



# the ramsey way

Autumn 2010

2 CEO'S MESSAGE

3 DEVELOPMENTS UPDATE

6 EARLY WARNING SYSTEM INTRODUCED AT NORTH SHORE

8 STRATEGIC SOURCING

10 OUR COMMUNITY  
11 IT UPDATES  
12 HR UPDATES  
13 WELLNESS PROGRAMS

14 MOVEMENTS & APPOINTMENTS  
14 RAMSAY PEOPLE  
15 FUN & FITNESS  
16 RAMSAY UK

## FRENCH ACQUISITION FOR RAMSAY



In January 2010, Ramsay Health Care announced that it proposes to acquire a controlling interest (57%) in leading French hospital operator Groupe Proclif SAS ("Proclif"). The acquisition, subject to regulatory approvals and consents, is expected to be finalised by the end of March 2010.

Proclif is the second largest private hospital group in the Paris region. Established in 1998 with two facilities, Proclif now operates nine acute hospitals in the fields of medicine, surgery and obstetrics with approximately 1,000 beds and day places.

The minority 43% interest in Proclif is held by Predica. Predica, a subsidiary of French banking and insurance giant Crédit Agricole, has considerable experience investing in the French acute healthcare sector and Ramsay has entered into a partnership with Predica in relation to making further investments in the French acute care sector.

Ramsay Health Care's Managing Director Chris Rex said the company had spent significant time evaluating a number of expansion opportunities in Europe over the past two years.

"Proclif is a well-established business with a highly regarded local management team that provides Ramsay with an ideal entry point into the French acute care market.

"This is a very exciting development for Ramsay Health Care being our second major overseas expansion following the purchase of Capio UK in 2007."

He said the French health system was a popular and stable system and there were good opportunities for growth in this marketplace.

"We are confident of integrating Proclif into Ramsay Health Care having had an excellent track record with previous acquisitions both in Australia and the UK, and we are looking forward to working with the local management team in France on this endeavour."

Through this acquisition Ramsay Health Care welcomes David Hillier back to the company. David was formerly CEO of Ramsay UK and is currently CEO of Proclif.



### GROUPE PROCLIF: NINE HOSPITALS, 978 BEDS IN GREATER PARIS REGION (ÎLE-DE-FRANCE)

CENTRAL PARIS	
CMC VAL NOTRE DAME BEZONS ASNIERES	111 BEDS 57 BEDS
CLINIQUE LAMBERT	169 BEDS
CLINIQUE DE LA MONTAGNE	80 BEDS
CLINIQUE DE LA MUETTE	83 BEDS
POLYCLINIQUE VILLENEUVE ST GEORGES	154 BEDS
CLINIQUE DES FRANCISAINES	159 BEDS
POLYCLINIQUE DE VERSAILLES (PLCV) LA MAYE	63 BEDS
CMCO EVRY (MOUSSEAU)	230 BEDS

#### ABOUT PROCLIF

Proclif is the second largest private hospital group in the Paris region. The group was established in 1998 with two facilities and has now grown to nine facilities. Proclif operates approximately 1,000 beds and day places covering a range of services including medical and surgical specialties, obstetrics, emergency and dialysis.

#### ABOUT CRÉDIT AGRICOLE ASSURANCES AND PREDICA

Predica is a French-based personal insurer owned and operated by Crédit Agricole Assurances, the insurance holding company of Crédit Agricole. In the French market Predica is the number two life insurance company. Its market share in terms of assets under management is estimated at 15.5% with approximately A\$288 billion.

# CEO's Message

Congratulations on the excellent response rate to the Ramsay Health Care employee survey conducted recently. Most of the organisation participated in this nationwide survey with the exception of a few hospitals which had only recently completed staff satisfaction surveys in their facilities. At the time of going to print with this edition of The Ramsay Way, we have received over 46% response rate to the survey and will now analyse the feedback. I am very interested in the views of our employees and how we shape up as a Company to work for, so will be looking forward to the results. One of the most positive activities that I perform as a CEO is the employee forum held every second month with employees from all over the organisation and from all different levels of the Company. I hope that employees enjoy these forums and learn something more about Ramsay management, but they are also a great opportunity for me to learn what it is that makes Ramsay employees happy. Generally, I find that Ramsay employees at these forums are happy in their workplaces, but I know that we need to keep working hard at this as a Company – our people are our strongest asset.

In late March we will finalise our acquisition of Proclif, the second largest private hospital group in the Paris region. This is a very exciting development for Ramsay adding a further 9 hospitals and 1000 beds to our portfolio. We will shortly go on a roadshow to these hospitals with a presentation on Ramsay Health Care for the staff and doctors at these facilities which are all located in Île-de-France (Greater Paris Region). Over time, we are looking for growth opportunities in the French and European marketplace and we will work with the local management towards this objective.

This April, the Australian Private Hospitals Association (APHA) will launch a major new campaign to promote the values and benefits of private hospitals and private healthcare and Ramsay hospitals will be involved in this important initiative. The Association's research showed that the value of private hospitals in meeting the needs of Australians is not well understood or acknowledged by government or the wider community. Through this campaign we hope to increase the understanding in the community of the major role that private hospitals play in providing private health care to Australians.

The Valuing Private Hospitals campaign is designed to give private hospitals a voice – to inform, encourage and increase community and government support for the contribution, value and vital role private hospitals play in caring for Australians' health, and in supporting the Australian health system. It will appeal to Australians who see the value of the private hospital sector and encourage them to share these views with others. The campaign will require the support of our staff, patients, visitors – any current users of private hospital services.

The campaign will kick off with a Private Hospital Week from 26 to 30 April 2010 with a series of national media initiatives as well as material for hospitals to display. I look forward to Ramsay's involvement in this campaign which will be one of the most significant campaigns conducted by the industry in recent times.

Chris Rex, CEO



## DEVELOPMENTS UPDATE



### ST GEORGE PRIVATE HOSPITAL OPENS NEW WING

*Chairman Paul Ramsay, Ramsay Health Care, Chris Rex, Managing Director, Ramsay Health Care, Kogarah Mayor, Nick Varvaris, Hon Robert McClelland, Federal Attorney General, Jude Emmer, Director of Clinical Services, Tracey Burton, CEO & Gayle Finn Project Manager St George Private Hospital.*

Two new floors atop St George Private Hospital were officially opened by the Hon Robert McClelland, Federal Attorney General on March 1, 2010, attended by Chairman, Paul Ramsay, Managing Director Chris Rex and over 100 guests.

Over the last 12 months St George Private Hospital has undergone a multimillion dollar redevelopment and expansion making it now one of the largest private hospitals in Sydney with 270 beds, more than 60 onsite specialist consulting suites and a range of on-site health services.

The development, built by Akalan Projects, includes a two storey addition to the existing hospital, with one floor of 44 private patient rooms (all with ensuites) and a floor of additional consulting suite space for specialist medical practitioners.

Hospital CEO Tracey Burton said the additional rooms and consulting suites would allow the hospital to meet the growing demand in the community for private hospital services.



"St George Private has continued to expand, getting bigger and better, since opening in 1995. We are pleased to be a leader in clinical care and to provide our patients with the latest technology, nursing and medical expertise, as well as the opportunity to recover in excellent accommodation facilities", Tracey explained.

"Our ongoing refurbishment program over the last few years has allowed us to significantly improve our current facilities, but this development will take us into the next decade and allow us to meet the growing demand for private hospital services in the southern Sydney region."

"Our new single rooms will enable us to increase our capacity for medical and surgical patients", she said.

The Hospital has also been running a successful recruitment campaign for nursing staff for the new expanded facilities.

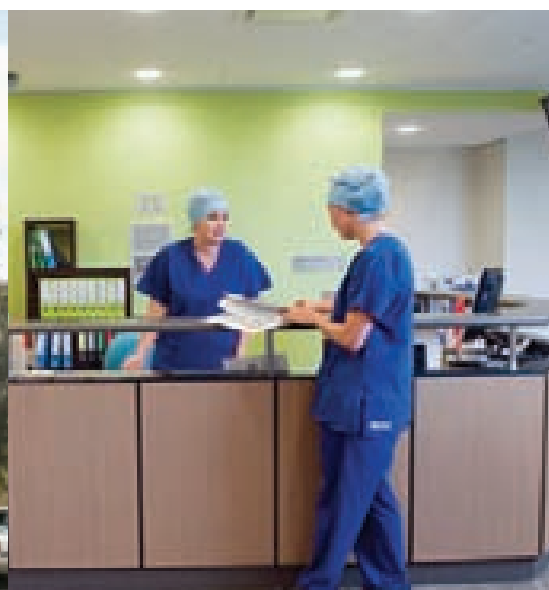
### RAMSAY CHAIRMAN MEETS INDONESIAN PRESIDENT

Indonesian President Susilo Bambang Yudhoyono greets Paul Ramsay, Chairman of Ramsay Health, during a meeting with business leaders prior to attending a business forum at the Shangri-La hotel in Sydney on March 11, 2010. President Yudhoyono was in Australia on a three-day official visit.

Ramsay Health Care owns and operates three hospitals in Indonesia.







## KAREENA'S MAJOR NEW DEVELOPMENT

Kareena Private Hospital will undergo a multimillion dollar development this year after approval by Ramsay Health Care for new beds, an operating theatre and a new rehabilitation unit complete with hydrotherapy pool and gymnasium.

Specifically, over \$7 million will be spent on eight new private beds, a new orthopaedic theatre, recovery, and the rehabilitation gymnasium.

Additional parking and major theatre and day surgery renovations will also be part of the redevelopment.

Hospital CEO, Tim Daniel said the development would significantly enhance health services in the region.

"Kareena Private Hospital has been serving the Shire for 45 years and has established a strong reputation in the region for the provision of excellent surgical, medical and maternity care", Tim said.

"Currently, we operate at close to full capacity, so this development will allow us to meet the growing demand for private hospital services in the region", Tim said.

"I am particularly excited about the expansion to our rehabilitation services and the addition of a new hydrotherapy pool for our rehabilitation patients."

Kareena has recently announced the closure of its emergency department.

## MORE BEDS FOR BABIES AT NORTH WEST PRIVATE HOSPITAL

A new 30 bed accommodation wing, which will be used primarily for the admission of maternity patients, is under construction at North West Private Hospital in yet a further expansion for this growing private hospital located on the north side of Brisbane.

The new wing will consist of 30 single rooms with en suites and will be linked to the existing maternity ward. Construction has started and will be finalised in late 2010.

Hospital CEO Jane McGrath said the expansion of bed capacity at North West Private would assist the hospital to meet the increasing demand particularly for maternity services in the northern suburbs of Brisbane.

The construction of these beds will be the last stage in the Master Plan redevelopment of North West Private Hospital formulated in 2005 after the hospital was purchased by Ramsay Health Care.

## RAMSAY ANNOUNCES NEW DEVELOPMENT FOR WESTMEAD

A multimillion dollar expansion of Westmead Private Hospital has been announced by Ramsay Health Care with construction due to begin in March 2010.

The redevelopment will include a totally new wing with all private rooms and ensuites. Other key features of the redevelopment are:

- an additional 15 beds
- an additional two special care nursery beds
- an additional two critical care ICU beds
- commissioning of an additional operating theatre with the latest state-of-the-art technology
- an additional hospital entrance for patients and visitors from the car park
- two new birthing suites.

Announcing the plans recently, Westmead Private Hospital's CEO Carol Bryant said this development would assist the hospital to meet the growing demand for maternity and other services.

"In October 2010 Westmead Private Hospital will celebrate its 10th anniversary and this redevelopment will make a wonderful birthday present for the hospital staff and doctors as well as the local community", Carol said.

The estimated completion date for this project is October 2010.

## NEW DAY SURGERY UNIT OPENS AT JOHN FLYNN

John Flynn Private Hospital opened the first stage of its new day surgery unit in early March. This modern new centre is a dedicated unit focused on streamlining day surgery and admission services.

The new unit comprises a dedicated admission centre, endoscopy suite, operating theatre, associated recovery areas and has incorporated the very latest in surgical and hospital equipment.

Hospital CEO, Mr Greg Jenke said the new unit was situated on the ground floor of the hospital building, thereby providing patients with a very accessible facility and a more streamlined admission and discharge service for in-and-out day cases.

"John Flynn Hospital has a strong reputation on the Gold Coast, Tweed and Northern Rivers, and this expansion continues the hospital's commitment to providing enhanced care and services to our patients, while meeting the growing needs of our community", Greg said.

Over the past five years, under the ownership of Ramsay Health Care, John Flynn Hospital has experienced major growth and development with the opening of the eight-storey, Fred McKay House, a major expansion of rehabilitation services and now the redevelopment of this dedicated day surgery unit.

## LAKE MACQUARIE PRIVATE EXPANSION COMMENCES

The Ramsay Health Care Board recently approved two significant developments to ensure the continued strong growth of Lake Macquarie Private Hospital. A 28 bed extension to the existing hospital will provide additional private rooms and assist the hospital as it continues to increase its orthopaedic, urology and general surgery services. The much needed service of an eight chair day oncology unit will also be established.

The Board has approved the commencement of the planned extension to the existing Lake Macquarie Special Medical Centre. Stage 2 of this development was Council approved at the same time of Stage 1 The extension, to match the existing Medical Centre, will see an additional 1,200 sqm of consulting suites for the hospital's specialists.

Both projects are expected to be completed and ready for occupancy by early 2011.





Rosita and Rosida with their parents and Dr Angus Harianto, SpA

## SURABAYA TWIN TURN ONE

Rosida and Rosita, conjoined twins, who were separated at Surabaya Internasional Hospital on August 13, 2009, turned one on February 8, 2010. The twins, who are progressing well, still require hospital treatment. They celebrated their birthday with their parents, brother and hospital staff.



RHCI Clinical Management Team and Indonesian Hospitals' Nurses

## INDONESIAN NURSES PRESENT AT INTERNATIONAL NURSING CONFERENCE

In November 2009, eleven nurses from Ramsay's three Indonesian Hospitals and the Infection Control Manager presented in Yogyakarta, Indonesia, at the Tri-Nation Nursing Conference held between Thailand, Indonesia and Australia. The nurses presented their Ella Lowe Innovation Research Projects and Posters. All presenters did a wonderful job showcasing their respective hospital's activities.



Handojo Rahardjo, Jusup Halimi, Danny Sims, Chris Rex, Paul Ramsay, Imanuel Herman Prawiromaruto, Juniwati Gunawan and Sulung Budianto

## GENERAL MEETING OF SHAREHOLDERS OF RAMSAY HEALTH CARE INDONESIA

Ramsay Chairman Paul Ramsay, Managing Director Chris Rex and Chief Operating Officer Danny Sims at the Annual General Meeting of Shareholders of Ramsay Health Care Indonesia in December 2009.

## 20,000 BABIES BORN AT ST GEORGE PRIVATE HOSPITAL

On Monday March 1 2010, St George Private Hospital celebrated two milestones. One was the opening of their new 44 bed ward, the other was the arrival of a very special baby. Renee Balafas, who weighed in at just under 3kg, was delivered by Obstetrician Dr Peter Child at 1.30pm whilst the official ward opening was underway. Her arrival had been very much anticipated by the maternity staff at the hospital, as Renee was the 20,000th baby to be born there since it opened 1995.

With this new milestone St George Private Hospital would be able to happily fill the home of the St George & Illawarra Dragon's home stadium in Kogarah with the babies they have delivered over the last 14 years. Renee's proud parents, Steven and Kristen Balafas of Sutherland, were thrilled Dr Child was their obstetrician and very happy with Renee's celebrity status at the Hospital.

"Dr Child is a lovely doctor", Mrs Balafas said. "We think he's fantastic and we're very happy that he could deliver Renee for us. The hospital has been wonderful and we would certainly recommend it to anyone who is having a baby. It's great that Renee was the 20,000th baby born here and very fitting that Dr Child delivered her."

Dr Child has served the St George and Sutherland Shire Communities in a medical career that has spanned almost 50 years, delivering 5,250 at St George Private alone.



Kristen Balafas with baby Renee and Dr Child

## BUGGER OFF MOLE SKANKY MOLES ARE NOT WELCOME!

The campaign is designed to combat the skin-cidious behaviour of Australians who know the sun smart message, but continue to neglect their skin under our blistering sun.

Hollywood Private Hospital and Joondalup Health Campus have joined forces with Melanoma WA, Nova 93.7FM, Invisible Zinc, Barbagallo and The West Australian newspaper to run a very Aussie skin cancer prevention campaign aptly named the 'Mole Patrol'.

The campaign is designed to combat the skin-cidious behaviour of Australians who know the sun smart message, but continue to neglect their skin under our blistering sun.

Hollywood and Joondalup have been despatching the Mole Patrol to Perth beaches each weekend along with skin cancer survivors from Melanoma WA and the Nova Casanovas, to blow these crimes against skin wide open.

These covert sun-operatives have been on the lookout for serious skin-cidents. A no mole-rance approach has applied. People who have contravened these simple sun smart rules have been slapped with a skin-fringement.

They've also been handing out Invisible Zinc, beach balls, frisbees, hats and t-shirts to those sun lovers that need a little extra help looking after their skin.

Some big names have jumped on board the Mole Patrol bandwagon already. The sun's best mate, George Hamilton and the Hamiltons, a pack of older dudes who have 'loved the sun a bit too much', have been donning their budgie smugglers to host some of the Mole Patrol outings.

The Hamiltons have been issuing transgressors with beef jerky as a visual reminder of what their skin will look like if they keep up their crazy antics in the sun!

The Hamiltons are joined by another big name in the Mole Patrol, Pamole-la Undersun, the official sunbassador for the campaign. She knows her largest and most precious organ is her skin, so she has to cover it up.





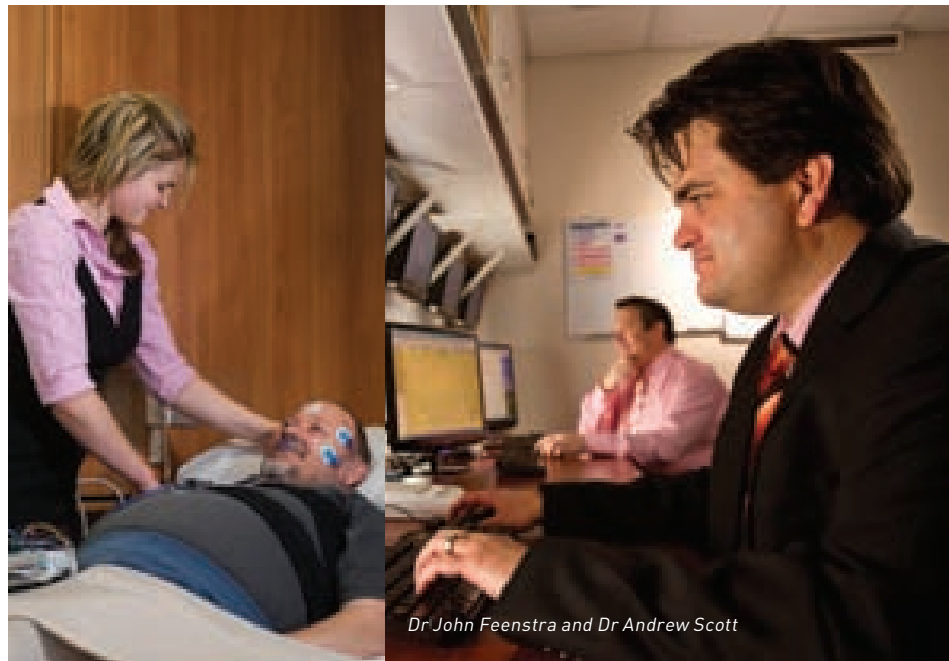
## NEW SLEEP STUDIES UNIT AT NAMBOUR SELANGOR

In February of this year a new Sleep Studies Unit commenced operation at Nambour Selangor Private Hospital. The unit has been established in recognition of the growing demand for quality, state-of-the-art sleep medicine services on the Sunshine Coast. Dr John Feenstra and Dr Andrew Scott, co-directors of The Thoracic and Sleep Group in Queensland will provide the service which has been developed alongside Dr Rosemary Gan's existing home-based program.

The new unit will incorporate a full laboratory-based diagnostic and therapy sleep unit serviced by allied scientific, nursing and technical staff from Nambour Selangor Private Hospital. It also includes full medical management and a review of all adult respiratory and sleep disorders.

Nambour Selangor CEO Shane Mitchell is delighted to now have this facility available. "The provision of the new unit will improve the accessibility for referring general practitioners and their patients to sleep services on the Sunshine Coast", he explained. "It will also relieve many patients from the additional stress and costs involved in travelling to metropolitan centres to access this level of specialist care."

**The unit has been established in recognition of the growing demand for quality, state-of-the-art sleep medicine services on the Sunshine Coast.**



Dr John Feenstra and Dr Andrew Scott

## RHC ATTAINS NATIONAL RCNA APEC STATUS

Ramsay Health Care is pleased to announce that on March 11, 2010 it acquired NATIONAL APEC (Authorised Provider of Endorsed Courses) status from Australia's peak professional nursing body, the Royal College of Nursing Australia (RCNA). APEC is a model of endorsement for educational events and activities. This means that each Ramsay hospital is now authorised, on behalf of RCNA, to endorse its own activities, and is also permitted to allocate RCNA Continuing Nurse Education (CNE) points to these initiatives, for a period of two years.

Liz Spaul, Ramsay's National Workforce Planning & Development Manager was very pleased to undertake this endorsement process on behalf of the hospital group, "This is perfectly timed, as the soon-to-be enacted National Registration Scheme, mandating CPD (continuing professional development) points for all registered health professionals is coming into effect as of July 1, 2010", Liz explained.

This is a major achievement for Ramsay as it is now one of only 13 organisations in Australia to attain this national status and is the third hospital operator group in Australia to become listed as a National APEC.

"If your hospital is already APEC endorsed you will not be required to undertake any further renewals of your licence, saving both time and expense. The only adjustment you will be required to make is to change your APEC number and logo."

"This national affiliation also means we will obtain free advertising on RCNA's website and have full use of RCNA's logo on promotional material. The RCNA has also kindly offered to profile each of our hospitals and our web page on the RCNA site, as well as provide us with the opportunity to list our activities so they are available to external participants", Liz explained.

Ramsay Health Care's Managing Director Chris Rex is extremely pleased with this achievement. "Professional development remains a priority for our organisation. This important national partnership with the RCNA further cements Ramsay's reputation as a leader in providing high calibre educational initiatives for Australian nurses", he said.

Regular updates will be provided. For further information contact Liz on 0437 741 295.

## HOTEL STAY FOR WESTMEAD PRIVATE MUMS

Westmead Private Hospital has announced the commencement of a Parenting Plus Program at Rydges, Parramatta, which offers families the chance to stay in a hospital-assimilated environment in a four and a half star hotel, as an alternative to a busy clinical hospital environment.

Parenting Plus is an extension of Westmead Private Hospital's postnatal service and started in February.

"Because of our already very busy obstetric unit and with long waiting lists, we decided to look outside the square", said Westmead CEO Carol Bryant. "By introducing Parenting Plus women who have had a complication free birth and meet a strict criteria are offered the opportunity to select our Parenting Plus option."

"We wanted to offer families an alternative to a busy clinical hospital environment. At Rydges we will be offering a hospital-assimilated environment in the four and half star luxury of the magnificent Rydges. Families will be able to enjoy fine dining, service and amenities whilst receiving the highest standards of expert postnatal care."

New mothers will spend two nights at Westmead Private Hospital to ensure there are no medical complications, and are then transferred to Rydges, via a chauffeured vehicle, where they spend two more nights under the supervision of midwives.

"By introducing Parenting Plus we are also able to free up some beds, which allows us to offer our services to a greater number of women wanting to deliver at Westmead Private. Our aim at Parenting Plus is to enhance the postnatal experience for families, focusing on developing the key skills required for a successful transition from hospital to home with a new baby", said Carol.

Westmead Private Obstetrician Dr Phillip Cocks has welcomed this new initiative. He said, "I am looking forward to offering this exciting new service to my patients and their families."



**Opens 1st Feb!**

### Preparing for life as a family

Parenting Plus is an exciting new service for families of Western Sydney.

This service is an extension of Westmead Private Hospital's well established postnatal service & is specifically designed to enhance the postnatal experience for families.

If you choose to participate in Parenting Plus & both you & your baby are well\* your obstetrician may approve your transfer into the dedicated Parenting Plus wing located at the 4.5 star luxury Rydges Hotel in Parramatta.

In Parenting Plus you will stay the first 2 days at Westmead Private Hospital before being transferred in a chauffeur driven vehicle to Rydges where you will stay an additional 2 nights. Your stay at the Hotel

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

\*Note: Access to Parenting Plus at Rydges is not guaranteed, & subject to availability. From time to time, & at the discretion of Westmead Private Hospital management, Parenting Plus at Rydges is not operational & therefore, not available for patients to access.

**RYDGES**  
PARRAMATTA - WESTMEAD

**WESTMEAD**  
PRIVATE HOSPITAL

For additional information please contact  
Maternity Bookings on:

**02 8837 9279**

## MICROSCOPIC LOOK AT EYE SURGERY AT ST ANDREW'S

Eye surgery will be less invasive and more precise than ever at St Andrew's Ipswich Private Hospital thanks to the acquisition of a new state-of-the-art operating microscope.

The hospital recently purchased the Carl Zeiss operating microscope, which hospital CEO Chris Murphy said included the latest phacoemulsification ultrasound and cataract surgery equipment.

Chris said, while an older model machine had been at the hospital, the new \$100,000 operating microscope helped surgeons make more precise incisions.

"We've had a similar microscope in the past which worked extremely well, but as technology improves we're looking to keep up with that", he said.

"The images from this microscope are much clearer, which means surgeons can work more accurately and the procedure is less invasive for the patient."

"St Andrew's Ipswich Private Hospital has made this significant purchase in order to meet the increasing demand for eye surgery in Ipswich and surrounding communities."

He said the hospital's ophthalmologist, Dr Girish Jamnadas, had already put the new microscope to use in cataract surgery.

"I think it's good for people to know that, should they require eye surgery, they can access it locally rather than having to travel to Brisbane hospitals", he said.



Ophthalmologist Dr Girish Jamnadas, with registered nurse Fiona McAlister, looking down the new microscope. Courtesy of the Queensland Times



Dr Ladwig

## NEW SPECIALIST PRACTICE COMPLEMENTS NAMBOUR SELANGOR'S MATERNITY SERVICES

A new dedicated tertiary level obstetric and gynaecological ultrasound practice has commenced at Nambour Selangor Private Hospital, offering services including prenatal diagnostic testing (chorionic villus sampling and amniocentesis).

The service, provided by Advanced Women's Imaging, is located in beautifully appointed rooms within Nambour Selangor Private Hospital's allied health precinct.

The opening of Advanced Women's Imaging will give more choice and improved diagnostic ability to women and doctors on the Sunshine Coast. Prior to this, local women had to travel to major metropolitan centres like Brisbane and Sydney to access this level of service, adding more stress at an often anxious time.

The addition of the service enhances Nambour Selangor Private Hospital's evolution as a world-class maternity facility and leader in the provision of women's healthcare services.

"Around 1000 babies are now born at Nambour Selangor Private Hospital each year", said Nambour CEO Shane Mitchell. "Our hospital's position as a birthplace of choice for women on the Sunshine Coast and beyond is testament to the unique philosophy of collaborative care nurtured between midwives, obstetricians, paediatricians and anaesthetists over the course of 12 years."

Offering women and their families true choice in childbirth, Nambour Selangor Private Hospital was the first hospital in Australia to offer water births and is one of the few hospitals in Queensland to offer options such as natural twin births and natural birth after one or more previous caesareans.

"Women and their families have travelled from as far afield as Singapore, Hong Kong, Canada, the United States and the United Arab Emirates to have their babies here at Nambour Selangor Private Hospital", Shane Mitchell explained. He went on to say, "We also regularly have women travel from Toowoomba, Ipswich, Bundaberg and various mining communities in western Queensland to give birth here."

"We are honoured to have Dr Ladwig and her obstetric and gynaecologic ultrasound service available to mothers and families in our community. The services will be of great benefit to women, families and other medical professionals."



Prostate surgeon Henry Woo performing this state-of-the-art procedure with the team at Hollywood Private Hospital



## EARLY WARNING SYSTEM INTRODUCED AT NORTH SHORE

The Intensive Care Unit at North Shore Private Hospital has introduced an Early Warning System (EWS) for unexpected admissions and readmissions to the ICU.

Initiated by ICU, the project is designed to allow more complex patients to be given appropriate medical attention and nursing care in a timely manner and to reduce unexpected admissions/readmission to ICU, as well as prevent further deterioration in condition and reduce morbidity and mortality.

The aim is to improve outcomes for critical patients in ward areas, prevent complications, pre-empt reversible causes of cardiac arrest and empower ward Registered Nurses to recognise early signs and symptoms of deterioration.

Implementation included designing an observation chart with colour coded areas, a flow chart (also colour coded to match the observation chart) with parameters to flag patients at different levels of risk, as well as steps to follow in order to get assistance in a timely manner. Each area held education sessions to inform staff about the changes in the observation chart, and to demonstrate how to use the flow chart. The sessions included the hospital CMOs and registrars.

An important component of this initiative is the introduction of fob watches to be supplied to all nurses to ensure respiratory rates are recorded accurately.

Phase Two of the project will see the launch of ICU Liaison in February 2010 to support the EWS and review patients who have been deemed by Intensive Care Specialists to be at risk of deterioration on the wards post ICU discharge.





## GREENLIGHT LASER THERAPY COMES TO RAMSAY HOSPITALS

A state-of-the-art bloodless surgical treatment for men with urinary problems caused by enlargement of the prostate gland has recently been introduced at Kareena Private Hospital in the Sutherland Shire, Sydney, Hollywood Private Hospital in Perth and North SHore Private in Sydney.

The treatment, known as GreenLight Laser Therapy, uses 100-120 watt laser energy from the green light band to vaporise the prostate tissue that obstructs the outlet of the bladder. Men suffering from enlarged prostate or benign prostatic hyperplasia typically experience at least one of a number of symptoms including frequent urination, a weakened urinary stream, the need to get up at night to pass urine and a feeling that the bladder has not been completely emptied.

Historically, BPH has been treated with medication in the early stages or by having an operation known as a transurethral resection of the prostate (or TURP) if the condition becomes more severe. The operation involves staying in hospital for two to three nights and because of the risk of bleeding in the postoperative period, it is necessary to stop taking blood thinning medication prior to surgery.

The advantage of GreenLight Laser Therapy is that it provides a less invasive surgical alternative, patients don't necessarily need to stop taking their blood thinning medication and recovery time is often significantly quicker.



Dr Alan Bray (left) & Dr Andre Schmidt - Convenors of the Vascular Conference along with Dr Bernie Bourke (not pictured).

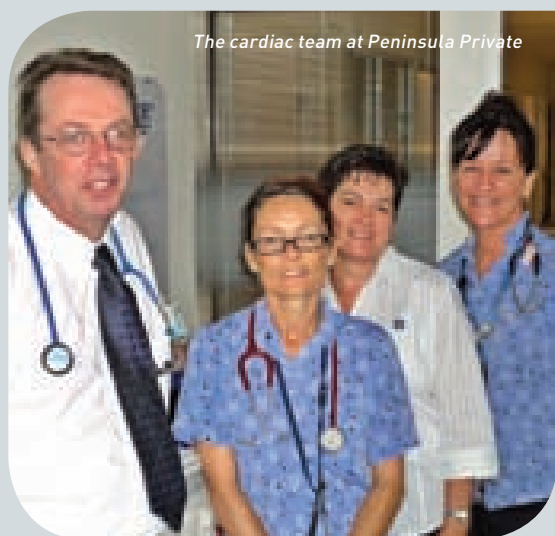
## LIVE CASES TRANSMITTED FROM LAKE MACQUARIE

At the Vascular Interventions Conference 2010 held at the Crown Plaza on March 6 – 7, 12 live cases were transmitted from the vascular and angiography labs at Lake Macquarie Private Hospital to the conference centre.

Mr John Pitsonis, Chief Executive Officer, Lake Macquarie Private Hospital presented the opening address to 230 delegates from around the world.

Leading international Interventional Angiologist, Dr Andrej Schmidt, together with regional Interventional Vascular Surgeons, performed carotid angioplasty and stent, below knee angioplasty and exclusion of popliteal aneurysm with viabahn graft.

Dr Schmidt is one of the leading angiologists working at the Herzzentrum Leipzig, one of the best equipped centres for the treatment of cardio-circulatory diseases in Germany.



The cardiac team at Peninsula Private

## PENINSULA PRIVATE RESEARCHERS PRESENT AT INTERNATIONAL CONFERENCE

At the International meeting of the Asia PCR (Percutaneous Coronary Revascularisation) SINGAPORE Live held in Singapore on January 21-23, 2010, Deb Sharp presented the findings of a research project conducted to determine whether "direct ambulance transfer from home to CCU significantly reduces door-to-balloon (D2B) time of primary intervention in patients presenting with ST segment elevation myocardial infarction". The direct cardiac admission system means patients requiring emergency angiography are fast-tracked through a rapid assessment unit.

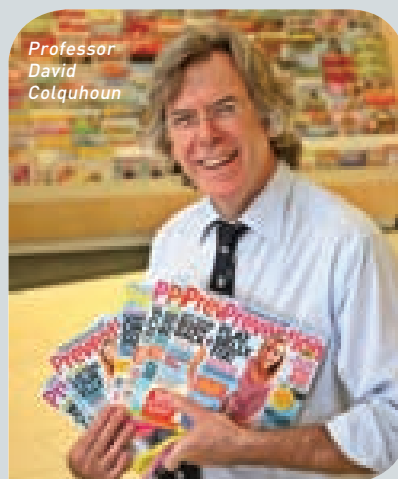
"Cardiac services at our hospital have demonstrated an exceptionally high rate of compliance with best practice standards with 93.4% of percutaneous coronary interventions achieving D2B times of less than 90 minutes. We conclude that D2B times of less than 60 minutes are achievable through a strategy incorporating strong affiliations with emergency services, local practitioners, and the establishment of rapid assessment through direct cardiac admissions", Deb explained.

"It was truly a proud moment to see Peninsula Private's name and achievements stand alongside some of the great cardiac centres from around the world."

Congratulations to Deb Sharp, Greg Szto and David Calladine.

## RAMSAY CARDIOLOGIST WRITES FOR PREVENTION MAGAZINE

Professor David Colquhoun, Cardiologist at Greenslopes Private Hospital, is now a regular feature writer as the "Heart Doctor" for national magazine Prevention which comes out monthly around Australia.



Professor David Colquhoun

Professor Colquhoun has a long history of research and promotion of cardiovascular prevention having undertaken the first study ever on the effect of avocado in lowering serum cholesterol. He then demonstrated how macadamia nuts helped to lower cholesterol. Professor Colquhoun has been a long term advocate of the Mediterranean diet and fish oil, and was chief author of the Heart Foundation's position statement on fish oil and heart disease.

Two years ago the Heart Foundation nominated him to attend the 2020 Summit and he was the only cardiologist invited.

Professor Colquhoun has now written five feature articles as the Heart Doctor for Prevention.

## WANGARATTA TURNS 15

Wangaratta Private Hospital celebrated its 15 year anniversary in November 2009 at a cocktail function at the Gateway Hotel, Wangaratta. Over 120 guests, including past and present staff and doctors, were in attendance. The event was not only a celebration of the hospital's 15 year history, it also provided an opportunity to recognise long serving staff members. A 10 year service award was presented to Tamara Fisher, Sam Sgarioto, Leila Craig, Cathy Duncombe, Shelley Hammat, Di Lucas, and Tracey Flemming received 15 year service awards, while Merle Ireland received an award for 20 years of dedicated service.

In addition Christine Patterson took out the customer service award, Eric Churchill received a patient service award, while Sam Cooper received the 'Rob Martin Award for Excellence in Nursing'.



Wangaratta award recipients

## HELPING KEEP BABY SAFE

In conjunction with the local Kiwanis Club of Shepparton - Sunrisers, Shepparton Private Hospital is participating in a program that distributes bath thermometers to new mothers.

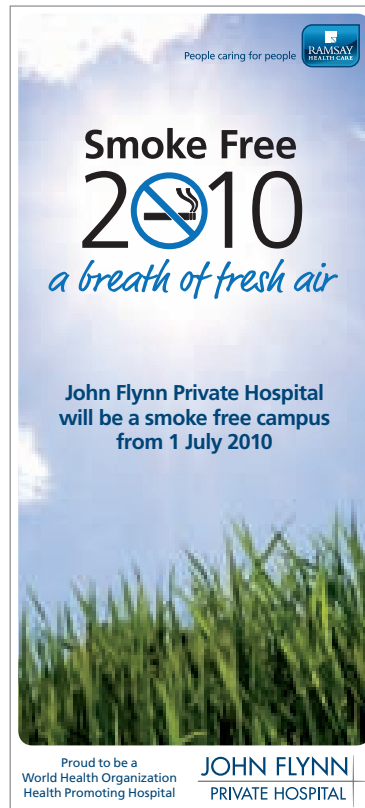
Ensuring water is at the correct temperature is important when bathing babies. This device provides new mother's with added assurance that bath water is neither too hot, nor too cold.

The Kiwanis Club (part of a global organisation of volunteers) provides the thermometers free of charge.

Director of Clinical Services, Margaret Watts, is a member of "Sunrisers" and arranged for the hospital to participate in the program. Margaret explained how happy she was to be involved in the initiative. She said, "The hospital is pleased to be able to assist with one of the many projects that Kiwanis are involved in, that focus on helping children and the local community".



Mother Narelle Wood with baby Stella being presented with a thermometer by unit manager Margot McGrath



## J&J SUPPORTS RAMSAY NATIONAL TRAINING INITIATIVES

Johnson & Johnson has generously donated \$150,000 to the Ramsay Training Institute to support national training initiatives. Area Vice President Johnson & Johnson Australia and New Zealand, Namal Nawana presented the cheque to Ramsay Health Care's Carolyn Terry, National HR Manager and Danny Sims, Chief Operating Officer. Johnson & Johnson have also committed an additional \$150,000 in each of the next two years. Carolyn Terry was pleased to accept the cheque. "We thank Johnson & Johnson for this generous donation. Ongoing training is critical to ensure our staff have the skills they need to provide high quality service provision, whilst it also assists us in attracting and retaining the best and brightest employees."

*Johnson & Johnson*



Namal Nawana, Area VP J&J Aust & NZ, Carolyn Terry, National HR Manager & Danny Sims COO

## RAMSAY HOSPITALS IMPLEMENT SMOKE FREE 2010

Early this year, Greenslopes Private in Brisbane implemented a smoke free policy. They are actively promoting a smoke free environment to support the wellbeing of everyone who comes to the campus including staff, patients and visitors.

From July 1, 2010, John Flynn Private on the Gold Coast will also be a smoke free campus.

Western Australia's Hollywood Private implemented a similar program two years ago and

Joondalup Health Campus followed suit a year later.

Discounted nicotine replacement products have been made available at Greenslopes and cessation information sessions are offered to staff.

Inpatients are encouraged not to smoke whilst they are in hospital however, in response to feedback from doctors, it was agreed that there needed to be some exception for certain patients. Therefore, a small designated patient smoking

area is available for this group of patients only.

Consistent signage displaying the smoke free campus message has been implemented with particular emphasis on all entrances to the campus and hospital buildings.

Greenslopes Private Hospital is pleased to report a very high compliance rate thus far.

## STRATEGIC SOURCING

The first phase of the Strategic Sourcing initiative saw Prius Healthcare Services appointed as Ramsay Health Care's preferred partner for hospital ward beds, DVT compression devices and pressure relieving powered mattresses. This initiative has delivered substantial cost savings while always ensuring that clinical outcomes are at least maintained and, in many cases, improved.

Western Australia was the first state to receive the benefits of the Strategic Sourcing initiative and has had positive feedback from patients, nursing staff and doctors. Kevin Cass-Ryall, WA State Manager and Hollywood Private Executive Director stated "Hollywood, and indeed the whole state of WA, is a keen supporter of the Strategic Sourcing initiative. It has delivered great products and great value for money. Further, we have received good technical support and service from Prius".

The implementation of DVT and mattresses has been completed throughout the Ramsay network. Hospital ward beds are being rolled out progressively throughout, and will continue over the next two years. One of those hospitals to receive the Prius Elite bed is St George Private. The new Ramsay beds have been delivered as part of St George Private's new development. Tracey Burton, CEO of St George said, "it is wonderful to be able to open our new hospital ward with such great looking new beds. The new features are really appreciated."

With the success of the first stage of the Strategic Sourcing program achieved, it is time to move onto the second phase of the project.

Paul Fitzmaurice, Executive Manager and sponsor of the Strategic Sourcing initiative said, "the financial and clinical results of this first stage of the project have given us confidence to proceed with the next phase. What we are doing is quite unique in our industry and we are delighted that some of our existing suppliers have expressed an interest in working with us." Paul continued "I would like to thank all the people involved in this significant project. It is the work of the Clinical Assessment Group, the hospitals that have trialled the products, and the support of the local management that has driven this project to success".



Prius beds at St George Private

## DONVALE REHABILITATION HOSPITAL SUPPORTS 'DONATE LIFE' INITIATIVE

Awareness of the Donate Life initiative was raised amongst Donvale Rehabilitation Hospital staff in February. The new exec team cranked up the BBQ for a staff lunch on Friday 26th Feb, where Donate Life information was circulated to staff. Staff gold coin donations for the BBQ & free dress day were matched by the hospital.



## DONVALE REHABILITATION HOSPITAL PARTICIPANTS IN THE RAMSAY HEALTH CARE TRIATHLON PINK HELD IN MELBOURNE IN JANUARY.





## LEBANESE GIRL GETS NEW LEASE ON LIFE AT LAKE MACQUARIE

A Lebanese girl who has been living with a defective jaw since the age of four has had a series of life transforming surgeries at Lake Macquarie Private Hospital over the past few months.

At the age of four, young Hanan Zowayhed fell four metres from a balcony at her home in Lebanon, which resulted in an injury to her jaw. It could have been easily treated but was incorrectly diagnosed by her village doctor and, as a result, her jaw joint became fused to the base of her skull.

Hanan's family sought further help from doctors in the Middle East however, despite several surgical procedures, movement to her jaw was not achieved. Hanan's front teeth were subsequently removed to enable her to eat soft food. This was the only way she could eat for the next 19 years.

Determined to help her, Hanan's Aunt extensively sought information from the internet and found Dr Michael Bowler, Oral and Maxillofacial Surgeon at Lake Macquarie Private Hospital who agreed to operate on Hanan.

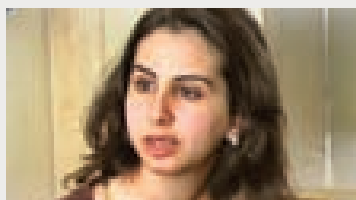
Dr Bowler enlisted the help of colleague, Chicago-based Professor Louis Mercuri, the doctor who helped design and pioneer the use of an artificial jaw joint, now used worldwide.

In September 2009, Dr Bowler performed Stage one of the bilateral total joint replacement where the fused bone was removed and four wires placed for inter-maxillary fixation, together with the insertion of bilateral silicone spacers. The final stage of the procedure, was

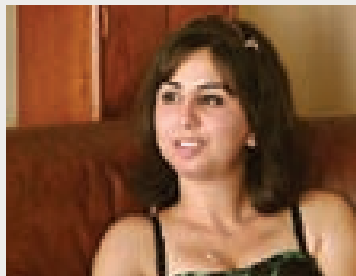
performed in November 2009. Custom total joint replacement devices were fitted and a fat graft, harvested from the abdominal wall, was packed around the joint devices. Experienced theatre staff at Lake Macquarie assisted Dr Bowler with both procedures.

Hanan's teeth were then replaced by Dental Surgeon, Dr David Laird. By January 2010, following extensive jaw exercises, Hanan could eat, laugh and enjoy a normal life, and left Australia to return home to Lebanon, a very happy and extremely grateful young woman.

Dr Bowler, in a letter to the Hospital's Marketing Manager, Enid Scott, following his final review, wrote, "I really can't begin to thank you enough for all your help, particularly behind the scenes with small but very important things like Hanan's domestic arrangements here in Newcastle and her personal support. I know Hanan and her mother, Nabila, and her aunt, Hwayda, were extremely grateful to you for all your help, support and friendship and I know they will never forget you. I think all the staff at Lake Macquarie Private Hospital can be very proud of the result achieved for Hanan. It is something that will certainly change her entire life."



Hanan Zowayhed before surgery at Lake Macquarie Private



Hanan Zowayhed after surgery

## KAREENA PRIVATE VOLUNTEERS RECOGNISED FOR OUTSTANDING COMMUNITY WORK

Two of Kareena Private's dedicated hospital volunteers have been recognised for their services to the community.

Sandra Hudson received the Cook Award for services provided to the community. She was recognised for working tirelessly in providing support to others and fundraising to make the Sutherland shire an even better community.

Margaret Pedersen was nominated for Australian of the Year Award 2010 for her dedication to community service through volunteer work. Margaret said, "Through this volunteer work I have been able to give back to the community. So many people in this world need a kind word or deed to make their day, particularly in the area of health. I get far more from volunteering than I give."



## RAMSAY HEALTH CARE SURGEON FIRST TO SAVE THE SIGHT OF INDIGENOUS PEOPLE IN PERU



Ramsay Health Care surgeon Dr Ian Davison is organising a mission to Peru to perform the first ever cataract surgery on more than three hundred disadvantaged people living in the Colca Valley.

Orthopaedic surgeon Dr Ian Davison has worked for Ramsay Health Care for more than twenty-five years.

He has arranged for a small dedicated group to travel to the region in May 2010, to perform these life altering procedures. Those going to Peru include:

- Dr Stewart Randell
- Dr. Warren Bruce, Anaesthetist, Nowra
- Dr. Dean Durkin, Ophthalmologist, Nowra
- Carmen Ryan, Practice Nurse (Dr Durkin)
- Mary Louise Laxton, scrub nurse, Nowra Private Hospital
- Leonie Daveson, Theatre nurse, Nowra Private Hospital
- Greg Cameron, Optometrist
- Fiona Martin, scrub nurse, The Avenue Private Hospital.

Home to the Quechua indigenous people, the Colca Valley has a significantly higher incidence of cataracts than any other nation in the world.

Dr Davison explained that many of these people are living in darkness. "These are people who've had sight, and then lost it...they know what it's like to have seen", he said.

He explained that the Quechua people work as alpaca breeders, high up in the Andes mountains. This location means that they are constantly exposed to harsh UV rays. "At high altitudes there is nothing blocking the strong UV light", said Dr Davison. "It's a very thin atmosphere, which means there's a lot more UV light and therefore a lot more UV damage."

Opacities within the eye, cataracts, cause blurred vision and, in extreme cases, total blindness. In most countries this is an easy and relatively cost free problem to fix, but the Quechua people are so impoverished and cut off from proper hospital care that they are unable to access treatment.

"It is an extremely remote region", said Dr Davison. "Although there are sophisticated hospitals in Peru that are serviced by skilled doctors, medicos often can't perform these procedures as they don't have the equipment or funding. The services may be there, but they're not freely available, especially if you're poverty stricken."

Dr Davison's work in Peru is keeping up a strong Australian tradition of performing cataract surgery in under-served areas - work which was first started by Fred Hollows.

He was also drawn to the project as he is the President of the Australian Alpaca Association and breeds 600 of them here in Australia.

When Dr Davison was presented with the idea, via a colleague he leapt at the opportunity to represent Australia, Ramsay and the Australian Alpaca Association.

"Cataract surgery can dramatically change people's lives. If you had been living in darkness for years, and were then suddenly able to see again, it would have an enormous impact on the quality of your life", he explained.

Funding for the mission's air fares will be generously donated by Ramsay Health Care.

## OPERATION RESTORE HOPE

Late last year, Strathfield Private nurse Henri Choo travelled to Cebu in the Philippines with Operation Restore Hope, a 14 member surgical team that performed a range of procedures including cleft lips and palate reconstructions.

Henri said the team had to cope with various problems. The most common was slow running fresh water which affected the cleaning of surgical instruments, and power cuts which were numerous and slowed operating times significantly, even with battery back up. Despite these issues, Henri reported that the mission went extremely well.

"We learned a great deal from this experience, particularly how to work well when operating conditions are not optimal. We managed with restricted supplies and avoided wastage," Henri said.

"The opportunity to work with the local people was also very rewarding, as we were able to share our professional techniques with nursing staff and doctors in Cebu, as well as gaining insight into their work culture."

## TAMARA SUPPORTS ORTHOPAEDIC OUTREACH CLINIC IN PNG

Tamara Private orthopaedic surgeon Dr Rob Sharp, who grew up in Rabaul, is now returning on a regular basis to hold Orthopaedic Surgical Clinics in Kokopo, East New Britain, with the assistance of volunteer staff and anaesthetists from Tamara Private and the local hospital. Rob is delighted to be able to offer this necessary service to improve the health status of the significantly disadvantaged village people. Tamara Private nurses Debra Maslen and Louise Jones have now assisted with two of these clinics. Both women believe this experience has had a profound impact on them. They returned home with a sense of making a real and very special contribution to the most grateful people that they had ever had the pleasure to care for.



Louise Jones, Dr Rob Sharp & Deb Maslen



The staff on the Paediatric ward at JHC

## JHC STAFF RAISE MONEY FOR TOODYAY BUSHFIRE VICTIMS

Staff from the Joondalup Health Campus paediatric ward dressed up as superheroes in January to raise money for the Toodyay bushfire victims.

'Heroes helping out heroes' was the theme for the fundraising event, which managed to raise over \$1,000 for the

victims by collecting gold coin donations from staff, patients and visitors.

Paediatric clinical nurse Wendy Kelly said she wanted to help out in some way because her niece lost her house in the fires.

"My niece lost everything in the recent

## NORTH SHORE PRIVATE NURSE AND PATIENT VISIT TSUNAMI DEVASTATED SAMOA.

Lyn Whitlam of North Shore Private's Short Stay Unit travelled with Channel Nine's 60 Minutes to Samoa to cover a story about the devastation of the September 2009 tsunami.

Lyn was invited on the trip to support her sister Wendy, a pre-school teacher who has had breast cancer for the past four years and has been treated by North Shore Private.

In 2005 Wendy met Reverend Uaea while visiting Saleapaga in Samoa. She formed a close friendship with him and, for the last six years, she's been raising money and sourcing goods and equipment for the town's local pre-school.

When Wendy, Lyn and the team from Channel Nine reached Samoa they were devastated by what they found. The village of Saleapaga was all but gone and 10% of the population had died. Among the dead were three of the pre-schoolers.

Lyn described the journey as being a deeply emotional experience. "When we were greeted by Reverend Uaea, we could tell he was overwhelmed with grief, but at the same time so grateful that we had travelled with a camera crew to draw the world's attention to the plight of the Samoan people."

As many of the villagers did not want to leave their close-knit community to go to the hospital, Lyn spent much of her trip administering first aid, with the limited supplies available to her.

Wendy's efforts to assist the people of Samoa are continuing with the establishment of the charity "Let's help Samoa". If you would like to assist this worthy cause please visit [www.letshelpsamoa.com.au](http://www.letshelpsamoa.com.au).



Mrs Uaea with Lyn Whitlam





fires. It has obviously been a very difficult time for everyone who has been affected by such devastation", she said.

"I wanted to help so I spoke to the nurses on the ward and they came up with this marvellous idea."

"Some people consider nurses as heroes, but when you hear of the remarkable stories of people

risking their own lives to help out in these tragic circumstances, it makes you realise how many heroes are actually out there in the community."

Toodyay is a small town located an hour away from Perth. Over 40 people lost their homes in the fires.



Below: Donvales' Michael Finn ANUM, Gerard Kennedy CEO, Jess Dodd RN, Emma Birch Occupational Therapist, Emma-Jae Collins Physiotherapist

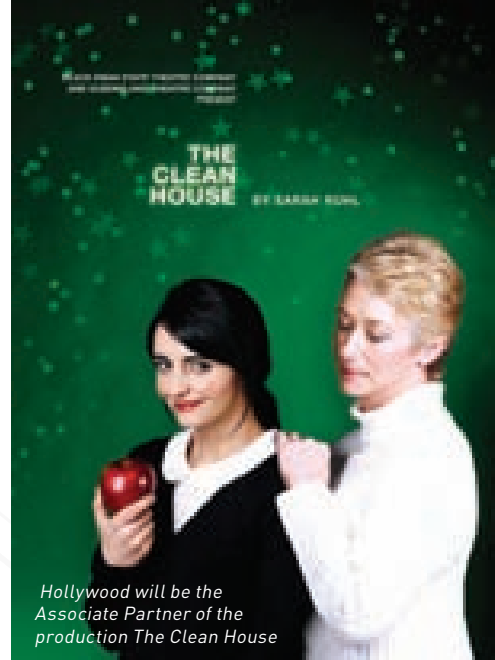


## DONVALE REHABILITATION HEADS TO THE 'MARKETPLACE'

On Saturday February 27, 2010, as part of the Donvale Council's Healthy Lifestyle Week, the Traders Association held its second annual Twilight Street Festival, celebrating Health and Happiness at Tunstall Square Shopping Centre.

Donvale Rehabilitation Hospital participated in this community forum by promoting the hospital's services. Donvale staff were on hand to answer questions about rehabilitation services, promote patient choice in local rehabilitation providers, as well as offer free blood pressure and blood sugar level readings.

The team at Donvale were inundated with visitors, many of whom were considering the hospital's programs, as well as former patients who came up to say hello and commend the team on an excellent community service.



## BLACK SWAN THEATRE COMPANY WELCOMES HOLLYWOOD

Black Swan Theatre Company will be added to Hollywood Private Hospital's arts sponsorship portfolio in 2010, joining the WA Opera and The West Australian Ballet. This makes the hospital one of the state's most significant corporate contributors to the arts.

As well as being featured prominently throughout the year in the company's production material, Hollywood will be the Associate Partner of the production 'The Clean House'.

Black Swan State Theatre Company's General Manager, Shane Colquhoun is absolutely delighted to have Hollywood on board. "We are excited to welcome Hollywood Private Hospital as a Black Swan sponsor and look forward to a long and mutually beneficial relationship. Hollywood's support will help ensure that Perth audiences get to see high quality live theatre productions by the company in 2010."

## WORLD'S GREATEST SHAVE

Sally Moorey, a midwife who works in Special Care Nursery at Frances Perry House underwent a dramatic transformation to raise money for the Leukaemia Foundation's World's Greatest Shave on Wednesday March 10, 2010.

Congratulations Sally for raising over a total of \$1,000 so far!

Sally Moorey shaves it all off for a good cause!



## MEDITECH FINISHES...OR IS THIS JUST THE BEGINNING?!

In 2004, clinical and IT representatives from all relevant aspects of the Ramsay Group, were involved in the comprehensive selection process of a new Health Care Information System (HCIS), the aim of which was to choose an HCIS that would be standardised across all Ramsay hospitals. As we all know now, the system chosen as a result of that process was MEDITECH, an integrated modular system that aims to support the entire continuum of care.

Once the system had been chosen, the Project Team - comprising Ramsay and MEDITECH staff - began the work of customising the system for the Australian Health Industry and to meet the specific requirements of Ramsay hospitals. Then, on the May 1, 2005, the MEDITECH system successfully went live in Ramsay Health Care's pilot site of Hunters Hill Private Hospital.

Since that time, the project has forged ahead, gaining momentum with a corresponding increase in team members. Over the course of the project, MEDITECH has been implemented into 64 Ramsay sites and employed a total of 78 staff members over the four year period, which peaked at a team numbering 43 people.

The success of the project can be attributed to a number of key factors:

- First and foremost, Ramsay staff – having an enthusiastic and willing group of hospital staff, working with a committed and energetic Project Team, has proved to



## IT UPDATES

### RAMSAY LAUNCHES NEW SAP

Many Ramsay hospitals are now live on the new SAP system.

Group Commercial Operations Manager Dean Wilkes said the "go live" has been successful with no major issues to report in the first week of processing.

The SAP Project team which successfully rolled out the new SAP system will continue to monitor, support and work with these sites to rectify any issues as they arise especially as these hospitals go through their first month end in February.

The remaining hospitals (current Pronto Financial system) will be migrated to new SAP in staggered groups.

- be a winning formula, and ensured that MEDITECH would be implemented as smoothly and quickly as possible
- A supportive Project Steering Committee
  - Thorough and consultative planning
  - An experienced team from MEDITECH themselves and
  - Last and certainly not least, the energetic and proven project management skills of Jean Potts, who was the adept Project Manager for the entire duration of the project.

As the final sites in Western Australian near completion of their implementations, this signals the end of the MEDITECH project in Australia and the meeting of the goal of implementing a standardised HCIS throughout Ramsay, within time and within budget. Congratulations and thank you to all Ramsay and MEDITECH staff who have participated and contributed to the success of this project.



Hollywood Private Team

## HUMAN RESOURCES UPDATES



The Indonesian national safety team



### THE NATIONAL SAFETY TEAM VISITS INDONESIA

National Safety Manager, Channele McLennan and National Manual Handling Manager Pam Fogarty visited all three RHC Indonesian facilities in December 2009.

Basic manual handling training (slide sheets) was undertaken in the wards and theatres at Mitra, Bintaro and Surabaya. Walk through inspections and risk assessments were also performed, in part to prepare for the planned JCI Accreditation process in 2010. The National Safety Team were very impressed by the Indonesian facilities and overwhelmed by the hospitality received.

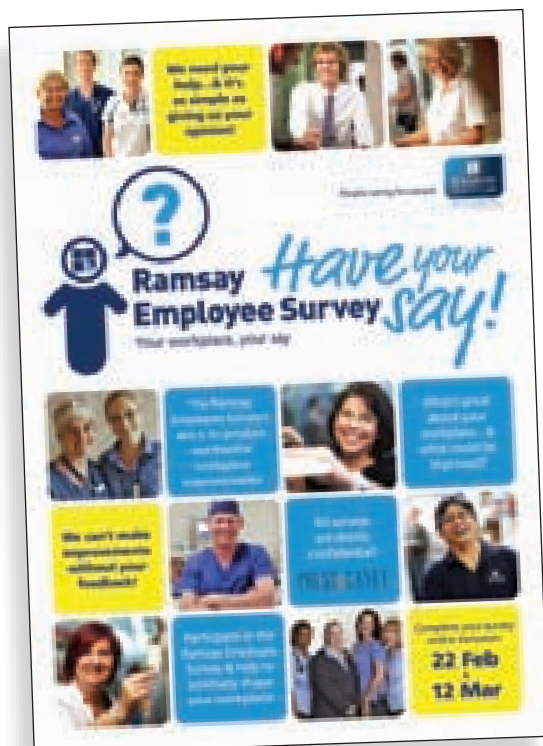
### VICTORIA– ENTIRE QUARTER LTI FREE

Victoria achieved three consecutive months without a lost time injury (LTI) in October, November and December of 2009

This is a first for RHC Australia and Victoria. This is an excellent result particularly given return to work legislation in Victoria.

### THE RAMSAY HEALTH CARE EMPLOYEE SURVEY

The Ramsay Health Care Employee Survey is now closed. Congratulations – we received responses from over 46% of employees. Results will be analysed over the next few months and will be available in late May 2010.



Malcolm Passmore NSW Regional State Manager and NSW "Preceptor of the Year Award" winner Rachel Benson from St George Private.



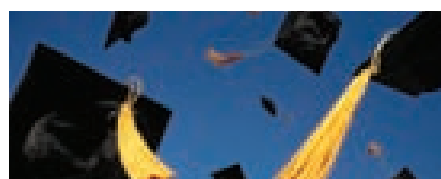
Queensland Preceptor of the Year Linda Cameron and her team from John Flynn Hospital.



Victoria Preceptor of the Year Sue Fisher receiving her award

### VICTORIA'S GRADUATES GRADUATE

Victoria's Division one and two graduate nurses and their families attended a special graduation ceremony at Casey Gardens in February. The event provided graduates with the opportunity to catch up with one another and reminisce about their study days, as well as thank the Victorian Education Team and their respective hospital Directors of Clinical Services, for the support they received throughout the year.



### NATIONAL GRAD PLUS PROGRAM

The National Grad Plus Program in 2010 is looking to be more successful than ever. Each state saw a wonderful bunch of newly qualified nurses sign up for the graduate program with Ramsay. This year's graduates were carefully selected from an overwhelming number of applicants.

NSW State Coordinator Karina Kiely believes the Gradplus program is becoming increasingly popular, as positive feedback from previous graduates circulates amongst universities and within the nursing community.

"Our hospitals have made a tremendous effort to ensure that undergraduate clinical placements provide a second-to-none learning environment, while introducing them to the Ramsay Way", she explained.

The next six to twelve months will be a challenging time for graduates, but with the assistance and encouragement from our highly qualified and dedicated Preceptors, the graduates will have the additional support they need to thrive in this working environment.

We are very pleased to announce that HESTA Super fund will once again sponsor the "Preceptor of the Month / Year Award" to acknowledge the wonderful efforts and commitments made by our nursing staff across each state.

At the end of 2009 we announced the winners of the "Preceptor of the Year Award" for Queensland, New South Wales and Victoria and each winner received a \$500 gift voucher from HESTA as well as a certificate.

Queensland's winner of the award, Linda Cameron from John Flynn Hospital was nominated by her peers, colleagues and managers for her outstanding commitment to the ongoing education and support of all novice practitioners.

Sue Fisher from Peninsula Private was the Victorian recipient. When asked what advice she would provide to a new graduate her response was: "It's a privilege to look after another human being – if you're having a bad day stick with it and do not devalue your time as a nurse".

Rachel Benson from St George Private was NSW's winner. Annie Crawford who is the NUM on Rachel's ward has only the highest praise for the NSW recipient.

"Rachel has, during the past 20 months, regularly put her New Graduates' needs above her own", Annie explained.

"I recall a particular shift when she dragged herself to work, despite being very unwell, as she felt she couldn't leave her fledgling graduates without support. Rarely does the care and consideration of a junior staff member in any profession equal the ethic that Rachel demonstrated."

Finally we would like to congratulate all our graduates who have completed or are about to complete the Gradplus program in their respective states. We hope that you have enjoyed your program with us and we look forward to following your progress in the future with Ramsay.







# RAMSAY HOSPITALS LAUNCH WELLNESS PROGRAMS FOR STAFF



Beleura Private Hospital Launch

Peninsula Private Hospital - David Calladine and Shae Stewart, Wellness Ambassador



Francis Perry House - Olympic medalist Matt Welsh, Annie Dass, Wellness Ambassador, Louise Rathjen, Wellness Coordinator and Michael Rozek, CEO

Warringal - Olympic medalist Matt Welsh, Carolyn Terry, National HR Manager, Katrina Walton, RHC Wellness Projects Manager, Graham Clarke, CEO, Helen Young, Wellness Coordinator, Michelle Philips, Wellness Ambassador, Suzanne Hall, DCS

Beleura - Olympic medalist Matt Welsh, Hospital CEO Greg Hall and Staff Development Manager Bernard Hornblower



Francis Perry House - Employee Benefits Program Stand

Francis Perry House - The Wellness team

Warringal - John Leitch, HESTA, Suzanne Hall, DCS, Graham Clarke, CEO

Ramsay Hospitals in Victoria are taking a proactive approach to promoting employees' health and wellbeing by launching Wellness Programs for staff which include a range of activities and initiatives to support staff health, personal development and community contributions.

Kicking off with a 'Week of Wellness' activities in early March 2010, four Ramsay hospitals, Peninsula, Beleura, Frances Perry and Warringal have celebrated the launch of their wellness programs with roaming chair massages, exercise 'taster' classes, free health checks and an interactive wellness expo. Linacre also celebrated the launch of their wellness program with a free healthy lunch and seminars across the week.

Triple Olympic medalist Matt Welsh was a special guest at the Week of Wellness launches providing staff with an insight into key factors for optimal wellness and sustainable ways to achieve good health. Matt shares a special link with Frances Perry House, having been born at the facility 33 years ago.

Ramsay Wellness Projects Manager, Katrina Walton, said wellness programs for staff recognise that workplaces can assist staff to attain a better balance between their career and personal life. She said the programs are based on

an holistic view of wellness within the workplace from occupational health and safety through to health promotion.

"Putting in place good wellness programs benefits both the employee and organisation. For staff, 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", Katrina said.

"The Wellness Programs we have recently launched in Victoria provide a comprehensive range of initiatives across the wellness dimensions starting with WorkHealth, Worker Health Checks, and extends to financial wellness, employee assistance programs, flu vaccinations and much more. So this program is not just for fitness fanatics, it is designed to meet the needs and interests of all staff."

Wellness Programs in each hospital will be led by a Coordinator and a team of Ambassadors who will serve as the local wellness "champions" within their department.

The launch of the Ramsay Wellness Programs was proudly supported by BUPA and HESTA.

It is hoped that the Wellness Programs launched at these hospitals will make a real difference to the staff and, if the launch is anything to go by, they should be extremely successful.

## NSW NURSES CONFERENCE

### INSPIRING FUTURE DIRECTIONS

SATURDAY 15 MAY 2010

NOVOTEL, SYDNEY OLYMPIC PARK

You are invited to join us to hear

the inspiring success story of Gold Medal Paralympian James Paterson. Hear the wonderful innovations in the field of Deep Brain Stimulators being performed in Ramsay facilities. Listen to the showcase of presentations by Ramsay NSW nurses who are implementing innovative programs into patient care regimes. This is just a snapshot of the wonderful topics which will be presented at the conference.



Future conference details will be sent out in the coming months, however this is definitely a date for your diary and an event not to be missed. Continuing Professional Development (CPD) points are available for those attending the conference. This conference is free to all Ramsay staff.

## INAUGURAL RHC EXCELLENCE IN WORKFORCE PLANNING AWARD

The winner of the inaugural Ramsay Health Care Excellence in Workforce Planning was awarded to dietician Annette Zeman and her dietary team at Lake Macquarie Private Hospital.

Annette and the diet aides underwent a transformation in 2009, rebranding their area as the "Lake Macquarie Dietary Department."

This involved an extensive review of their practices. Resulting changes that came out of the review were a physical office space and new uniforms for dietary aides that could be readily distinguished from the catering staff. Annette explained, "Through co-location of the dietary aides with the dietician and a uniform shirt change we have created a new identity." Annette also added, "The new office and uniform became a talking point in the hospital and we are now easily recognisable to patients and staff which assists us in a more efficient workflow, improved communication and greater quality outcomes for our patients."



## ELLA LOWE NURSING RESEARCH SCHOLARSHIP

The winner of this year's \$10,000 Ella Lowe Nursing Research Scholarship is Angela Bushby, Clinical Nurse Consultant, Emergency Department, Joondalup Health Campus.

Angela's proposed research seeks to explore the perceptions of Emergency Department staff in relation to Family Witnessed Resuscitation (FWR) with a view to developing and implementing FWR policies and guidelines resulting in consistent and reliable practice and the avoidance of undue stress and concern for family and staff alike.

Applications were judged by Ellen Whittaker, DCS North West Private QLD, Linda Allen, DCS Mitcham Private, VIC and Liz Spaul on behalf of the Workforce Safety and Culture Committee. Angela certainly had some tough competition with a number of quality submissions from all states.

Congratulations Angela and we look forward to hearing more about the outcomes of your research next year.



## MOVEMENTS & APPOINTMENTS

**Linda Rossi** has been appointed as the Finance and Administration Manager of Figtree Private. Linda has worked at Figtree Private for approximately six and a half years. During this time she worked as Robert Prasad's assistant which enabled her to gain a great understanding of the business.



**Connie Porter** has commenced as Director of Clinical Services at Figtree Private. Connie was previously working as an After Hours Supervisor at St George Private Hospital and the NUM of the St George Private Hospital Birthing Suite. Connie has recently been working in a Clinical Governance role for Sydney South West Area Health Service. She has completed a Masters of Health Services Management and is a Graduate of the Australian College of Health Service Executives Management Training Program, which included positions on the RHC Clinical Governance Unit and St George Private Hospital.



**Deirdre McKaig** has been appointed Ramsay's Group Quality and Risk Coordinator. Deirdre is a registered nurse who has had extensive experience in Quality and Risk Management roles within the private sector. She has worked at Warringal, Masada and Cotham Private Hospitals where she has set up and managed risk and quality systems. Deirdre's most recent experience in safety and quality has been in the public sector at the Mercy Hospital for Women in the role of Quality Manager.

She has also worked within the private sector in senior operational roles.



**Oliver (Ollie) Steele** has been appointed to the position of CEO at Noosa Private Hospital. Ollie brings with him a wealth of international business development experience forged at The London Clinic, Nuffield and Cromwell Hospitals. He moved to Australia in 2005 and took up a role with APhS – the pharmaceutical group that provided most of the pharmaceutical services to RHC Queensland hospitals, prior to in-sourcing. Ollie is currently with the Wesley Hospital in Brisbane. We welcome him to this new position and wish him every success.



**Suzanne Hall** started in the position of Director of Clinical Services at Warringal Private in February 2010. Suzanne recently held the position of Director of Clinical Operations - Medical Division at the Royal Children's Hospital, having previously been the Assistant Director of Critical Care Services and Deputy Director of Nursing at Box Hill and Nursing Director of Intensive Care Services at the Royal Children's Hospital.

Suzanne is originally from Liverpool (UK) where she trained and worked as a Registered Nurse. She then moved to Australia where she obtained a Post Graduate Diploma in Critical Care Melbourne University, a Bachelor in Educational Studies from Monash University and a Master in Education from Monash University. Suzanne has worked extensively in Melbourne at Eastern Health, Box Hill Hospital and in critical care services in the Royal Children's Hospital.



**Gerard Kennedy** has been appointed to the position of Chief Executive Officer at Donvale Rehabilitation Hospital. Gerard was previously Chief Occupational Therapist at Donvale and additionally carried the portfolios of Quality Coordinator, OHS/RTW Coordinator & Complaints Officer. He has worked at Donvale since 1996 and, during this time, has been involved in allied health reviews and services at other Ramsay hospitals. He also managed OHS across the Benchmark group of hospitals in South Australia and

Victoria, and recently was lead negotiator in this year's Victorian Health Professionals EBA. Gerard has been a Board member of OT Australia for five years, including two years as Treasurer. He has completed a Masters of Business Administration and was also a participant in the 2008 Ramsay Future Leaders Program. Gerard commenced in the CEO role on February 1, 2010.



**Mike Gray** commenced as the Finance Manager for Ramsay Health Care SA Mental Health Services in November 2009. He was previously with Hudson Recruitment and, prior to that, the Hyatt chain of hotels.

Mike hit the ground running and has been able to take on several new systems at once, as well as remaining friendly and approachable. He has an interest in martial arts, specifically Capoeira, Kali and JKD.



### Farewell Pat

Donvale Rehabilitation Hospital in Victoria farewelled long term CEO Pat Bliss recently and just in time for Pat to celebrate her 20 years of loyal service to the company. Pat was farewelled by staff, colleagues and Ramsay Head Office representatives at a special dinner in her honour. She will be missed.

Pat with colleagues at Donvale



## RAMSAY PEOPLE



Professor Ralph Martins

Sue Atkins - front row, second from right with her colleagues at Caloundra Private



## CONGRATULATIONS PROFESSOR RALPH MARTINS

Hollywood Private Hospital physician and Alzheimer's disease researcher Professor Ralph Martins was named Western Australia's Australian of the Year 2010 recently.

Professor Ralph Martins is the Director of Research at the McCusker Foundation for Alzheimer's and Foundation Professor of Ageing and Alzheimer's at Edith Cowan University. He is recognised as a world leader of research into Alzheimer's disease. His team made the first significant discovery, showing that the beta amyloid protein deposits in the brain are the foundations of Alzheimer's.

His team of researchers have been instrumental in bringing to Perth new technology that makes it possible to determine if a patient has deposits of the toxic beta amyloid.

Professor Martins was both delighted and humbled to receive the award. "It was such a great honour to travel to Canberra to participate in the Australia Day ceremony and to be amongst a group of nominees who are truly talented and passionate about their respective pursuits."

Professor Martins continues to work to develop an early diagnostic blood test.

His research started at Hollywood 20 years ago, and the hospital has contributed financial and in-kind support over this time. "I am deeply appreciative of the constant support I have been given by Hollywood over the years. Along with the McCusker Foundation, Hollywood has been a major contributor to our organisation and should therefore share in our successes."

## SUE LEAVES CALOUNDRA

Sue Atkins commenced at Caloundra Private in November of 1989 and celebrated her 20th year of service in 2009. During her time at Caloundra, Sue has seen the catering service develop from its infancy to the fully accredited service it is today- a service that Caloundra Private Hospital is very proud of.

Each month the catering department receives > 95% positive feedback from patients and their relatives in relation to food services.

In an era where it has become the norm for staff to change jobs every few years, we are indeed fortunate to have had an employee who has devoted 20 years to the Hospital.

Sue will be sincerely missed by all and we wish her all the very best for the future.

## DR FABIO BRECCIAROLI HONOURED

Palliative Care Consultant, Dr Fabio Brecciaroli has been honoured with an Order of Australia Medal (OAM). He received the award for service to medicine, particularly through the provision of palliative care services to the community of the Sunshine Coast. Dr Brecciaroli was first credentialed as a Palliative Care Consultant at Caloundra Private in December 2006. Since then he has been instrumental in establishing a palliative care service within the medical ward at Caloundra Private, admitting palliative care patients, offering a consulting service for other VMOs, as well as providing education and training for the nursing staff. He is also a member of the Medical Advisory Committee. Congratulations Dr Brecciaroli on a marvellous achievement.



Dr Fabio Brecciaroli



Below: Shane Combs, Dir. of Nursing, Joondalup Health Campus, Lisa Gatzonis, Education and Research Manager, and Christine McLean, Managing Dir. of Perth Convention Bureau

## FUN & FITNESS



### SCHOLARSHIP OFFERS INTERNATIONAL OPPORTUNITY

Joondalup Health Campus, Education and Research Manager Lisa Gatzonis was awarded a \$5,000 professional development scholarship from the Perth Convention Bureau.

Lisa plans to use the scholarship to attend the 3rd International Nurse Education Conference in Sydney next year and the 14th Australasian Nurse Educators Conference in New Zealand in 2011.

"Being awarded this scholarship was extremely exciting and a great honour", she said.

"Not only will this scholarship offer me the experiences to enhance my own professional development, it will also provide me with the opportunity to network with other international nurse educators."

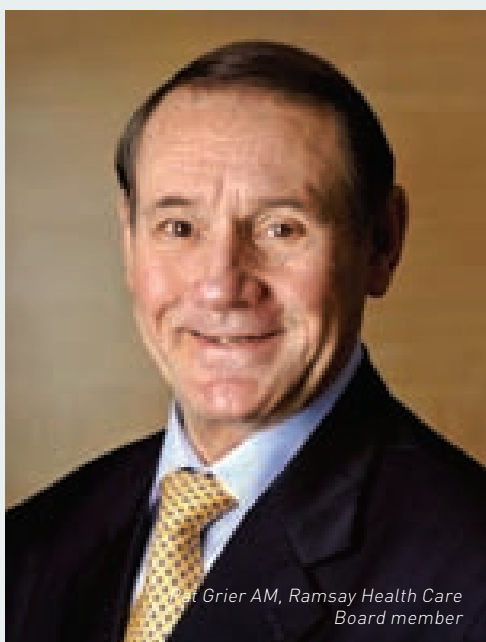
As part of the scholarship, Lisa is developing a bid for Perth to host the National Nurse Education Conference in 2012.

"Hosting the nurse education conference in Perth would provide an opportunity for local nurse educators to share their experiences and knowledge with nurses from around the world", she said.

Joondalup Health Campus director of nursing Shane Combs said Lisa was an excellent candidate for the scholarship because she is committed to the ongoing development of nursing education.

"Lisa is well deserving of this scholarship and I wish her all the best in the opportunities it affords her over the next few years", he said.

The Perth Convention Bureau is the body responsible for securing business events to Perth and Western Australia.



### RAMSAY HEALTH CARE CONGRATULATES PAT GRIER ON HIS AUSTRALIA DAY AWARD

Ramsay Health Care Board member and former CEO Pat Grier was honored with an appointment as a Member, in the General Division of the Order of Australia for his services to private health care in the recent Australia Day Award announcements.

Pat, a past President, Chairman and National Board member of the Australian Private Hospitals Association between 1995 and 2008, was recognised as a leader in the private health industry. He was instrumental in driving private health reform particularly in relation to pushing for a balanced healthcare system and in driving major legislative change during the 1990s, to ensure that the vulnerable and the mentally ill in the community could receive appropriately funded treatment in private psychiatric hospitals. It was for his unwavering commitment to these initiatives that Pat was recognised and received this Australia Day Award.



Dieticians at JHC

### JHC STAFF CHOOSE FRUIT FOR HEALTHY WEIGHT WEEK

Dieticians at Joondalup Health Campus were encouraging staff to eat better, feel better and move more throughout the week of January 24 – 31, 2010.

The week marked the third Dieticians Association of Australia's third annual Australia's Healthy Weight Week (AHWW), which aims to address obesity by helping Australian's achieve a healthy weight.

The dieticians provided advice to staff through an information display in the foyer, as well as sending regular emails with important tips and healthy recipes.

The catering team also helped send out the right message by offering fruit to staff at morning tea.



The Ramsay Adelaide Weight Watchers' Team

### WEIGHT WATCHERS AT WORK IN ADELAIDE

Ramsay Health Care SA Mental Health Services commenced the Weight Watchers at Work program in October 2009 with twelve staff members from across three sites participating in the initiative.

Following a successful, albeit competitive, thirteen week program, the team decided to run the program back-to-back. This time they have ten staff members participating.

The current total weight loss since February 10 is 77.4 kilos.

CEO Carol Turnbull, who has participated in the program, believes the team's success was due, in part, to their fantastic co-ordinator from Weight Watchers who has been supportive throughout the program, while maintaining a fantastic sense of humour.

"It has been a great program that has not felt restrictive in any way. We all thought we knew how to lose weight, but this program has shown us that becoming healthier doesn't have to be difficult."

### WANGARATTA DR RECEIVES AM

Wangaratta's Dr Leslie Edward Bolitho was awarded an Australia Day Honour and appointed a Member of the Order of Australia for "services to medicine as a clinician and educator and clinical researcher, through the development of rural and regional health services in north east Victoria."

Dr Bolitho, Consultant Physician in Internal Medicine, was an active member and chairman of Wangaratta's Medical Advisory Committee, and Patient Care Review Committees for many years. His professionalism and continued commitment to the ongoing professional educational development of his colleagues and nursing staff is very much appreciated.

Les said he was humbled and very proud to receive the honour of an AM in the Australia Day honours. "We received notification of the award the week before my wife Sally died from breast cancer - so we were able to



Dr Leslie Edward Bolitho

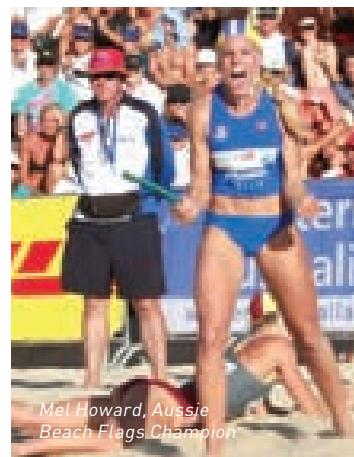
enjoy the honour as a family", he explained.

"The award really reflects on the community, our colleagues and my family who have provided both support and guidance over the years."

### PINDARA HAS THE FASTEST WO(MAN) ON THE SAND

Pindara's front receptionist, Melissa Howard is a force to be reckoned with. By day she is an unassuming receptionist, but after hours she is blitzing the competitive sport of Beach Flags. Participants race each other over 90m on the sand. Sprinting on sand requires more power than running on a more responsive surface such as grass or rubber.

Mel is the reigning Aussie Beach Flags champion, after keeping her unbeaten record in the recent Fastest Man on Sand at Redcliffe.



Mel Howard, Aussie Beach Flags Champion

### CITY2SURF SYDNEY TO BONDI

All Ramsay Health Care staff are invited to participate in the Ramsay Health Care team for the City2Surf 2010.

**Sunday August 8, 2010**  
**From 10.30 until 15.00**

Venue: The Rooftop, the Swiss-Grand Resort & Spa, Cnr Beach Road & Campbell Parade, Bondi Beach

Catering: Drinks & finger food buffet



## TWO NEW FACILITIES FOR RAMSAY UK EAST

Two new facilities have been officially opened in Ramsay UK's Eastern Region. The Helen Rollason Cancer Support Centre at Rivers Hospital, in Sawbridgeworth, was opened by BBC Sport presenter and charity vice patron Clare Balding, who cut the ribbon with cancer patient Eileen Shilton. The centre provides cancer patients with reflexology, aromatherapy and manual lymph drainage.

The charity is a tribute to BBC Sport presenter Helen Rollason MBE, who died of colon cancer at the age of 43. Her vision was for cancer patients to have access to facilities that treated their emotional wellbeing as well as their physical symptoms.

Ramsay Sterile Services East, in Braintree, was opened by Jill Watts, Ramsay's UK CEO. The unit was built to provide a modern and compliant decontamination facility for the four acute sites in the region.

Jill Watts congratulated Howard Walker, Decontamination Manager, and Jo Harman, Operations Manager, along with the staff at Braintree on this achievement and thanked them in advance for the provision of this new service.

Clare Balding officially opens the new cancer support unit at Rivers



## RAMSAY UK ASHTEAD CONSULTANT BRINGS JOY TO MUM WHO SUFFERED 18 MISCARRIAGES

Thirty three year old Angie Barker from Peacehaven, Sussex gave birth to daughter Raiya in December 2009 after suffering 18 miscarriages.

She has been under the care of Ramsay UK's Ashtead Private Hospital Consultant Mr H Shehata who specialises in recurrent miscarriages, thrombosis and obstetric cholestasis and all other problems associated with pregnancy. He also offers a pre-conception counselling service which he runs from his NHS base, as well as running a private practice at Ashtead Hospital.

From the age of 20 Ms Barker's miscarriages took place one after another between five and eight weeks after conception. She was found to be suffering from high levels of Natural Killer (NK) cells following tests that are only available in Epsom, Liverpool and Chicago.

She received treatment for a high number of subtype white blood cells, which attacked the foetus, believing it to be a foreign body.

Mr Shehata said, "you're more likely to win the lottery than have 18 miscarriages through bad luck - it is a huge number."

He went on to explain, "One in five women will have a miscarriage, one in 25 will have two and one in 15,000 will have five."

Following the birth of Raiya, Ms Barker said, "I absolutely love being a mother. I enjoy every moment. She's so precious."

Mr Shehata



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