- How the research will make a significant contribution to the discipline of nursing/ midwifery.
- How the employee and Ramsay Health Care will benefit from the grant and research in the particular field/area.

Applications must be submitted by **Friday, 30th October**. Late applications will not be considered.

Applications will be reviewed and short-listed by the relevant Executive team in conjunction with HR.

ACCEPTING SUBMISSIONS NOW! ■

NEW National Position Descriptions & NEW Performance Review Forms

ALL RAMSAY EMPLOYEES now have access to a brand new Position Description (PD) which has been standardised nationally across the Ramsay group of hospitals. The new PDs will be progressively introduced to employees in our hospital, and head office locations, mostly likely coinciding with annual performance reviews. The new PDs also link to our new-look **Performance Review Forms**, which replace the old "appraisal forms", and have been improved to ensure more effective, two-way communication at review time, and provide opportunities for employees to better highlight their future career objectives...with Ramsay Health Care of course!

The Ramsay HR team would like to thank one of our valuable educators, Kim Pickering, the Staff Development Coordinator/Quality Manager at Waverley Private, for her commitment and contribution to this significant project.

Logon to the Ramsay HR intranet site to familiarise yourself with the new look PDs and Performance Review Forms or ask your Manager for a copy of your new PD today! ■

National Employee Benefits

RAMSAY HEALTH CARE values its employees...how do we know this???

Have you seen our **new Employee**

Benefits intranet site - go to the Ramsay intranet and click through to the HR intranet where you will find all of the benefits available to Ramsay employees!

Here is a snapshot of new offers to the national Employee Benefits program - details of which can all be found in our HR intranet site:

Employee Wellness

AS A RAMSAY employee, your health and wellbeing is our priority! Hence, we're excited to announce the launch of the new RHC Employee **Wellness** intranet site. You can access the **Wellness** intranet through our HR intranet - as **Wellness** provides a key part of our **National Employee Benefits Program** which is key priority for our HR teams at Ramsay.

The **Wellness** intranet and associated Wellness program, is designed to support:

- 1. RAMSAY EMPLOYEES** - Providing access to the latest wellness information, interactive tools and discounted wellness items;
- 2. RAMSAY FACILITIES** - Supporting current or future wellness initiatives;
- 3. LOCAL WELLNESS COORDINATORS** - Providing flexible tools and resources to support delivery of wellness programs at individual Ramsay facilities.

Don't miss the exciting range of new initiatives including:

- **WELLNESS SHOP** - Looking for gift ideas? Kickstarting a new fitness regime? Visit the new online shop for a great range of discounted wellness services and products at 10-50% off RRP!
- **HEALTH PROMOTING HOSPITALS** - Keep up-to-date with the latest health promotion events and learn how to 'walk the talk' as a health care organisation!
- **WELLNESS2GO E-LEARNING SERIES** - Discover the latest wellness facts, dispel the myths and learn some great tips to optimise your wellness. Best of all, it's presented online, which means it can be accessed 24/7 by yourself and your family!
- **MONEY101**LAUNCH SPECIAL**** - Are you financially well? Are you smarter than a 5th Grader? To find out, visit this award-winning program and access a great range of interactive financial modules, calculators and games. Be quick! For a limited time only!
- **WELLNESS CONSULTANCY SERVICES** - Looking to establish or revamp a wellness program for your facility? Not sure where to start? We can help! Visit the site to find out more.

...and lots, lots more!

In addition to our new **Wellness** intranet site, we have some fantastic new offers in **Employee Wellness** worth bragging about. Here are some of the brilliant **wellness** initiatives that employees can now access.

For all of our time poor employees, we can now offer Ramsay employees the opportunity to participate in **At-Work-Weight-Watchers meetings**, which can be scheduled at either before shift starts or after shifts finishes. These meetings are usually offered at \$17.95, but Ramsay employees can enjoy the usual Weight Watchers program, weigh-in and support at work, for only \$13.95, which over a 12 week program, will save our employees \$48...and help them to get healthy and ready for the coming summer season!

Great new offer for employees...join Weight Watchers today through your Ramsay workplace! ■



ANZ Financial Benefits

IN ADDITION TO the great CUA Bank@Work program, we also now can offer employees access to an ANZ product which incorporates a range of discounts and benefits. All the information is contained in our HR intranet site so log-on today and browse the financial benefits available to you as a Ramsay employee. ■

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 **Ramsay Employee Club** website:

www.ramsay.atwork.com.au

If our winner does not claim the prize, it jackpots the following month. Congratulations to a lucky winner from the Northside Group who just won \$500 worth of scratchies!

All of our **Ramsay Employee Club** members should log on to **www.ramsay.atwork.com.au** and check the winning membership number. Quick...this month, it could be yours! ■

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**

In the June edition of **The Ramsay Way**, we gave you some information on our HBA / BUPA offer. This month, we are looking at the new offer from Medibank Private.

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Medibank Private, Australia's largest private health insurer, has partnered with Ramsay to offer a terrific deal for all employees, including those working in Australia on temporary business visas.

Medibank Private is a great choice for all Ramsay employees. Like Ramsay, Medibank Private is a national organisation, and operates the largest network of retail stores and Member's Choice extras providers, spanning every state and territory. Also, for a limited time, Medibank Private is offering Ramsay employees four weeks free cover, so join today!

For Australian residents, **Medibank Priority** offers a discount of up to 8% compared to Medibank Private's equivalent retail covers. **Medibank Priority** also offers the following terrific benefits:

- No hospital excess for kids
- Private Room Guarantee
- Two free dental check ups a year for extras customers
- Free access to *betterhealth* online - an interactive online program to support your health goals.

For Ramsay Health employees working in Australia on a temporary business visa (including 457 visas), Medibank Private offers the choice of two **Working Visa Health Insurance** products, with the following additional benefits:

- 24 hour 7 Day Emergency Help Line
- Portability from Working Visa Health Insurance to a great resident cover with recognition of waiting periods served to keep in line with your visa status.

All **Medibank Priority** and **Working Visa Health Insurance** customers are also eligible for a 10% discount on Medibank Life Insurance, Medibank Pet Insurance, and Medibank Travel Insurance.

Choose a great deal
to fit your priorities



Great value corporate health cover

Medibank Private corporate hospital and extras cover* provides great benefits for you and your family, including:

- ✓ Ongoing corporate discount of 8.3% off Priority packaged covers and up to 5% off hospital-only and extras-only covers (or a combination of the two), compared to Medibank Private's equivalent retail covers
- ✓ Two free dental check-ups a year with packaged cover or extras-only cover at a Members' Choice dentist
- ✓ No hospital excess for kids
- ✓ Free access to *betterhealth* online – an interactive online program to support your health goals
- ✓ Plus Medibank Private members get 10% discounts on travel and life insurance#.

It's easy to switch from another fund and if you're already a Medibank Private member you can still benefit from the Priority discount. As a corporate member, you're getting the best deal available from Medibank Private.

For more information or to join or switch today:

- ✓ Phone **131 680**
- ✓ Visit the Medibank Priority site via our intranet to obtain current special offers.

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* Waiting periods apply, including 12 months for pre-existing ailments.

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To make the switch to Medibank Private, simply call 131 680 or visit any retail centre, and introduce yourself as a Ramsay employee. You can also click on the Medibank Private website link available on the Ramsay HR intranet site.

Think about your health & ask about Medibank Private's Priority cover! ■

OCCUPATIONAL HEALTH & SAFETY UPDATE

Warners Bay makes history - 5 years LTI free

SHOWING COMPREHENSIVE COMPLIANCE and implementation of the RHC Occupational Safety Management System and Injury Management procedures Warners Bay Private Hospital made history in August 2009 when they reached FIVE full years without incurring a lost time injury.

Additionally the average cost of claim, number of claims and number of medical treatment injuries has also reduced demonstrating wide-spread improvement.

"Whilst smaller facilities tend to have less frequency of injuries their more limited resources can make avoiding injuries and lost time just as challenging as the larger facilities. I can personally attest to the commitment applied at Warners Bay and it has directly resulted in this wonderful outcome". Chanelle McLennan - National Safety Manager.

The facility and its entire staff were the recipient of a congratulatory BBQ to celebrate the occasion hosted by the National Safety Team. Well done Warners Bay! ■



ABOVE L-R: Sue Clark; Regina Ross; Robyn White; Chanelle McLennan; Malcolm Passmore & Jodie Stiess.

Medibank Private working alongside Ramsay

IN A QUEENSLAND first, leading health fund Medibank Private and Ramsay Health Care have teamed up to launch a new support service for patients.

The Medibank Support Service operates in five Ramsay hospitals in Queensland, and involves representatives from the health fund working to assist patients and hospital staff with issues related to Medibank health insurance. The service already operates successfully in Victoria and Western Australia, and was launched in Queensland in April.

According to Medibank Private's Executive General Manager of Provider Relations, Cindy Shay, the Medibank Support Service is a free service that is designed to make the hospital experience as positive as it can be, by ensuring customers receive personal and timely assistance for any health cover queries they may have during their admission.

"Our customers only concern when in hospital should be getting better, and with Medibank Support Representatives on-hand to deal with customer questions and to assist with membership functions we think we will make our customers' stay in hospital as stress free as possible," Ms Shay said.

Currently the service is on offer in five Ramsay hospitals in Queensland. ■



ABOVE: Ramsay (L-R): Tracey Wood (Greenslopes Private Hospital); Susan Pamerter (John Flynn Private Hospital); Kym Kennedy (North West Private Hospital); Susan Pickard (St Andrews Ipswich Private Hospital); Kym West (Greenslopes Private Hospital, John Flynn & Pindara Private Hospital) & Lyn Clancy (Pindara Private Hospital).

New program at New Farm a success

REGISTERED NURSES WARREN O'Shea and Urmila Shyam have successfully completed a 12 Month New Graduate Nurses at New Farm Clinic.



ABOVE L-R: New Farm CEO, Sue Feeney; Warren O'Shea; Ken Craig DCS & Urmila Shyam.

This was the first time such a program has been run at the Clinic. An afternoon tea and certificate presentation was held for Urmila and Warren in recognition of their achievement. The Executive Team at New Farm Clinic wish them both a long and successful career. ■

Joondalup graduate nurse scoops award

WANTING TO HELP her community and bring a positive and happy attitude to the health care industry is just one of the reasons JHC enrolled nurse Rachael Street won the prestigious Nurses and Midwives Board of Western Australia (NMBWA) Graduate Nurse of the Year award.

Over 150 of WA's best nurses and midwives from both the public and private sectors were nominated in 18 award categories.

Rachael was one of three finalists for graduate nurse of the year and received her award at a gala dinner held at Burswood Entertainment Complex on Saturday 29 August.

"The award was totally unexpected but I felt honoured. I couldn't have done it without the JHC theatre staff or my preceptors who shared their knowledge with me – in particular Marie Clarke, Alison Brayshaw and Barbara Orr," Rachael said.

Rachael was the first enrolled nurse to participate in JHC's perioperative graduate program, and due to her success the program is now a permanent addition to the theatre education plan. ■



ABOVE: Rachael Streets with CEO Kempton Cowan (left), Director of Nursing Shane Combs & Deputy Director of Nursing Shane Tobin-Longly (front right).



ABOVE L-R: Phil Nicholl, Managing Director, Stryker South Pacific & Chris Rex, Ramsay Health Care Managing Director, signing the new 5 year partnership agreement.

Ramsay extends partnership with Stryker

RAMSAY HEALTH CARE recently extended its long term partnership with Stryker Australia for a further 5 years.

Ramsay National Procurement Manager Bill Porter said the agreement went beyond the typical commercial arrangement and looked at true partnership opportunities for both businesses.

"Our new agreement not only has the most competitive pricing for Stryker products in the country but also provides substantial education funding each year that will be used to support projects by the Ramsay Training Institute and selected educational programs, directly benefiting our employees," said Bill.

"One of the other key benefits of the agreement will be joint business improvement projects that will initially look at streamlining the communication process between the doctor, hospital and the supplier when ordering and processing prostheses and instrument sets, in an effort to keep our business processes simple and efficient for all parties involved."

Ramsay Strategic Sourcing Initiative

RAMSAY HEALTH CARE has successfully embarked on a strategy to partner with selected manufacturers in an open and transparent commercial relationship. The Strategic Sourcing Strategy is aimed at utilising Ramsay's significant purchasing power to form beneficial arrangements with selected globally recognised manufacturers. This strategy is underpinned by the assurance that clinical outcomes must be at least maintained at their current levels.

To ensure that clinical integrity is protected Ramsay has adopted a two tier clinical assessment mechanism. The first tier is driven

by the recently established Clinical Assessment Group (CAG). The CAG consists of 15 senior Clinicians from across the Ramsay network and this group has the authority to accept or reject any product that it is presented with.

If a product is accepted by the CAG it is then subjected to a comprehensive clinical trial at a number of Ramsay hospitals. The results of the trials are recorded and available for review on the Ramsay Intranet site.

When a manufacturer's product passes both clinical assessment hurdles it is then invited to participate in an open market tender conducted by Ramsay Group Procurement. This tender process is the final barrier to product change. Ramsay will only make a Manufacturer change if a product is deemed clinically acceptable and represents a substantial better value for money package.

To date, one Manufacturer has been successful in the Ramsay Strategic Sourcing initiative: Prius Health Care Solutions Pty Ltd. Ramsay has entered into a 5 year Preferred Supplier Agreement with Prius covering three major categories:

- Ward beds

- Powered mattresses
- Intermittent Pneumatic Compression devices

Paul Fitzmaurice, Executive Manager Corporate and Commercial Operations, is the sponsor of the Strategic Sourcing initiative and made the following comments: "The Strategic Sourcing initiative is an opportunity for Ramsay to use its significant purchasing power to form long term partnerships with selected globally recognised manufacturers to deliver equivalent clinical outcomes and generate a superior value for money financial proposition. The Prius range of products has proven to be clinically superior in many cases and has offered Ramsay an attractive long term financial package.

"Ramsay is not a manufacturer, but in these tough times we must look to use all of our strengths to enhance our chances of being successful in the immediate and long term. The Strategic Sourcing initiative is one such strength that will allow Ramsay to form open and transparent relationships with strategically aligned manufacturers."

Next Generation Beds for Ramsay

RAMSAY HEALTH CARE has started rolling out a new bed called the Prius Elite – a hospital ward bed designed from the ground up to meet all Australian and International standards in bed design but also for better patient and nurse use.

Ramsay proposes to replace all of its mechanical beds to the Prius Elite bed over the next three years.

Ramsay strategic sourcing partner, Prius, said some of the features of the bed included its light weight and maneuverability, maximum range of high and low movement; under bed lighting as a standard feature and an attached nurse recording device allowing ease of use for documentation completion. The bed design is also the only bed on the Australian market that allows for the full use of the linen stripper when the bed extension is at maximum.

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www.hesta.com.au

Hudsons Coffee Shops opening in Ramsay hospitals

HUDSONS COFFEE SHOPS are now open in two Ramsay Health Care hospitals – The Avenue Hospital in Melbourne and Greenslopes Private Hospital in Brisbane – with a third store due to open at John Flynn Private Hospital shortly.

The first Hudsons store opened in Melbourne in 1998 and since this time the brand has been growing and adopted a successful franchise platform with stores now spanning a range of environments including central business districts, regional areas, airports and hospitals.

Hudsons Coffee General Manager David Parkes said, "We're extremely excited to bring our brand into the already well respected Ramsay Health Care group. The partnership is beneficial to both parties involved; with Hudsons Coffee establishing their brand within the Ramsay Health Care group and Ramsay Health Care receiving a quality product which their visitors, patients and staff can enjoy."



in the hospital stores.

Hudsons Coffee offers every customer the benefits of being part of the Hudsons Coffee Rewards Club where every transaction in store equals credit (to the value of 10c per every dollar spent) which can be redeemed in store on any drink or food item. ■

ABOVE: Franchisees Allison & Adam de Vries from Greenslopes Private Hospital.

Hudsons Coffee shops are providing the ideal environment for staff, visitors, patients and the general public to meet, work, escape, catch up with friends or simply watch the continual flow of people throughout the hospital.

Hudsons Coffee store designs are conceptualised with the vision of the customer – the stores must meet their needs and from experience, there are a vast diversity of needs in a hospital environment. A modern menu featuring healthy choice options is something which Hudsons Coffee has implemented



The Sydney Team

Ramsay is moving to SAP ERP6!

THE RAMSAY SAP Implementation Project team has been working hard to deliver SAP ERP6 to Ramsay Hospitals across Australia. We are now moving into the User Acceptance Testing and End User Training phases for the pilot go live in Western Australia and Sydney Head Office.

Information regarding the SAP Implementation Project can be found on the Ramsay intranet site in the SAP Implementation Project section. ■



The Melbourne Team

TAFE NSW & Ramsay work together to train ENs

RAMSAY IS WORKING

closely with TAFE NSW National Business to provide clinical placements for over 80 trainee enrolled nurse (EN) students each year in NSW.

Karina Keily, Gradplus NSW Coordinator said it was a way to keep trained ENs coming through the system. "This was an opportunity for us to be proactive in relation to training and employment, because we wanted more ENs in our skills mix," said Karina.

TAFE NSW nursing teachers are registered nurses with varying clinical specialities.

"Our fulltime teachers maintain professional currency while they teach, and our part-time teachers are working in the industry, so students receive current and relevant knowledge and training" said Liz Bougaard, Head Teacher of Nursing and Aged Care, Western Sydney Institute.

Karina said once finished, participants are qualified as Endorsed Enrolled Nurses with a Diploma in Nursing, and will then hopefully take up employment with one of our hospitals and participate in the Gradplus program for Enrolled Nurses which will be rolled out across the state in 2010. ■



ABOVE L-R: Malcolm Passmore, NSW Operations Manager, Ramsay Health Care; Francesca Saccaro, Director, TAFE National & DET International Business; Danny Sims, Chief Operations Officer, Ramsay Health Care, & Pam Christie, Institute Director, TAFE NSW – Sydney Institute, at the recent agreement signing.



Student Endorsed EN Program

RAMSAY TRAINING INSTITUTE in conjunction with the Gold Coast Institute of TAFE and Greenslopes Private Hospital congratulated 13 students who graduated from the Endorsed Enrolled Nurse Course this month. The first cohort in the new integrated program commenced in April 2008, and after 18 months were presented with their certificates by the GCIT Course Coordinator–Debbie Blow and Greenslopes Director of Nursing – Marg Kenny, during their graduation ceremony which was held at the Hospital.

The 13 graduates will now become employed as EENs at Greenslopes and will commence early October. This program is an excellent example of industry and training organisations working together, and due to its success, two other groups of students are currently undertaking the 18month course with a fourth intake commencing early October.

For more information contact RTI. ■

Elaine retires after 50 years of nursing

WESTMEAD PRIVATE NURSE Elaine Hannon retired in August after 50 years of nursing service. Elaine commenced her hospital training as a nursing assistant in 1958 at the War Memorial Hospital Waverley (Sydney) at the age of 16.

She spent the next 20 years nursing in various hospitals and nursing homes, both rural and city. In 1975 Elaine trained as an Enrolled Nursing at Auburn Hospital.

She has spent her last 19 years working with as a night shift Enrolled Nurse in the surgical wards at Westmead Private Hospital and prior to this at Bankstown Private Hospital.

Elaine has seen many ups and downs during her nursing career, but wouldn't change any of it; she will leave her profession with many fond memories.

Carol Bryant, Chief Executive Officer of Westmead Private Hospital stated "This is a significant milestone for nursing and we thank Elaine for devoting so much of herself to others over the past 50 years. We wish Elaine all the very best in her retirement". ■



St George Private School-Based Trainee wins Award

ST GEORGE PRIVATE are extremely proud of their very own School Based Apprentice/Trainee of the Year Regional Finalist – Natalie Mitrevski

The BAY2BAY Sydney Regional Awards were held in July to celebrate achievements in vocational education and training by school based apprentices and trainees.

This year's BAY2BAY Regional Winner was Natalie Mitrevski, a year 12 pupil of Kingsgrove High School and a trainee Assistant in Nursing (TAIN) at St George Private Hospital. Natalie was chosen from amongst 8 exceptional finalists from all disciplines and will progress to the NSW State selection interviews, the results of which will be known in September.

St George Private Hospital has embraced the opportunity to partner with the Sydney Institute of TAFE and the NSW Department of Education to employ trainee AINs as part of its workforce planning Strategy. ■



New Farm bids pair fond farewell

ON THE 30TH July 2009 Annette and Stewart Muir retired from New Farm Clinic.

Annette commenced working at the old New Farm Clinic in Llewellyn Street, New Farm in 1979 as an Assistant in Nursing and relocated to the current New Farm Clinic, which was built and opened in Sargent Street New Farm, in 1986.

Annette has always given so much of her time and support to the patients, staff and doctors at New Farm Clinic. Annette has made many friendships during her time with Ramsay Healthcare and this was evidenced by the large attendance of staff and doctors at a farewell lunch held at New Farm Clinic.

Stewart has been employed at New Farm Clinic for 10 years as a part-time maintenance officer. Like Annette, Stewart provided support and assistance when needed.

Stewart and Annette have decided to become grey nomads and travel Australia. ■



ABOVE: Annette & Stewart Muir.

Graduate Midwives for Pindara

PINDARA PRIVATE HAS contributed to the future workforce needs for Obstetrics Care in supporting two student midwives, Karen Robinson and Merri Devlin through the Graduate Diploma of Midwifery at Charles Sturt University in Wagga Wagga.

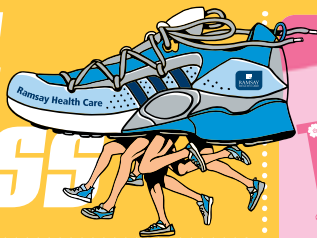
After a long year of assignments, deadlines, and middle of the night phone calls from the birth suite, both Karen and Merri have achieved outstanding results and are now working as Registered Midwives at Pindara.

Both of these midwives are part of the Pindara Graduate midwife programme and will facilitate their recent midwifery training by rotating through the clinical areas of the unit over the next 12 months. ■



ABOVE L-R: Trish Hogan, CEO, Karen Robinson, Merri Devlin, Stephanie Virgona, NUM Women's Health Unit

Fun & Fitness



Over 200 Ramsay Staff compete in City2Surf

207 RAMSAY HEALTH

Care staff and doctors competed in the 2009 Sun Herald City2Surf - 14kms from the city to Bondi Beach. The Ramsay Health Care team was the 10th largest corporate team that competed in the event which attracted over 75,000 runners this year.

For the third year in a row, Mike Hirner (Group Financial Controller) was the first Ramsay Health

Care staff member to cross the line, this year crossing in a time of 56.14 mins and 577th position. Ramsay's Managing Director Chris Rex didn't do too bad either, finishing in 75.22 mins.

The Ramsay Health Care team raised a fantastic \$2927 for the Schizophrenia Research Institute (SRI). Special mention to Robyn Ladd who raised \$1545 and Amber Sutton who raised \$700. ■



Ramsay Health Care
pink All Female Triathlon Series
Register now for the Ramsay Health Care triathlon pink series:
www.triathlonpink.com.au
2009
20 September – Sunshine Coast
26 September – Sydney
17 October – Gold Coast
8 November – Perth
22 November – Adelaide
30 January 2010 – Melbourne
21 February 2010 – Hobart
(Entries close one week before each event)

LEFT: Erin Howard-Gillis from the Ramsay Meditech team crosses the finish line.

RIGHT: Some of the Castlecrag team.

BELOW: Nowra's entrants.



Lake Macquarie's City2Surf experience

THE DAY STARTED

Eight well prepared "athletes" from Lake Macquarie Private Hospital competed in this year's City2Surf. As we arrived in

Sydney just around the corner from Hyde Park it felt as though the entire city had come to a stop for this one day. Hyde Park was mind blowing. It was an unbelievable experience.

At 9.00am the 1st gun blew and the race had started. 41 minutes later after more waiting the 1st runner had crossed the finish line ... we still hadn't crossed the start line!

Finally we started and we made it up famous "heartbreak hill". At the 12km mark we could see Bondi Beach. And what a sight! It was here most people picked up the pace ... the race was almost over. With sore calves and tight hamstrings we all crossed the line in just over 2 hours.

From there we made our way to Bondi Pizza where Ramsay had it open for employees. We were served champagne, soft drinks, pizza, salad and fruit and to those lucky one's a free massage was also available. After accruing more calories than we probably burned during the race we walked another 2kms to find our happy bus driver waiting to bring us home.

It was an awesome day, filled with laughter, sweat and great company.

Melissa Smith - Lake Macquarie Private Hospital ■



Docs conquer Kokoda Challenge

FOUR RAMSAY HEALTH Care doctors recently completed the 96km Kokoda Track on the Gold Coast in an impressive 24:58:40. Supported by Ramsay Health Care the doctors were Jaeme Zwart (Cairns Private) & Daniel Rowe (Greenslopes Private), Tony Hurd and Mark Goves.

The Kokoda challenge is an annual long distance walking event designed to reflect the key elements of the Spirit of Kokoda with 96km representing the actual distance of the Kokoda Track. The walk must be completed in under 39 hours, the 39 hours symbolizing the 39th Militia who were the first of our Australian troops to arrive at Kokoda on 15th July 1942.

Dr Zwart said the walk was "no stroll in the park".

"Within the first 4 hours we had to stop and start blister prevention as the trail began to take its toll on our feet."

He said it was cold at night and thankfully they had a support crew to offer hot drinks.

"We finally managed to stagger across the finish line 25 hours later, placing us in 47th position out of 300.

"The whole event certainly gave us a glimpse of what the diggers experienced with their mates during their hardship in PNG." ■



Gold Coast Marathon a success!

ON SUNDAY 5TH July, over 170 doctors, staff and family members joined the Ramsay Health team to participate in the Gold Coast Marathon. A number of extremely athletic team members entered in the 42km marathon and the 21km marathon, with many entering into the 10km run and the 5km walk/run challenge this year.

With staff from Corporate office, John Flynn, Pindara, Greenslopes, New Farm & Nambour Private Hospitals joining the team Ramsay Health took out the 3rd largest corporate team award. ■

MOVEMENTS & APPOINTMENTS



MALCOLM PASSMORE APPOINTED NSW REGIONAL OPERATIONS MANAGER

Malcolm Passmore, formerly CEO/DCS of Figtree Private Hospital has been appointed to the position of NSW Regional Operations Manager.

Malcolm has served in both hospital DCS and CEO roles since 1995, during which the majority of this time has been in regional hospitals such as Brisbane Waters Private on the Central Coast, St. Andrews Ipswich Private in Queensland and two terms (one as DCS and now as CEO) of Figtree Private. Malcolm also is a former CEO of Kareena Private in the Sutherland Shire (south of Sydney).

Malcolm reports to Danny Sims and assumed his new role on 1 August 2009. He will also maintain responsibility for Figtree Private until a replacement CEO for Figtree is found. The hospitals which Malcolm will be responsible for will include all NSW Regional hospitals including Dudley Private, Berkeley Vale Private and all hospitals and day surgeries north of Berkeley Vale, and Kareena Private and all hospitals south of Kareena (including Albury Private and Murray Valley Private Hospitals). Whilst not a 'regional' hospital, Kareena has been included in Malcolm's portfolio given his prior history as CEO of that hospital.



ROGER APPOINTED TO ALBURY WODONGA

Roger Snell, current CEO of Lake Macquarie Private Hospital, has elected to relocate to Albury and take on the CEO position at Albury Wodonga and Murray Valley Private Hospitals.

Roger has been with Ramsay and will assume his new role on or about 1 September 2009 and, until a new CEO of Lake Macquarie is hired, Roger will continue to maintain oversight of this hospital. Ramsay Chief Operating Officer Danny Sims said Roger had done an outstanding job as CEO of Lake Macquarie Private Hospital over the last 5 ½ years. "Under Roger's leadership, Lake Macquarie has gone from 'strength to strength' and is now considered one of Ramsay's flagship hospitals," Danny said.



SHANE MITCHELL

Shane Mitchell has been appointed to the position of CEO of Nambour Selangor Private Hospital.

Shane is a Registered Nurse and has an extensive background in Emergency Care. He was the Manager of the John Flynn Emergency Care Centre for the past 10 years and has held similar roles at North Shore Hospital in Sydney.

Shane completed the Ramsay Health Care Future Leaders course in 2008 and also managed a Medibank Private Best Practice grant to implement a Stroke Unit at John Flynn incorporating streamlined care pathways. The initiative was a finalist in the Baxter Quality awards at last years APHA conference.



PATRICIO GREGO

Patricio Grego is the new Commercial Manager at New Farm Clinic starting at the hospital in June. Patricio, has a science background but is also a qualified accountant and is currently finishing his CPA. He was previously in Cairns Private Hospital.