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## JOONDALUP & TAMARA WIN PRIVATE HOSPITAL AWARDS

Joondalup Health Campus and Tamara Private Hospital took out awards in the 2010 Australian Private Hospitals Association/Baxter Awards for Quality and Excellence at the Association's Annual Congress recently.

Joondalup Health Campus won in the Ambulatory Care category for its family-friendly initiative within its adult mental health facility which enables parents to continue their parenting role while receiving treatment as an inpatient. Traditionally children were not included in the care plan for parents receiving inpatient treatment for mental illness. The unit boasts family visiting rooms in open and secure environments and enables patients to better understand the importance of continuing their parenting role despite their mental illness.

Tamara Private Hospital took out the Community Involvement Award for its outstanding project which partners with a local disability support service provider to create an innovative recycling system for the use of

Kimguard a strong and durable polypropylene product which is used to wrap surgical instruments and trays prior to sterilising.

Community partner, Challenge Disability Services, have created many ideas for the use of Kimguard including the creation of Draught Stoppers of which they are now producing thousands for a major energy department contract; aprons; seat covers for heavy industry vehicles and mats for pets.

This project has helped to decrease clinical waste costs at Tamara by \$10,000 in one year and their staff have become conscious of the benefits of recycling.

Congratulations also to Peninsula Private Hospital and New Farm Clinic which were finalists in the Awards for their excellent projects in community cardiac care (Peninsula) and the delivery of a seamless continuum of care (New Farm Clinic).

More reports page 6.

## PINDARA'S NEW WING OPENS FOR BUSINESS



Pindara Private Hospital's \$63 million redevelopment has opened for business admitting its first patients to the new wing in November.

The hospital has been undergoing construction since late 2009 adding a further 50 beds, four new operating theatres, a dedicated endoscopy unit, a 13 bed day oncology unit, 2 additional ICU beds and a new multistorey specialist suite centre and carpark.

A 13 bed dedicated paediatric ward has been designed as part of the new ward area and compliments the existing services available, to families, through Pindara's busy maternity unit, with its four delivery suites and 16 cot special care nursery.

CEO Trish Hogan said the new development had transformed

Pindara which is now a total of 269 beds and the hospital will now better service the growing demand for private hospital services on the Gold Coast.

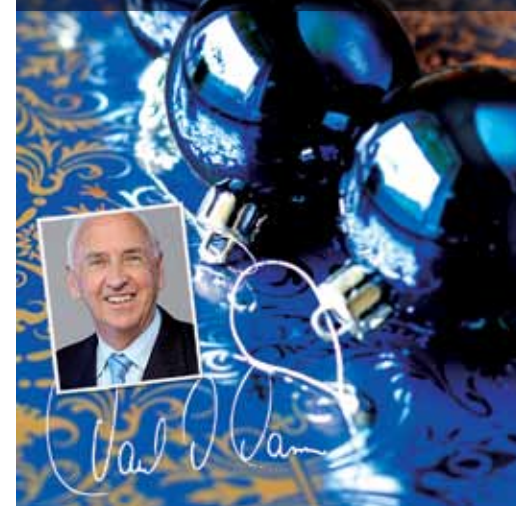
"With a fast growing and ageing population on the Gold Coast, Pindara has been operating close to full capacity for some time. This investment by Ramsay to expand our beds and surgical services is really welcome," Trish said.

Ramsay Health Care has further plans for Pindara to expand under a Master Plan for the facility.

The new development was officially opened by Paul Ramsay on 8 December 2010. See story on page 5.

## MERRY CHRISTMAS FROM PAUL RAMSAY

See Paul's Christmas message to staff on the Ramsay intranet.





# CEO'S MESSAGE

What a fantastic few months it has been for Ramsay Health Care in terms of awards and recognition of our hospitals and staff programs such as RUOK? and Gradplus. Congratulations to the four hospitals (Joondalup, Tamara, New Farm and Peninsula) which were finalists and the two hospitals – Joondalup and Tamara - which went on to win their categories at the recent Australian Private Hospital Association (APHA) Awards. All hospitals presented their initiatives with great pride and sense of achievement and they were very deserving of the credit bestowed by the Association.

The winning program at Joondalup (in the Ambulatory Care Category) to make the mental health environment more family friendly is simple and I would encourage all Ramsay psychiatric facilities to consider this if you haven't already done so. What better way to break down the stigma of mental illness than by starting with children? The recycling initiative being undertaken by Tamara Private Hospital, which took out the Community Involvement Award, is truly unique and a credit to the staff at this hospital who are not only

assisting to save the environment but also providing a local community group (Challenge Disability Services) with a great new revenue stream.

The Australian Human Resources Institute (AHRI) award for Ramsay's participation in RUOK? Day recognises the effort that all hospitals put into this initiative and is a testament to the team culture in our workplaces throughout the country. Congratulations to all hospitals on the wonderful way in which you celebrated this day on 7 October. The Ramsay Way is all about our people – we recognise that our people are our greatest asset and ensuring that our staff are OK, is part of this. Depression and mental illness were recently selected by Australians in a national survey, as one of our top concerns and priorities. As an organisation that specialises in mental illness, I am sure we can always do more to recognise and be vigilant of the signs in our workmates that they are not coping.

Gradplus was voted as a finalist at the same AHRI awards for talent management. Whilst it did not win, this initiative, started a few years ago to attract a high calibre of graduates to Ramsay, has achieved excellent results. Thanks not only to our excellent Gradplus coordinators around the country but also to all participating hospitals and preceptors, this initiative has not only been successful in attracting a high calibre workforce to Ramsay but also provides these new staff with a structured training environment and appropriate support.

In the last quarter a number of major hospital developments have opened and these are featured in this edition of The Ramsay Way. Developments at North Shore, Pindara and

Westmead Private Hospitals have all opened with Joondalup's first stage of a multistage development and Kareena's development due to open very early in the New Year. Thanks to doctors and staff for your patience during the construction times and campus upheavals. I have visited these developments and the results are very impressive. To have all these developments come in on time and on budget is a credit to the business development team and the hospitals involved.

Finally, I was pleased to be able to speak to all Ramsay Nurse Unit Managers at several Tomorrow Starts Today events throughout the country in October and November. Such events cannot be organised without a lot of hard work and thanks to the HR team of Liz Spaul, Carolyn Terry and Jody Meier, for coordinating these events as well as all nurse unit managers for your participation in these events.

To all our staff and doctors, thank you for your commitment to Ramsay Health Care this year. I would like to pass on my very sincere Christmas wishes and hope that the festive season is an enjoyable and restful one.

Joyeux Noël

**Chris Rex**  
CEO



Photo courtesy The Australian

## Ramsay Upbeat about Future

**Ramsay Health Care Chairman** Paul Ramsay and CEO Chris Rex delivered a positive outlook to shareholders at the Company's Annual General Meeting held in Sydney recently.

"The strength and geographic spread of our business, combined with favourable demographics such as the ageing population and rising expectations of consumers for healthcare, are really driving our business forward and with such good hospitals around the globe, we are in a very strong position," Mr Ramsay said.

He said the Company's hospitals were performing very well and a key highlight of the year was the purchase of the hospitals in France. "This marks an important milestone in our European expansion strategy and we are continuing to explore further acquisition opportunities in the UK and France".

"In Australia we are actively opening extensions at a range of hospitals including Westmead, North Shore and Pindara. The first stage of the major staged development of Joondalup Hospital in Perth will be ready early next year with the project on track for completion in 2013.

"While the Company has achieved excellent results this year thanks to the efforts of our management and staff right across the world, what is really important to me is that we continued to adhere to "The Ramsay Way" – our company philosophy which recognises the value of the people who make up our organisation.

"It is our staff and doctors working in our hospitals throughout the world who make our company what it is today. My sincere thanks to all of them," Mr Ramsay said.



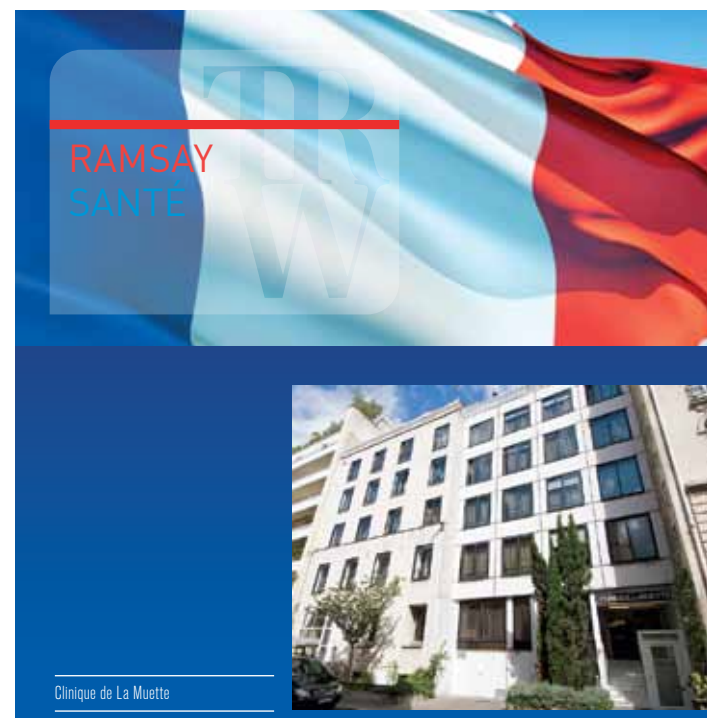
Nicola Roxon visits a patient at Hollywood Private Hospital



Nicola Roxon with Hollywood Angiosuite managers Chris Moody and Yolandi Theron

## Health Minister Visits Hollywood

**The Health Minister** Nicola Roxon took time out of her busy schedule to visit Hollywood Private Hospital recently. The Minister met patients, staff and doctors in the Hospital's new ward and viewed Hollywood's state-of-the-art new angiography suite.



### Clinique de La Muette hosts international Symposium

Ramsay Sante's Clinique de La Muette in France hosted the 14th International Symposium of Gynecologic Surgery and Endoscopy Vaginal in September which brought together 140 practitioners from national and international backgrounds.

Fourteen professors from the most prestigious French universities (including Paris, Lyon, Marseille and Nantes) and foreign delegations from Syria, Morocco, Algeria, Tunisia, Italy and Spain, were in attendance.

The scientific program focused on gynecological cancer surgery, surgery of prolapse and incontinence, peritoneum and endometriosis, with a replay of live tele-surgery in the operating rooms of the hospital via satellite to the site conference at the Maison des Arts et Metiers in Paris.

More recently, on November 25, a telesurgery session was again conducted by two of the Clinique's distinguished surgeons (Professor Dr. Madelenat and Hourcable) at the University of Lyon for 500 delegates.



# Ramsay Takes Out AHRI RUOK? Workplace Award



Albury Wodonga Private



Armidale



Attadale



Cairns Private



Head Office NSW



Hillcrest Rockhampton



John Flynn



Kareena Private



New Farm Clinic



North Shore



St Andrew's Private Hospital



Ramsay Team accepts award



St Andrew's Private Hospital



The Adelaide Clinic



Westmead Private

**Ramsay Health Care** was awarded the coveted RUOK? Workplace Award at the annual AHRI (Australian Human Resources Institute) Awards held in Sydney recently.

Ramsay hospitals around Australia participated in this national day of action dedicated to reducing stress and depression by encouraging everyone to reach out to someone they care about – a loved one or work colleague – and ask "Are you OK?".

Speaking after winning the award, Ramsay's head of People and Culture Gavin O'Meara said the AHRI RUOK? @ Work Award was hotly contested "but it was the overwhelming support for this initiative across the whole Ramsay organisation and the innovative and enthusiastic way in which hospitals adapted the program to their environment that impressed the judges".

According to a National Survey of Mental Health, 45% of the Australian Workforce will have a mental health disorder such as anxiety or depression during their working life, yet only 12% seek treatment. Connection is a crucial part of general health and wellbeing; helping people cope with stressful life events, mental health problems, relationship breakdowns and bereavement. Research shows that talking about problems with someone who isn't coping actually reduces their level of distress.

RUOK? Day, now an annual event in Australia, is about

helping to stop little problems turning into big ones so it's not just about asking those in crisis but reaching out to anyone you're concerned about.

Gavin said RUOK? Day dovetailed perfectly with The Ramsay Way values, our company ethos of "people caring for people" and Ramsay Health Care's commitment to providing quality mental health services.

"It is also a perfect opportunity to remind everyone about some of the relevant tools and resources available to all Ramsay employees via the company's Wellness Program.

"Our Employee Assistance Program (EAP) provides Ramsay staff and their families access to free and confidential short-term professional counselling support for concerns that arise from either home or from work,

"Our major EAP provider PPC Worldwide also offers a range of Fact Sheets and 5-Step Programs through PPC Online covering topics such as relationships, parenting, nutrition, exercise and stress." (visit <http://swidc41/sites/corporate/hr/wellness/Shared/EAP/EAP.aspx>)

For more information, please access the Ramsay Wellness Intranet via the People and Culture site.

Ramsay's National Gradplus program was also a finalist in the AHRI Awards in the Rob Goffee Award for Talent Management section. See page 12 for further details.

RAMSAY UK



## JILL TOPS POWER50

Ramsay UK's Chief Executive Jill Watts saw off some tough competition to take the number one spot at HealthInvestor's Power Fifty 2010 countdown announced in November in London.

HealthInvestor readers voted Jill number one in the annual list of the independent health sector's biggest movers and shakers, which was unveiled in front of a packed audience at the Marriott Grosvenor Square.

Finishing narrowly ahead of the Priory Group's Phil Scott, readers praised Jill for increasing Ramsay's influence in the market throughout the recession.

Jill's popularity was also attributed to her policy of aggressively pursuing NHS contracts and her accession to the position of chair at the NHS Partners Network.

One HealthInvestor reader described Jill as "an inspiration... due to her involvement and influence in the sector... she has raised the profile of private health in the UK enormously".



## RAMSAY UK WINS AWARD FOR PROVISION OF NHS SERVICES

Ramsay Health Care UK has won a prestigious national award at the annual Laing & Buisson's Independent Healthcare Awards, held in September at the Park Lane Hilton, London.

The award was presented in recognition of Ramsay's five year, Cumbria and Lancashire scheme for delivering NHS services. This was judged the best example of a successful Public Private Partnership.

Beating three other independent providers nominated in the category, Ramsay was judged successful as the scheme delivered improvements in quality, innovation, productivity and prevention (Q.I.P.P)

The scheme is projected to treat over 55,000 patients during its five year term.



From left to right: Mr Kumar, MAC Chairman, Chris Sealey, General Manager, Kathie Rimmer, Matron, Paul Ramsay and Jill Watts

## PAUL VISITS DUCHY

With the growth in the number and global reach of Ramsay Health Care's hospitals, Paul Ramsay has extended his visits to hospitals all around the world and is pictured here at Ramsay UK's Duchy hospital in Cornwall where he met with some doctors from the Hospital's Medical Advisory Committee and gave out some staff recognition awards before experiencing a "taste of Cornwall" by the Hospital's chefs.





## WESTMEAD'S NEW MOTHERS WELCOME EARLY COMPLETION OF DEVELOPMENT

**Westmead Private Hospital** opened its multimillion dollar redevelopment ahead of time on Monday 22nd November. The redevelopment includes a new 15 bed maternity wing, all with private rooms and ensuites; two special care nursery beds; two ICU beds and the commissioning of an additional operating theatre with the latest state-of-the-art technology.

Akalan Projects completed the 15 bed extension in record time and all the internal expansions in 26 weeks.

CEO Carol Bryant said patients, staff and doctors were very happy to be expanding ahead of schedule.

"We are delighted with the new development and extensions and look forward to better serving the people of Western Sydney. Our new

mothers and their families will be able to enjoy our lovely fresh, open décor whilst receiving the highest standards of expert postnatal care".

Westmead Private is now a 159 bed hospital.

## NSW SHADOW MINISTER FOR HEALTH OPENS NORTH SHORE'S NEW WING



**The new North Wing** at North Shore Private Hospital was officially opened in October by Jillian Skinner Member for North Shore, Deputy NSW Opposition Leader and Shadow Minister for Health and Paul Ramsay AO, Chairman Ramsay Health Care.

After 18 months of development the multimillion dollar expansion of the hospital was unveiled today and includes 57 private ensuited rooms, additional state-of-the-art theatres and new birthing suites.

The hospital is now a 247 bed private hospital collocated on the campus of the Royal North Shore Hospital in Sydney.

## KAREENA PRIVATE EXPANSION ON TRACK



**Ramsay Health Care's** multimillion dollar redevelopment and expansion of Kareena Private Hospital in the Sutherland Shire is underway. The expanded and improved inpatient and outpatient rehabilitation facilities including a gymnasium and hydrotherapy pool, will enable the hospital to treat patients recovering from stroke, pain and joint replacement or other complex surgery in modern and spacious facilities.

Together with new day surgery facilities recently opened at the hospital, a new operating theatre to be opened in January as well as eight new beds.

## THE AVENUE OPENS 8TH THEATRE

**The Avenue Hospital** recently celebrated the opening of its new integrated theatre and CSSD complex, which includes a decontamination area with height adjustable sinks, a loan set room, space to process the throughput from eight theatres and additional sterilising facilities.

Ramsay Chief Operating Officer Danny Sims and Victoria & NSW State Manager Bronte Kumm officiated at a celebration, along with 35 of The Avenue's surgeons and physicians who have embraced the new redevelopment.

The Avenue CEO Petra Snelleman said the company's investment into the hospital's new facilities has ensured the hospital continues to be competitive and meet the increasing technological demands of surgery.

"The development of the 8th theatre was a feat for all involved given the hospital's seven theatres remained operational throughout the 18 month long redevelopment project, and entry to the third floor building site was via external scaffolding.

"Theatre 8 is now being used for all types of laparoscopic, endoscopic and hip arthroscopy surgery," Petra said.

During the project Ramsay also invested in upgrading the windows

of the hospital and redeveloping change facilities on the third floor.

Perioperative services at The Avenue now provide "design for purpose" amenities for all surgical patients, and Petra said the new day procedure facilities had been very well received by patients and their families.

Photo in file: L-R The Avenue CEO Petra Snelleman with Othopaedic surgeon Mr Andrew Shimmin



### St George Private Hospital's

recent addition – a 44 bed wing and floor of consulting suites – built by AKALAN constructions on top of the pre-existing private hospital, has been recognised by the Master Builders

Association (NSW) in the 2010 Excellence in Construction Awards.

AKALAN was awarded first place in the "Health Buildings – Refurbishment, Renovation, Extension Award" in the \$10,000 and over category.







# TOMORROW STARTS TODAY – THE WRAP UP

The **Tomorrow Starts Today** (TST) roadshow taken right throughout Australia and delivered to all 500 of Ramsay Health Care's Clinical Nurse Unit Managers and Educators is now complete and was rated by all attendees as a huge success.

Presented by Chris Rex (CEO), Danny Sims (COO), Liz Spaul (National Workforce Planning & Development Manager), Carolyn Terry (National HR Manager) and Jody Meier (National RTI Manager), the TST series was aimed at engaging with the Company's most important change agents – nurse managers – on the workforce challenges that will present themselves in the future.

While Ramsay's Gradplus and workforce coordinators, Dee May, Samantha Radlow and Karina Kiely provided a positive retrospective analysis of the key achievements to date, the main discussion centred around future directions and dealing with the "core" issues regarding nurse shortages and how to prepare for a sustainable and capable workforce into the future.

Ramsay CEO Chris Rex started the day by providing a dynamic and compelling presentation on the vital and distinctive role that private health care plays in the Australian health care system. He spoke of the Company's strategic direction in expanding our presence overseas and continual reinvestment in our Australian facilities. Most importantly, he spoke passionately about the importance of effective leadership at a unit level.

Liz Spaul explored some of the deeper issues associated with staff performance and encouraged Ramsay's frontline leaders to encourage low performing staff to "lift".

Emphasis was placed on managers to continue re-recruiting their high performers "every single day".

Liz presented creative strategies for retention (such as ker-ching chats, think tanks, future mapping, workflow measurements and scenario planning) alongside an overview of key strategies to plan for the next 12-24 months. The suggestion of writing a retention (not just recruitment) plan was a refreshing and new idea for many.

The presentation also included a session on using the "I-message" when going direct with problems in staff performance. In lieu of the predicted shortages Liz suggests that there has never been a more crucial time to embrace the supportive nature of EN, PSA and AIN roles whilst we seek creative ways of

exploring new, non-traditional ways of doing things to ensure that we can provide excellent patient care well into the future.

Richard Dore from the Proteus Leadership Centre followed with an inspiring and thought provoking presentation regarding leading change – very fitting given the emphasis early speakers placed on the need for change in order to be ready for the forecasted retirements over the next 3-5 years in our clinical areas. Richard reenergized NUMs and Educators with his practical tips for leadership and change management strategies.

Carolyn Terry presented an informative and interesting overview of the Ramsay HR Team, including an overview of wider HR strategy, strategic plan, especially as relates to workforce development and culture/retention.

Jody Meier spoke on the current key project areas for the Ramsay Training Institute around e-learning and mandatory education. NUMs and educators were thanked for their support in relation to the nationwide roll-out of mandatory training. Updates were provided on the maternity and perioperative fundamentals programs, which are soon to be released. Key projects for 2011 were also announced including Advanced Life Support, "Clinical How 2 series", mental health fundamentals, aggression management and an AIN/PCA program.

Liz said without doubt, the "stars" of the series were the video and case study presentation from the hospital teams which focussed on the successful workforce planning and development initiatives in our Australian facilities. These case studies can be found on the Tomorrow Starts Today webpage (see logo on intranet home page to access this dedicated website).

One of the participants said: "The whole day was awe inspiring. I came away feeling very proud to be a Ramsay employee. The fact that as an organisation we are looking to the future and identifying ways to try and combat the nurse shortage in Australia is very positive."

Special thanks also go to the generous sponsors for each event, Health Super. Health Super's partnership and generosity enabled us to provide each participant with a free copy of "The Nurse Leader Handbook" produced by the Studer Group incorporating the views of nurse leaders from across the Globe.

## PAUL RAMSAY OFFICIALLY OPENS PINDARA

The long awaited \$63 million development of Pindara Private Hospital was opened on Wednesday, 8 December by Ramsay Chairman Paul Ramsay at an official ceremony held outside the hospital's new specialist centre.

Speaking at the opening Ramsay CEO Chris Rex said this development was a 'new beginning' for Pindara and the Company was now focused on further developing the hospital to meet the needs of the doctors and the growing Gold Coast community. He said Ramsay Health Care was very keen to continue to expand Pindara Private and was looking forward to starting stage 2 following the purchase of land west of the hospital.

"I would hope we have the next stage out of the ground and built in the next two years," Chris said.

"We have just opened the first stage but it gives us more confidence that we can develop further stages of this fantastic hospital."

Following the opening ceremony, Paul and Chris toured the new facilities meeting patients, doctors and staff at the Pindara. They were shown the new Children's Ward which is dedicated to paediatric surgery and incorporates excellent indoor and outdoor play areas for children.





# APHA Private Hospital Awards

## JOONDALUP'S FAMILY-FRIENDLY MENTAL HEALTH UNIT IMPRESSES JUDGES

**Joondalup Health Campus** took out the 2010 APHA/Baxter Award for Quality and Excellence - Ambulatory Care Award for their innovative Family Friendly Initiative in their mental health unit.

The Joondalup Mental Health Unit has taken a leading role in ensuring that the unit is set up to support and enable parents to continue their parenting role while receiving treatment as an inpatient. Traditionally, children were not included in the care plan for parents receiving inpatient treatment for mental illness.

The unit provides support for the patients and their visiting children and guests. The unit boasts family visiting rooms in open and secure environments, toys, books and courtyard with play panels. The Family Friendly Initiative has enabled the patients at the Joondalup Health Campus to better understand the importance of continuing their parenting role despite their mental illness.

"It is difficult to be a parent at the best of times," said Michael Roff, APHA Chief Executive Officer. "But if a patient is receiving treatment for mental illness, it can be near impossible. This innovative program at Joondalup Health Campus is leading the way in helping patients meet the challenges of parenting with mental illness."

Children of parents with a mental illness are two to three times more likely to experience significant social, emotional, behavioural and mental health disorders during childhood,

adolescence and adulthood. This is often related to the psychosocial consequences of mental illness, such as stigma, social isolation and relationship breakdown, rather than the symptoms of the illness itself.

Joondalup's program gives children clear, age-appropriate information that explains mental illness and provides activities and family friendly areas that are non-clinical so that families can spend time together while the parent is an inpatient.

The aim of this award which was presented this evening at the Hilton Sydney, is to recognize those private hospital facilities nationally that have excelled in the provision of clinical treatment and demonstrated excellence in patient care in an ambulatory care setting.



## TAMARA RECYCLING PROJECT TOPS FOR COMMUNITY INVOLVEMENT

**Tamara Private Hospital** has won the APHA/Baxter Award for Community Involvement for partnering with a local disability support service provider to create an innovative recycling system for the use of Kinguard, a strong and durable polypropylene product which is used to wrap surgical instruments and trays prior to sterilising. The annual award, which recognizes one private hospital nationally each year that has excelled in community involvement, was presented at a ceremony this evening at the Hilton Hotel Sydney.

Tamara Private Hospital noticed the steady annual increase in waste removal costs from the facility and decided it needed to identify ways to reduce waste and minimise costs associated with its removal. The hospital staff teamed up with Challenge Disability Services, one of the largest disability support services outside metropolitan areas within Australia providing over 600

client services per year. Challenge has Residential and Day programs as well as operating various Disability Enterprises. These enterprises provide sewing, laundry, recycling, manufacturing of timber products and ironing services to the north and northwest area of New South Wales. Importantly, these operations provide skill development and employment opportunities for people with disabilities.

Challenge Disability Services sought opportunities to expand their sewing portfolio and came up with many ideas for using the Kinguard. Their most popular creation was the Draught Stopper (door snakes). By teaming up with Challenge, a substantial amount of the Kinguard waste is not getting sent to landfill and in turn they are creating sustainable and energy efficient products.

"Tamara Private Hospital has been innovative in their project with

Challenge Disability Services and impressed the judges the benefit for the community and the hospital," said Michael Roff, Chief Executive Officer of the Australian Private Hospitals Association.

"This innovation is one that other hospitals may replicate in their local areas."

Challenge Disability Services have continued to find marketing options for additional products such as warming mats for pets, barbeque aprons and seat covers for heavy industry vehicles made from the recycled Kinguard. These high quality items are serviceable and appeal to the wider community. By joining with Challenge Disability Services, Tamara Private Hospital has helped to decrease clinical waste costs by \$10,000 in one year and their staff have become conscious of the benefits of recycling.





## MUMS GET ONLINE AT FRANCES PERRY

**Frances Perry House**, one of Melbourne's premier maternity hospitals has greatly enhanced its current antenatal and postnatal programs with the launch of an online labour and birth program.

In launching the program recently, CEO Michael Rozek said:

"At Frances Perry House we believe in the importance of providing quality education sessions for childbirth preparation and we aim to assist new mothers and their families in preparing for birth".

"Until recently all of our childbirth education classes have been facilitated as a face-to-face forum during the evenings or on the weekends. With the busy lives people now have in the lead up to their hospital admission it is difficult to attend each of these sessions," Michael said.

"To that end, we have been working with the Ramsay Training Institute on an online Labour and Birth Program.

"This brand new program is the first of its kind in Victoria. The online program is detailed and interactive

and can be completed at your own pace. Patients are provided with a User Id and will be able to gain access from 25 weeks of pregnancy up until 6 weeks post delivery.

"Access to the program is unlimited during this period of time. Both parents and birth partners will have the ability to log on to the program at any stage during the pregnancy to review the information."

The program will also encompass an online forum which will be moderated by one of Frances Perry House's qualified midwives. Patients will have the opportunity to post questions which will be answered via the forum.

This program includes information regarding Caesarean Section birth and is relevant to those who know they will deliver via Caesarean Section and also for those who may require a Caesarean Section delivery unexpectedly.

This online program is also suitable for those requiring a refresher update on Labour & Birth.

## JOHN FLYNN TEAM HELP LAUNCH WATERBIRTH CENTRE IN CHINA

**In August**, Dr Shiri Dutt, Specialist Obstetrician & Gynaecologist from John Flynn Private Hospital and a team from the John Flynn Birth Centre travelled to China to inaugurate the water birth service in China.

John Flynn Private Hospital was the first provider of water births on the Gold Coast and, with the ongoing support of the committed team of clinicians and midwives, the Hospital has been providing this service for over ten years.

Dr Dutt & his team were invited by the Baijia Women and Infant Hospital Chain Investment Management consortium, to participate in the inauguration of the waterbirth centre at the Wenzhou Oriental Maternity Hospital in Southern China. The consortium manage private maternity hospitals throughout China.

Dr Dutt, accompanied by midwife Sally Roberts and practice manager Tammi Mitchell assisted the staff to achieve their first water birth for the region.

There is an increasing trend towards natural childbirth in China and this significant event received widespread media coverage in China.



## 26 CHILDREN BENEFIT FROM CLEFT LIP SURGERY AT BINTARO

This year RS Premier Bintaro in cooperation with Obor Berkas Indonesia Foundation and Health Office of Tangerang conducted a two day cleft lip surgeries on the 16 to the 17 October 2010. Supported by the Hospital's plastic surgery team 26 children from the Tangerang area were successfully operated on.

## RS PREMIER JATINEGARA ACHIEVES ISO 9001:2008 CERTIFICATION

In an effort to improve the quality of health care services, RS Premier Jatinegara implemented a continuous improvement programs and has been working towards a Quality Management System Certification ISO 9001: 2008, which took place on September 27, 2010.

Jatinegara is pleased to announce that it passed the certification process in all areas of hospital services.



## FUNDRAISING FOR MERAPI VICTIMS

Doctors, management and staff of RS Premier Surabaya have raised funds to help the refugees of the Mount Merapi disaster. Six staff visited the refugees at Klaten, Yogyakarta in early November 2010 to donate the funds, food, daily needs and children's toys.



## COMMUNICATION TRAINING FOR DOCTORS

Dr Carolyn Russell from the Cognitive Institute continues to provide training on doctor communication and managing risk to Ramsay's Indonesian hospitals. Two sessions were recently held in Surabaya on the 18 October 2010 at the Shangri-La Hotel and in Jakarta on the 19 October 2010 at the Mulia Hotel. These sessions continue to be popular with the Indonesian doctors.





**Mildura Base Hospital Nurses** joined the Australian Lung Foundation recently in putting their lungs to the test by filling in a new Lung Health Checklist online educational tool that encourages early diagnosis and allows people with respiratory symptoms to understand their lung health and effectively communicate with their doctor.

Mildura Base Hospital and their regular pulmonary rehabilitation groups were encouraged to wear something green for the day.



**BLOWN AWAY:** Marnie Hayes, Julie Gioratti, Debbie Cole, Marla Lloyd, and Kaiti Borel pose for their Ling co-ed as part of World COPD Day 2002 in 2003. Picture: Sarah Simmons



8 | TRW SUMMER 2010

**A grateful and recovering cancer patient** from North West Private Hospital showed his appreciation of North West nursing staff recently by offering them all a weekend away at his Caloundra resort following 15 days in hospital.

He said he was overwhelmed by the care and support he received from nursing staff at a time he was at his most vulnerable.

North West Nurse Unit Manager Helen Bennett said the nurses were tickled pink with the patient's generosity and the extent of his gratitude. She said it was a great boost to get positive feedback and thanks for the hard work.

Photo reprinted with permission of North West News, Oquest Newspapers.



# The holiday's on me

[illegible]

**Figtree Private Hospital** has launched a program to recognise and act on clinically deteriorating patients.

The SAFE (System Assessment for Escalation) Program is a response system for the early recognition of the deteriorating patient which empowers clinical nurses at the bedside and places value on the input of the patient's family or next of kin. A unique feature of the Figtree SAFE Program is the ICU Advanced Nurse review, which is aimed at facilitating the early assessment of the deteriorating patient.

With the tag line "Keeping our patients SAFE- whatever it takes", the trial period is showing pleasing results and positive feedback and engagement from staff.

Hospital Education Manager Katie Dalton and Clinical Services Manager Orinda Jones were recently invited to speak about the program at the national conference on "Recognising and responding to clinical deterioration: solutions to safe care" held by Australian Commission on Safety and Quality in Health Care in early November in Adelaide.



**Hollywood Private Hospital** has launched a book titled "Everyone's a Hero" which recounts stories from the first 70 years of this hospital.

Written and compiled by Roz Davies, the book is a magnificent historical account and captures stories from

staff, patients and particularly veteran's.

CEO Kevin Cass-Ryall said: "We see this book as a lasting contribution and an opportunity to acknowledge and show respect to our inherited culture that forms the foundations of our own values".





# WARRINGAL INTRODUCES LEADS2MET

**Warringal Private Hospital** continues its journey in leading best practice standards for patient care. LEADS2MET is an initiative that has been developed in response to the Australian Commission on Safety and Quality in Health Care Census. This paper provided key recommendations for further staff development in Recognising and Responding to the Deteriorating patient. LEADS2MET is centred on safe patient care and outcomes. The programme aims to improve communication, documentation and create a structured process to patient assessment. **SBAR (SITUATION, BACKGROUND, ASSESSMENT, RECOMMENDATIONS)** was launched in November to Warringal's enthusiastic staff as a quality improvement project led by the Quality & Education Team and the Nurse Unit Manager group. Suzanne Hall (Director of Clinical Services) said: "The **SBAR** tool will play a significant role in improving communication between healthcare professionals at Warringal Private Hospital".



# GLOBAL PAIN EDUCATION DAY: ACUTE PAIN 2010-2011

**The Global Year Against Acute Pain** was the launching pad for a fabulous education day held in Albury NSW in October. Over 250 nursing and allied health professionals from regional NSW and Victoria attended, some having travelled 360km. This annual Pain Education day was held at the Albury Wodonga Private Hospital in 2009 with 60 attendees. Due to the overwhelming demand this year it was moved to a larger venue. Guest speakers from Sydney and Albury Wodonga presented such diverse topics as the neurobiology of pain, post-operative analgesia and day surgery, the transition from acute to chronic pain, regional anaesthesia for post-operative pain, pain management in aged care and the physiotherapist's role in the management of acute pain. Congratulations to Pamela Goldspink, pain management CNS from Albury Wodonga Private Hospital with support from Kellie Jackson, Pain Management CNS from Albury Wodonga Health, or their organisation of this day. Next year the focus will be "Headache" and Pamela is in the planning stages already.



# CALOUNDRA PRIVATE NATIONAL LEADER IN DAY SURGERY PATIENT SATISFACTION

**Caloundra Private Hospital** has been profiled by independent patient satisfaction research firm Press Ganey & Associates as a national leader in day surgery patient satisfaction after sustaining its position at the 99th percentile in the Press Ganey database over the past three years. In its quarterly issue of Snapshot – a publication promoting patient satisfaction, Press Ganey notes that Caloundra Private has achieved this extraordinary feat through "being hyper-committed to service excellence". "In such a crowded marketplace, standing out as a provider of choice requires special efforts at customer service, as the staff at Caloundra Private Hospital understand," the article states. "The day surgery unit of the hospital is dedicated to giving each of its patients the best care from start to finish. Caloundra Private understands that satisfied patients are more likely to continue to use a facility and refer it to friends and family if they receive first-rate service on the day of surgery as well as pre and post-op." Caloundra Private CEO Louisa Marshall said the hospital ensured that each day surgery patient received pre-surgery welcome information that addresses many of the most common patient concerns. On the day of surgery a pre-admission nurse then completes a thorough assessment and instructs patients on what to expect. Caloundra Private's staff personally escort day patients to their destinations in the facility. This is appreciated by patients - especially those new to the facility. "Open and continuous communication with patients is essential," Louisa said. "Our day surgery unit staff conduct themselves professionally and compassionately. We provide updates on wait times and apologise when needed. We implement service recovery and hardwire for consistency. These behaviours show that we put our patients first."



# NORTH SHORE PRIVATE LAUNCHES PERINATAL MENTAL HEALTH SCREENING PROGRAM

**In a first** for private hospitals in Australia, perinatal mental health screening will be introduced at North Shore Private Hospital early in 2011 thanks to a new partnership between nib foundation and the Gidget Foundation. A \$252,000 grant from nib foundation will enable the Emotional Wellbeing Program to be rolled out to all pregnant women attending North Shore Private Hospital for delivery, meaning more than 2500 women will be screened annually for perinatal anxiety and depression. Nib foundation Chairman, Terry Lawler, said the delivery of the pilot program in the private health sector was a significant development for expectant mothers. "We are proud to be supporting the establishment of such an important health and wellbeing program for Australian mothers, that will help raise awareness and understanding of perinatal anxiety and depression," Mr Lawler said. "All mothers deserve to receive this simple and effective screening process which can reduce mental health problems during the perinatal period, creating stronger families and better maternal and infant psychological outcomes," he said. Approximately 20% of mothers and 10% of fathers suffer from perinatal anxiety and depression, resulting in around 50,000 women and their families being affected by the issue each year. Dr Vijay Roach from the Gidget Foundation said despite the high prevalence of the issue, its awareness is poor in the community and among health professionals. "Perinatal mood disturbance may manifest as insomnia, anxiety, inability to care for the baby, despondency and depression," Dr Roach said. "Currently, there is no screening available in the private health system, resulting in around 30% of women in New South Wales not receiving screening or psychosocial assessment," Dr Roach added. The program will see mothers screened and assessed antenatally by trained midwives and those women identified as having anxiety and/or depression referred on to support services. North Shore Private CEO Greg Brown said the Hospital was very keen to trial this program. "Ramsay Health Care hospitals deliver over 25,000 babies per annum and if the trial is successful then the Company could review the suitability of this screening tool for our other maternity hospitals," he said.







# MASADA EXPANDS ITS MOTHER BABY UNIT

**Masada Private Hospital** has announced the expansion of its Mother Baby Unit to provide families with more support following the birth of their babies.

In a recent Sunday Herald Sun survey, Masada's mother baby service was rated as the best by the vast majority of mothers who had attended this unit scoring it a 10/10.

Masada CEO Petra Snelleman said the Mother Baby programs at Masada were aimed at assisting new families with conditions ranging from infant distress and sleep disturbance to maternal anxiety and postnatal depression.

"We have recently appointed some new specialists who are highly regarded in this area and we are looking forward to developing our range of programs with them and providing families with more support following the birth of their babies," Ms Snelleman said.

She said there was an increasing demand in the community for this service which stemmed from the growing awareness around the prevalence of postnatal depression. Postnatal depression affects 14% of women who give birth (<http://www.beyondblue.org.au>).

# HOSPITAL ANNIVERSARIES



# MASADA CELEBRATES 40 YEARS

**General surgeon** and Masada Private Hospital identity Maurice Brygel welcomed guests to a community open day to celebrate the 40th anniversary of Masada Private Hospital located in East St Kilda. Dr Brygel was the master of ceremonies on the day, which saw local politicians, past and present doctors and staff, and members of the community come along to share in the celebrations.

Football legend Ron Barassi entertained the crowd as guest speaker, and Masada Chief Executive Petra Snelleman talked of the hospital's care for patients of all ages, "Masada has certainly come a long way in 40 years," Dr Brygel said.



## Forty years at Masada Hospital

# WESTMEAD REACHES A DECADE

**Westmead Private Hospital** celebrated 10 years since opening in October with Parramatta City Lord Mayor John Chedid and some of the first babies delivered at the hospital now turning 10 years old.

Since 8 October 2000, over 18,000 babies have been born and over 192,000 people (including babies) have been patients at Westmead Private Hospital, which has been owned by Ramsay Health Care since 2001.

Westmead Private CEO Carol Bryant said the hospital had established a strong reputation in Western Sydney for the provision of excellent medical, surgical and maternity services to the community.

"We are proud that over the last 10 years we have been able to offer an extensive range of services to the people of Western Sydney in state-of-the-art facilities," Ms Bryant said.



Left to right: Parth Jasani Commercial Manager, Carol Bryant CEO, Penny Wright DCS, Adam Muscat, Samuel Burnett, Ebony Williams and Laura Berwick, Mr John Chedid Lord Mary Parramatta City Council



Shows 4 ten year olds who were amongst the first babies born at WPH 10 years ago!!!

# ST GEORGE TURNS 15



**St George Private Hospital** celebrated its 15th birthday recently by paying tribute to some of its longest serving employees. The Hospital opened on 1st November 1995, an amalgamation of 3 local private hospitals, Bexley, Pacific and Kogarah Private. Sixty seven employees received awards recognising between 10 and 35+ years of service making a total of 920 years of combined healthcare service to the community!

Milestones achieved at St George over the last 15 years include:

- 21,092 babies born
- 3.9 million patient meals served
- 434,382 patient admissions
- 334,812 medical procedures
- increase from 10 to 12 operating theatres
- expansion of an additional new ward and new medical suites (opened March 2010)



**Happy birthday:** St George Private Hospital CEO Peter Rudley (far left) and catering and retail services manager Peter Laughan (middle, back row) congratulate catering staff Hob Nasta, Dorina Andjelovic, Susan McDonnell, Djané Beykheff, Julia Keramilevska, Camille Sultan and Franca Palermo for their continued work at St George.

## Hospital employees get some special thanks

**By Deborah Field**

**S**U GLOBE, Private Hospital celebrated its 25th birthday recently by posing outdoors in some of its longest-serving employees.

The hospital opened on November 1, 1965, as an amalgamation of five small private hospitals and is owned by Ramsay Health Care.

Former Bexley and Pacific Hospital staff members, the 75 employees, to receive awards at a special birthday lunch.

A spokeswoman for the hospital said the awards recognized 350 years of the combined service.

Staff were acknowledged for between 10 and 25 years of service.

A total of 2,002 babies have been born at the hospital and 35,000 mums registered.

There have been 43,392 patient admissions and 320,812 medical procedures.

The hospital also welcomed its new 3,000-bed, 100-bed, 100-bed, 100-bed Private Hospital, also owned by Ramsay.

CEO-Peter Ridley, Ehab Nada, Luba Keremelska,  
Sean McCombe, Dojna Andjelovic, Peter Flanagan,  
Carmen Sultana, Franca Palermo and Diane Belcheff

# TAMARA TURNS 40

**Tamara Private Hospital**  
recently celebrated 40 years  
since the first construction of the  
premises commenced.

Formally known as Piper Lodge, the building has gone through many transformations over the years before becoming Tamara Private Hospital 31 years ago in 1979, a vital private health care facility in the Tamworth region.

Paul Ramsay and Marjorie Brislee joined staff, doctors and friends on this momentous occasion. Paul presented 30 years of service award to long serving staff member Clair Dellar.







# ONLINE BOOKING NOW AVAILABLE IN RAMSAY HOSPITALS

**Ramsay Health Care** has introduced an online booking process for patients and is now available in most of Ramsay's medical, maternity and surgical hospitals. Accessible from the hospital's website, patients can fill in their patient admission and clinical history information in the comfort and convenience of their own home and then submit the form online.

North West Private Hospital Admissions Coordinator Meridee Jorna said the new process had improved their hospital admission processes tremendously and the Hospital was now consistently receiving good feedback from patients about the new online process.

"We are now receiving approximately 80 percent of our patient forms online. The forms are legible and all the fields we require filled are filled in. This saves so much time for patients and the Hospital on admission," she said.

Another advantage of the online form is that readmitted patients to the same hospital do not need to fill in the same information again but by entering a username and password can just update their details from the last admission. This should effectively reduce the complaints hospitals receive from patients around the paperwork involved in the hospital admission processes.

At the time of going to print with The Ramsay Way, trials are in progress at North West and Hollywood Private Hospitals for an automatic upload of the information received via the online form to the patient administration system (Meditech) which will save hospital staff time in entering the data.

The next project is to introduce an online form for specialists.

## STRATHFIELD PRIVATE'S FIRST ONLINE PATIENT

Strathfield Private Hospital was very excited to greet the arrival of Miss Maria Mu (pictured) the first patient to use the new Ramsay online booking system recently implemented at the hospital.

Miss Mu was greeted at Strathfield's reception and presented with a bottle of wine to in recognition of being the first patient. Miss Mu commented that the online system was easy to use and saved her time and that it was fantastic to receive confirmation of her booking so promptly.

Miss Mu also said she was impressed with being able to contact the hospital via email to assist her with any questions prior to completing the form. Overall the Ramsay online booking system has been widely accepted by the VMOs who are encouraging their patients to utilise this process for their bookings into Strathfield Private Hospital.



# STRATEGIC SOURCING

**Ramsay Health Care's** Strategic Sourcing initiative commenced in July 2009 with the appointment of Prius Healthcare Solutions as the Company's first strategic sourcing partner. Prius was appointed the exclusive supply contract for hospital ward beds, powered pressure relieving mattresses, intermittent compression devices and more recently anti-embolic stockings.

Ramsay's relationship with Prius has generated savings in excess of \$1 million for the 2009/10 financial year. In addition to the positive financial impact this initiative has delivered, Prius has given Ramsay hospitals access to clinically improved next generation products underpinned by comprehensive onsite clinical education and proactive technical services.

"The success of the Prius/Ramsay partnership has proven that this Corporate initiative will deliver significant financial results as well as provide product that is at least clinically equivalent and in many cases superior. This will provide the platform for Ramsay to link in a more transparent and open manner with leading manufacturers in selected clinical areas," said Ramsay's Executive Manager of Corporate & Commercial Operations Paul Fitzmaurice.

Paul recently conducted an in country review of the Prius Global Head Quarters and Global Manufacturing footprint located in Taiwan. Paul was able to see the design, testing and manufacturing of the products at the "coal face".

"Prius has an extremely impressive global manufacturing operation. Their commitment to product development and quality was very reassuring. Ramsay has also benefited from Prius move away from manufacturing using potentially harmful PVC and rather utilising the environmentally friendly PU as its raw material - this fits well with Ramsay's environmental policies."

With the proven success of the Ramsay/Prius partnership, Ramsay has now formed strategic links with MediChoice for the supply of medical consumable product lines such as gowns, oxygen therapy, suction therapy and syringes. The potential pipeline of strategically sourced products has been laid out for the next 5 years and will include strategic partnerships with both new and existing manufacturers.

"The strategic sourcing initiative presents a unique opportunity for new and existing manufacturers to form strategic alliances with Ramsay. The outcome will be a win-win for all partners and help ensure the sustainability of our business."

Special mention must go to the Ramsay Strategic Sourcing team, the Clinical Assessment Group, the Site Champions and importantly all the support from the Ramsay hospital network.



# REMANUFACTURING ON TRACK

**One of our challenges** as the leading provider of private health care in Australia is to balance the sustainable provision of high quality healthcare with responsible financial management, in conjunction with an appropriate sensitivity to our environment.

Ramsay Health Care initiated remanufacturing as a corporate objective more than five years ago.

Remanufacturing is the process of taking a single-use device (SUD) and making it ready for patient use again. This involves the collection, disassembly, reassembly, testing, sterilising and re-sale of medical devices from both angiography suites and operating theatres. Remanufactured devices are clinically equivalent to the manufacturers' single-use device, and as such are effectively 'new' products.

Ramsay's partnership with Claveguard an Australian company and Ascent Health Care Solutions in the U.S, a Stryker company, sees the Company as the first health care provider in Australia to pursue the use of remanufactured goods.

After complying with all TGA requirements, Ramsay is now looking forward to 2011 when it is hoped that the TGA will give approval for remanufactured products to be available at Ramsay hospital sites.

All of Ramsay's electrophysiology catheter laboratories have been collecting and stockpiling products and seven operating theatres across both Western Australia and Victoria are also actively participating in the collection process.

"Remanufacturing has been a key Ramsay Health Care corporate initiative for several years. It is rewarding that RHC has taken a lead role in such an initiative that will deliver financial, clinical and significant environmental benefits. RHC will always ensure the highest levels of clinical efficacy are maintained and will always abide by the rules and regulations of the TGA," said Paul.





## HUMAN RESOURCES UPDATES



### GRADPLUS - FINALIST IN AHRI AWARDS

**Ramsay's** National Gradplus program was selected as one of three finalists in the Australian Human Resources Institute (AHRI) Rob Goffee Award for Talent Management at the prestigious AHRI gala awards held in Sydney recently. This award recognises innovative HR programs that attract, develop and retain key staff.

Since its inception as Oneplus in WA and later adoption as Gradplus in Victoria, NSW and Queensland, the Gradplus program has led the way by attracting a higher calibre of graduates to Ramsay Health Care and then supporting them with a structured program of training and support. And the results speak for themselves with the graduates showing amazing levels of engagement with their hospitals and retention rates across all states at 90+%.

Without the support of the clinical staff, educators, preceptors and senior nursing leadership at each facility, the Gradplus program would not be the success it is today. However, I would specifically acknowledge the State and Hospital based Gradplus Coordinators who are the true stars that make Gradplus happen. It was fantastic that Liz Spaul, Sam Radlow, Anne Greene, Karina Kiely and Dee May were able to represent the team in Sydney for the Awards presentation last night and while we didn't win, we all came away with the knowledge that Gradplus is on a par with the best talent management programs in the country.



Glengarry Private Clinical Coder Sue Price

### RAMSAY WA PROGRAM RETAINS STAFF AGED 50+

**Ramsay WA** has successfully implemented a program which enables staff members over 50 who may be considering a career move to stay within the workforce as well as a Ramsay staff member.

Entitled "50+", the program encourages existing staff members in this age category to consider other careers within health before resigning from their current positions.

When it was introduced three years ago, Ramsay WA targeted the vital area of Clinical Coding as a career option for staff in bedside roles who were thinking of moving on from their current position. Traditionally, it has been difficult to recruit Clinical Coders, particularly amongst nurses, and the 50+ program was enlisted as an option for finding staff in this area.

Clinical coding is pivotal to running a successful hospital not only from a billing perspective but also from a data collection and interpretation perspective.

A trial of the programme commenced in 2008 with 11 staff members making the transition and studying the theory phase of the programme, which is the first phase. These 11 staff members, while assisted by the hospitals also devoted some of their own time to this aspect of the programme, with 9 moving onto the next

stage, which was workplace training. Of these 9, 6 are now in clinical coding roles at Ramsay WA hospitals and doing very well.

Sue Price, a Clinical Coder at Glengarry Private Hospital, was the first in the original group to secure a permanent role as a Clinical Coder. After 38 years as a nurse, Sue was looking for a position that would take advantage of her nursing experience but would take her away from a bedside role. Keen to remain a Ramsay staff member, Sue considered various options, which lead her to the 50+ Program and the Clinical Coding course.

"I knew very little about coding initially, but I definitely wanted a change of direction and pace in my career. Following the program launch I researched through HIMAA and was hooked," said Sue.

For nurses wanting to leave the ward area, Sue says: "I think it's a great career move, though it wouldn't suit everyone as not all nurses want to leave the ward area. However, the whole experience has been very positive for me."

From Ramsay Health Care's perspective, programs such as these allow us to retain staff who have attained valuable knowledge and skills within the company over the course of many years.

### RAMSAY SUCCESSFUL IN RECEIVING \$500K GRANT

**Ramsay Health Care** has been successful in receiving a Federal Department of Health & Ageing grant worth \$505,500 to support medical trainees on a Specialist Training Program (STP). These Funds are designed to fund projects that will enhance STP funded training posts.

Ramsay submitted one application rather than separate applications from each hospital. The types of projects to be funded by the Development Fund need to be consistent with the STP guidelines, as released in December 2009 and include those that will improve:

- IT systems
- Audio and visual equipment
- Non-capital infrastructure such as room fit out to support trainee/training
- Overhead infrastructure such as consumables
- Assistance in developing training networks such as training co-coordinators.

The application was submitted via the APHA and they have advised Ramsay that it will be funded for all elements of our application. Other than the major components of this project i.e. the WA Coordinator of Registrar Training and development of Online Education packages, the majority of the funding is for fitout of training rooms (11 in total with 1 at each facility except Greenslopes, Hollywood and Joondalup where 2 training rooms are required due to the numbers of trainees and the layout of these facilities) and laptops for each funded position.

### HESTA AWARDS FOR GRADUATES AND PRECEPTORS



**Gradplus NSW** has announced the winner of the Hesta Preceptor of the Year award as Shannon Clarke from Lake Macquarie Private Hospital.

Shannon was nominated by Graduate RN Irusia Upshon-Gunther and beat 50 other Ramsay preceptors nominated for the award from across the State.

Irusia said: "Shannon made me want to be not just a good nurse but an excellent one. She is truly well deserving of this award".

The Award of Excellence recognises the most outstanding graduates from 2010 and was also presented recently. The top prize for the evening went to Naomi Rosamond, Graduate RN 2010 - North Shore Private Hospital. Naomi received a \$3,000 cheque from HESTA and will become a Gradplus ambassador for 2011.

Runners up prizes went to:

- 2nd Prize \$1500 went to Robyn Scott, Graduate RN 2010, Dudley Private
- 3rd Prize \$1000 went to Carmel Wilkie, Graduate RN 2010, North Shore Private
- 4th Prize \$250 went to Sarah Winkworth, Graduate RN 2010, Figtree Private
- Equal 5th Prize \$250 went to Kerry Porter, Graduate EN 2010, Dudley Private and
- Equal 5th Prize \$250 went to Paula De Leon, Graduate RN 2010, Westmead Private.

### LIBRARY NEWS



[www.ramsaylibrary.com.au](http://www.ramsaylibrary.com.au)

Did you know that you can access the Library resources from home? To do this you will need a personal ATHENS logon which is easy to obtain by completing the online Registration

form. Please note that you need to be at your facility for the registration form to work.

The Library holds current nursing journals including Nursing Management, Intensive & Critical Care Nursing, Journal of Perianesthesia Nursing and International Journal of Orthopaedic & Trauma Nursing.

There is a growing collection of e-Books with the following recent additions: Advanced Paediatric Life Support, Managing Metabolic Abnormalities in the Psychiatrically Ill and Handbook of Cardiac Electrophysiology.

Two popular, evidence-based resources are Nursing Reference Center and Best Practice. Did you know that you can set up mobile access to Best Practice? Step-by-step instructions explaining how to do this are at the Tutorials tab.

To help promote the Library there is a new A3 poster and flyer, both available at the Tutorials tab. The flyer has an editable box which allows you to add information specific to your facility.





## RAMSAY TAKES OUT Q-COMP AWARD

**Ramsay Health Care** has taken out the 2010 Queensland Q-Comp Large Employer Award for rehabilitation and return to work. The award reflects the excellent work and commitment of not only the Queensland Workers Compensation Team but all the site Return to Work Coordinators in Queensland.

National Safety Manager Chanelle McLennan said Ramsay Health Care was committed to promoting a safe work environment and supporting all their employees in their rehabilitation and return to work journeys.

"We believe that early intervention and return to work commitment is the key to achieving the best possible outcomes for employees and the organisation. This proactive approach is the corner stone of our success in the return to work field."



## HILLCREST STAFF ATTEND WHS ZERO HARM CONFERENCE

**The last week in October** was Safe Work Australia Week. During this week WHS Queensland held a series of information sessions and seminars that were attended by Hillcrest WHS reps.

Information sessions covered manual handling and musculoskeletal injuries and the forth coming Harmonisation of the WHS Act and Regulations. The seminar and trade show held on the 29th October provided a variety of sessions that included WHS Queensland manual Handling program PErforM,

Fire and Evacuation training, Stanwell's 'Mates protecting Mates' safety system and many other WHS related topics.

SWAW Safety Ambassador, Mal Meninga also spoke about his experiences after his father was injured in a workplace accident. That evening a Gala Dinner was held and the Hillcrest safety team was sent along as a Thank-You for all of their hard work and effort over the past year. Mal was again guest of honour, and a great night of dancing and celebrating our achievements was had by all.

## ZERO HARM NATIONAL CAMPAIGN

**In October 2010** RHC ran a brand new national campaign to attempt to achieve an entire month across the Australian group with zero lost time injuries (LTIs). The campaign, known as the Zero Harm National Campaign, was run in October to sideline Safe Work Australia Week.

In the final true up of the National LTI Campaign Ramsay incurred ONE Lost Time Injury for the entire month across the Australian Group. To put it into figures, 10 lost time injuries is .00045% of our workforce, 1 is .000045% which according to National Safety Manager Chanelle McLennan, is an amazing achievement.

"Whilst we just missed out on the national campaign target of zero LTIs by the tiniest of margins, this was an excellent outcome given we consider 10 lost time injuries to be very low in a normal

month. October is also one of the highest activity months in the Ramsay calendar year," Chanelle said.

This campaign was run in an attempt to heighten the awareness of the injury management role in every facility and focus on the front of end of safety, the prevention of injuries, by raising the awareness of safety generally. We also hope to increase the immediate reporting of all injuries and incidents to improve our levels of early intervention and improve the compliance with injury management processes for out-of-hours injuries.

"While this is without question a wonderful outcome, we hope to build on this campaign throughout 2010 and into 2011 by making the most of the heightened awareness achieved by the campaign to maintain this improved safety performance."

## Like you, we're showing we care this Christmas

Christmas is a particularly busy time for all our members in healthcare facilities, when there's often very little time to relax and enjoy the festivities. That's why, to share your spirit of caring, we're especially pleased to be sponsoring Vision Australia's Carols by Candlelight® Live Site at Federation Square in Melbourne on Friday 24 December 2010.



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## OUR COMMUNITY



## COMMUNITY NEWS PINK RIBBON MORNING TEA

**Westmead Private Hospital** held a Pink Ribbon Morning Tea to help raise money and awareness for all Australian women affected by breast cancer on Tuesday 26th October in the Atrium of Westmead Private Hospital.

With one in every nine Australian women being diagnosed with breast cancer by the age of 85, they all have one thing in common -

they all need our help and support.

The wonderful nurses on West Ward of Westmead Private Hospital care for these women and are supporting this wonderful event with enthusiasm. They organised a 'mini field of women' in the atrium, along with raffles and morning tea to raise much needed funds to help support their patients.

## HUNTERS HILL DONATES EQUIPMENT TO PHILIPPINES

**With the recent upgrade** of several pieces of equipment in its operating suites, Hunters Hill Private Hospital was proud to donate redundant equipment to a hospital in the Philippines. Two anaesthetic machines along with an operating table and an ophthalmic microscope will be shipped via container after Christmas.

The container has been organised by the Rotary Club of North Ryde.

Marg Fagan, CEO of Hunters Hill Private Hospital, said:

"We are delighted that our equipment is going to be recycled and will be sending more equipment as it's replaced."



## LAKE MACQUARIE PROMOTES HEALTH & LIFESTYLE ADVICE TO VETERANS

**On Saturday 16 October 2010** whilst some of the Hospital's nursing staff were braving the cold weather participating in the Ramsay Triathlon Pink in Sydney, Lake Macquarie Private's Enid Scott and Trish Page represented the Hospital at the Newcastle Veterans & Ex-Services Expo. The Expo was held at the PCYC, Broadmeadow and was officially opened by Newcastle Lord

Mayor John Tate. Local MPs Sharon Grierson, Jill Hall and Sonia Hornery also attended the opening.

Enid and Trish, in addition to promoting our Tier 1 DVA accredited hospital, provided free blood pressure readings and health lifestyle advice to the veterans and members of the public.

## NORTH WEST SUPPORTS PNG

**This year "Executive Excellence"**, under the umbrella of the "Kids of Kokoda" (KOK), has built a health clinic at Nauro on the Kokoda track.

Now the clinic is built, North West Private Hospital in Brisbane and Executive Excellence (KOK) are combining efforts to provide training to local health care workers about antenatal, childbirth and post natal care.

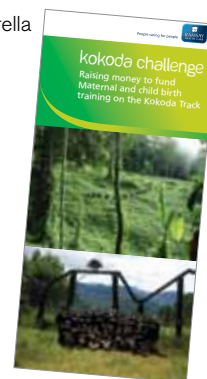
There are 45.63 deaths/1000 live births in Papua New Guinea whilst Australia has 4.75 deaths/1000 live births (2010).

Five women die every day during childbirth and in PNG more women are now dying during childbirth than ten years ago. The shortage of doctors, nurses and midwives is the main problem being highlighted but the country's rough terrain also makes it hard for women to seek help.

People on the track exist in subsistence living with little education and poor health care and certainly few doctors or nurses for support. People walk for days to come to the clinics as soon as they know there is a nurse or doctor there to help with vaccinations, or first aid and any health care needs.

North West Private Hospital is assisting in this effort by coordinating fundraising and through its own obstetricians and midwives volunteering to do training on the track. The hospital is also providing educational materials.

North West CEO said the hospital's goal is to raise \$20,000 by February 2011 to fund the trip in early March 2011.



## Movements & Appointments



**Neil Wykes** has commenced with Ramsay Health Care as General Manager Audit and Risk. His main task is to move internal audit from an outsourced model to an inhouse function as well as conducting other special assignments from time to time.

At Ernst & Young Neil specialised in advising health care companies. He is a Director of Justice Health (a NSW Associated Health entity responsible for the Forensic Hospital and hospitals and clinics in gaols and juvenile detention centres). He is Chair of the Centre for Health Research in Criminal Justice and is President of the Accounting Foundation at Sydney University. In 2007 he was awarded the Order of Australia Medal for services to the health care of prisoners, services to the accounting profession and services to various charities



**Peter Ridley**, formerly CEO of Strathfield Private Hospital, has been appointed to the position of CEO of St George Private Hospital and started in this role on 1 November. Peter commenced his management career in 2002 as

Director of Clinical Services at Strathfield Private Hospital. After two years in this position Peter was promoted to the role of CEO/DCS of Dudley Private Hospital. In 2007 Peter returned to Strathfield Private Hospital as CEO/DCS. In each of his previous appointments Peter has done a wonderful job in expanding medical recruitment, sustaining business growth and engendering a strong hospital culture.



**Ken Craig** has been appointed as CEO of New Farm Clinic. Previously the Director of Clinical Services at New Farm, Ken has an extensive background in mental health nursing and management. Ken undertook the Future Leaders Program this year and has the

overwhelming support of accredited doctors at New Farm who are looking forward to working with Ken in taking New Farm to its next level.



**Carmel Kennedy** has been appointed CEO of Strathfield Private Hospital where she will commence in a transition role immediately before being fully installed from 31 January 2011. Carmel is currently the CEO of Mt Wilga Rehabilitation Hospital located in Hornsby and was previously Director of Clinical Services at Westmead Private Hospital.



In addition to her position as CEO of the Northside Group (a group of three mental health facilities in Sydney), **Anne Mortimer** will take on the additional role of National Strategy & Business Development - Mental Health

Services, effective immediately. Anne, who has been with Ramsay for 11 years and has been instrumental in the successful management and branding of The Northside Group, will work alongside Ramsay COO Danny Sims and the State Managers in the development and growth of new mental health services, as well as leading the development of a national brand identity for Ramsay Health Care's mental health services. As a consequence of this new role, Anne will also join the Operations Executive.

Anne will continue in her role as CEO of The Northside Group, ably assisted by the excellent senior management teams at each of the three hospitals comprising the Northside Group.



**Dianne Hollings** has been appointed to the role of Director of Clinical Services at Northside Cremorne Clinic. Di has been a part of The Northside Group since 1990 and has been the Regional ECT Manager since 2000. Di will continue to function

as an ECT Consultant for The Northside Group and also at other hospitals as required. She brings many years of mental health experience to Northside Cremorne.



## TRIBUTE TO POPULAR DOCTOR

**Colleagues** have paid tribute to Lake Macquarie Intensive Care Director Michael "Charlie" Carlton following his unexpected death. Dr Carlton, 54, suffered a heart attack recently.

Hospital intensivist Tony Mullens said that Dr Carlton, who ran the ICU at Lake Macquarie and maintained a strong commitment to the whole hospital, would be remembered as a conscientious and caring clinician.

He said patients were well looked after at the hospital because of the dedication of Dr Carlton.

Dr Carlton was very well respected and popular amongst his colleagues.



## PRAISE FOR HOLLYWOOD STAFF

**Two Hollywood staff** were recently recognised at two separate award ceremonies in Perth for their outstanding service.

At the recent 2010 WA Nursing & Midwifery Excellence Awards, Hollywood Private Hospital RN Sharron Hickey won the "Acute Care Metropolitan Registered Nurse" Award.

Held at the Burswood Entertainment Complex, the evening event honoured the shining stars of Western Australia's health system, and was hosted by Health Minister Dr Kim Hames. These prestigious awards recognised nurses and midwives from public, private or Commonwealth health services within our state.

Commenting on the award, Sharron said: "Just to be nominated is an honour in itself. To actually make the finals and then to win my category is amazing. To be honoured by one's peers in this way is very humbling."

In another annual award which recognises outstanding individuals, groups and organisations in the mental health field, Art Therapist Dena Lawrence from The Hollywood Clinic won the "Freehills Mental Health Employee Award" for her work with women, particularly in establishing a women's only art group.

Of the award win, Dena said: "I am happy, honoured and humbled to have received this award for my work in art therapy at The Hollywood Clinic. These awards are a wonderful opportunity for those who put passion, effort and dedication into their work, and for reaching out to those who have mental health issues to be acknowledged."



Mental Health Good Outcome Awards 2010 Dena Lawrence (Center)



## RAMSAY SA MENTAL HEALTH SERVICES HIM PRESENTS AT INTERNATIONAL CONGRESS

**RHC (SA)** Mental Health Services Health Information Manager and Privacy Officer Chris Robey has recently returned from presenting a paper at the XVI IFHRO (Congress of International Federation of Health Record Organisations) in association with AIDOS (Associazione Italiana Documentazione Sanitaria) in Milan, Italy.

The Congress hosted delegates from over 34 countries presenting papers on all areas of Health Information Management such as Electronic Health Records, HIM Education & Clinical Coding.

Chris' paper was titled "Medical Records - Paper versus Electronic Media?: The Pro's and Con's". He said the paper was the result of the major project he undertook for the pilot Manager Development Program (MDP) run by the Ramsay Training Institute.

"This was the first time I attended and presented a paper at an International Congress as I had only previously presented this paper front of my peers through the MDP."

"Even though my presentation was only 10 minutes, presenting to an International audience was a great experience and I received a lot of positive feedback on my paper (It also helped bringing Haigh's chocolate which was a hit with the delegates especially the Italians)."

"It was also good networking not only with the other Australian delegates but also with delegates from England, Ireland, Italy, Japan, USA, Canada & Tonga just to name a few."

"Going to Italy will be an experience I will never forget."

## HUNTERS HILL STAFF MEMBER RECEIVES PRIDE OF WORKMANSHIP AWARD

**Hunters Hill Private Hospital** was very proud to learn that a staff member, Yumi Jones, had been recognized by an expat for her hard work and fantastic attitude.

Yumi was nominated for this prestigious award through the Rotary Club of Hunters Hill.

Yumi started her career as an Assistant in Nursing at Hunters Hill Private Hospital in April 2007.

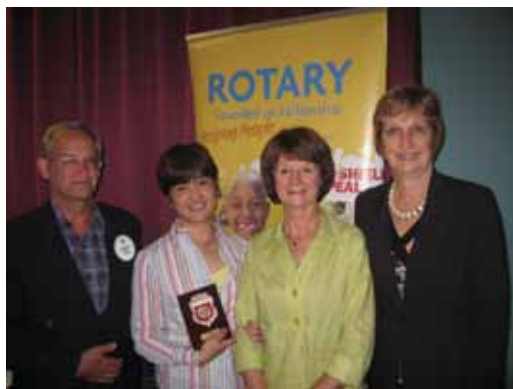
In the three and a half years that Yumi has worked at Hunters Hill, she has become a well-respected member of the Rehabilitation team.

"Yumi is as well-deserved recipient of this award," said Hunters Hill CEO Marg Fagan. "She is hard-working, reliable, has a sense of humour which is most important, and is always willing to help others," Hunters Hill CEO Marg Fagan said.

"The staff in the rehabilitation ward are very appreciative of the effort that Yumi brings to the ward."

"The patients also hold Yumi in high regard, as is evidenced by the nomination for this award."

In March 2009, Yumi became multiskilled and undertook a Physiotherapy Aide course. As well as continuing her work in the ward, Yumi now works in the Physiotherapy department one day per week assisting the physiotherapists to provide treatment to the patients. This has given her further knowledge in the rehabilitation of the patients and assists her in providing total care.



From left to Right: Mr Charles Amos (the patient who nominated Yumi), Yumi Jones, Ann Dunlevy (Manager Medical Rehabilitation Services) and Marg Fagan.



As part of St George Private's 15th anniversary celebrations, 3 Mega Star awards were presented to Paul Baxter (Top), Julie Ward (Middle) and Natalie Douglas (Bottom). The three St George Private employees have been consistently nominated by colleagues, patients and staff as consistently showing exceptional customer service, embracing the hospital's STARS Program and living the Ramsay Way.

## SALLY TAKES OUT PROFESSIONAL MANAGER OF THE YEAR AWARD

### Clinical Services

**Manager** of the Cairns Day Surgery Sally White won the Professional Manager of the Year award for the Cairns region in September and went on to become one of nine finalists at the Queensland Management Excellence Awards held in Brisbane in November.

While she did not take out the State final, Ramsay Cairns and Ramsay Queensland were all very proud of Sally for getting to the finals.

Sally was initially nominated by Clinical Nurse Pauline Schoenemann for the Cairns Professional Management Awards held on September 9 and felt honoured to be announced the winner out of the seven finalists for the Cairns region.

Final judging in Brisbane on the day of the 2010 Queensland awards ceremony determined the winner and Sally said she was very proud to carry the Ramsay Health Care name to such a prestigious event.

"I would love to see other Ramsay managers in the future contending for the Management Excellence Awards," Sally said.

"It is common in the corporate world to hear it said 'people are your greatest asset', but in my opinion it isn't often you see that demonstrated as consistently as it is by Ramsay Health Care toward its managers and staff."

"I have a team of caring, high calibre staff thus my success in these awards rests on the work they do."

"I also work for an employer who supports me and lets me do my best."

"It is nice when your own organisation recognises your achievements; however it is very special being acknowledged by such a highly regarded external organisation as the AIM."





## HILLCREST LAUNCHES RAMSAY WELLNESS PROGRAM



The second week of November saw the launch of the Ramsay Wellness Program at Hillcrest Private Hospital in Rockhampton.

On Monday delicious fruit baskets were delivered for staff to enjoy.

Tuesday saw the official launch of the program and a 'Wellness' expo. Staff who attended were given the opportunity to speak to our exhibitors about the ways they could improve their personal health and wellbeing. Exhibitors included Hesta, CUA, Camp Quality, Ambitionz, Vector Health and MBF. Bags full of lovely goodies, from cookbooks and water bottles to quit smoking strategies, were presented to staff.

Other activities throughout the week included a roaming masseuse and 'taster' classes of Pilates and an Outdoor structured exercise class.

From all reports staff who participated in these had a great time and would love to continue these on a regular basis. The MyHealth challenge started on 15 November with Biometric testing of staff which will continue for all staff wishing to participate.



Gerard Kennedy (CEO), Kari Righton (Wellness Coordinator), Michael Finn (Wellness Coordinator), Matt Welsh and Katrina Walton.



## DONVALE REHABILITATION HOSPITAL LAUNCHES WELLNESS PROGRAM FOR STAFF

Donvale Rehabilitation Hospital has taken a proactive approach to promoting their employees' health and wellbeing by launching a Wellness Program for staff recently, which includes a range of activities and initiatives to support staff health, personal development and community contributions.

Kicking off with a Week of Wellness, Donvale Rehabilitation Hospital celebrated the launch of their wellness program with department fruit drops, a healthy lunch, free health checks, and an 'orange theraband cutting ceremony' to mark the opening of their onsite gymnasium to staff.

Triple Olympic medallist Matt Welsh made a special guest appearance at the Week of Wellness Launch providing staff with an insight into key factors for optimal wellness and sustainable ways to achieve it.

CEO Gerard Kennedy said staff wellness programs recognise that workplaces can assist staff to attain a better balance between their career and personal life. He said the programs are based on a holistic view of wellness within the workplace from occupational health and safety through to health promotion.

"Putting in place good wellness programs for staff will result in a win-win for employees and the organisation. For employees, it is about improved health status, job satisfaction and quality of life. For the organisation, it is about reduced injury rates and being an employer of choice," Gerard said.

## MELBOURNE CUP CELEBRATIONS

Staff of Warringal Private Hospital were given the chance to see and touch the 2010 Emirates Melbourne Cup trophy up close and personal during a visit from the owner of "Americain" who was visiting one of the patients in the Sutherland Ward.

Many staff and patients on the oncology ward were excited to be given the opportunity to hold the golden cup.

Ramsay Cairns celebrated 'Melbourne Cup in the Tropics' with chicken and salads for all the staff and a hat competition. Pictured here are the Hospital's Theatre/CSSD team efforts in the 2010 Melbourne Cup Hat Competition.



Toby Pontifex, NUM Conder Ward  
Maxine Corfield, NUM Sutherland Ward

## SPRING INTO SUMMER! JOIN UP TODAY WITH GREAT CORPORATE GYM DISCOUNT OFFERS.

Ramsay Health Care employees can now access exclusive Corporate Memberships from a range of Australia's leading fitness providers. These memberships are available to all RHC staff and can represent significant savings, making it more affordable than ever to stay in shape:



See Wellness intranet for further details

## TRIATHLON PINK SUCCESS

Staff from Ramsay Health Care hospitals right across Australia have participated in four successful Ramsay Health Care Triathlon Pink series held on the Sunshine Coast, Gold Coast, Sydney and Perth throughout September and October.

Well over 4000 pinkies participated in these events and the National Breast Cancer Foundation has recently announced Triathlon Pink as the winner of its Patron's Award for 2010 for services to the charity.

