



100 YEARS OF
SHIRE MIDWIFERY
EXPERIENCE
DELIVERS 10,000
BABIES AT
KAREENA PRIVATE

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L-R: Honourable Warren Entsch, Dr Paul Trott, Chris Rex Managing Director Ramsay Health Care, Paul Ramsay AO Chairman Ramsay Health Care, Dr Mike Mansfield, & Mark Page CEO Ramsay Health Care Cairns.



NEW HOSPITAL OPENING – THE CAIRNS CLINIC



Ramsay Health Care officially opened The Cairns Clinic in September 2010, a new mental health hospital for the people of Far North Queensland.

The new hospital, located on Sheridan Street in Cairns, will offer day and inpatient programs for privately referred patients who suffer from mental health issues such as depression and anxiety disorders as well as alcohol detoxification and rehabilitation.

Clinic CEO Mark Page said mental illness was an increasing problem for all communities across Australia with a vast number of Australians experiencing some form of mental illness each year.

"When we looked outside of Brisbane we realised there was a startling lack of private psychiatric units. The entire region has been very much lacking in private psychiatric services. The closest dedicated private mental health facilities are in Brisbane so private patients in far north Queensland who require inpatient treatment for mental health issues have, until now, been forced to travel to Brisbane and leave behind their families

and support networks, which is not really ideal or cost effective," Mark said.

"We expect that this new facility will provide sorely needed services for patients suffering with mental illness in the north Queensland region," Mark said.

The development is expected to provide a major boost not only to health services in Far North Queensland but also to the local economy. Ramsay has committed significant upfront capital costs and the facility, when operational, is expected to directly inject over \$2 million per annum into the local economy.

Local Cairns Psychiatrist Dr Paul Trott is the Director of Medical Services of the new hospital and believes that The Cairns Clinic will be a major boost for mental health services in the region.

"This is a very exciting development for Cairns and the whole North Queensland area. Private mental health services are poorly lacking in this region and sufferers of mental health disorders will benefit greatly from this new facility," Dr Trott said.



1 YEAR ON! ROSITA & ROSIDA

Twins Rosita and Rosida (who were separated on the 13 August 2009 at Ramsay Health Care's Surabaya Hospital in Indonesia) are now 18 months old. Both girls are slowly achieving their milestones and are walking with a walker.

In early August 2010 Rosita had surgery performed to remove temporary abdominal skin and to close her chest and abdominal wound. A skin graft was taken from her right thigh for this operation.

Rosida will have her surgery performed at a later date.

A team of specialist doctors consisting of cardiothoracic, plastic, paediatric and anesthetic doctors assisted by nursing staff performed the original surgery and everyone is very delighted with their progress.

ABOVE: At left, the twins prior to separation & at right... a year on & going strong.

TAKE TIME TO ASK YOUR WORKMATES:

RUOK?

In the time it takes to have
your coffee, you can
start a conversation that
could change a life.



As part of Ramsay Health Care's commitment to employee well-being, the Company participated in **RUOK? Day on Thursday 7 October.**

Read more on this initiative - page 2



CEO'S MESSAGE

What an excellent achievement by Ramsay's hospitals particularly Glenferrie in Victoria in being voted the country's second best hospital by Medibank Private members across the country.

Our rural and regional hospitals also did very well in this survey with Albury Wodonga, Tamara and Armidale Private Hospitals all achieving best private hospital accolades for New South Wales and best rural and regional private hospitals in the nation.

These hospitals are major employers and industries in their regions, contributing significantly to their local economies. It is terrific to see that excellent patient satisfaction and good customer service is also a key focus in these local private hospitals.

The bush has fared well with the outcome of the election giving regional independents the balance of power and a commitment from government towards improving regional healthcare services. Ramsay Health Care would like to see that private hospitals are included in the discussions around expanding

hospital services in rural and regional areas and to this end, I am meeting with Tony Windsor and Rob Oakeshott in October to discuss this. During recent times, with an expanding privately insured population, we have been able to expand services such as rehabilitation, mental health and cancer services, to better meet the needs of the community in some of our regional hospitals. Importantly, we also recruit doctors to work in our facilities from metropolitan areas who then work across the public and private hospital systems in these regions.

Public and private hospitals make up rural health and we hope to continue to work together with the public health services to assist the expansion of regional and rural health services.

This month there are two key events happening in Ramsay Health Care. Firstly, we celebrate RUOK? Day on 7 October. RUOK? is about recognising that many people around us suffer with mental illness. Given Ramsay's experience in mental health and our focus on staff wellness, we are delighted to be able to participate in something that may have some benefit for staff who suffer with this debilitating condition. I am aware of many activities that are going on around the company for RUOK? Day and am really pleased that this Day will provide a good opportunity for us to focus on helping our fellow colleagues.

The second event is "Tomorrow Starts Today." This forum for nurse unit managers and senior educators being held

State-by-State later in October, is about recognising that we need to put more emphasis on the sustainability of our nursing workforce. We will take the time on this day to discuss strategies and get valuable feedback from nurse unit managers about how we should address the nursing workforce shortage and what we can do to maintain a great and sustainable workforce.

I am really looking forward to hearing the ideas of those at the coalface.



Chris Rex
CEO



RUOK?

...continued from cover.

The **RUOK? Day** initiative is a national day of action dedicated to reducing stress and depression by encouraging all Australians to connect with friends, loved ones and workmates by asking "are you OK?".

According to the 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.

This year's theme was "in the time it takes to have a coffee, you could start a conversation that could change a life." RUOK? Day 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.

RUOK?'s supporting partners include beyond blue, Black Dog Institute, Reach Out, headspace, Lifeline, SANE Australia and Suicide Prevention Australia.

RUOK? Day dovetails 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.

For more information, go to the RUOK? Website: www.ruokday.com.au

Ramsay Health Care National HR Manager Carolyn Terry said RUOK? Day was 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," Carolyn said.

"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>)

"There are also a range of free interactive 30 minute E-Learning packages available via the "Wellness to Go" page of the Wellness Intranet."

For more information, please access the Ramsay Wellness Intranet via the People and Culture site: <http://swidc41/sites/corporate/hr/wellness/Shared/Wellness2Go/Wellness2Go.aspx>

NORTH SHORE PRIVATE OPENS NEW NORTH WING



The new north wing of North Shore Private Hospital is now open for patients with the official opening ceremony scheduled for late October 2010.

The multimillion dollar expansion of the hospital includes 57 private ensuited rooms, additional state-of-the-art theatres and two new birthing suites. The hospital is now a 247 bed private hospital collocated on the campus of the Royal North Shore Hospital in Sydney.

Construction on the development started in May 2009 after the completion of additional carparking to cater for the expansion.

North Shore is celebrating 12 years of operation this year. When it was opened in 1998, North Shore Private was considered one of Australia's finest private hospitals and it has maintained a strong reputation in the community in the provision of maternity and general surgical and medical services. It has developed a high profile in

neurosurgery, cardiac care, orthopaedics, urology and vascular services, North Shore Private Chief Executive Officer Greg Brown said: "Since opening the hospital has achieved some major milestones including over 22,000 births and 170,000 operations."

In recent years, the hospital has also introduced and become a leader in areas such as bariatric (weight loss) surgery and Deep Brain Stimulation for Parkinson's disease."

"The new development will assist the hospital to meet the growing demand for private hospital services in Sydney's north shore.

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

RAMSAY SHORTLISTED FOR SCUH



Initial QLD Health artists impression of the proposed development.

Ramsay Health Care has been successful in being shortlisted to one of two candidates that will be considered to develop a private hospital collocated with the proposed Sunshine Coast University Hospital.

The company will now put in a submission to Queensland Health, as part of the formal tender process. It is expected that the new hospital, to be based at Kawana, will be open and operational by the end of 2013.

NEW MATERNITY UNIT AT NORTH WEST ON TRACK

North West Private Hospital in Brisbane is on track to open its new maternity wing and additional birthing suite in early 2011.

This expansion is part of the progressive redevelopment of the North West site which has been underway for some time and included the expansion of the hospital's cancer care day unit, day procedure centre and operating theatres.

North West CEO Jane McGrath said the additional labour suite and assessment room will be particularly important to meet the growing birth rate in the northern corridor of Brisbane.

The project includes 30 new beds in the maternity unit including some executive suites. "We have an excellent reputation at North West for maternity services and this extension will be welcomed by doctors, staff and patients," Jane said.

JOONDALUP REDEVELOPMENT UPDATE

The **staff carpark** (approximately 400 bays) is now complete at Joondalup Health Campus (JHC). Construction of the theatre and clinical care unit block will start later this year and the public ward block along with the emergency department is on track to open in the first half of 2011.

The new emergency department currently under construction will be almost two and a half times the size of the existing emergency department. The 56 bed department with improved facilities will better enable the hospital to treat the 60,000 plus patients that present to the department each year.

MAIN: Aerial view of the extensive redevelopment at Joondalup. **INSET:** Artists impression of the new ward block.



ST ANDREW'S IPSWICH TO UNDERGO EXPANSION

A **multimillion dollar** redevelopment and expansion of St Andrew's Ipswich Private Hospital incorporating new theatres, procedure rooms, an expanded theatre recovery area as well as a new day of surgery area and discharge lounge has been approved as Stage 1 of a Master Plan for the Hospital.

Ramsay Health Care has approved the construction of these new facilities in recognition of the growing demand for private healthcare services in Ipswich and the Greater West Moreton region.

The proposed Master Plan for the Hospital includes a timely, staged onsite expansion of hospital services over the next few years. It is proposed to progress with these developments following the completion of the theatre development which is Stage 1.

St Andrew's Ipswich Private Hospital last year celebrated its 100th anniversary - the hospital has been providing private hospital services to the Ipswich community since 1909.

St Andrew's CEO Chris Murphy said with an expanding and ageing population in the Ipswich area, the hospital had been operating at close to full capacity, and the expansion of the theatre areas would be welcome by staff and doctors.

"This will be a major development for the hospital providing us with two new theatres, a relocated procedure room and additional capacity in our theatre waiting and recovery areas," Chris said.

He said the theatres would be equipped with the latest state-of-the-art theatre technology. "Our ongoing refurbishment program over the last few years has allowed us to significantly improve our current facilities including expansion of our surgical unit, refurbishment of our maternity unit and public areas of the hospital and also our mental health day program area.

"We believe that this Master Plan for St Andrew's will take us into the next decade and allow us to meet the growing demand for private hospital services in the Ipswich and West Moreton region in



St Andrew's Ipswich Hospital CEO, Chris Murphy (left) with Ipswich Mayor, the Honorable Paul Pasale.

the years to come."

The development would commence in early January 2011 and construction is expected to take 6 to 9 months.



RIVERS HOSPITAL WINS 9TH PLACE IN TOP UK HEALTHCARE POLL

The **Rivers Hospital** in Sawbridgeworth was named recently as one of the top 10 independent healthcare employers in the UK, for the second year running.

The hospital was honoured in the Healthcare 100, organized by national magazines Nursing Times and Health Service Journal and endorsed by the Department of Health and NHS Employers.

Rivers was awarded 9th place in the poll which is judged by the views of employers and their staff and analysed by leading research firm Ipsos MORI.

Eastern Region Director Richard Parsons said he was delighted that Rivers had been voted in the top 10 best places to work in the UK.

"We know that Rivers is a very special place, where staff combine professionalism and friendliness to give excellent patient care," Richard said.

"It is an honour for our staff to be recognized as a winning team at a national level."

RAMSAY UK RATES TOP PERFORMER IN PATIENT SATISFACTION

Ramsay UK achieved the best overall patient satisfaction scores across all facilities for the past two years recently with a score of 92.4%. Patient satisfaction is a big focus in Ramsay's UK facilities and drives improvement in the business.



2700 YEAR OLD MUMMY GETS CT SCAN

Ramsay UK's Oaks Hospital in Colchester recently conducted a CT Scan on its oldest and most unusual patient.

Lady Ta-Hathor came swathed in bandages and is estimated to have died some 2700 years ago.

Lady Ta-Hathor had been residing in the Colchester Castle Museum since 1871, and is due to be moved to a new home at Ipswich Museum where she is to become a permanent exhibit in the new Egyptian Gallery.

The mummy was scanned by the Oaks mobile Siemens 64 Slice CT Scanner. Everyone was amazed at the clarity of the images and the near perfect skeleton. She was of particular interest to the team at Colchester and Ipswich Museums because her sarcophagus although nothing special in the carving, is exquisitely painted.

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100 YEARS OF SHIRE MIDWIFERY EXPERIENCE DELIVERS 10,000 BABIES AT KAREENA PRIVATE

Four Kareena Private Hospital midwives with more than 110 years of midwifery experience have been 'on the job' for so long that they are now delivering the grandchildren of mothers they delivered when they first started at Kareena.

CEO of Kareena Private Hospital, Tim Daniel, said it was a credit to the commitment and passion of the midwives to their profession that they were still gaining so much from their job today.

"It is just incredible that the senior midwives are today delivering the grandchildren of mothers they delivered when they were just starting out in the Shire," Mr. Daniel said.

The four senior midwives, Jean Moore, Anne Jensen, Sonya DeBruyn and Bev Fegan, have all worked at Kareena Private Hospital since it opened its obstetrics unit in 1992 and have more than a century's experience between them.

In fact, midwives Bev Fegan and Anne Jensen were involved in the births of Mrs Maxine Collier's twin boys Robert and Andrew in 1981 and have gone on to deliver Mrs Collier's daughter, Shannon's children at Kareena Private Hospital, Maliya in 2003 and Kaili in 2005.

"Mrs Collier, herself a qualified Midwife, has worked at Kareena for nearly 40 years and is now one of our senior managers," Tim said.

"The fact that even our own staff feel comfortable to have their children's children delivered in their own hospital, speaks volumes for the quality of care delivered at Kareena.

"Prior to this the nurses were working at Sutherland District Hospital as midwives.

"In total it is estimated that the four midwives have delivered over 10,000 babies in their careers," Tim said.

"Today the midwives are an important part of our hospital which is expanding its capacity to deliver even more babies as increasing numbers of mothers wish to give birth in a private hospital setting.

"With the increasing numbers of mothers wanting to use our services we are expecting that next year we will be able to deliver upwards of 900 babies (up from 700 this year)," he said.

The hospital held a maternity unit open day in mid September with an excellent response from the local community. Kareena Private Hospital is undergoing a total refurbishment and expansion at a cost of \$7.1 million.

"It is just incredible that the senior midwives are today delivering the grandchildren of mothers they delivered when they were just starting out in the Shire"

CAIRNS WOMEN'S UNIT BREAKING NEW RECORDS

Over the last 12 months, the Cairns Private Hospital's Women's Unit has experienced a baby boom with 660 babies born to date, an achievement that recently made the front page of the region's newspaper, the Cairns Post.

An all time record of 70 babies were born in March 2010 and the closest to this record was 68 babies in May 2009, followed by 65 in October of the same year.

Nurse Unit Manager and midwife of the Women's Unit, Marge Foley, said there was a four per cent increase in births over the last 12 months.

"February was unusually quiet and then March rolled on and 70 babies were born which included three sets of twins," Mrs Foley said.

"We also delivered two sets of twins simultaneously in July. The steady population growth we have seen in Cairns in recent years means we have a greater demand for our maternity services.

"It will be interesting to see what happens to the trend throughout the rest of the year and into 2011."





HOLLYWOOD LEADS WITH LATEST ANGIOGRAPHY SUITE

Australia's first and only fully operational Siemens Artis Zeego angiography suite has been launched at Hollywood Private Hospital and is providing unrivalled cutting-edge medical technology offering increased efficiency and safety to both doctors and patients.

The expansion and substantial refurbishment of existing facilities brings the number of angiography rooms at Hollywood to three. The \$6.1 million new suite includes the installation of a multi-axis cardiovascular imaging system, the first operational system of its kind in an angiography suite in Australia and New Zealand.

Since its launch in mid-June 2010, Hollywood's new angiography suite has already benefited over 60 patients, including patients undergoing endoluminal aortic grafts as well as cardiology procedures. Both medical teams and patients are experiencing the benefits of the new facility in terms of speed, safety, efficiency and patient comfort according to Kevin Cass-Ryall, Executive Director of Hollywood Private Hospital.

"Patients will benefit from this system as doctors will be able to perform procedures with far more speed and safety. The software used within the system enables doctors to accurately map where they are going inside the patient's vessels and results in quicker decision making. It offers radiation-free positioning, more flexibility and mobility and offers the patients and the doctors far more comfort during the procedure," Kevin said.

The new suite offers benefits to many specialists, and now extends to servicing specific needs of cardiologists, electrophysiologists, radiologists, nuclear medicine practitioners, pain specialists and, of course, vascular surgeons.

Each of the suites has 3D imaging capabilities, to remain at the forefront of technological advances, and all labs are being equipped with Siemens CCTV integration which will be used for conferencing and teaching purposes.

In addition to doctors and patients, the environment will also benefit from the angiography suite. As part of Hollywood's commitment to the environment the new suites will also allow for streamlining of existing processes to offer a paperless environment in the future.

"Both cardiology and vascular operators have experienced great benefit from the flexibility of the Zeego. We are all excited about having the latest technology in Western Australia and, beyond its primary purpose of treating patients, we are very excited at the training potential that this suite will offer the WA medical industry," Kevin said.

"The \$6.1 million new suite includes the installation of a multi-axis cardiovascular imaging system, the first operational system of its kind in an angiography suite in Australia & New Zealand"



RAMSAY INDONESIA HOSTS ANNUAL MEETING

This year RHC Annual Meeting 2010 was held in July in Bandung. Unlike previous two years it was held at suburb area of Bandung, the biggest city in West Java which located in a serene mountain landscape, approximately 2 hours drive from Jakarta.

Danny Sims (Chief Operating Officer-Australia/Indonesia), Carmel Monaghan (Marketing & Public Affairs Manager) and Gavin O'Meara (People & Culture Manager) of Ramsay Health Care Australia joined this meeting.

The annual meeting was opened by Danny Sims who presented Ramsay Health Care update, followed by Carmel Monaghan with Hospital Marketing: Back to Basics and Gavin O'Meara with Work Diversity and Industrial Relations.

Congratulations to those managers in Indonesia who have completed 10 years of service including: Jenny Firsariana, Nita Ramelan, Warno Hidayat, Iwan Sedijotomo and Cary Steven.

NEW CEO FOR RAMSAY SANTÉ

Ramsay Health Care is currently seeking a new appointment for the position of CEO of Ramsay Santé, after the resignation of David Hillier who departed in early September 2010.

Head of European Strategy and Global Developments Craig McNally said Ramsay would go through an extensive recruitment process before appointing a suitable candidate.

"In the meantime, and because we expect the recruitment process to take some months, we have decided to install an Interim Chief Executive Officer. John Pitsonis, currently CEO of Lake Macquarie Private Hospital, in New South Wales, has been appointed to this interim position," Craig said.

"John has had a long and distinguished career in private hospital management. Prior to joining Ramsay Health Care, John was the CEO and Managing Director of Community Private Health Care, a privately held, Australian company which operated 15 hospitals, domiciliary and home nursing services.

"He has worked for a range of trans-national and Australian public and private companies throughout Australia as CEO of large, stand-alone metropolitan hospitals as well as groups of smaller metropolitan, regional and rural facilities. John is a past president of the Australian Private Hospitals Association."

John commenced as Interim CEO of Ramsay Santé on 20 September 2010.

"We look forward to harnessing his experience in France," Craig said.

During this time, Dane Huxley has stepped in as interim CEO of Lake Macquarie Private Hospital and Trevor Matheson has taken over the CEO duties at Mildura Base Hospital.

GOLD COAST HOSPITALS BENEFIT FROM SPORTS SPONSORSHIP

Ramsay Health's Gold Coast Hospitals - John Flynn and Pindara partnered to be the inaugural sponsors of the new AFL team, Gold Coast Suns.

For the past two years as the Club has evolved from concept to fruition - from a team in the TAC Cup (U17) then the VFL Competition (AFL Reserve) and now on the verge of becoming the AFL competition's 17th team - John Flynn Private Hospital and Pindara Private Hospital have been supporters throughout.

With the signing of marquee player, Gary Ablett Jnr (pictured right), as well as several other key signings recently, the value of that sponsorship is now being realised. **Bring on 2011!!!**



ABOVE: Image kindly courtesy of:
The Slattery Media Group.

GOVERNOR GENERAL VISITS WESTMEAD

On July 2nd 2010, Westmead Private admitted 7 Australian defence force soldiers injured in Afghanistan. During their stay the hospital had visits from many dignitaries including, The Minister for Defence, The Chief of the Armed Forces, The Chief of Army and the Governor General, Quentin Bryce.

All soldiers have now been discharged and are well on the way to recovery. Westmead CEO Carol Bryant said the whole experience was a real morale booster for everybody at Westmead Private and really proved that, "we have a great team of people here."

Ms Bryce visited all the soldiers and their families and spent over 2 hours at the hospital listening to their stories and experiences. It was a very positive experience.

RIGHT L-R: Governor General, Quentin Bryce with Penny Wright, Director of Clinical Services & Carol Bryant CEO Westmead Private.



NEW CARDIAC LEAD REMOVAL TECHNOLOGY AT NORTH SHORE PRIVATE

North Shore Private Hospital is the first private hospital in Australia to adopt a new cardiac lead removal technology, the Excimer Laser System.

The new technology offers physicians an efficient means by which to safely remove chronically implanted pacemaker and defibrillator leads.

Cardiac leads are recommended to be removed, based on infection and malfunction and manual extraction is often inhibited by scar tissue adhering to the length of the lead. The Excimer Laser produces pulsed bursts of "cool" ultraviolet light energy to gently dissolve the fibrous growth into particles that are easily absorbed into the blood stream. The physician guides the laser sheath over the cardiac lead, allowing the pulsed energy to do its' work along the entire length of the lead.

Dr Peter Brady, cardiac surgeon, North Shore Private, who will be undertaking these procedures with the laser, has extensive experience with removing cardiac leads and holds a

current accreditation from the Cardiac Society of Australia and New Zealand for cardiac lead removal.

"I spent some time with a leading US physician, Dr Roger Carrillo, observing how to safely and effectively remove leads with the laser.

"The amount of scar tissue varies for each patient and each lead but the laser provides the highest standard of care with predictable and consistent outcomes", Dr. Brady said. "On my return, I made it a goal to have this technology available to my patients and we have been able to do this at North Shore Private."

PUBLIC ORTHOPAEDIC JOINT SURGERY BACK AT NOOSA HOSPITAL

After 18 months Noosa Hospital has successfully negotiated for the return of public elective joint replacement surgery. This news has received widespread praise from patients, the hospital's community board of advice and the local media.

Since the start of the year Noosa has worked hard at its relationship with Queensland Health and points to this additional \$1,000,000 of funding as evidence of this. An additional boost for the hospital and local community is that the majority of this new funding is recurrent, safeguarding this valued service for future years.

Theatre Manager Judy Cox commented, "We're pleased to be able to again extend our orthopaedic service to local public patients who will no longer have to travel to Nambour for their surgery. Our theatre staff and Orthopaedic Surgeons are excited about getting started."

WESTMEAD LAUNCHES MULTIDIMENSIONAL SURGICAL IMAGING SYSTEM – A FIRST FOR NSW

Spinal and orthopaedic surgery at Westmead Private Hospital will now be easier thanks to a multi-dimensional surgical imaging system.

The new equipment - said to be a first for any NSW hospital - completes a 360 degree scan and is able to acquire 3D images of a patient, which provides the surgeon with information pertinent to treatment.

It can also be used with specialized navigation equipment to provide GPS like guidance in real time, allowing surgeons to completely visualise anatomy during high-risk spinal surgery, which greatly facilitates minimally invasive spine procedures.

Hospital Chief Executive Carol Bryant said that, for the patient, the new equipment would mean smaller incisions, faster recovery times, fewer surgical complications, reduced surgical blood loss and reduction in hospital stay.

"This is great news for the hospital and our surgeons. It is the only one in any NSW hospital, private or public," Ms Bryant said. "At the moment, the machine is for spinal or hard tissue operations but, with added software, it can be used for other soft tissue procedures."

Ms Bryant said surgeons were queuing up to use the new equipment because it meant greater accuracy of surgery.

"Accuracy of surgery can be verified prior to the patient leaving the theatre, by repeating the scanning process at the end of the procedure," she said.



L-R: Orthopaedic surgeons, Dr Tamba-Lebbie & Dr Ferreira.

NORTHERN CANCER INSTITUTE EXPANDS SERVICES

Northern Cancer Institute (NCI) St Leonards, based at North Shore Private, has expanded its services to a new facility at Frenchs Forest. The expansion aims to meet the increased demand for cancer services. NCI St Leonards treated on average 679 patients per month in 2010, an increase from 632 patients per month in 2009. NCI Frenchs Forest is already treating 130 patients per month and as well as new facilities, patients have access to radiology, pathology, a Ramsay pharmacy and parking. The clinic has 10 treatment chairs and offers a range of chemotherapy regimens as well as medical oncology, palliative care and radiation oncology consults. The new location also suits many of the patients that have to travel from the Northern beaches area of Sydney for treatment.



ENHANCING THE 'PATIENT JOURNEY' AT THE AVENUE HOSPITAL

In March this year The Avenue welcomed volunteers to a newly established volunteer program. The aim was for the volunteers to work alongside the clinical team in appropriate areas to enhance the patient's journey through their hospital experience.

The Avenue was careful to recruit the right person to the program, thus every volunteer has undergone an interview process, full training and orientation prior to starting. Staff were also given information about working with volunteers.

A main focus has been on the admission and discharge process of the patient, with the volunteers assisting in the customer service aspects of both these areas. A volunteer office was established and is in a prominent position at front of house.

So far the program has provided much appreciated assistance to the overall care that the patients receive and the support provided to families and visitors at The Avenue Hospital.





RAMSAY GETS TOP MARKS IN MEDIBANK SURVEY



Glenferrie Private Hospital in Victoria has been rated the second best private hospital in Australia by Medibank Private members in the Company's annual Member Experience Survey. Taking out the National Silver Award for this achievement, Glenferrie also took out the State Gold Award for Victoria ranking the best private hospital in Victoria.

Medibank Private's Hospital Experience Survey analysed 21,000 responses covering 144 private hospitals in the largest survey of its type in Australia.

The survey covers every stage of the hospital experience, from pre-admission to discharge and follow-up, with respondents sharing their thoughts on everything from the standard of medical treatment provided to privacy levels, food quality and cleanliness.

Overall, the survey showed a slight increase in satisfaction with the hospital experience when compared with the 2009 Hospital Experience Survey.

"We are really thrilled at this achievement and it is great for our staff and doctors to receive this feedback independently," said Glenferrie Chief Executive Officer Gail Graham. "We have a great team at Glenferrie, who work very hard to ensure our patients have an excellent experience and they really deserve this accolade."

Three of Ramsay's hospitals, Albury Wodonga Private Hospital in Albury, Tamara Private Hospital in Tamworth and Armidale

Private Hospital in Armidale were rated by Medibank Private members the equal best private hospitals in rural and regional Australia with all three taking out the National Regional and Rural Gold Award. They also scored equal first rankings in their home State of New South Wales, followed closely by Warners Bay Private Hospital which was rated second in the State.

Medibank Private Chief Executive Officer, Bruce Levy, said the Survey results provide an accurate insight into the experience of most private hospital patients.

"The Survey results indicate that, overall, Australians are very satisfied with the standard of care provided in the private health system. This is important because people who take out private health insurance want to know they'll have access to services that suit their individual needs. This Survey shows private hospitals are delivering this.

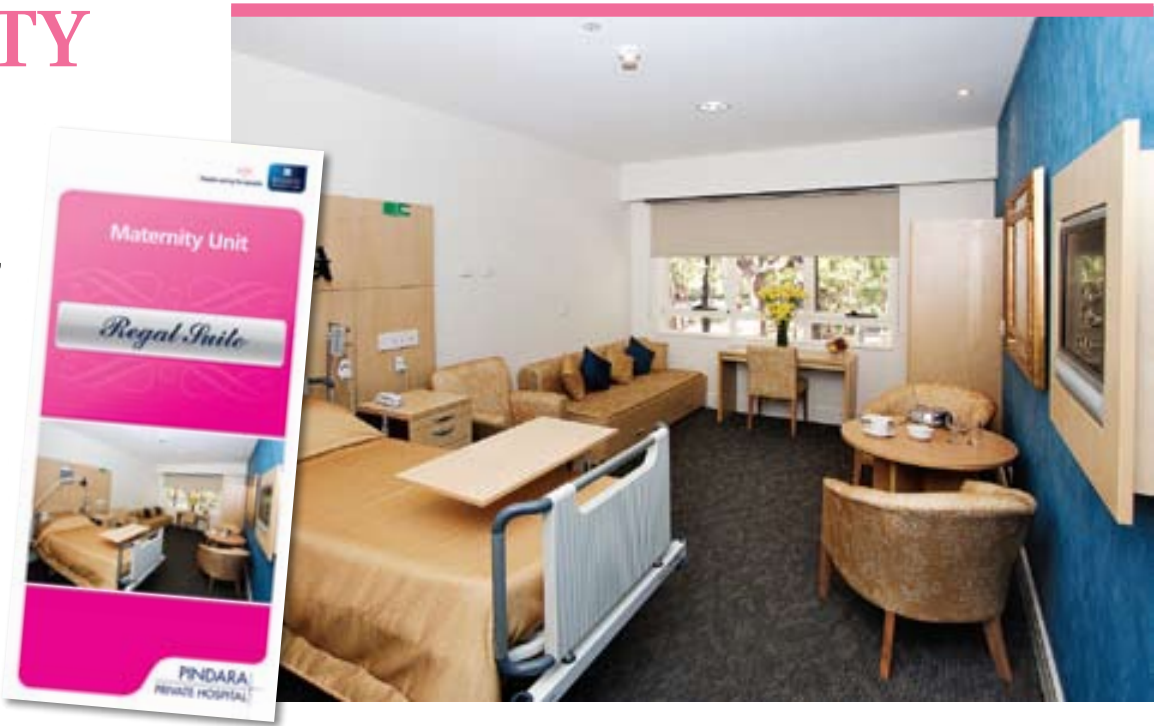
Other areas where respondents indicated high levels of satisfaction were the standard of communication from hospital staff, response times for medical and personal needs while in hospital, and pre-admission and admission procedures.



AUSTRALIA	
2nd Place: Glenferrie Private Hospital with a Member Experience Index score of 80	
Top ranked hospitals by State:	
New South Wales	
1st Place	Albury-Wodonga Private Hospital, with a Member Experience Index score of 78 Armidale Private Hospital, with a Member Experience Index score of 78 Tamara Private Hospital, with a Member Experience Index score of 78 <i>(these three hospitals also rated equal first as the best rural and regional private hospitals in the nation)</i>
2nd Place	Warners Bay Private Hospital with a Member Experience Index score of 77
3rd Place	Baringa Private Hospital with a Member Experience Index score of 76
Victoria	
1st Place	Glenferrie Private Hospital, with a Member Experience Index score of 80
3rd Place	Peninsula Private Hospital, with a Member Experience Index score of 75
Queensland	
3rd Place	Caloundra Private Hospital, with a Member Experience Index score of 77
The average score in this survey was 70/100.	

PINDARA MATERNITY COMMISSIONS ITS “REGAL SUITES”

The maternity unit at Pindara Private Hospital has opened two new “regal suites” allowing for a premium service to be available to new parents following the birth of their baby. The hospital renovated two large private rooms, and decorated in “regal” themed colours and décor, to provide classy and sophisticated accommodation to new parents. These rooms have a lovely leafy outlook on to the adjoining park. To complete the upmarket sophistication of these rooms, those who purchase the package receive: all meals for the partner; accommodation for the partner; fresh fruit bowl; mini bar stocked with a range of beverages on arrival; cotton weave robe and matching lounge slippers; pamper packs for both parents; wireless internet and Foxtel; daily local newspaper. This exciting new initiative follows on from a similar idea being run in North Shore Private in Sydney where the VIP rooms are also very popular. The introduction of this package at Pindara has been very popular with already a waiting list for use of the rooms. The hospital is planning to commission a further two over the coming months.



HOSPITAL NEWS



NEW TECHNOLOGY FOR WESTMEAD

In August, doctors at Westmead Private Hospital performed a unique microsurgical procedure in removing a lesion from a young lady's brain, using new state-of-the-art angiography technology recently installed at the hospital.

The dedicated team of Interventional neuroradiologists, radiographers and nursing staff from Westmead Private Hospital performed an embolisation of an abnormal knot of blood vessels in a the patient's brain, an arteriovenous malformation. The embolisation involves blocking off the abnormal blood vessels from inside the artery using highly specialized micro catheters and wires, special liquid plastic and the new angiography machine.

Dr Brendan Steinfort and Dr Ken Faulder who performed the procedure, have both completed fellowships in Australia, and both also in London and New York respectively. They have been running INR (interventional neuroradiology) units for many years and are considered, along with Drs Tim Harrington and Albert Goh, who were also involved, to be at the fore front of this very specialized field of medicine.

"In this particular case, the embolisation is part of a staged procedure, which will ultimately end with a highly experience neurovascular surgeon, Dr Mark Dexter removing the lesion using microsurgical techniques. The new angiography machine is absolutely state of the art – it is as good as any in the world. In addition the development of a dedicated INR service, with a team this large and experienced, and with a dedicated clinic, is a first in Australia" said Dr Steinfort.

Westmead Private Hospital installed the state of the art bi plane flat panel angiography machine with three dimensional CT capabilities recently. This machine will be used predominantly by the interventional neuroradiology, cardiology and peripheral vascular teams.

FIGTREE LAUNCHES STARS PROGRAM



With much anticipation from staff the STARS 5 Steps of Sensational Customer Service Program was launched in August at Figtree Private Hospital. This was a strategy to address some of the concerns regarding recognition of staff, as raised in the Staff Satisfaction Survey. An incredible 176 staff were trained over the course of an extremely positive, energetic and inspiring day. Manager training was undertaken early in the day and staff engaged in sessions held in the hospital's education room throughout the day. The hospital executive have seen the recognition and award program being utilised with staff being nominated and acknowledged for amazing customer service and commitment to their teams.

**S - Sensational service; T - Treat customers with respect & empathy;
A - Act with integrity & honesty; R - Recognise excellence; S - Smile**

DONVALE REHABILITATION HOSPITAL OPEN DAY

Following Private Hospitals Week and as part of the Valuing Private Hospitals Campaign, Donvale Rehabilitation Hospital held an Open Day in May. The Hospital was featured in a local newspaper article the preceding week, promoting patient choice. At the open day, visitors toured the facility and were provided information about the private rehabilitation services at Donvale.



The first Open Day visitors with staff: Carol Lerk, Chief Occupational Therapist, Liz Boyle Hospital Coordinator, & Teresa Fernandes Occupational Therapist.

GREENSLOPES WINS PRIVATE HOSPITAL INNOVATIVE PRACTICE AWARDS

Greenslopes Private Hospital was recognised at the recent Private Hospital Association of Queensland (PHAQ) Conference winning 1st and 3rd place in the HESTA/PHAQ Innovative Practice Award.

PHAQ's Innovative Practice in the Private Sector Conference provides a platform to showcase innovation in the private hospital sector and to share information about practical innovations which have demonstrated outcomes in the areas of clinical and/or non-clinical operational innovation, strategic innovations and innovations in education and/or HR Management.

Nurse Unit Manager of the Cyril Gilbert Cancer Centre, Michelle Beutel presented the improvements she had coordinated in the Day Oncology services using the CHARM system and further expansion of patient support services including wellness programs to enhance the patient journey with cancer treatments.

Lynn Hart from HESTA Super Fund congratulated Michelle on winning the award and said that Michelle's industry peers who attended the conference voted for her as a clear winner.

"The calibre of the 14 abstracts presented on the day was by far the best we have seen in a number of years," Lynn said.

"The sharing of your initiative with others with a passionate, clearly articulated presentation that ticked all the boxes with regard to improving patient outcomes, increasing capacity, whilst reducing pharmacy costs and overall wait times was exceptional. Your post script of the supportive initiatives and the survivorship program made it not only exceptional but truly inspiring."

Rachel Arden, Critical Care Educator, received third prize for her presentation on "Mission Critical" - a fantastic project of fast tracking a graduate program in ICU demonstrating significant reduction in agency costs, high calibre of ICU graduates and a more stable workforce.



DR RANDLE COMPLETES THE KOKODA CHALLENGE

In July this year, orthopaedic surgeon Dr Ray Randle, from John Flynn Private Hospital, and his son Michael, completed a 10 day trek of the Kokoda Trail. Dr Randle said his motivation behind embarking on such a challenge was to push himself to the limit both physically and mentally and to appreciate what Australian soldiers had to endure.

Ray undertook significant preparation for the journey consisting of biking, night walks and the Gold Coast Kokoda Challenge, but he said nothing could quite prepare him for the extreme mental toughness and determination required to keep going "when you have 125 kilometres, 8,000 metres of climbing and 7,800 metres of descent, ahead of you".

While passing through the local villages Ray was also able to assist some of the locals in diagnosing and treating some of their arthritic knees, as well as infections. However, what he really walked away with was a personal journey of what the "Spirit of Kokoda" was all about.

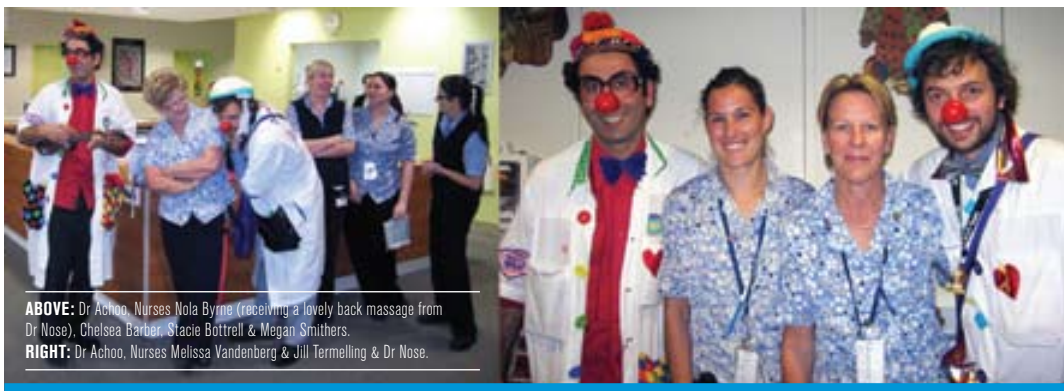
The fittest of the group went on to complete the Kargi Commando Course. "That was the hardest part", said Ray, when describing the physical element of the challenge.

"Everyone thought they were really fit, but nothing really prepares you for it", he said. To add to the challenge he carried his own 17kg pack, so that he could further appreciate what the soldiers endured. The journey was also a personal one for Ray and Michael, as Ray's father went to war in Papua New Guinea. He found the Dawn Service on the track a very moving experience and one that gave him a greater sense of appreciation for the sacrifice the soldiers made, and the lives lost - some of whom were his son's age.

"Such extreme physical challenges can be addictive", said Ray. Hence the reason he has decided to keep up his training and has committed to climbing Mt Kilimanjaro in Tanzania next year.



ABOVE: Dr Ray Randle (centre) & son Michael (left) RIGHT: Weary celebrations



ABOVE: Dr Achoo, Nurses Nola Byrne (receiving a lovely back massage from Dr Nose), Chelsea Barber, Stacie Bottrell & Megan Smithers.
RIGHT: Dr Achoo, Nurses Melissa Vandenberg & Jill Termelling & Dr Nose.

CLOWN DOCTORS VISIT MILDURA

In August, Mildura Base Hospital was fortunate to receive a visit from the Clown Doctors. The Clown Doctors is the core project of the Humour Foundation, a charity supported by the community. There are Clown Doctor programs established in 20 hospitals around Australia, and the aim of the program is to use fun and humour to help patients. The Clown Doctors are professional performers who are trained to work in the sensitive hospital setting. Patients and families can be involved in an improvised interaction, or just observe if they prefer. The Clown Doctors are caring and sensitive and do not intrude on patients' personal space unless invited. Dr Achoo and Dr Nose provided plenty of laughs to patients (and not just the children!) staff and visitors.



PORT MACQUARIE MEDICO ASSISTS THE AUSTRALIAN ARMY



Dr Guy Hingston, general surgeon and surgical oncologist based in Port Macquarie, has recently returned from several South Pacific trips providing surgical support for the Australian Army. He has visited Honiara in the Solomon Islands several times in the last couple of years, being on the ground in case the Australian Defence Force (ADF) or the Australian Federal Police (AFP) required urgent surgical services, as part of the Regional Assistance Mission to the Solomon Islands (RAMSI).

He has just returned from a short stint in Wewak, Papua New Guinea, where the ADF have been assisting the Papua New Guinean Army with some infrastructure and support. Even though he went to Wewak primarily to provide cover for the ADF, he enjoyed the opportunity of helping out at the Wewak General Hospital, seen removing some shrapnel from an ankle injury (lacking

an operating gown as the steriliser at the hospital had broken down) in the photo – above left. He was also able to offer some surgical teaching to two young surgical registrars, photographed (above right) offering advice during an appendectomy.

He is wearing a set of theatre scrubs borrowed from the Port Macquarie Private Hospital, who also donated one box of sterile gloves and masks for his protection whilst in Papua New Guinea. Guy is looking forward to a brief stint in East Timor later this year, to provide surgical cover for the ADF base. Next year he is eager to venture farther a field to Afghanistan, in his capacity as a specialist reservist for the Royal Australian Air Force.

“TWILIGHT ZONE” – ANAESTHETIC/RECOVERY NURSING CONFERENCE

Berkeley Vale Private Hospital hosted the second Nursing Anaesthetic and Post Anaesthetic Conference appropriately called “The Twilight Zone” in July at the Crowne Plaza in Terrigal. Presenters discussed ten topics of interest for those who work in the pre, peri and post surgical areas. Such topics as fluid replacement vs overload, how to interpret end tidal CO2, how to succeed in renal failure, anaesthetic heart, the importance of positioning and update on the National Nursing Registration CPD system were presented. A total of 160 attendees and presenters participated in the day, with nursing attendees coming from both Ramsay Health Care facilities as well as other public and private hospitals, and day surgery centres in the region. Participants were also able to be involved in the “hands on” emergency management workstations gaining valuable skills and confidence for future emergencies in this nursing area. The day was a great success due to the committed team effort and interesting topics and the involvement of the hospitals accredited anaesthetists.



ST GEORGE PRIVATE HOSPITAL LAUNCHES ‘NEW LOOK’ WELLNESS PROGRAM FOR STAFF



Two years ago, St George Private Hospital took a proactive approach to promoting employee wellbeing by launching their Mind Body Balance Program. Recent events have included the highly successful 10,000 Steps Challenge in cooperation with local councils.

As part of their ongoing commitment to staff wellness, St George Private Hospital has launched a ‘new look’ Mind Body Balance program this week, with an exciting range of new activities and initiatives to support general wellbeing, personal development and community contributions.



Kicking off with a Week of Wellness activities, St George Private Hospital celebrated the relaunch with roaming chair massage, department fruit drops, vision testing, an interactive wellness expo and free health checks.

St George Private Hospital CEO Tracey Burton 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 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,” Tracey said.

“The Wellness Programs we have launched provide a comprehensive range of initiatives across the wellness spectrum starting with free health checks and extending to financial wellness, employee assistance programs, flu vaccinations and much more. So, it is not just for fitness fanatics, but targeted at meeting the needs and interests of all staff.”

Future wellness programs in the hospital will be led by a Wellness Coordinator and a team of Wellness Ambassadors who will serve as the local wellness “champions” within their department.

The launch of this program is supported by BUPA and HESTA.



NAMBOUR SELANGOR: LOOKING FABULOUS, FEELING FANTASTIC

Fifteen staff members from diverse areas of Nambour Selangor Private Hospital including surgical, medical, theatre, CSSD and catering joined the hospital's first Weight Watchers at Work program, which launched in July. The Program is designed to assist staff to achieve their weight-loss goals and improve their wellbeing – at a place where we spend most of our time – at work. A trained Weight Watchers team leader joins the group at Nambour Selangor Private Hospital each week, encouraging and supporting them throughout their weight loss journey. In the first 4 weeks the team lost a combined total of 47kg – described as an amazing and motivational effort by the WW team leader.

SHEPPARTON PRIVATE - SUPPORTING THE AUSTRALIAN NATIONAL PIANO AWARDS

For a number of years Shepparton Private Hospital has been a sponsor of the Australian National Piano Awards (ANPA) held bi annually in Shepparton. This year is the 10th anniversary of the awards which are internationally recognised. The ANPA started in 1992 with a Steinway, a stage and a small but passionate arts community in the regional Victorian city of Shepparton. Held every two years, the award is now considered the nation's premier classical piano competition. It attracts musicians of the highest calibre, the services of international judges, and a dedicated group of high profile patrons and supporters, including its main sponsor, Dame Elisabeth Murdoch AC, DBE. The launch of the awards by the Victorian Governor Professor David de Kretser A.C recently held at Government House was attended by Shepparton Private Hospital CEO Dom Mellino and DCS Marg Watts.

HOSPITAL PARTNERSHIP – HELPING STUDENT DEVELOPMENT

CEO of Lake Macquarie Private Hospital, John Pitsonis, presents a cheque for \$3300 to Charlee and Dane, students at Windale Primary for vision screening of this year's Year 1 and hearing screening for this year's Year 2 students at Windale Public School, as well as students at Mount Hutton, Gateshead and Gateshead West Public Schools. The screening is able to identify difficulties young children may have so parents/carers can be directed to additional medical services, if required, and teachers can cater for the students individually, ensuring that their literacy development is not slowed.

YOUR DOLLAR GIVES HOPE...

RHC (SA) Mental Health Services staff at The Adelaide Clinic embraced the Anglicare Winter Warmth Appeal and successfully collected food goods, clothing articles and toys that numbered over 700 items. This generosity over the last 4 weeks shall be greatly appreciated by Anglicare for distribution to SA's homeless. The Community team led by Ms Claire Eddowes coordinated the collection over the three sites, including Fullarton and Kahlyn and were amazed at the response. A huge thankyou to all those staff that donated and Claire looks forward to a bigger drive in 2011.

RAMSAY RASCALS WALK FOR CANCER CURE IN CAIRNS

For the second year in a row the Cairns Private hospital's Ramsay Rascals took to Barlow Park to participate in the Cancer Council's Relay for Life. The all-girl team of 10 raised \$8200 for the Cancer Council and won third place in the baton competition in the annual event held on June 5 and 6. A total of 180 teams walked the track during the marathon 18 hour relay to support and pay tribute to those affected by cancer. Team organiser and Housekeeping Manager, Cheryl Inglis said the team was proud to be involved in such an important, emotionally moving and fun event. "Most of the girls in the team have all had a family member affected by cancer and that is what keeps the team spirit going," Cheryl said. "The girls worked really hard to raise the money with a trash and treasure sale, a Mother's Day, Easter and Christmas raffle, and outside plant stalls. "We received invaluable support from the hospital staff who helped make it happen. "The Cairns community raises the most money for Queensland and we are the biggest supporters of Relay for Life, so it must be because of the very generous community up here."

(Photo: Leah Coxen, Christine Norman, Lorraine Brown, Janette Cooper, Lilian Kempernaar & Maxine Richards march the final lap together in the Cairns Relay for Life).

JESSICA SHAVES FOR HER DAD

Jessica Macdonald is a newly graduated Registered Nurse who works in the Critical Care area at Kareena Private Hospital. Last year Jessica's Dad, Scott, was diagnosed with Acute Myeloid Leukaemia (AML).

His recovery from this "random striking" disease has been long but remarkable. However, Jessica's Mum and Dad have been helped in an amazing, almost decisive way, by the Leukaemia Foundation.

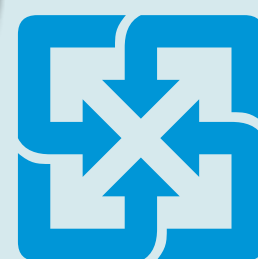
As a heartfelt thanks, Jessica is aiming to raise money for this amazing organisation by having her waist length hair cut off. If you would like to help Jessica raise much needed funds for the Leukaemia Foundation please contact:

Mariela Chisari on (02) 9717 0225 or (chisarim@ramsayhealth.com.au) or Christine Woodcock on (02) 9717 0322 (woodcockc@ramsayhealth.com.au). For further info see: <http://scottmacsdiary.blogspot.com/>





HUMAN RESOURCES UPDATES



**Tomorrow
starts
Today**



Building a sustainable workforce together

"Tomorrow Starts Today" Forums have been scheduled for Nurse Managers and senior educators in each State in October and November. These forums will focus on the critical issue of workforce sustainability. In launching the Forums recently, Managing Director Chris Rex said the sustainability of the nursing workforce was threatened by a number of factors not the least of which was an ageing workforce against a backdrop of increasing demand.

"The whole healthcare sector is working on strategies to attract and maintain sufficient nursing and midwifery numbers to safely and effectively operate our facilities amidst a world-wide shortage. For Ramsay Health Care, a stable, capable and sustainable clinical workforce is also absolutely critical to our ongoing business success," Chris said.

"The health workforce problem is nothing new. It is generally accepted that Australia will continue to experience increasing demand for health care workers at a rate that will challenge our training and service delivery systems, unless we make significant changes to our approach to workforce development.

"To this end, Ramsay Health Care has successfully implemented many programs over the years including Gradplus, trainee enrolled nurse programs, preceptor support, overseas recruitment drives and many other local initiatives."

Clinical middle managers and Educators, who are arguably the most important change agents when it comes to workforce sustainability, will be invited to these Forums to discuss initiatives and ideas around workforce sustainability.

HR Manager Carolyn Terry said these forums would focus on strategies and operational imperatives surrounding workforce sustainability. The forums will also be used as an opportunity to showcase good news stories and best practice workforce initiatives from Ramsay hospitals around the nation.

Dates of Forums:

NSW - Thursday 14 October – Stamford Plaza Sydney Airport

VIC - Friday 15 October – Hemisphere Conference Centre Moorabin

WA/SA - Wednesday 27 October – Hollywood Private Hospital

QLD - Friday 5 November – Moda Events Portside, Hamilton

RAMSAY MANAGER DEVELOPMENT PROGRAM

After the success of the 2009 Manager Development Program (MDP) pilot, the Ramsay Training Institute (RTI) will be conducting the Program again from October this year. The MDP is an innovative program designed specifically for new and aspiring managers, supervisors, and team leaders in Ramsay Health Care. The MDP is a ten month program incorporating various blended learning approaches including engaging eLearning courseware, toolboxes, structured online discussion webinars (one hour each in duration), and four days of facilitated intensive face-to-face sessions. RTI Manager Jody Meier said flexibility in the learning process, as well as opportunities for participants to network, share, and learn from the techniques and skills of other Ramsay Health Care colleagues optimized the learning experience for participants. **For more information, please visit the Ramsay Training Institute website: <http://swidc41/sites/corporate/rti/default.aspx>**

ABOVE: Some of the successful 74 participants who completed the 2009 MDP pilot program in NSW.

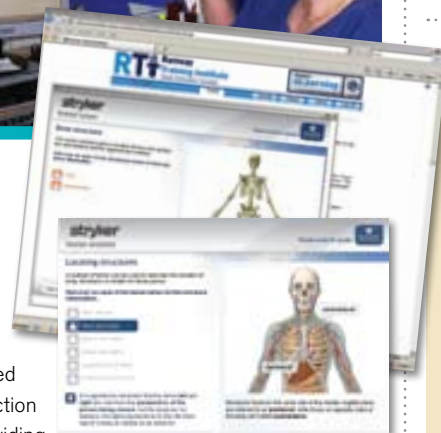


RTI LAUNCHES ONLINE ORTHOPAEDIC TRAINING

The Ramsay Training Institute (RTI) has launched the highly anticipated anatomy elearning modules (Revise Series: Ortho-Anatomy). The production of these modules supported by Stryker is part of the commitment to providing elearning opportunities for staff and to focus on more intensive and specific training. The Ortho-Anatomy Series is composed of five modules which focus on the foundations of human anatomy including: Hip Anatomy; Human Anatomy; Joint Anatomy; Knee Anatomy; & Skeletal Anatomy. The series also includes an interactive game 'Pick Your Brain', which quizzes the user with various questions based on the content of all five modules. RTI Manager Jody Meier said the elearning modules were available to all Ramsay staff and could be found on the bottom of all Ramsay eLearning home pages. "Just click on any of the modules, this module will be added to your eLearning profile and will always be accessible from your eLearning Home Page."

The **Revise Series: Ortho-Anatomy** modules also attract RCNA APEC points for nurses when they are recorded in your Ramsay Health Care Professional Portfolio. Points are self-allocated according to the length of time taken to complete the modules. eg 1 hour of eLearning equals 1 point. Jody said results from the initial launch had been very complimentary. Over 1000 staff have used the modules with 4190 training modules completed. Due to the high standard of the content created, Stryker are now in the process of reviewing the elearning content and incorporating this into their training platforms. **For more information, please visit the Ramsay Training Institute website: <http://swidc41/sites/corporate/rti/default.aspx>**

ABOVE LEFT L-R: Nurses from Peninsula Private Tracy McIndoe-Norton & Sue Dunn; & Tim Sjodin, Stryker Region Manager Orthopaedics Victoria.



LIBRARY NEWS

The Library has launched its new look website at **www.ramsaylibrary.com.au**.

Celebrating the launch there was a Library competition and the number of entries with 100% correct answers was fantastic! Clara Lee, a registered nurse from St George Private Hospital, won the prize which was an ipod touch. Congratulations Clara! The Library resources can be accessed from home with your personal Athens logon. If you haven't a logon already simply go to the Library site while at your hospital and fill in and submit the online Registration form.



Clara with her prize!

HUMAN RESOURCES UPDATES

FLEXIBLE LEAVE PROGRAM GOES NATIONAL

As part of Ramsay Health Care's commitment to flexible work practices, Group HR has launched the highly successful "Flexible Leave Program". This program, which has been running in Victoria and WA for a number of years, allows Ramsay employees the flexibility of better managing their leave to suit their individual requirements including the provision to apply to "purchase" up to an additional 4 weeks annual leave in exchange for proportionally less pay over the year.

In most States there are also options to take paid maternity leave or long service leave at double the time for half the pay (or vice versa), and also options to elect to cash out a proportion of annual leave or long service leave.

HR Manager Carolyn Terry said Ramsay Health Care believed that flexibility was a key benefit of working for Ramsay Health Care and the recent Employee Survey certainly supported this view. "The recent Ramsay Employee Survey highlighted that Ramsay staff place great value on the flexible work practices that the organisation can provide in helping staff to manage both their working life and family, study and other commitments outside of work.

"In fact 83.7% of all Ramsay Staff agreed with the statement 'My organisation offers flexible work practices which help me to manage my work life balance.'". There were many complimentary comments in the survey about the positive impact of flexible work practices, for example "I have access to flexible work arrangements which is the main attraction to my job"; "The flexibility is one of the reasons I work at the hospital. Management has always helped me work around study and other commitments"; "I have had excellent support and flexibility to continue as a working mother. "I think the company has a great approach to well-being and flexible work practices. It is definitely a positive of working for Ramsay Health".

For more information please contact hrenquiries@ramsayhealth.com.au



MAKING SENSE OF SALARY PACKAGING

The recent Ramsay Employee Survey alerted us to the fact that many Ramsay staff are unclear about the restrictions placed on Ramsay Health Care as a "for-profit" company by the Australian Tax Office regarding salary packaging as compared with public sector hospitals and those run by not-for-profit organisations. Comments such as "Where is the salary sacrificing that other health care companies have?" ; and "Salary packaging should include mortgage and school fees like other hospitals," were common sentiments expressed in the survey. A Public and/or Not-for-Profit Hospital may be deemed by the ATO to be a "PBI" (Public Benevolent Institution) . A PBI may offer a wider range of items to salary package such as mortgages, rent and health insurance without incurring Fringe Benefits Tax. Ramsay is a "for-profit" company and the ATO will therefore not deem Ramsay to be a PBI. If Ramsay offered these same salary package items, as a "for-profit" organisation without PBI status, any salary packaging benefit would unfortunately be negated by the requirement to pay FBT. Any FBT must be ultimately paid for by the employee.

It is important to note that the amount that may be salary packaged by a PBI employee is capped. At Ramsay, we are actually able to offer the same dollar equivalent in financial benefit as neighbouring public and not for profit hospitals, but on a more select range of FBT exempt items including novated car leases, self education expenses, financial and tax advice and income and disability protection insurance. Please note that there are specific criteria which may need to be met before these items are salary sacrificed. So, although our list of salary sacrificed benefits is somewhat less, we can still offer employees salary packaging that is not subject to FBT or attracts FBT at concessional rates.

For more information please contact hrenquiries@ramsayhealth.com.au



INAUGURAL QLD NURSES & MIDWIVES CONFERENCE

The inaugural QLD Nurses and Midwives Conference, held at Rydges South Bank on Saturday 21st August, was attended by around 290 staff from across Queensland.

Opened by Chief Operating Officer Danny Sims, the conference was an enormous success, with participants enjoying the professional development and networking opportunity. Guest speakers Tim Browne and Matt Church had the audience 'pumped' and everyone enjoyed a great laugh while learning about the serious side of health care.

Presentations from Ramsay Staff were well received, and staff enjoyed hearing about the hospital based initiatives and projects from Greenslopes and Nambour Selangor Private Hospitals.





Smoke Free
2010
a breath of fresh air



TOWARDS SMOKE FREE HOSPITALS

Following a recommendation from the RHC Workplace Safety and Culture Committee, an information page for facilities interested in becoming smoke-free has been devised for the RHC Wellness intranet. This page provides the necessary tools and resources for successful implementation of a smoke-free policy, including:

- a checklist for policy development
- sample policies and case studies
- sample promotional and communication materials that can be customised to promote the smoke-free message
- useful links, resources and tools to support employees and patients a list of current and pending smoke-free facilities – well done to these hospitals!

To access the site, please click on the link below: <http://swidc41/sites/corporate/hr/wellness/SmokeFree/Smoke-free.aspx>

THINK TANK ON NURSING RESEARCH

In August, Liz Spaul (National Workforce Planning and Development Manager) was invited to attend the inaugural National Nursing Research Forum held in Melbourne. The event was hosted by the Australia and New Zealand Council of Chief Nurses alongside the Australia and New Zealand Council of Nursing and Midwifery Deans. Ramsay Health Care were invited as "thought leaders" to represent the Private Sector at this exclusive event.



The focus of the event was to enable dialogue between expert reference groups/individuals and the "Chiefs" in relation to arriving at recommendations for:

- The education (undergraduate and post graduate) of nurses and midwives in Australia
- Nursing research in Australia
- Nursing specific/sensitive data in Australia measuring the ways in which nurses contribute to health care outcomes directly)
- Nursing roles and scope of practice in Australia
- Skill Mix in the future (given the diminishing pool of RNs)
- National Nursing and Midwifery Policy

A formal report of recommendations from the forum will soon be published and presented to Health Ministers and Health Workforce Australia.

UNDERGRADPLUS

Throughout 2009 – 2010, a review of undergraduate student placements offered by our hospitals identified the need for Ramsay to consolidate approaches to supporting nursing and midwifery clinical placements in the future.

UndergradPlus is a unique Ramsay initiative which will foster student learning, and facilitate development of the necessary competencies and skills required of beginning practitioners entering our workforce.

Nursing and midwifery students from preferred educational institutions will have the opportunity to participate in UndergradPlus through access to quality clinical placements at our Australian hospitals. UndergradPlus will be officially launched prior to commencement of the 2011 academic year.



ELLA LOWE NURSING SCHOLARSHIP – APPLICATIONS BEING ACCEPTED NOW

Ramsay Health Care is pleased to be able to honour Ella Lowe and her achievements through the provision of the annual Ella Lowe Nursing Scholarship. This nursing scholarship, which is offered every year, for research into nursing in the private health sector, is now available for 2010 and our clinical staff are encouraged to take advantage of this great opportunity for subsidized research up to \$10,000.



Further information is available on the Ramsay HR Intranet under "Scholarships" Download your application form today!



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CORPORATE NEWS

TRAINING PROGRAM FOR ‘WORK READY’ CODERS

To address the national coding shortage for Ramsay WA, Hollywood Private Hospital recruited and are supporting six registered nurses through a clinical coding training program. This program is also part of Ramsay WA's 50+ initiative. The nurses were supported through the Introductory Clinical Coding course and they underwent an intensive onsite training program in an effort to make them 'work ready'. Some of the coding students will soon be taken under the wing of the newly employed Clinical Coding Educator, Emma Walters. This initiative is helping us to 'grow our own coders'! Emma is also beginning to work closely with Curtin University of Technology in Perth to engage graduating Health Information Management students in an onsite training program to create more 'work ready' coders.



RAMSAY PARTNERS WITH MEDICHOICE

Ramsay Health Care has successfully appointed Medichoice™ as partner for the importing, TGA registration and warehousing of all strategic sourced products over the next 5 years. Medichoice™ is a global distributor with strong holdings in the European, American and Middle East markets. Over the coming 4 months Medichoice™ products will start rolling out through Ramsay hospitals. These product categories include oxygen therapy, suction therapy, syringes and sterile surgical gowns. All products chosen for rollout have gone through extensive trialling and product development to ensure they are at least clinically equivalent to the majority of current product used in the Group. They are approved through the Clinical Assessment Group (CAG) and have passed hospital trials in at least 3 Ramsay facilities.

Like any supplier to The Ramsay Group, Medichoice™ have applied for and been successful in an open market tender for all current products for rollout by strategic sourcing. Success is

measured through the clinical equivalence and financial benefit to current market.

To assist with the rollout process, all Ramsay hospitals have appointed a "Site Champion" to facilitate the communication of current and upcoming product for rollout to staff within their facilities. Site Champions will also be used to filter feedback to corporate office of any issues that may arise during the process. If you'd like to know who your Site Champion is, a complete listing of all members can be found on the intranet under Clinical Assessment Group. Here you can also find CAG minutes, trial sites and completed trial results.

Paul Fitzmaurice, Executive Manager Corporate & Commercial Operations said, "We are entering a very exciting second phase of the strategic sourcing initiative with the appointment of Medichoice™. The Medichoice™ products are both financially attractive & the quality assurance from a global player creates



the platform for a successful Group initiative. I am extremely appreciative of the assistance received to date from our hospitals & would like to thank all hospitals for their continued support."

ST ANDREW'S TAKES OUT FIRST PRIZE

St Andrew's Private Hospital has taken out first prize in the 2009 Safe Work Australia Competition run by Ramsay's National Safety Team. The hospital won \$5000 for their entry from the workplace health and safety department which focused on elimination of hazards such as manual handling and chemical handling. Second prize was won by Shepparton Private Hospital's theatre department which was awarded \$4000 for their project which involved construction of expanded storage areas including a dedicated prosthetic loan kit area. Third and fourth prizes were taken out by Adelaide Clinic and Joondalup Health Campus.

National Safety Manager Chanelle McLennan said in Ramsay's fourth year of the Safe Work Australia Competition the National Safety Team received an excellent number of entries demonstrating pro-active initiatives that were developed to prevent injuries from occurring. "Prevention of injuries is of course the ultimate aim of our safety management system and should always remain our priority," Chanelle said. "We would like to thank all those who took the time and effort to prepare their entries for submission into the competition."



1st prize	\$5000	St Andrews Private Hospital	WORKPLACE HEALTH & SAFETY DEPARTMENT Elimination of Hazard – Manual handling and chemical handling.
2nd prize	\$4000	Shepparton Private Hospital	THEATRE DEPARTMENT Engineering control – construction of expanded storage area which included a dedicated prosthetic loan kit area.
3rd prize	\$3000	The Adelaide Clinic	EXECUTIVE Engineering control – installation of swipe card system to control security issues within facility.
4th prize	\$2000	Joondalup Health Campus	OCCUPATIONAL SAFETY & HEALTH DEPARTMENT Engineering control – modified mobile x-ray screen to prevent manual handling & trip/fall injury.



2010 QLD Q-COMP FINALISTS – AGAIN!

Ramsay Health Care has again been chosen in 2010 as a top 5 finalist out of 500 eligible nominations in the Queensland Q-Comp finals. This is a great achievement for QLD and one that reflects the excellent work and commitment of not only the QLD Workers Compensation Team but all the site Return to Work Coordinators in QLD.



LYNNETTE NAMED AS FINALIST IN Q-COMP RETURN TO WORK AWARDS

Ramsay staff member, Luzette Hutchison (RN) has been named one of the finalists in the 'Injured Worker Category' of the 2010 Q-COMP Return to Work Awards. Luzette was involved in a motor vehicle accident in February 2009 when on a journey to work, at this time she was employed at Cairns Private Hospital. Luzette's injuries were extensive and after the accident she opted to move to Brisbane where she could access the specialist care that she required. Ramsay offered support to Luzette throughout the period of her rehabilitation and continues to do so, this has included providing her with the opportunity to work at Greenslopes Private Hospital in a supported capacity performing suitable duties. National Safety Manager Chanelle McLennan said this was a great opportunity for Luzette and also showcased the Company's ongoing support and commitment to the rehabilitation and the return to work process. Award winners will be announced in late October 2010





GREENSLOPES SUPPORTS NURSE IN HER QUEST TO REACH OLYMPICS

Greenslopes Private Hospital Registered Nurse, Justine Mowen and her sister Jordan are gearing up to compete in the last two events of the FIVB World Beach Volleyball Tour 2010 in China and Thailand. The Mowen sisters, currently ranked 3rd in Australia, are in training to take on some of the best in the world as they head off to the Chinese resort city of Sanya for the Sanya Open (October 26- 31) and then onto Karon Beach for the Phuket Thailand Open (November 2-7). This dynamic duo juggle a busy schedule of training, work and study to be able to pursue their long term dream of representing Australia at the 2012/2016 Olympics. Greenslopes Private Hospital CEO, Richard Lizzio said that the hospital was pleased to be able to support the Mowen sisters in travelling overseas for the upcoming FIVB events which will provide them with some solid international competition experience.

Justine and Jordan will also compete in the 2010/11 Queensland Beach Volleyball Tour which commences in the coming months and will continue through until April 2011. **They have won this competition the last two years so we wish them well in making it three in a row!**

LEFT: Mowen sisters, Jordan (left) & Justine (right) with Greenslopes Private Hospital CEO, Richard Lizzio.



RAMSAY HEALTH CARE RAISES \$20,000 FOR SNOG

The Ramsay Health Care City2Surf team consisting of almost 400 participants raised over \$20,000 for the Sydney Neuro-Oncology Group (SNOG) in this year's Sydney City2Surf. SNOG is a charitable organisation, which aims to improve the treatment and management of brain tumours through targeted research, information sharing and constant scrutiny of treatment options. The 14 kilometre City2Surf event has become a regular feature in the Company's annual calendar and each year the number of staff competing just gets bigger. Participants were able to enjoy a massage, lunch and drinks from the scenic rooftop of the Swiss Grand Hotel in Bondi, overlooking the beach and the event. **Congratulations to Ramsay Business Development Manager Kim Chant (above right) who raised \$6375 for SNOG and was the 9th highest individual fundraiser of all 80,000 competitors in the 2010 City2Surf event.**

SUTHERLAND TO SURF

In July, 12 Kareena Private Hospital entrants along with 35 Shire General Practice participants breathed a sigh of relief as they crossed over the finish line of the annual 'Sutherland to Surf' fun run. This 11km event is the prelude to the City to Surf race and over 7,000 Sutherland Shire competitors from all levels of fitness follow the route from The Council Chambers in Sutherland along the main thoroughfare of the Kingsway to Wanda Surf Club and the finish line. Elated finishers partook in the fantastic post race buffet spread at the Kareena Ramsay marquee put on by Catering Manager Ajith Subramaniam and his team.



2010 RAMSAY TRIATHLON PINK KICKS OFF

Inspirational women from across Queensland turned out in droves in September dressed from head to toe in pink for the Ramsay Health Care Triathlon Pink at the Sunshine Coast. Over 50 Ramsay Health Care staff from hospitals in Queensland participated in the first of the Ramsay Health Care Triathlon Pink series. The next events are being held on the Gold Coast, in Sydney and Melbourne. More than 500 women and children swam, ran and rode in this first event to raise money for the National Breast Cancer Foundation. Many of them had never competed in a triathlon before. Ramsay Health Care is the major sponsor of the Triathlon Pink which is organised by T3 events. The other events are scheduled as follows:

Sydney - 16 October 2010 Gold Coast - 24 October 2010 Perth - 7 November 2010 Melbourne - 23 June 2010



THE NATIONAL SAFETY TEAM – EASY TO SPOT!



The Ramsay Health Care National Safety Team is now five years old! The team is spread out across Australia with National Safety Project Managers and State based Workers Compensation Managers working in NSW, QLD, VIC and WA.

Due to the national safety team members constantly visiting RHC facilities to conduct and deliver safety based training, manual handling training, workers compensation / injury management training, safety audits, assistance with safety management and alike a uniform was implemented by the National Safety Manager to make identifying the National Safety Team staff simple and effective. The National Safety Team below L-R: Mitra Solomon (QLD WC Manager), Regina Ross (NST Admin & NSW Claims Support), Janet Healy (National Safety Project Manager – VIC), Clare Wheat (Senior Claims Manager QLD), Donna Williams (National Safety Project Manager – QLD), Sue Clark (NSW WC Manager), Kathy Taylor (National Safety Project Manager & Manual Handling Manager), Sharon Willingham (VIC & WA WC Manager), Channele McLennan (National Safety & WC Manager)





L-R: Darren Wallace, Dee McCann & Tom Donno

NOWRA EMPLOYER OF THE YR 2010

Dee McCann Hotel Services Manager at Nowra Private Hospital was recently nominated by work placement students and teachers for the title of Employer of the Year 2010. Dee has a strong involvement with the local schools and community. Nowra Private Hospital takes work placement students and students with disabilities into their kitchen for work placement under the guidance of Dee and her qualified Chefs. Nowra Private Hospital has been involved with the program for the past seven years and during this time the hospital has won: Hospitality & Tourism Student of the Year Hospitality & Tourism Disabled Student of the Year Hospitality & Tourism Highly Commended Award Nowra Private Hospital CEO Kate Jerome said the hospital felt privileged to have such a high calibre of students coming to the workplace. "We have found that we in turn learn to meet the needs of today's youth. We provide a safe and positive environment for students wishing to obtain work experience within the community. "Last year Dee won Boss of the Year 2009 in the Shoalhaven region which proves that the regional areas within the Ramsay Group are vital and progressive employers within the community."



TERESA NOMINATED FOR PRESTIGIOUS AWARD

Teresa Jones of the Cairns Private Hospital Women's Unit has been once again nominated for an award for her care and compassion in the job she loves. Although not a finalist, her nomination for the 2010 Pride of Australia medal in the Care and Compassion category was a "wonderful honour" to the permanent night duty nurse. Teresa has previously been nominated six times for the Midwife of the Year Awards and has worked in the Women's Unit for the past 24 years.



APPOINTMENTS

Raoul Ross commenced in June as North West Private Hospital's new Commercial Manager. Raoul has a varied work background, working in industries such as hotels and hospitality to manufacturing for multi-national companies. He has also had previous experience in human resource management. Raoul has key interests in finance as well as the development of positive cultures and teams.

DR BENJAMIN BOPP ELECTED TO RANZCOG EXECUTIVE COMMITTEE

Pindara Private Hospital Obstetrician and Gynaecologist, Dr Benjamin Bopp is one of two Queensland Councillors to be elected by the Queensland Fellows of the Royal Australian and New Zealand College of Obstetrics and Gynaecology (RANZCOG) to the College's Federal Committee.

Dr Bopp says he is looking forward to the challenge of representing his Gold Coast and Queensland colleagues. "It is an honour to be elected by the Queensland College Fellows to the National Council, and to have the opportunity to contribute to College activities that continue to improve standards in Obstetrics and Gynaecology care."

Queensland born and educated Dr Bopp is also a popular choice with Pindara Private Hospital staff and patients alike. His warm sense of humour and true love for his profession is infectious.

"Delivering babies is very special and being able to care for mums-to-be and their babies is a unique and rewarding branch of medicine."

Although he says passing his exams is also a stand out moment in his career, when asked what he hopes to be remembered for, Dr Bopp answers with his tongue firmly in his cheek. "Running on time!"



STAFF SERVICE ACHIEVEMENTS AT BARINGA

Congratulations to Helen Jones, Joan Eggins and Gay Bowen (pictured L-R) who have served at Baringa Private Hospital for over 30 years.

ENID RETIRES AFTER 29YRS

Enid Norfolk retired after 29 years at Lawrence Hargrave Private Hospital. Enid has had an interesting journey at LHPH, working in all departments, except, in her words, "maintenance", although she has done the odd job or two. Enid started work in 1981 as an Assistant in Nursing, and had some very funny stories about her night shift experiences. She then worked as an Aide in Physiotherapy, assisted in the Catering department, relieved the switchboard and reception staff, and finally finished her career at LHPH as an Aide in the Occupational Therapy department. Enid was farewelled at a morning tea with friends and colleagues wishing her well in a well earned retirement.



FAREWELL TRACEY

Tracey Burton will finish as CEO of St George Private Hospital on 15 October after being appointed Executive Director, Eastern Hospitals, with St. John of God Health Care. Tracey has been with Ramsay Health Care over five years and during that time has done an outstanding job managing St George Private Hospital. She spearheaded the new development at St George Private which opened earlier this year. Chief Operating Officer Danny Sims said Tracey's enthusiasm, professionalism, spirit, leadership and extreme dedication to St George and Ramsay Health Care would be greatly missed. "Tracey personifies "The Ramsay Way" principles in all aspects and I am very appreciative of the achievements she has made at St George and to our Company. "She is a marvellous person and I have truly enjoyed working with her over the last five plus years."



SUE FEENEY RETIRES

Sue Feeney, a Ramsay hospital manager since 1987, will retire on 14 December 2010, the exact date she started as the Director of Clinical Services at Ramsay's Northside Clinic in Sydney, 23 years ago.

Sue, was recently diagnosed with metastatic cancer and is currently undergoing treatment at Greenslopes Private Hospital in Brisbane. After a stellar career with Ramsay Health Care Sue has decided to retire and spend more time with Donna who has also recently retired, as well as her family and friends.

After five years as Director of Clinical Services and subsequently Chief Executive Officer at Northside Clinic, Sue was appointed Regional Manager of Ramsay's three psychiatric hospitals in Sydney – Northside Clinic, Evesham Clinic and Lynton Private Hospital in 1992 – a role she held for six years.

Sue was then appointed Chief Executive Officer of Albert Road Clinic in Melbourne in 1998 when the Clinic was just two years old.

"This was one of the highlights of my career," Sue said. "Albert Road Clinic was a fairly new hospital and we worked hard to build the occupancy, fill the consulting suites, develop new programs and services and establish the hospital as a leading psychiatric facility in Melbourne.

"I think we were quite successful. The hospital developed a lot of credibility in the community, we appointed a Professorial Chair of Psychiatry position at the Clinic. The hospital's occupancy increased from 60% to 100% by the time I left. I am really proud of this achievement and by the time I finished at Albert Road Clinic it was a healthy and happy hospital."

In 2002, Sue became Chief Executive Officer of New Farm Clinic in Brisbane where she has been CEO for the past eight years.

State Operations Manager Queensland Lloyd Hill said Sue had many significant achievements in her time at New Farm. "She has cemented many excellent relationships with her VMOs and as a result New Farm Clinic has been a consistent and strong performing hospital.

"She has overseen the successful development program at New Farm which saw the hospital grow to 88 beds and has been instrumental in planning for the next stage of growth which will see New Farm Clinic grow to 132 beds. Sue will be a difficult person to replace," said Lloyd.

During her 23 years with Ramsay Health Care, Sue also served on multiple external industry committees representing psychiatry and mental health including committees of the Australian Private Hospitals Association (APHA) and the College of Psychiatry but also key government committees such as the Mental Health Council of Australia on which she was Deputy Chairman for four years. Sue was Chair of the APHA psychiatric committee for 8 years, Deputy Chair of the Strategic Planning Group for Private Psychiatric Services; and the APHA Board representative for psychiatry for 8 years.

Ramsay Chairman Paul Ramsay describes Sue as part of the fabric of the company.

"Sue has been with Ramsay for a very long time. She has been CEO of many of our great psychiatric hospitals. Ramsay started in the psychiatric business and we have developed an excellent reputation in this industry for psychiatric care – partly due to people like Sue and their good management and leadership. Sue has also been involved in the development of new hospitals such as The Cairns Clinic which we opened recently.

"Sue is a really wonderful person, always ready to be of assistance to others. She is an integral part of the fabric of this company and we will miss her greatly," Paul said.

About her career and time with Ramsay Sue says "I have really enjoyed my time at Ramsay Health Care. In the past two decades I have made some very valuable friendships and Ramsay has really been a significant part of my life.

"I could never have chosen a better or more wonderful organisation to work for. To me, both professionally and personally, it has been great to be part of the Ramsay Health Care team."