



CAMPAIGN LAUNCH – INAUGURAL PRIVATE HOSPITALS WEEK

Voice
your
support
for Private Hospitals

THE FIRST EVER PRIVATE HOSPITALS WEEK WAS LAUNCHED BY THE AUSTRALIAN PRIVATE HOSPITALS ASSOCIATION (APHA) IN APRIL (26 APRIL – 1 MAY) WITH ACTIVITIES AROUND THE COUNTRY TO SHOWCASE THE GREAT WORK AUSTRALIA'S PRIVATE HOSPITALS DO EVERY DAY IN SAVING LIVES & IMPROVING THE QUALITY OF LIFE OF OUR PATIENTS.

Private Hospitals across Australia celebrated Private Hospitals Week in a variety of ways (see page 5 for details of Ramsay hospital activities).

Ramsay Health Care CEO and APHA President Chris Rex gave a speech at the National Press Club to an audience of almost 100 industry, business and government stakeholders. Chris presented the undisputed facts about the care private hospitals provide every year including complex surgeries, hip and knee replacements, psychiatric care, chemotherapy, rehabilitation, care for Veterans, and accident and emergency services.

With an emphasis on health reform and options to address current and future pressures on Australia's health and hospital system, Chris called on the Government to work closely with the private sector and offered some examples of the role private hospitals can play in improving and sustaining Australia's hospital system.

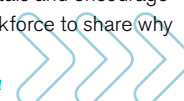


ABOVE & TOP: Ramsay Health Care CEO Chris Rex speaking at the National Press Club

Private Hospitals Week also kicked off the APHA's 'Valuing Private Hospitals' Campaign which aims to provide a way for patients, nurses, doctors and the community to talk about the reasons why they value private hospitals. Through the slogan **"We do so much more"** this campaign seeks to remind the government and the community that Australia's private hospitals do so much more than many realise, caring for more than 40 percent of all patients (or more than 3 million Australians) every year, providing a similar range of procedures as public hospitals and playing a vital role in sustaining the health system.

The year-long campaign will debunk the myths and misconceptions about private hospitals and encourage patients, family, friends and the workforce to share why they value private hospitals.

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PAUL RAMSAY OPENS JOHN FLYNN DAY SURGERY

John Flynn's new Day Surgery Unit was officially opened by the Chairman of Ramsay Health Paul Ramsay AO, in March.

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

Situated on the ground floor of the hospital, John Flynn is able to provide patients with a more accessible facility and a more streamlined admission and discharge service.

"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 service to our patients, while meeting the growing needs of our community," said Hospital CEO Mr Greg Jenke.

ABOVE: Ramsay Chairman, Paul Ramsay opens the new Day Surgery Unit at John Flynn Private Hospital with Federal Member for Currumbin, Jann Stuckey & Ramsay Deputy Chairman, Michael Siddle

STAFF DEDICATION RATES TOPS IN RAMSAY EMPLOYEE SURVEY

Sixty-three percent of all Ramsay staff could be labelled as "dedicated" employees according to the results of the Ramsay employee survey conducted recently.

Ramsay HR Manager Carolyn Terry said this was a good result for Ramsay because dedicated employees are true partners with their organisation.

"These are the people who are psychologically and emotionally engaged with the organisation and give all they have to contribute to the organisation's success," Carolyn said.

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CEO'S MESSAGE

Overall the results of the recent Ramsay Health Care employee survey are very pleasing, with tremendous results from many hospitals. Thanks to the 9500 Ramsay staff who participated in this survey and gave us your valuable feedback. Over 80 percent of staff felt that the results would be used constructively and you can be assured of that. Ramsay managers across the country will now review these results and will aim to make workplace changes that are effective in meeting your needs. We look forward to the results of the next survey in 2012 in terms of measuring the positive changes!

Employee satisfaction is very important to Ramsay. Our people are our greatest asset and particularly in an environment where workforce sustainability continues to be a major issue for the entire healthcare industry. The ageing population and increasing demand for health services alongside community expectations drives the demand for more hospital beds and consequently more nurses. At the same time, we have an ageing workforce with the average age of nurses now approaching 50 years.

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, without significant changes to our approach to workforce development. Ramsay Health Care is conscious that workforce sustainability in our hospitals relies on us offering attractive and flexible workplaces; that our senior managers have open door policies and that we can offer training and supportive clinical environments for our staff that is consistent with their needs. It was good to see that the respondents to our employee survey recognised the efforts that have been made in this regard.

Most importantly, we need to keep nurses in the profession and this is a job for everyone in hospital senior management. We know that a high proportion of nurses leave the workforce within the first few years and do not return. We need to get better at recruiting, retaining and sustaining our workforce. Having a positive hospital culture and good leadership is most important which is why we place so much emphasis on staff satisfaction surveys.

In other news, Craig McNally and I have recently returned from France where we undertook a roadshow to all of our new facilities and presented on Ramsay Health Care and The Ramsay Way to their staff and doctors in French! The presentations were well-received and we are extremely encouraged by the business in France and the possibilities available to us.

Finally, the APHA's private hospitals campaign "we do so much more" features in this edition of The Ramsay Way. I want to congratulate all those Ramsay hospitals who have got behind the campaign and we are seeing terrific results and great feedback on the website which is dedicated to this. We need a lot of local level support to give this campaign momentum and I encourage all hospitals to get on board.

Chris Rex
CEO



RAMSAY ROADSHOW IN FRANCE

RAMSAY MANAGING DIRECTOR CHRIS REX & HEAD OF GLOBAL STRATEGY & EUROPEAN OPERATIONS CRAIG MCNALLY RECENTLY UNDERTOOK A RAMSAY ROADSHOW TO THE COMPANY'S NEWLY ACQUIRED FRENCH FACILITIES.

Ramsay Health Care finalised the acquisition of a controlling interest (57%) in Group Proclif (SAS) and its nine hospitals in France, in March. The minority interest is held by Predica, a subsidiary of French banking and insurance giant Crédit Agricole.

The hospitals, with a total of 1097 installed beds, are all situated in the Greater Paris region (Île de France).

During the Ramsay Roadshow, staff and doctors of our newly acquired facilities attended presentations delivered in français by Chris Rex.

Ramsay Health Care now has nine hospitals in France:

- CMC Val Notre Dame Bezons
- CMC Val Notre Dame Asnieres
- Clinique Lambert
- Clinique de La Montagne
- Clinique de La Muette
- Clinique des Franciscaines
- Clinique de La Maye
- Polyclinique Villeneuve St Georges
- CMCO Evry



The hospitals provide a comprehensive range of services including general surgery, obstetrics & gynaecology, orthopaedics, gastroenterology, chemotherapy and dialysis.

Speaking after the tour, Chris said he was very impressed with the quality and cleanliness of the hospitals as well as the general state of the facilities.

"We have acquired some excellent facilities with high quality surgical and maternity services. In France there is an emphasis on infection control and cleanliness and this focus is very evident when you enter the hospitals," Chris said.

During the Roadshow, Chris told staff that Ramsay looked forward to continuing to improve patient services in our hospitals as well as to acquire new hospitals in France.

"We are delighted to be in France. It is a great opportunity to grow our business."



L-R (front row): Head of Global Strategy & European Operations Craig McNally, Managing Director Chris Rex, Bezon Hospital CEO Jean-Pierre Rande & Ramsay Santé CEO David Hillier, with staff of CMC Val Notre Dame Bezons.
LEFT: Chris Rex & Craig McNally at a presentation for staff at Clinique La Muette.



NEW THEATRES FOR CAIRNS

Cairns Private Hospital has received approval for an expansion which will include two new state-of-the-art operating theatres to be constructed later this year.

The new operating theatres are part of an ongoing investment strategy by Ramsay in the region and Cairns Private Hospital CEO Mark Page said the extra theatre capacity would not only allow the hospital to meet the ever-growing demand for surgical services but will also enhance the hospital's ability to recruit new surgeons to the region.

"For some time now our existing five theatres have been operating at capacity," Mark said. "These additional theatres will enable us to recruit and attract new surgeons thereby improving access to health care services for people in Far North Queensland."

This latest expansion is on top of other recent major developments such as:

- the commencement of the interventional cardiology service some 12 months ago
- Cairns Day Surgery joining the Ramsay Health care family in late 2007
- the new psychiatric hospital which is due to open later this year

ABOVE L-R: Dr John Knott, Clinical Nurse Heike Bruser & Professor Joseph Brimacombe look forward to the development of two additional operating theatres at Cairns Private Hospital



MENTAL HEALTH SERVICES FOR WARNERS BAY EXPANDED

Warners Bay Private Hospital has received Ramsay Board approval to expand its mental health services with a 26 bed new accommodation wing to be built in a two storey extension to the hospital.

Hospital CEO Robyn White said this development would provide a major boost to private mental health services in the local area.

The new beds will all be single rooms with ensuites and the new development, currently with the local Council for approval, will see the hospital grow from 64 to 88 beds. Plans for the development also include additional day therapy areas and consulting suites for doctors, plus further carparking.

Subject to approvals from Council and the Health Department, it is proposed to start development on the new facilities in the latter half of 2010



JOONDALUP ON TRACK

Joondalup Health Campus Chief Executive Officer Kempton Cowan (3rd from right) takes Ramsay Health Care executives for a tour of the ongoing construction works. Joondalup Health Campus is undergoing a \$320 million redevelopment which will double the size of the existing facility. The State Government is spending \$229.8 million on the expansion of public services and Ramsay is contributing \$90 million for the private component. Construction started in November 2009.

NEW DEVELOPMENT SET TO OPEN AT NORTH SHORE

A multimillion dollar redevelopment and expansion of North Shore Private Hospital, which will see the hospital grow to a 247 bed facility is almost complete with the new facilities expected to open in September 2010. The new development includes a multilevel accommodation wing containing a further 57 private rooms, all with ensuites. The hospital is also adding to its existing theatre capacity with the development of a further five state-of-the-art operating theatres and two additional birthing suites.

North Shore Private Chief Executive Officer Greg Brown said: "This is the most significant development at the hospital since it opened in 1998. Since opening the hospital has achieved some major milestones including 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 expansion and redevelopment of North Shore Private also incorporates 150 additional car park spaces as well as 800sqm of consulting suites for doctors.

"As part of this redevelopment, we are significantly expanding and improving our maternity services with new accommodation and two new birthing suites."

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



"THIS IS THE MOST SIGNIFICANT
DEVELOPMENT AT THE HOSPITAL
SINCE IT OPENED IN 1998"



L-R: Richard Parsons, Regional Director Ramsay (East); Mary Barrett, Matron at Pinehill; Paul Tempest, Pinehill Hospital Manager; Peter Lilly, MP for Hitchin & Harpenden; Mr Adam Frosh, Consultant ENT

NEW FACILITIES OPENED AT PINEHILL HOSPITAL

In March, Ramsay Health Care opened a new extension to its Pinehill Hospital at Hitchin in the UK.

Pinehill Hospital is a popular local hospital which treats an increasing number of patients each year. The latest development includes a new day case suite, third operating theatre and an extension to its outpatient department.

Commenting on the development Mr Paul Tempest, General Manager said: "Amid the development the hospital maintained a high level of patient satisfaction (92.4%) which is among the top 2% of UK organisations".

The new facilities at Pinehill are available for the benefit of the whole community including private patients and NHS patients through the Choose & Book scheme. A significant number of jobs have also been created for professional and support staff.



CLIFTON PARK TREATMENT CENTRE HITS TOP 100

Clifton Park NHS Treatment Centre has been awarded a place as one of the top 100 healthcare organisations to work for in the UK. The award is organised by the Health Service Journal, and is based on staff feedback.

The Treatment Centre, which opened in January 2006, is a specialist orthopaedic hospital providing services including hip, knee, shoulder and ankle replacements alongside a wide range of hand, knee, shoulder and foot procedures. Clifton Park welcomes patients from the North Yorkshire, York and East Riding of York areas and carries out approximately 3,500 surgical procedures each year.

Debbie Craven, General Manager, said: "This is a tremendous achievement for the hospital and I would like to personally thank every member of staff for taking part in the survey, and for their positive comment. We constantly receive feedback from visitors to the hospital, commenting on how friendly and helpful they find all our staff. This award truly reflects these comments and is a tremendous achievement for all who work here."

CONT... CAMPAIGN LAUNCH – INAUGURAL PRIVATE HOSPITALS WEEK



Westmead staff, patients & visitors enjoy morning tea during Private Hospitals Week

VALUING PRIVATE HOSPITALS CAMPAIGN

The Australian Private Hospitals Association (APHA) Australia has launched a new campaign which aims to raise awareness of the quality and timely healthcare delivered to the local community by private hospitals throughout the country. The APHA "we do so much more" campaign encourages the local community and staff of private hospitals to support Australia's private hospitals by: Voicing your support for private hospitals at:

www.privatehospitals.org.au

Hospitals across the country along with staff, patients and others, will actively work over the next 12 months to dispel the myths and misconceptions that exist about private hospitals while showcasing the essential work done in these facilities.

Private hospitals are a vital part of Australia's hospital system – without private hospitals many Australians would not get the care they need when they need it. In any given year, private hospitals admit around 3.4 million patients for care across a network of over 280 private hospitals. Private hospitals provide over 40 percent of all hospital treatment in Australia.

Beyond the health of patients, private hospitals also make strong contributions to their local community in other ways, such as in providing funding for medical research, teaching and training the future health workforce and supporting local community events and initiatives. They are also a major employer employing over 70,000 staff.

This contribution, big or small, can play a vital role in showing why private hospitals are a valued and essential part of Australia's health system.

Debunking the myths

Myth: Private Hospitals don't offer everything the public system does.

FACT: Of the total 664 different procedures and treatments offered in Australian public hospitals, private hospitals provide 660 of them including complex surgery such as cardiac surgery. Private hospitals also undertake the majority of in-hospital chemotherapy, the bulk of hospital care for veterans, the majority of hip and knee surgery, psychiatric services, and rehabilitation, as well as gynaecology and obstetrics, eye surgery and much more.

Visit www.privatehospitals.org.au for more facts about the vital role Australia's Private Hospitals play every day.

PRIVATE HOSPITALS ARE A VITAL PART OF AUSTRALIA'S HOSPITAL SYSTEM – WITHOUT PRIVATE HOSPITALS MANY AUSTRALIANS WOULD NOT GET THE CARE THEY NEED WHEN THEY NEED IT.



Staff at North Shore Private Hospital celebrate Private Hospitals Week



AUSTRALIA'S PRIVATE HOSPITALS

We do so much more

WHAT PEOPLE ARE SAYING ONLINE ABOUT PRIVATE HOSPITALS!

"I have received excellent health care in private hospitals and my family have received excellent care in a variety of private hospitals over the years. I am employed by a private hospital group (Ramsay Health Care) and they are a fantastic employer."

"I have been a patient in a private hospital 4 times within the last 12 months. I'm sure I wouldn't have recovered as well as I have if I had my surgeries elsewhere. The staff have been wonderful, everyone was great. I ate very well, 3 meals a day, which is something I never do at home!! Good on you **Westmead Private Hospital**, keep smiling, everyone you're doing a great job!!! "

"I recently underwent surgery at **Greenslopes Private Hospital**. The entire staff, volunteers, domestic, catering and nursing staff are all caring people doing a wonderful job. As a registered nurse myself, I appreciated being fully informed along the way and cared for in such a professional manner. There are many people that stood out for me - I hope you know who you are and thank you - for getting me through this and getting me home again."

"My grandfather is in **Baringa Private Hospital**, Coffs Harbour, NSW. The staff have been exceptional, and the services they provide are all amazing. We are particularly impressed with the efforts they make to ensure the patients are as comfortable as possible. Being able to send emails to my Pa is wonderful, and he has been proudly showing everyone the photos we send of his newest granddaughter, just 3 weeks old. They also sent us a photo of him attending the small ANZAC service they held for the patients. Thank you to all the wonderful staff at Baringa!"

"I was an uninsured patient in **Hillcrest Rockhampton Hospital** recently, the care as an inpatient and their follow up care was outstanding. I will most certainly come back to Hillcrest if needed, thank you to all the staff."

"I work at St George Private Hospital. I totally love my job and the fantastic people I work with. I strongly believe we provide excellent patient care and a fantastic service to our community."

"The service and the hospitality from the staff, both the admin as well as the nursing staff given by the **John Flynn Hospital** in the Gold Coast far exceeds any other that I have attended or been to."

"I have spent time in **Hollywood Private Hospital** in Perth and have always found the staff to be above reproach, they value me as a person, not just someone who is in hospital and has to be looked after, Nothing is too much trouble, The knowledge, care and attention are second to none..."

"I am a nursing student doing my clinical placement at **Northside Cremorne**, and I have really enjoyed my placement at this facility, the staff are all very nice and helpful, that makes a big difference when your learning new things."

"You have the choice of your doctor, you can elect a time when it suits you to be admitted for an operation, no waiting lists. You are able to organise your life to fit in with work commitments and family if you need to have an operation. There is more flexibility in being a patient in a private hospital. Visiting hours are much longer, staff don't appear to be as stressed. The menu is resort style and cooked on the premises, wireless access for the internet or bring in a laptop, Foxtel TV, telephone next to your bed, papers delivered in the morning. Why wouldn't you be in a private fund and use a private hospital if you have a choice?"

Valuing Private Hospitals What can you do?

The APHA is calling on patients, doctors & staff to talk about Australia's hospital system online & why private hospitals are so important to people personally, but also collectively.

Already there are some great comments on the <http://privatehospitals.org.au/have-your-say> Valuing Private Hospitals campaign website – take a look & see what others are saying, add your own thoughts, & share with others.

Become a friend on Facebook & encourage your friends to do the same.

Voice
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support
for Private Hospitals

RAMSAY
INDONESIA



RAMSAY HEALTH CARE INDONESIA HAND HYGIENE CAMPAIGN

Ramsay Health Care Indonesia are continuing strongly with the WHO Hand Hygiene Campaign: Save Lives: Clean your hands. All Ramsay Indonesian hospitals (RS Mitra Internasional (RSMI), RS Internasional Bintaro (RSIB) and RS Surabaya Internasional (RSSI)) joined this program in May 2009 and as their commitment to supporting the program this year, the hospitals have planned to conduct many innovative activities to increase the awareness of hand hygiene in accordance with the five moments of hand washing as recommended by WHO. Each hospital has established a hand hygiene team to implement the program.



RSMI CELEBRATES 21ST BIRTHDAY

In March, **RS Mitra Internasional (RSMI)** celebrated its 21st Birthday. At a special celebration, some appreciation service awards were given to those staff who had been working at the hospital for 21 years, 15 years, 10 years and 5 years. Congratulations Mitra!



RECENTLY OPENED; RSMI NEGATIVE PRESSURE ROOM

Mitra Internasional opened a negative pressure room in April which will allow the hospital to treat patients with infectious diseases such as SARS, H1N1, tuberculosis and other diseases more optimally. Currently, very few hospitals in Jakarta can offer negative pressure rooms which meet the international standards.



REGISTRATION INFORMATION FOR NURSES & MIDWIVES

FROM 1 JULY 2010 NURSES & MIDWIVES ACROSS AUSTRALIA WILL HAVE TO MEET THE SAME REQUIREMENTS TO BE REGISTERED & THEIR REGISTRATION WILL BE RECOGNISED IN ALL STATES & TERRITORIES. THERE WILL BE SOME SIGNIFICANT DIFFERENCES FOR NURSES & MIDWIVES UNDER THE NEW SCHEME.

From 1 July all currently registered nurses and midwives will automatically transfer to the new registers.

Under the professions of nursing and midwifery there will be 3 types of registration:

- General;
- Limited; or
- Non-practising

There will also be a register of nurses in which there are 2 Nursing Divisions:

- Registered Nurse (Currently referred to as Division 1, 3 or 4) and
- Enrolled Nurse (Currently referred to as Division 2 or 5)

There will be a register of midwives in which there are no divisions.

There will be no separate register for specialty nurses (ICU, CCU, Mental Health, Peri-operative etc) – these will fall under registered nurse on the register.

Employers will need to sight qualifications for new employees. There will be Endorsements – such as Nurse Practitioner, Scheduled Medicines (rural and remote nurses), and Midwife Practitioner – this does not relate to ENS and medication endorsement in any way.

“Notations” will be placed on the public register for any ENs that are not qualified in the administration of medicines (“medication endorsed”) Your current SCOPE of PRACTICE will not change under the new law. Students of nursing and midwifery will also appear on a student register after May 2010.

All nurses and midwives who are engaged in any form of nursing or midwifery practice will be required to complete continuing professional development (CPD) that is relevant to their context of practice. This includes undertaking learning activities that will maintain and enhance knowledge and skills pertaining to their area of practice. The CPD requirements that nurses and midwives must comply with include the following:

- Registered nurses or midwives and enrolled nurses are required to participate in at least 20 hours of CPD per year.
- Separately, registered midwives are required to participate in at least 20 hours of CPD per year.
- Therefore, if you are registered as both a nurse and a midwife, you are required to attain 20 hours CPD in each register (40 hours in total) However many educational activities are relevant to both professions (some examples of this include: basic life support, anticoagulant therapy, post operative complications following caesarean section, depression etc).
- All nurses and midwives will be required to make a declaration that they have met the standard and have completed the necessary CPD when they apply for renewal of registration.

- The Board requires nurses and midwives to keep evidence of the CPD completed and this may be subject to audit. The documentation of the self-directed CPD must include dates, a brief description of the outcomes and the number of hours spent in each activity.

Ramsay Health Care will be providing a free printable version of our RHC professional portfolio for all nurses and midwives. This will be available on the intranet as of 1 July and will be launched via email on 1 July 2010.

Ramsay Health Care is proud to have recently been awarded APEC status with the Royal College of Nursing Australia for all of our educational activities. This means that

education undertaken at your hospital (where and when the RCNA logo appears) meets a nationally recognised standard. Nurses and midwives must also be able to evidence their recency of practice each year. This means that a nurse or midwife is required to have:

- Adequate “connection” and recent practice with the profession since gaining registration
- Sufficient practice to demonstrate competency in their profession within the preceding 5 years
- A minimum of 3 months full time experience within the 5 year period (this can be accumulated over 5 years, that is the practice does not have to occur over 3 consecutive months)

In addition to this, there are also new reporting requirements for nurses, midwives and employers. The new law requires that a registered health practitioner must notify the Board if, in the course of practising their profession, they form a reasonable belief that another registered health practitioner has behaved in a way that constitutes ‘notifiable conduct’.

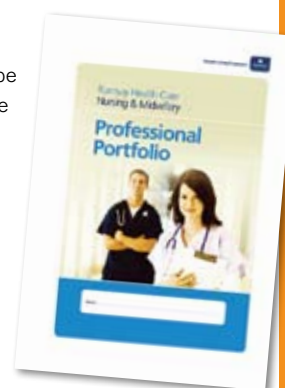
Notifiable conduct is defined as when a practitioner has:

- Practised the profession while intoxicated by alcohol or drugs; or
- Engaged in sexual misconduct in connection with their profession; or
- Placed the public at risk of substantial harm in their practice because they have an impairment; or
- Placed the public at risk of harm during their practice because of a significant departure from professional standards.

After 1 July 2010, registered health practitioners will also be required to report to their National Board any registered student who, because of impairment, places the public at substantial risk of harm during their clinical training.

All updates, registration standards and communiqués continue to be housed on Ramsay’s Workforce Wonderland page on the HR intranet or contact

Liz Spaul on spaulll@ramsayhealth.com.au



ENTRIES NOW OPEN! 2010 APHA/BAXTER AWARDS

The 2010 APHA/Baxter Awards for Quality & Excellence are now open. Enter your hospital in one of 3 categories:

- **Clinical Excellence** – quality of care and patient outcomes
- **Ambulatory Care Award** – acute, day surgery, psychiatric or rehabilitation
- **Community Involvement Award** – work with/in local broader community

Recognition under the APHA/Baxter Awards places the recipient at the forefront of Australian healthcare – a position to which every APHA member aspires. Award Finalists will present their story at the APHA National Congress plenary session “APHA/Baxter Awards Finalists’ Showcase”. For more information about the Association’s 30th Annual National Congress visit:

<http://apha2010congress.squarespace.com>

Winners will be announced at the Awards Night & Gala Dinner of the 30th Annual National Congress on the evening of Monday, 18 October at the Hilton, Sydney.

Australian
Private Hospitals
Association



PRODUCTIVITY COMMISSION SUPPLEMENTARY REPORT RELEASED

The Productivity Commission recently released a supplementary report into Public and Private Hospitals finding that in-hospital mortality rates were over two-and-a-half times higher for public hospitals than for private hospitals. Even after factoring for differences in the vulnerable type of patients treated in public hospitals, patients in private hospitals are nearly 12 percent less likely to die in hospital. Another major finding was the link between quality and efficiency.

The findings of the supplementary report are in line with the original findings in the March Final Report. Findings in the report for hospital-standardised mortality rates (HSMRs) showed:

- In-hospital mortality rates vary substantially according to the ownership and size of hospitals.
- In-hospital mortality rates were over two-and-a-half times higher for public hospitals (1.48 per cent of separations) than for private hospitals (0.54 per cent of separations)
- To ensure that the comparisons between different hospitals reflect their underlying performance, as distinct from their roles, functions and characteristics of their patient population, the Commission risk-adjusted each hospital’s mortality rate. After taking these factors into account the Commission found that the Hospital-Standardised Mortality Ratio (HSMR) for private hospitals was 90.8, and for public hospitals was 102.5.
- This means that private hospitals have a HSMR which is 8.2% lower than would be expected, and public hospitals have a HSMR which is 2.5% higher than would be expected.
- The estimated mean HSMRs of private hospitals are lower than those of public hospitals by almost 12 percentage points. This overall difference was statistically significant in aggregate.
- The results also showed a strong relationship between a hospital’s quality and its efficiency. The most efficient hospitals were also those with the lowest in-hospital mortality. This suggests that the factors that contribute to a well-managed hospital also improve health outcomes.

NATIONAL HEALTH & HOSPITALS REFORM NETWORK

In April, the Government announced the most far-reaching structural reforms to the health system since the introduction of Medicare, with the establishment of a single National Health and Hospitals Network that will be nationally funded and locally run.

See the Ramsay intranet for further information on the Government’s reform proposals.

NOOSA HOSPITAL PARTICIPATES IN WORLD HEALTH ORGANISATION PROJECT

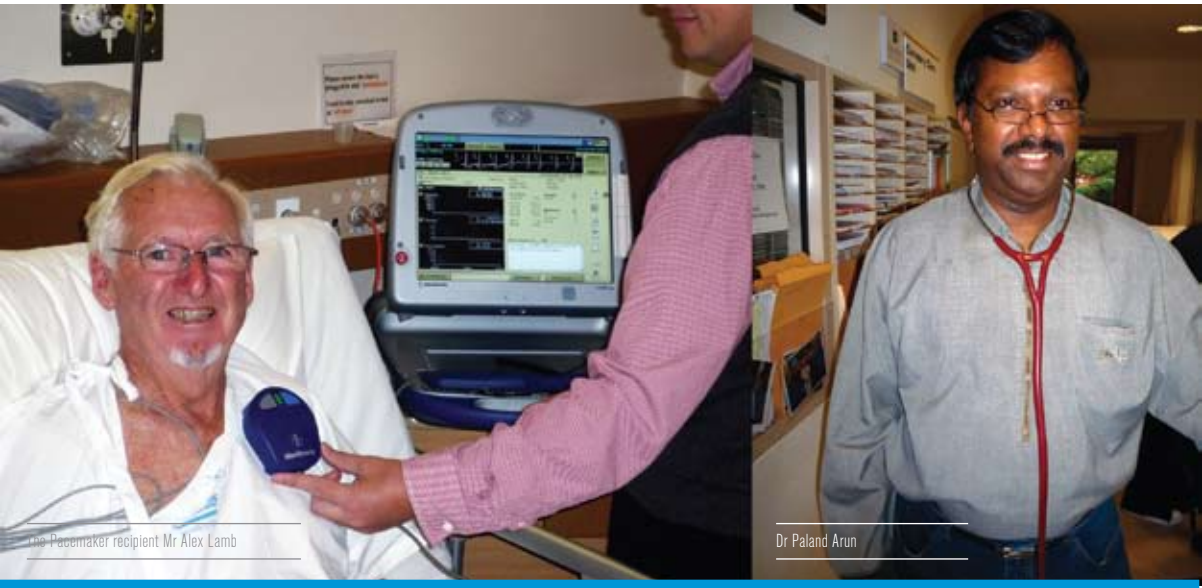
NOOSA HOSPITAL RECENTLY BECAME RAMSAY’S SOLE PARTICIPANT IN THE WORLD HEALTH ORGANIZATION (WHO) HIGH 5S PROJECT, A GLOBAL PROGRAM LAUNCHED TO IMPROVE THE SAFETY OF PATIENTS RECEIVING MEDICINES IN HOSPITALS.

The initiative, part of a WHO campaign to improve patient safety, is also being conducted in Canada, the Netherlands, France, Germany and the United States.

Roger Gore, Noosa Hospital's chief pharmacist notes, “participating hospitals will introduce standardised procedures to collect and check information about each patient's medicines much more rigorously and accurately, starting from when the patient is first admitted to hospital and continuing through each stage of the patient's hospital treatment when medicines may change.”

The procedures are also designed to ensure that when the patient is finally discharged, they and their doctor will also get an accurate and comprehensive list of the medicines they may need to take once they are back in the community.

Hospital Quality and Risk Coordinator, Jennifer Freedland said: “We are honoured and excited to be one of only 28 Australian Hospitals participating in this initiative (the only Ramsay hospital) which we will begin to introduce for medical patients over 65 years admitted via our Emergency Department.”



MRI PACEMAKER INSERTED AT PENINSULA

The first MRI compatible pacemaker on the Mornington Peninsula was implanted into a patient at Peninsula Private Hospital at Frankston in April.

The device, manufactured by Medtronic was installed by Dr Paland Arun a Cardiologist at Peninsula Private Hospital, who has implanted several hundred pacemakers and other cardiac devices over many years.

Dr Arun said “the operation was a routine procedure, and use of the new pacemaker will allow the patient to safely undergo MRI scan should that need ever arise”.

MRI is a diagnostic procedure that is used more frequently with aging populations.

Up until now, patients with an artificial pacemaker have been unable to undergo MRI scan because traditional pacemakers are not compatible with the type of energy used during those scans.

Because of changes in manufacturing technology it is now safe practice for patients with this special compatible pacemaker to receive MRI scan.

Mr Alex Lamb of Fish Creek in Victoria was the recipient of the new pacemaker at Peninsula Private Hospital.

After one night recovery in the coronary care unit, he was discharged home the next morning following a review of the pacemaker and its settings by the cardiac technologist from Medtronic.

Mr Greg Hall, CEO of Peninsula Private Hospital said “Private Hospitals do so much more than routine elective surgery, and often the value they contribute to the overall health of Australians is not fully appreciated”.

HOSPITAL NEWS

PATIENTS TO BENEFIT FROM NEW PRE-OPERATIVE WEIGHT LOSS PROGRAM

Dr Kellee Slater, Hepatobiliary & General Surgeon, is offering a new service to obese patients requiring elective and semi-elective surgery at Greenslopes Private Hospital.

The Intensiv pre-operative weight loss program facilitates controlled, rapid weight loss in the pre-operative period, maximising the success and safety of elective and semi-elective surgery in obese patients. With its focus on a defined end point, it is uniquely positioned to ensure patient compliance.

Dr Slater reported that established and emerging medical data confirm that obese patients suffer from a higher incidence of perioperative complications compared to normal-weight individuals.

“Weight reduction immediately before surgery is likely to make the operation technically easier, which translates into a substantially lowered operative risk and lowered morbidity,” Dr Slater said.

“The aim is to provide a very accessible service with a flexible program to meet the unique needs of the surgical patient.

“Under the supervision of an obesity medical practitioner, dietitian and exercise physiologist, patients can expect to lose 10% of body weight in three weeks,” she said.

The three and six week programs entail regular visits to the Intensiv clinic for consultations with a multidisciplinary medical and allied health team, together with a nutritionally complete dietary supplement regimen.

“Patients who undertake pre-operative weight loss are experiencing clinically important improvements, specifically related to diseases associated with obesity.”

“From my perspective as a surgeon, particularly with patients undergoing general gastrointestinal surgery, pre-operative weight loss significantly reduces the difficulty of the operation in obese patients by decreasing abdominal adiposity, liver size, and markedly improving exposure to anatomical landmarks,” Dr Slater said.

Dr Kellee Slater specialises in surgery for all diseases of the liver, bile ducts and pancreas with a special interest in laparoscopic (keyhole) gallbladder surgery. She trained in Brisbane and in the United States in complex liver and pancreas surgery and liver transplantation. She is a member of the liver transplant team at Princess Alexandra Hospital.



RAMSAY HOSPITALS AWARDED CLINICAL TRAINING GRANTS

RAMSAY HOSPITALS ACROSS AUSTRALIA HAVE BEEN AWARDED OVER \$4.5 MILLION IN COMMONWEALTH GOVERNMENT GRANTS AS PART OF A \$67.5 MILLION PARTNERSHIP GRANT PROGRAM ANNOUNCED BY PRIME MINISTER KEVIN RUDD.

The Partnership Grants aim to support additional clinical training places across Australia in the public and private health care sectors.

The following Ramsay Health Care hospitals were allocated grants:

- **Greenslopes Private Hospital** – \$2.6m over 3 years for additional educational support across all teaching disciplines in the hospital in partnership with the University of Queensland
- **Ramsay WA** - \$997,410 over 2 years for nurse training in partnership with Edith Cowan University
- **North Shore Private Hospital** - \$613,822 over 18 months to increase the capacity at NSPH to train medical students from years 1 to 4.
- **Pindara Private Hospital** - \$330,000 to assist with the training of an additional 12 doctors & 60 nurses in partnership with

Bond & Griffith Universities as well as the Gold Coast Institute of TAFE

CEO of Pindara Private Hospital, Trish Hogan has welcomed the funding as a much needed investment in the future of the Coast's health.

“This funding will allow Pindara to not only increase our clinical teaching load for the region's medical students to 12, but it will also allow us to put an additional 60 nurses right here on the Coast,” Trish said.

Pindara Private Hospital was the only hospital on the Gold Coast to receive the funding which will be administered by the Commonwealth Department of Health and Ageing.

“We are very proud that Pindara will be able to contribute to the training of much needed medical staff for the entire region,” Trish said.

“The additional clinical teaching places and nurses will help support what is one of the fastest growing regions in Australia.”

At Greenslopes Private Hospital the funds will be used to provide additional education support staff facilities across all teaching disciplines in the hospital to complement the already

substantial funding provided by Ramsay Health Care for teaching on campus.

CEO Richard Lizzio said the additional investment opened the clinical teaching opportunities available at Greenslopes, which is Australia's largest private teaching hospital, to more students but more importantly, it would allow health care professionals at the Hospital who were already busy providing clinical services, to be involved in teaching in a much more effective and efficient way.

Kevin Cass-Ryall, State Manager of Ramsay Health Care in Western Australia, indicated that this Commonwealth funding was unique in that it enables all four hospitals in that State to introduce a new program of clinical placements for night shift nursing.

“The universities and TAFE are very keen to introduce night shift elements into the training curriculum to give greater reality to the practical content of their courses. This is a great opportunity for all four Ramsay WA hospitals to get together and develop a program that is novel and would certainly also be interesting to participants”, said Mr Cass-Ryall.

The Deputy CEO of Joondalup Health Campus, Dr Glen Power, said that the new program would also enable staff from across

that hospital to be more widely involved in teaching and training.

“This program will enable us to provide additional placement opportunities for students at times when the hospitals traditionally have very few students attending.”

HOSPITAL NEWS

Smoke Free
2010
a breath of fresh air

GLENGARRY NOW A SMOKE FREE HOSPITAL

Glengarry Private Hospital in WA has undertaken measures to implement a Smoke Free Policy throughout the Hospital. In consultation with the WA Dept of Health, doctors and staff, changes were implemented from 1 May 2010 to promote Glengarry Private Hospital as a smoke free workplace.

Smoking is no longer permitted anywhere on the premises or grounds of the Hospital and the smoke-free policy applies to all management, employees, contractors, patients and visitors to Glengarry Private Hospital's premises.



L-R: Heather (Patient Liaison Officer), George & Fi (Parents) with little Georgia, Dot (Midwife), Margaret (Front Office Manager) & Dr Cliff Neppe (Obstetrician). Heather, Dot & Margaret have all worked at the hospital since the first baby was born.

GLENGARRY'S 30,000TH BABY MILESTONE

Little Georgia, born 30 January weighing 3288g, was a very special arrival for her parents, Fi and George, and for Glengarry Private Hospital. Georgia is the couple's first child and the 30,000th baby born at Glengarry hospital since it's opening in 1977, when six babies were welcomed into the world. To mark the special milestone, Glengarry Private Hospital presented the family with a commemorative certificate, champagne and a baby gift pack for little Georgia.

Fi said "We are very excited and very proud to hear Georgia was the 30,000th baby and we will get her certificate framed." This milestone featured in the local community newspaper on the 16th February 2010.

All staff pictured here have worked at the hospital since the first baby was born.

BABY HOLLY A MIRACLE FOR JOONDALUP HEALTH CAMPUS

Doctors at JHC were amazed in December when baby Holly was born at 26-weeks, weighing just 680 grams and 14-weeks earlier than full term.

Holly should only be four weeks old, but instead she is four months old and fighting fit.

Holly's mother Bianca Jeisman said Holly is doing great and is feeding like a normal newborn.

"Holly is putting on weight and getting longer, so we are really happy with her progress," she said.

Consultant neonatologist Dr Ravisha Srinivasjois is a specialist in looking after premature and high-risk babies and was responsible for looking after Holly at Joondalup Health Campus.

"I believe she was the smallest baby ever delivered at JHC," he said.

"Both mother and baby are doing exceptionally well under the circumstances.

"Babies born this early usually have complications such as breathing difficulties, infections and are at risk for bleeds inside the brain.

"Smooth resuscitation and expert help was established very quickly for Holly's birth and this ensured less stress was placed on her systems.

"Due to all of the help Holly received at birth, it is expected she will live a normal, healthy life."

Bianca said she was initially worried when she had complications so early into her pregnancy. "None of us were expecting me to deliver so it was a big shock," she said.

"Luckily the obstetrician and paediatrician got there very fast and talked me through everything.

"The nurses and doctors at JHC were great, I couldn't have asked for better care."



Dr Ravisha Srinivasjois with proud parents & a much larger Holly!
ABOVE: The hand of Holly's father dwarf's her at birth.

WESTMEAD PRIVATE RECORDS FIRST BABY ON MOTHERS DAY

Henry John Griffin born at 3.20am on Mothers Day at Westmead Private Hospital became New South Wales' first Mother's Day baby.

Arriving three weeks early, he was not only the State's first baby but also the Griffins' first born and the first grandson for both sets of grandparents.



ABOVE: Mother Bianca Griffin with baby Henry at Westmead Private Hospital. (Photo courtesy of Parramatta Advertiser)



Robyn Marklew & Anita Walker of Wangaratta Private Hospital

WANGARATTA CELEBRATE INTERNATIONAL NURSES DAY

On the 12th May staff at Wangaratta Private dressed "Light and Bright" - in recognition of International Nurses Day. The patients enjoyed the festivities and celebrated with the staff as they brought some "lightness and brightness" into their day. The BBQ was a great success thanks to Tim and the Catering team. The nifty fifty was won by Helen Michael, second was Leonie Wilson, Third- Julie Fogarty. All money raised from the day's activities was donated to "Miles of Smiles Orphanage" in Kenya - thanks to Anita Walker.

BELOW L-R: Dr Sean Rothwell, Dr David Rosengren & 60 Minutes reporter Michael Usher.

GREENSLOPES' DOCTORS FEATURE ON 60 MINUTES IN KOKODA RESEARCH

TWO GREENSLOPES PRIVATE HOSPITAL EMERGENCY MEDICINE DOCTORS WERE FEATURED ON 60 MINUTES IN JUNE, WHEN THE NATIONAL INVESTIGATIVE NEWS PROGRAM FOLLOWED THEIR QUEST TO SOLVE A MEDICAL MYSTERY.

Drs David Rosengren, Director of Greenslopes' Emergency Centre, and his colleague Dr Sean Rothwell, have held a theory about why some Aussie trekkers have fallen ill on Kokoda and even died.

"There have been a series of unexplained deaths of young, healthy and well-prepared trekkers at Kokoda recently, as well as a few near deaths. Our research aimed to prove that trekkers were suffering from low sodium salt levels due to excessive water intake," David told The Ramsay Way.

"Our research was to demonstrate the presence of exercise-associated hyponatraemia and, if this was proven, to increase the awareness of this possibility amongst trekkers going to Kokoda."

Funded by the Commonwealth Department of Environment Water Heritage and Arts (DEWHA) via the Kokoda Track Authority

(KTA), two research teams trekked in April along with 60 minutes reporter Michael Usher.

The teams were also accompanied by a local PNG emergency medicine registrar.

"There are only three emergency physicians in the entire PNG so we were fortunate to have the registrar along to assist us. He only owned one pair of shoes, his work shoes, and wore these on our trek – needless to say, they were ruined!" said David.

Almost 200 trekkers participated in the simple blood test and questionnaire and, after finding some trekkers with low sodium salt levels, the doctors' theory was confirmed.

"Kokoda is a fantastic experience but people need to be aware of the potential for over-hydration. Our message is to drink when thirsty, don't overdo it or force yourself to drink. However, it is also very important not to underdo it, thereby becoming dehydrated," Dr Rosengren said.

"With the correct preparation and support from experienced trekking companies and with good awareness of appropriate fluid intake, Kokoda can be a safe trekking experience."

The doctors are now writing up their results to publish the findings which will hopefully provide better background for trekkers before they tackle Kokoda.

"THERE HAVE BEEN A SERIES OF UNEXPLAINED DEATHS OF YOUNG, HEALTHY & WELL-PREPARED TREKKERS AT KOKODA RECENTLY, AS WELL AS A FEW NEAR DEATHS. OUR RESEARCH AIMED TO PROVE THAT TREKKERS WERE SUFFERING FROM LOW SODIUM SALT LEVELS DUE TO EXCESSIVE WATER INTAKE"

MASADA SURGEON RECEIVES PRESTIGIOUS AWARD

Masada general surgeon Mr Maurice Brygel (together with surgical registrar Dr Luke Bonato) has received the honour of being awarded the "best free paper" at the American Hernia Society Meeting in March 2010. The paper was titled "Chronic Pain Following Hernia Repair", and was presented by Dr Luke Bonato, a surgical resident at St Vincent's Hospital, Melbourne, together with Mr Brygel.

The study analysed a one-year series of inguinal hernia repairs performed in 2005 by Mr Maurice Brygel. The aim was to assess the overall results and in particular the incidence of chronic pain following hernia repair carried out by an experienced hernia surgeon.

Mr Brygel, Director of the Melbourne Hernia Clinic, has been a surgeon at Masada for over 30 years. He first took a particular interest in hernia surgery following a visit to Australia by Dr Irving Lichtenstein of Los Angeles in the late 1970s when he spoke about his unique method now termed the "Lichtenstein technique".

Mr Brygel has performed approximately 8,000 inguinal hernia operations using the open Lichtenstein technique but the reports of the chronic pain following hernia surgery of up to 30% occurred in both open and laparoscopic repairs alarmed him.

"There have been many reports in the literature indicating the incidence of chronic pain of up to 30% following inguinal hernia repair," Mr Brygel told The Ramsay Way.

"Many of these papers raised the possibility that the pain could be due to the mesh or method of fixation. This was rather alarming, so I decided to investigate my own patients and I have been most relieved at the results.

"The incidence of chronic pain was very low and there did not appear to be any specific factor such as the type of mesh used, or other risk factors."

All patients had an open hernia repair carried out under local anaesthetic with light sedation and a standard polypropylene mesh reinforcement using the Lichtenstein technique.

"This technique was introduced nearly thirty years ago and revolutionised hernia surgery leading to most hernias now being repaired as a day case and a low recurrence rate. The tension free technique is based on using mesh to reinforce the weakness rather than suturing and pulling muscles tightly together," said Mr Brygel.

The study involved contacting 256 consecutive patients who had had an inguinal hernia repair in the year 2005. This included 33 bilateral and 25 recurrent hernias totalling 288 hernia repairs. The data collected was from 75% of the patients that could be contacted and there was a median follow up time of 50 months.

Results showed that 97 percent of patients had "no groin pain" and had full mobility. Two percent reported some discomfort, which occasionally interfered with their activity and one percent had some discomfort but no interference with activities. None of the patients were taking analgesics or under pain management.

Mr Brygel said that the results confirmed that this technique had a lower incidence of morbidity or recurrence and chronic pain.

INAUGURAL MENTAL HEALTH DAY

Albert Road Clinic conducted the first ever Mental Health Study Day for Ramsay Clinical Staff.

As a strategy to provide some entry-level mental health training Albert Road Clinic proposed the development of a Mental Health Graduate Program for Division 2 (Enrolled) staff.

It was decided to open the registration to all interested staff of Ramsay Health Care (Victoria) Hospitals and we were delighted to have 44 clinical staff join us.

The program was a wonderful experience for all, the feedback was overwhelmingly positive and it was a delight to see Albert Road Clinic's fantastic clinical staff impart their expertise.

We are told by Sam Radlow that there are another 30 staff who have been placed on a waiting list for the next program.

RIGHT: Mr Maurice Brygel (centre), Dr Luke Bonato & Lisa Carter Director of Nursing at Masada Hospital holding the trophy presented to Mr Maurice & Dr Luke Bonato at the American Hernia Society meeting in Orlando in March 2010.

Ramsay staff attending the very successful Mental Health Study Day seminar at Albert Road Clinic in Melbourne.



CARDIAC REHABILITATION & THE DOMICILIARY HEART FAILURE TEAM CONSOLIDATES ITS BOND WITH THE COMMUNITY

Dr Palanand Arun (Cardiologist) addressed an attentive audience in Mornington on Wednesday 5th May and spoke about the causes and management of heart failure.

Many in the audience were living with heart failure (or family members were); several of those present had received cardiac implants at Peninsula Private, such as pacemakers, cardiac resynchronization devices and automatic cardiac defibrillators.

The day long function was well attended and included a range of speakers covering topics and providing helpful advice on exercise, healthy eating, and managing medication safely and effectively.

This year Heart week for the Mornington Peninsula began with a monthly walking group and later had a chat on local radio discussing the need to understand and minimise cardiac risk factors.

During Heart week in May we also celebrate the recovery and on going wellbeing of our cardiac patients by inviting past rehabilitation participants to join us for a social lawn bowling afternoon. Our entertainment this year was provided by Stuart a very talented and versatile Scottish piper.

Stuart took requests, but would not answer that age old question.

PENINSULA'S 'RED SHIRTS' PROVIDE HEALTH CHECKS FOR THE CITY OF FRANKSTON BOWLERS

The **Cardiac Services** team from Peninsula Private Hospital donned 'red shirts' and provided health checks at the 'Healthy Heart' bowling tournament during Heart Week in May.

The City of Frankston bowls Club had 32 teams registered for the tournament (four more teams than last year) and there was no shortage of participants queuing to have blood pressure, blood sugar and health risks undertaken. Some bowlers travelled many miles to participate in the tournament and experience the health checks.

NEW CARDIAC MRI RESEARCH TECHNIQUE

Cutting-edge cardiac research is currently underway at Greenslopes Private Hospital. With the support of a Gallipoli Research Foundation Research Grant and Queensland X-Ray, Drs John Fenwick and Jeremy Wright are using cardiac magnetic resonance imaging (MRI) to study the treatment of myocardial fibrosis. Greenslopes Private Hospital is currently the only centre in Queensland with access to this technology, and the research is being performed in collaboration with Professor Tom Marwick from the Department of Medicine at Princess Alexandra Hospital.

Patients with diabetes are susceptible to gradual scarring of the heart (myocardial fibrosis) which can lead to heart failure. This new cardiac MRI research technique allows non-invasive assessment of myocardial fibrosis, so now disease progression can be monitored without the need for an uncomfortable and potentially dangerous myocardial biopsy. Importantly, the response to new treatment regimes will be able to be studied for the first time. The study is expected to be complete by the end of 2011.

L-R: Dr Jeremy Wright & Dr John Fenwick



LINACRE GETS TO THE HEART OF IT

LINACRE PRIVATE HOSPITAL CELEBRATED NATIONAL HEART WEEK BY DEDICATING THE FIRST WEEK OF MAY TO PROMOTING ITS CARDIAC SERVICES TO THE GENERAL BAYSIDE COMMUNITY IN MELBOURNE.

Linacre hosted a variety of activities over the week. Past patient David Watson shared his experience of being a cardiac patient at Linacre along with cardiologist Dr Emily Kotschet and Manager of Cardiac Services, Tess McGettigan, with a reporter from the local Bayside Leader newspaper. The article appeared during the week

and did wonders to promote the hospital and what it now has to offer.

Children from local primary schools participated in a colouring in competition and over 600 pieces of work were put on display for the entire week in the hospital foyer.

Linacre Cardiologist Dr Paul Antonis, engaged 32 people from the general public with his talk on "Your heart, Your health". For 2 hours Paul had the full attention of the audience as he explained what every person should know about their heart.

To cap the week off, Linacre opened its doors of the Cardiac Unit and Cardiac theatre to the general public. There were over 100 people through in 3 hours. Fourteen staff members volunteered their time to interact with the general public.

Linacre offered free Cardiovascular Disease health checks and

in three hours performed 50 cholesterol tests, 50 blood sugar levels, 50 blood pressures and 50 weigh-ins! The general public were also able to actively perform CPR on 'Annie' and tour the cardiac theatre where they could see how a cardiac catheter was performed. Three Linacre cardiologists were roaming and engaging the general public with conversations and insights into various other heart health checks. Children were able to have 'hearts' painted on their face, colour in some healthy hearts and eat fresh fruit kebabs! The roaming heart mascot handing out balloons, showing people where to go and generally ensuring people were enjoying themselves was a great success.

CEO Jill Gleeson said Linacre had lots of positive feedback and it was a great success.

ERIN'S MEMORY LIVES ON WITH A \$5000 DONATION TO JOONDALUP HEALTH CAMPUS



Nurses in the medical ward at Joondalup Health Campus (JHC) received a lasting tribute from former patient Erin Clements in April, when her mother Karen Finnegan visited the ward to deliver a \$5000 cheque which Erin had left them in her will.

Erin Clements was a full-of-life 27-year-old who died last year from ovarian cancer. She spent her final days on the 1 east medical ward at JHC and in that time managed to touch the lives of all of the nurses and staff who cared for her.

Karen spent her daughter's last weeks with

her on the ward, where she said she received nothing but love, support and compassion from the nurses and staff of JHC.

"You made her last days as comfortable as possible and the support you offered to both Erin and I was way beyond the call of duty," she said.

"I will be forever grateful and I hope you accept this \$5000 cheque on behalf of my beautiful daughter."

Erin was an artist and also donated a painting to the ward in the weeks before her death.

Clinical nurse manager Anne Curtis said the painting is proudly hung in the nursing handover room to remind the nurses about her amazing spirit.

"Erin was positive all the way through to the end," she said.

"She left imprints on the lives of everyone she met and her kind donation will go towards making other cancer sufferers a little more comfortable in their last moments."

Karen said her daughter's death could have been prevented if she knew the warning signs of ovarian cancer, which is known as the silent

killer due to the lack of reliable testing or screening for the disease.

"Erin found out too late, the cancer had spread throughout her entire body," she said.

"My message is simple – don't ignore the warning signs.

"Look out for the symptoms of reoccurring abdominal pain, abdominal bloating, feeling full and urinary frequency and if you have these symptoms, get them checked."

GREENSLOPES PERFORMS FIRST ROBOTIC PARTIAL NEPHRECTOMY IN QLD

A Greenslopes Private Hospital Urologist has performed the first robotically assisted laparoscopic partial nephrectomy in the treatment of kidney cancer in Queensland.

Dr Greg Malone who has been routinely performing robotic radical prostatectomies using the daVinci robot since late 2008, is the first in Queensland and only the second doctor in Australia to use the technology for the robotic laparoscopic partial nephrectomy.

Dr Malone said that his combined experience with both the robotic surgical system and laparoscopic renal surgery allowed a seamless transition in using the robotic technology for the safe

and effective removal of the small renal cancer in this patient.

"The robotic technology allows increased dexterity and greater operative precision", Dr Malone said, "and in the case of a patient with a suitable kidney cancer the technology allows the surgeon to operate on more complex tumours with an increased ability to remove only the cancer with a small margin of normal kidney, thereby preserving the remainder of the kidney."

"The advantage for patients is they still have the majority of their kidney left with potentially a lower risk of long-term complications from reduced renal function."

"Being a laparoscopic (key hole) approach, the robotic procedure offers patients the advantages of a minimally invasive procedure over an open procedure including a quicker recovery, shorter hospital stay, reduced pain and potentially less risk of acute complications compared with a pure laparoscopic procedure," Dr Malone said.

In the United States, there has been a dramatic increase in the number of robotically assisted partial nephrectomies, particularly for small kidney tumours, being undertaken. This reflects the greater understanding and utilisation of this

technology in appropriately selected urological conditions such as prostate, kidney and also bladder cancer.

Greenslopes Private Hospital is one of the busiest robotic surgical centres in Australia with urologists having collectively performed close to 450 robotic radical prostatectomies using the Da Vinci ® Surgical System in 18 months.



Greenslopes Private Hospital Urologist, Dr Greg Malone performs first robotic partial nephrectomy in QLD.

NORTH SHORE INSTALLS STATE-OF-THE-ART NEUROVASCULAR BIPLANE LAB

North Shore Private Hospital has recently installed a state-of-the-art neurovascular biplane lab for the repair of a range of vascular diseases including aneurysms, post operative brain surgery follow up and cardiac stent replacement.

The first in Australia with 30x30 cm flat panel detectors, the Infinix VF-i/BP by Toshiba, can be used for cardiac, general vascular and neuro interventional procedures. The unit features:

- Advanced flat panel imaging technology, with the first Toshiba bi-plane imaging system.
- Full body coverage from head to toe and finger tip to finger tip imaging
- 3D reconstructions
- Angio/CT imaging



WARRINGAL CRANES IN NEW MRI

Warringal Private Hospital is proud to announce that MIA Radiology, co-located with the hospital, recently installed an MRI scanner. This state of the art scanner provides a highly detailed radiological view, and is now available to Warringal patients and Specialists to aide in the diagnosis and management of medical conditions.

HOSPITAL NEWS



NOOSA VOLUNTEERS CELEBRATE 10 YEARS

Noosa Hospital recently celebrated the 10th anniversary of its volunteer program. A lunch was held which was attended by scores of our fantastic Vollies. Local MP Glen Elmes even dropped by to add his support.



L-R: Ed Martin (Hon Treasurer), Janie Ferguson, Georgina Miligan (Hon President), Glen Elmes (local State MP) & Val King (Committee member).



PORT MACQUARIE TURNS 30

Port Macquarie Private Hospital celebrated its 30th Anniversary in February 2010 with a Gala Cocktail function held at the newly opened Glasshouse Arts and Entertainment Centre in Port Macquarie.

Three hundred and fifty people were in attendance with past and present staff, Ramsay dignitaries, Visiting Medical Officers and

respective partners. The night was a huge success with the headline act being Joe Camilleri and The Black Sorrows and upon completion of their sets a DJ endured the dancefloor was packed for the remainder of the evening.

"Port Macquarie has seen what could only be described as a very serious celebration especially with such an

iconic band as The Black Sorrows. This event would be difficult to beat from a pure entertainment perspective," said Chief Executive Officer Paul Geddes.

Of significant recognition are three current staff members who have been at the hospital since the doors being Coral Aitchison, Lynne Yates and Sandre Brennan who thoroughly enjoyed the evening.



NORTH WEST CELEBRATES 25TH

North West Private Hospital celebrated its 25th anniversary in March. Over 320 people attended the event.

Ramsay Health Care acquired North West in 2005 when the Company took over Affinity Healthcare and since that time there has been significant investment into the hospital with a number of new facilities now open and some new facilities still to come.

North West CEO Jane McGrath said many staff had worked at the hospital for over 10 years and some had even been there since the hospital opened over 25 years ago.

"It is fantastic that so many staff are still with us and have great pride in the hospital," Jane said.

Ramsay Chief Operating Officer Danny Sims was also in attendance at the event.

The evening was also an opportunity to raise money for the Janelle Fund in celebration of a staff member from the hospital who died unexpectedly in November 2009 (see story page 16).

MILDURA LAUNCHES BEST CARE FOR OLDER PEOPLE

Mildura Base Hospital has launched a new Department of Health initiative: 'Best care for older people everywhere'.

The website provides information for health professionals and is designed to improve the care of older people in hospitals.

Suzanne Corcoran, a Department of Health senior project officer, said the toolkit could help reduce the length of hospital stays.

"It's come in response to the large ageing population which will peak in 2020 to 2040."

"It will provide support staff with information about how to better care for older patients and to minimise the functional decline of older people in hospital," she said.

Evelien Melsen, long stay older patient project officer at Mildura Base Hospital, said a screening process would be used to determine best outcomes for patients.

"We'll actually be using the tool for all our adult patients which will help facilitate early referrals," she said.

"We'll be asking patients questions and based on that information we'll be able to develop a care plan with them and develop goals.

"For example, if someone comes in with a broken ankle, the goal might be for them to be walking independently by the time they go home."

For more information about the 'Best care for older people everywhere' visit:

www.health.vic.gov.au/older/toolkit/



Evelien Melsen, long stay older patient project officer at Mildura Base Hospital



Members from the Mt Wilga hydrotherapy team practice a pool 'evacuation'.

POOL SAFETY AT MT WILGA

Earlier this year, twenty six staff members from Mt Wilga Private Hospital earned the Hydrotherapy Rescue Award, a new award offered by the NSW Royal Life Saving Society aimed at providing clinicians the skills and knowledge to respond to an emergency situation in the water.

Mt Wilga boasts two hydrotherapy pools, with pool sessions run daily by the physiotherapists, exercise physiologists and physiotherapy assistants.

Whilst hydrotherapy has many benefits to the patients, it is acknowledged that water-based rehabilitation is a high risk activity.

The course had a theoretical and practical component, and by the end of the course, the therapists were evacuating 'patients' using a variety of newfound skills.

Mt Wilga CEO Carmel Kennedy said: "Of course, it is hoped that the clinicians never have to use these techniques. However, if an emergency situation is to arise in or around the hydrotherapy pool, the team now have the necessary skills as set out by the Royal Life Saving Society."

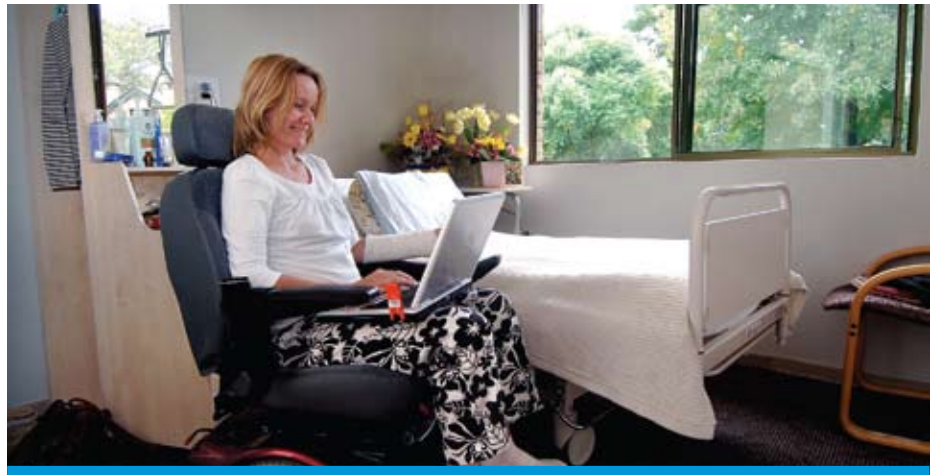


DONVALE CELEBRATES 12TH ANZAC DAY SERVICE

The 12th Anzac Commemoration Service was held at Donvale Rehabilitation Hospital in conjunction with the local Doncaster Sub-Branch of the RSL.

An annual service to honour those who served their country in times of war, has been held at the hospital since 1999 when a flagpole and plaque were erected in the hospital grounds.

Donvale CEO Gerard Kennedy said whilst the number of veterans was declining with the years, the spirit of the service remains steadfastly strong. In attendance this year were Kevin Andrews MP (Menzies), Cr Meg Downie Manningham Council, Mr David Mifsud Department of Veterans' Affairs, members of the Doncaster Sub-Branch and hospital staff.



MAKEOVER AT HUNTERS HILL

Hunters Hill's Surgical Unit and the top floor have had a makeover recently with new carpet, paint, flatscreen TVs and a new nurse call system. New airconditioning has also been put into the hospital. Other general maintenance works were undertaken during the down time including the replacement of hot water services and a kitchen refurbishment.

All staff and patients agree that it was well worth the efforts and everyone is enjoying the benefits.



Tamara Private team at the recent Careers Expo in Tamworth. Over 3000 High School students visited the expo & several students completed forms noting their interest in undertaking traineeship & work experience at Tamara Private.

MOVEMENTS & APPOINTMENTS



Vimal Amin has been appointed to the position of Finance Manager at Mt Wilga Private Hospital. Vimal has worked at Westmead Private Hospital on the Finance team for a number of years and brings a great understanding of private hospitals to the new role.



Joshua Hart has been appointed to the position of Director of Clinical Services (DCS) at The Cairns Clinic.

Joshua is currently at New Farm Clinic as a Nurse Unit Manager. From his time at New Farm, combined with his previous experience in both Mental Health & Aged Care, Joshua brings a mix of excellent management and clinical skills to this position.

Joshua will commence in the DCS role in early June and will drive the establishment of this new facility/service and then its ongoing day to day operations.



Kerry Marden has been appointed to the role of Director of Clinical Services at Northside Cremorne Clinic. Kerry has many years experience in the private mental health sector, including 12 years as Deputy Director of Clinical Services at Lynton Private (a former Ramsay psychiatric facility).

HUMAN RESOURCES UPDATES



RTI LAUNCHES *PEOPLE SKILLS ONLINE*

The Ramsay Training Institute has launched an innovative online series - **People Skills Online**. This series has been designed specifically for Ramsay staff with supervisory responsibilities who would benefit from further development in their people management skills. The online program incorporates various learning approaches including; engaging eLearning courseware, online discussion forums, and facilitated webinar (phone and video) sessions.

These combined approaches provide flexibility in the learning process in terms of when and where the learning is undertaken, as well as opportunities for participants to network, share, and learn from the techniques and skills of other Ramsay Health Care colleagues. The combination of e-Learning courseware, assessments, discussion forums, and webinars provide the Ramsay employee with the 'Must Know' areas of the chosen topics.

There are **7 streams** in the People Skills Online series, they include:

- Conflict/Negotiation/Communication (3 modules)
- Customer Service /Handling Complaints (2 modules)
- Leadership/Team Building and Motivation (2 modules)

- Managing Harassment & Bullying (1 module)
- Conduct Meetings/Business Writing (2 modules)
- Performance Management (1 module)
- Recruitment and Selection - Domestic & International (2 modules)

Each stream of People Skills Online will run for approximately 3 months in duration. All successfully completed modules will result in automatic credit towards completion of the Ramsay Manager Development Program (to be run again in June 2010)

Who Can Apply?

The program is primarily targeted towards Ramsay Health Care employees with supervisory responsibilities. Applicants may apply for one or more of the People Skills Online series streams but must have prior approval from both their direct line supervisor/manager and the hospital DCS or CEO.

Please contact RTI with any enquiries on this program by emailing: rti@ramsayhealth.com.au or phone 07 3394 7188.



COUNT DOWN TO NEW HARMONISED SAFETY LEGISLATION

In April 2010 the finishing touches and final refinements were made to the new *Model Work Health and Safety Act (WHS)*, which is new national harmonised workplace safety legislation (covering all of the operating jurisdiction of Ramsay Australia) and is now only 18 months away from going live.

The Ramsay National Safety Team are already preparing the group and its safety management system for the changes that will flow on from the new legislation.

The National Safety Team made a significant submission to the new Act in 2008 when it was in its public consultation phase and are delighted to report that much of Ramsay's submission has become part of the new Act. Some of these include:

- Reverse Onus of Proof Abolished - this means the authority must now prove the breach / contravention of the legislation that is alleged, currently the authority (WorkCover / WorkSafe / WHSQ) only need to instigate the prosecution based on an alleged contravention and the employer must then prove its innocence. This has now been reversed.
- Advice from Inspectors - The new Act contains provisions allowing Authority Inspectors to actually provide advice to employers in order to assist resolution. This was very common many years ago however in recent years Inspectors have refused to give any advice on the grounds they may be held liable in the event of an incident, they are now fully protected under the Act meaning advice will now flow from the agency writing the rules by which we must abide.
- Employee definition broadened - the new Act has a very wide interpretation of the employee and it basically covers everyone, this will result in consistent systems for protecting employees as they will apply equally to everyone and the requirement for different procedures for different people will be unnecessary.

- Reasonably Practicable now defined - this legal term, which is attached to all duties arising under the Act, is now actually defined in plain English within the Act itself and will provide great assistance in managing our governance and compliance.
- Risk Management Approach adopted - the entire act is now based on Risk Management principles giving the legislation very practical effect. Hazards must be identified and subsequent risks controlled at all levels, this is perfectly in alignment with the Ramsay Safety Management System.

National Safety Manager Channele McLennan said it was an exciting time in safety as harmonised legislation is ground breaking in Australia and will make management of safety across Australia much more streamlined for Ramsay Health Care.

The National Safety Team will be preparing an 18 month action plan so that we can roll through the go live date of 1 Jan 2012 seamlessly. A copy of the model legislation can be found on our web page: <http://swidc41/sites/corporate/ohs/default.aspx>, additional information about the act can also be found at: <http://safeworkaustralia.gov.au/>. Amendments to the National Safety Manual (WSSG) will be released in the third quarter of 2011.

To date there is no change to Workers Compensation Legislation across Australia.

Channele McLennan - National Safety Manager



PRECEPTOR RESEARCH

A joint research venture is underway in Victoria looking at the effect of part-time preceptors on students while on clinical placement. This project aims to identify issues faced by both the preceptor and the students as a result of our largely part time nursing workforce. The value of preceptors in clinical experience has been well recognised, but with the increasing casualisation of the work force, the students seldom have the opportunity to have a dedicated preceptor for the duration of the clinical learning experience. Currently there is little research concerning this issue but with Holmesglen's and Ramsay Health Care's strong industry partnership there is a unique opportunity to investigate how the part-time preceptors perceive their roles in achieving student learning outcomes. This investigation will form the first part of on-going research into the nexus between practice and theory in contemporary student nurse education.

The aim of this research is to improve the preceptor experience in a part-time role, identify the barriers and opportunity current nurse preceptors' face and student learning outcomes.

CONT...STAFF DEDICATION RATES TOPS IN RAMSAY EMPLOYEE SURVEY

"Dedicated employees feel that the organisation is providing what they need and they feel connected to their work and the organisation because they feel supported and respected by their employer. They find a sense of meaning in their job, are willing to volunteer, and participate in improvement efforts. These employees seek out ways to improve their performance and the quality of care patients receive."

"Obviously the higher the percentage of 'dedicated' employees, the better the organisation is as a place to work and usually the more successful it is too. We will be aiming to see this number further increase in future surveys."

Over 9400 Ramsay Health Care employees across Australia completed the Ramsay Employee survey representing 44% of all staff.

The survey, conducted in partnership with Press Ganey & Associates, was conducted at 48 hospitals plus head office. Ten Ramsay hospitals already surveyed in 2009 and the remaining day surgery centres results are incorporated in the larger sister hospital results.

In terms of the overall Ramsay results, the highest performing area was Organisational Impression. The overall organisation impression subscale measures the employees' overall impression of the organisation in terms of both its values and desirability as a place to work as well as an employee's perception of the facility's efforts to provide high quality customer care and service.

Other areas that generally scored well were teamwork/relationships with colleagues; the provision of flexible work practices that assist with work-life balance; and the encouragement of safe work practices.

Common areas of opportunity for many hospitals were participation/involvement in decision-making and senior leadership listening to employees.

Positively, 81% of respondents said they thought the results of the survey would be used in a positive manner.

The Ramsay Health Care results have been benchmarked against other health organisations throughout Australia, which are also surveyed by Press Ganey, and 20 Ramsay facilities fell into the top 25% of the Press Ganey database.

The top 10 Ramsay facilities for employee satisfaction were:

- Armidale Private Hospital
- Glenferrie Private Hospital
- Hillcrest Private Hospital
- Warners Bay Private Hospital
- Tamara Private Hospital
- Wangaratta Private Hospital
- Mt Wilga Private Hospital
- Berkeley Vale Private Hospital
- Donvale Rehabilitation Hospital
- Northside Cremorne Clinic

Hospital and department results will be shared with employees during June and July and action plans will be developed to address key findings

The next organisation-wide survey will be in 2012, although some facilities may conduct an interim survey in 2011 to monitor progress with their action plans.

The Ramsay Health Care results have been benchmarked against other health organisations throughout Australia, which are also surveyed by Press Ganey, and 20 Ramsay facilities fell into the top 25% of the Press Ganey database.





2010 VIC NURSES & MIDWIVES CONFERENCE

Over 250 Victorian Nurses and midwives attended the 4th Victorian Nurses and Midwives Conference at the end of May.

Attendees were pampered by reflexologists, Reiki and shiatsu therapists, intuitive drawers and tarot card readers.

Organiser Sam Radlow said many of Ramsay's own Nursing staff spoke on the day and were a true inspiration to those in the room. The day concluded with a Bollywood dance workshop by Underbelly dance company of Melbourne which saw the attendees perform an entire Bollywood routine complete with hip shaking and loads of laughs

Thanks to the conference committee, Nicole Hall, Jenny Ryder, Shae Stewart and Samantha Radlow for organising the event and to our wonderful sponsors, HESTA, J & J, Stryker, Smith & Nephew Medical, BD Medical, Health Super, 3M, Nurses First, ANF And Victorian Nurses Health Program. And others who attended Jenny Cutting from the Ramsay Library, Bec Innes from the RTI and the College of Nursing.

NSW NURSES CONFERENCE 2010

The 2010 NSW Nurses Conference was held in May at the Novotel at Sydney Olympic Park with a huge turn out on the day with over 250 of our nurses from across the state in attendance.

Organiser Karina Keily said the conference boasted a fantastic line up of presenters who were very inspiring and innovative in their presentations.

"We had Lyndsey Jones, a nurse working with the Sydney Parkinson's Disease & Movement Disorder Unit. Lyndsey spoke about the innovative practice of Deep brain stimulation which is being performed at some of our hospitals in NSW and is having some fantastic results in improving the quality of life for Parkinson patients.

"Then we heard from Sandra McIntyre who is Ramsay's first Registered Nurse Practitioner working at Port Macquarie Private. Sandra I am sure inspired many of our audience to possibly follow in her footsteps.

"Dena Hogben from North Shore Private spoke about an Early Warning System which they designed and implemented in their hospital with fantastic results.

"Sally Squire brought some humour and giggles to the audience with her wonderful presentation on clinical handover and Leah Hammond

from The Northside Group spoke about Falls Prevention. James Paterson was the guest speaker for the day; James was a Paralympian with many accolades under his belt as well as receiving a medal of the order of Australia in 2008. James spoke to the audience about his experience as an athlete with such modesty that he certainly was an inspiration for succeeding in life.

Karina said the conference also had the opportunity to hear from two Ramsay nurses Deborah Maslen and Louise Jones from Tamara Private who volunteer their nursing skills as part of the New England Outreach Experience in Papua New Guinea.

"Charlotte Birchall from St George Private presented on "Peritonectomies" which is a multimodal procedure they perform in collaboration with St George Public. St George Private has been able to assist in reducing the waiting list for this procedure as well as providing an excellent service to the community.

"Jackie Dempsey presented a riveting overview of nursing and the law which was greatly received and the conference finished with "National Registration and beyond" from Liz Spaul Ramsay's National Workforce Planning and Development Manager.

Nurses who attended the conference were awarded a certificate of attendance and also received 7 CPD points to put towards their registration. The conference was a tremendous day to celebrate the achievements of Ramsay nurses within New South Wales.

Ramsay Health Care - Queensland

Inaugural Nurses & Midwives Conference

Saturday 21st August

Venue: Rydges Southbank Brisbane

Formal Program Agenda & Registration Forms coming soon.

Your career...our future

RAMSAY VICTORIA PRESENTS STUDENT CLINICAL EXCELLENCE AWARDS



This year Ramsay Health Care in Victoria proudly presented the outstanding clinical achievement award to a nursing student from Holmesglen. The award went to Merron Holman at the Awards festival for students graduating from the Cert IV in Nursing. This is the 2nd year Ramsay have presented this award as voted by the education team in the Health, Human & Community services department. Merron has continued her studies and is currently working towards her Bachelor of Nursing at Deakin University.



We're currently offering you one month's premium free when you join combined MBF hospital and extras cover as a new MBF customer through your Ramsay Health Care corporate health plan by 31 December 2010~.

To join or find out more, take a positive step to:

- 1300 653 525
- your local MBF centre
- or mbf.com.au/corporate and enter your Username: ramsay and Password: employee

People caring for people




Take a positive step

~ New Bupa Australia customers only. Offer excludes MBF Overseas Visitors Cover products. Only available with Group AutoPay. Not available with any other offer and is not redeemable for cash. One month's free premium is processed 4-6 weeks after your first premium payment. Your corporate plan is brought to you by MBF Australia Pty Limited ABN 81 000 057 590. MBFHC 0482 05 / 09

OUR COMMUNITY

HUNTERS HILL SUPPORTING THE COMMUNITY

Hunters Hill Private Hospital is proud to be one of the major sponsors of the Hunters Hill Art Exhibition, billed as Sydney's longest running exhibition and held in May. Gail O'Brien, the wife of late cancer specialist Professor Chris O'Brien, was the guest speaker on opening night. Professor O'Brien left hospital to speak at last year's art exhibition, and died from a brain tumour not long after. Mrs O'Brien, of Hunters Hill, has continued his cancer campaign. Hunters Hill Private Hospital presented the Sculpture (functional) prize.

FRANCES PERRY STAFF WALK FOR OXFAM

A team of three Frances Perry House staff and one partner completed the Oxfam walk in April 2010.

They walked 100km in 32hrs and raised a total \$7000 which goes to Oxfam. Apart from some horrible blisters they survived the challenging trek.



ALBURY WODONGA PRIVATE HOSPITAL RECENTLY SPONSORED THE LOCAL EASTER TENNIS OPEN IN ALBURY.



PENINSULA NURSES ASSIST IN EFFORT TO ERADICATE POLIO

On February 4th Amy Clark and Linda Tinney both nurses at Peninsula Private Hospital joined a group of volunteers who flew out to India. The aim of the trip was to immunize children 5 years and under of age against polio.

In conjunction with the World Health Organisation; Rotary International, UNICEF and The Bill and Melinda Gates Foundation, there has been a concerted effort to eradicate polio worldwide. Since 1985 the number of countries has been reduced to only four countries in the world that still have polio outbreaks: India, Nigeria, Pakistan and Afghanistan.

Poliomyelitis (polio) is a serious disease, caused by infection with one of the three types of poliovirus. The virus is spread through contact with food, water or hands that are

contaminated with the faeces or throat secretions of an infected person.

Amy and Linda were based in Andhra Pradesh, India, where 65 million people live. On 7 February, over 9 million children were immunised against polio in Andhra Pradesh alone equating to a 96% success rate.

Polio booths were placed at places of worship, train stations, bus stops. Immunisation booths were strategically placed so that the people could walk to the booths to have their children immunized. When the children were immunized their little fingernail was painted black to mark that they had been immunized.

Linda said the experience for herself and Amy was over whelming.

"Prior to the National Immunisation Day we were taken to a school, polio rehabilitation place, an AIDS orphanage and a government

run hospital; water purification plant; to name just a few projects. Each project is funded by Rotary International with the support of many overseas Rotary clubs," said Linda.

"Wherever we were taken the local children were curious about the Australian visitors and had many questions about the cricket especially Ricky Ponting."

"A grandfather brought his granddaughter, who has been affected by polio, to an immunisation booth to say thank you to the volunteers and to ask them to remind people at home in Australia, of the severity of polio and the importance of immunisation and the work we were doing."

"Amy and I would like to thank the Ramsay Charity Challenge in providing some funds to allow us to experience such a worthwhile trip and be a small part in a world wide project."

BIG BOOST FOR AUTISTIC KIDS



North West Private Hospital has donated \$15,000 to a not-for-profit organisation that helps children with autism.

The money was raised in memory of North West Private Hospital theatre bookings clerk Janelle Engstrom who passed away unexpectedly in November 2009.

The "Just Janelle" fundraising initiative was launched at Christmas with staff donating money instead of buying secret santa gifts. The proceeds from the Hospital's 25th anniversary ball, to which the hospital provided matched funding, were also donated to the fund

Theatre bookings clerk Gemma Smith handed over the money to Alan Smith, CEO of AEIOU. The money will help provide five Lynn Wright Memorial Fund Scholarships for those otherwise unable to attend their program. The program is for children aged between two and a half and five who have been diagnosed with Autism Spectrum Disorders (ASD).

SENATOR VISITS LAKE MACQUARIE



Senator Bill Heffernan, Senator for New South Wales, visited Lake Macquarie Private Hospital recently and was very impressed with the range and quality of services and facilities provided and the capability and experience of staff. His visit followed contact made by the hospital to their Upper House local member in opposition to the Federal Government's proposal to means test the 30% private health insurance rebate. The hospital was concerned that successful passage of this proposed legislation could turn some people in their community away from private health insurance. Senator Heffernan was supportive of the hospital's position and made the appropriate representations in this regard.

PERU MISSION ACCOMPLISHED

InSight Peru is an initiative of the Australian Alpaca Association, in partnership with Quechua Benefit, and with the support of clinicians from Nowra Private Hospital.

A mission to Peru to perform the first ever cataract surgery on disadvantaged people living in the Colca Valley is complete with the specialist team of doctors and nurses from Nowra arriving back recently. Organised by Nowra Private Hospital Orthopaedic Surgeon and President of the Australian Alpaca Association (AAA), Dr Ian Davison, the tour group, which included doctors and nurses from Nowra Private Hospital, was led by Nowra GP Dr Stuart Randell.

"It is hard to believe what has been achieved," Dr Stuart Randell told The Ramsay Way. "Overall we consulted approximately 350 patients during the week and performed a great deal of cataract surgery."

"Looking back through hundreds of photographs taken from arriving at our destination tells quite a story, beginning with our first glimpse of the filthy storeroom that with hard work and imagination was converted into a functional operating theatre for two eye surgeons in less than 24 hours."

"Clinic space was reconfigured to efficiently assess patients who presented day-by-day, not only with cataracts, but with a wide spectrum of ophthalmological pathology; damage from past trauma (including fireworks injuries), glaucoma, congenital defects, damage from

toxoplasmosis infection, macular degeneration, untreated refractive errors and the list goes on," he said.

Quechua people are prone to cataracts living with a high level of ultra-violet light at high altitudes.

"Numerous patients who could not be helped with the facilities available to us have had management plans prepared to enable Quechua Benefit to assist them in receiving treatment in Arequipa.

"Our operating theatre kept pace with demand, delivering quality surgical care to every patient presenting with corrigible cataracts (with a few other suitable surgical procedures completed as well)."

Dr Ian Davison who had the inspiration for the mission said the expedition showed that it doesn't take a lot to provide life-changing services to a significant number of people.

The Ambassador of Peru, His Excellency Caudio de la Puente, has thanked Ramsay Health Care for the realisation of this cataract surgery mission to the Colca Valley.

"Your (all people involved including AAA, Ramsay Health Care and the doctors and nurses who participated) contribution, enthusiasm and generosity in providing your precious time and resources to help restore the gift of sight to the needy people of the Peruvian Altiplano constitutes a most meaningful and effective initiative and a gift that will not be forgotten."

Pictures and the full story can be seen at the InSight Peru blogsite: www.insightperu.blogspot.com



TOP L-R: Craig Cameron; Dean Durkin; Leonie Daveson; Warren Bruce; Carmen Ryan; Fiona Martin; Marylouise Laxton & Stuart Randell.
ABOVE LEFT: Dr Durkin operating in the make-shift theatre.
ABOVE RIGHT: The patients line up.



Rita Maguire, State HR Manager, Ramsay WA & SA (centre) & volunteers.

HOLLYWOOD VOLUNTEER SERVICE LAUNCH

The new look Hollywood volunteer service was launched at Hollywood Private Hospital in Perth recently. Long term palliative care volunteers, previous Red Cross volunteers and the newly recruited Hollywood volunteers were gathered together for the launch

Hollywood hospital now has more than 65 registered volunteers.

16 volunteers are involved on a regular basis in the Gratwick ward while the rest are engaged in different areas of the hospital.

Volunteers are involved with a range of activities including (but not limited to):

- Front of house, where volunteers direct and escort visitors to various parts of the hospital.
- Patient support, where they take people out in wheelchairs, chat, refresh the flowers, help fill out menus and do other things visitors do.

- Driving the courtesy buggy - a service that transports visitors and patients through the hospital grounds.
- The "Food Friends" program - volunteers are trained by allied health staff and assist selected patients at meal times.
- Assisting at the Day Surgery Unit by escorting patients through to the waiting room after admittance.
- Playing the piano and assisting at BBQs for patients in the McCarthy ward.
- Offering hand care /massage.

New volunteering opportunities are evolving as ideas are raised by staff, or volunteers themselves.

CEO Kevin Cass-Ryall said Hollywood was very fortunate to have the services of volunteers.

"Our volunteers are wonderful people who are making a daily difference to people they are encountering at Hollywood," he said.

ARE YOU FINANCIALLY FIT?

A LARGE NUMBER OF RAMSAY FACILITIES WILL BE PARTICIPATING IN THE UPCOMING HESTA LUNCH'N LEARN SERIES IN JUNE. FOR DETAILS OF SESSION TIMES AT YOUR FACILITY, VISIT THE WELLNESS INTRANET. FRIENDS & FAMILY WELCOME!

If sessions are yet to be organised at your facility, this can be arranged through your Site Champion. Available seminar topics include:

- **HESTA Super Fund:** An overview of HESTA and superannuation
- **Co-contributions:** How do I access the government co-contribution?
- **Salary sacrifice & salary packaging:** What's the difference?
- **Investments:** How can I take control of my investments in super?
- **Insurance:** How can HESTA protect me through insurance?
- **Transition to retirement (TTR):** What is TTR and is it for me?
- **Managing your money:** How can I take control of my finances?
- **Retirement planning:** What should I consider before I retire?
- **Your Super Statement:** Why is my statement so important?

Also, don't forget the other great Financial Wellness services on offer to RHC employees, including Money 101, CUA Bank@ Work Program, ANZ @Work and salary packaging. For further information, visit the RHC Wellness Intranet site.

HESTA SUPER FUND
Your Health & Community Services Industry Fund



www.hesta.com.au

OUR ENVIRONMENT



BELEURA WATER SAVING INITIATIVE

Beleura Private Hospital is now saving approximately 3.5 million litres of water per year. Maintenance Manager Rohan Deane has organised to save the water that goes through sterilisers. Water from each of the two sterilisers uses approximately 600 litres per cycle, 10 cycles per day 6 days per week which was previously going down the drain. The hot water generated cannot go back into the steriliser so Rohan purchased a pack cooling unit to enable the water to pass through, be cooled then recirculated back through the steriliser. The cooling unit is strategically located to enable both sterilisers and any possible future additions to utilise the unit.

After 2 years of persistence it is believed to be the only purpose-built system of its kind in Victoria. South East Water supported the project with a \$10,000 contribution to the water saving project.



ST GEORGE PRIVATE RECOGNISED FOR COMMITMENT TO THE ENVIRONMENT

The Department of Environment, Climate Change & Water (DECCW) has recognized the effort of St George Private Hospital towards improving sustainability.

At a special breakfast to mark World Environment Day, St George Private was one of 51 NSW businesses to be recognized for strengthening their environmental performance through the Sustainability Advantage Program.

St George Private Hospital has been working with the DECCW for almost two years and has been successful in implementing a range of changes towards reducing the hospital's environmental impact. The hospital has also launched a Going Green program which encourages staff to go green; to reduce, reuse and recycle; to eliminate waste and to be environmentally responsible.

OUR PEOPLE



HELEN WALKS GREAT WALL AFTER HIP REPLACEMENT

Congratulations to Helen Pinkstone, Nurse Unit Manager of John Flynn's Orthopaedic Unit who, within 12 weeks of having hip replacement surgery, walked the Great Wall of China.



RANZCOG FELLOWSHIP ACHIEVEMENT FOR DR KIRSTEN MORROW

Dr Kirsten Morrow, consulting Obstetrician & Gynaecologist at Nambour Selangor Private Hospital successfully completed her training and was granted Fellowship of the Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG).



BERYL ALLART RETIRES AFTER 50 YEARS

After an amazing nursing career spanning over 50 years, Beryl Allart, theatre nurse at St George Private Hospital, will finally hang up her theatre scrubs and sit back and relax in to her well-earned retirement.

Beryl has worked at St George Private Hospital since it opened its doors almost 15 years ago.

Her 50 year career has largely been spent in the operating theatre environment in both clinical and management roles and she has certainly been a major driving force behind the exceptional clinical service provided at St George Private Hospital.

Beryl's friends and colleagues at the Hospital all wish her well and will certainly miss her as she leaves to embark on her next exciting challenge.

ORTHOPAEDIC NURSE PRACTITIONER AT PORT MACQUARIE

Sandra McIntyre has recently gained her authorisation as a Nurse Practitioner and becomes Ramsay's first Orthopaedic Nurse Practitioner. She is based at Port Macquarie Private Hospital and her new status expands her role to assess, treat and prescribe. Sandra has been employed at Port Macquarie Hospital since 1985.



Orthopaedic Nurse Practitioner, Sandra McIntyre

JOONDALUP DIRECTOR OF NURSING WINS SCHOLARSHIP

Joondalup Health Campus

Director of Nursing Shane Combs has won a scholarship to attend the 2010 Johnson & Johnson Wharton Fellows Program in management for nurse executives. Shane was selected from a large number of candidates. Established in 1983, the program has educated over 1000 nurses internationally and is the world's first effort to provide management and leadership education for senior nursing executives in a business school setting.



Joondalup Director of Nursing, Shane Combs (seated) with Joondalup Health Campus CEO Kempton Cowan.

STARDOM CALLS FOR JOONDALUP STAFF MEMBER

Medical administration assistant Paula Parore was announced runner-up in the Perth Star singing competition in May, but ask any of her colleagues at Joondalup Health Campus and they will say she is number one.

Paula has been performing in the Perth Star competition every week since February this year and managed to beat hundreds of other contestants to make it into the grand final.

Perth Star is a local singing competition soon to be aired on West TV, a new digital community station recently launched in Perth.

The crowd of Joondalup Health Campus supporters went wild for Paula's final Perth Star performance for the sold out show at the Subiaco Arts Centre.

Paula said she was proud of herself for reaching



Perth Singing star & medical administration assistant Paula with JHC staff

second place and felt lucky to have had such a fantastic opportunity.

"I have had the most amazing ride of my life and this is definitely not the end for me," she said.

Paula said she was very grateful for everyone who got behind her for the competition.

"I sincerely want to thank the staff at Joondalup Health Campus for coming along each week and

screaming for me, dancing in the aisles and supporting me to the very end."

Paula was no stranger singing, she also performs vocals in the Joondalup Health Campus band Side Effex.

"Being part of a band has definitely helped me in the competition by giving me confidence to perform in front of audiences," she said.

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



CITY2SURF 2010

Ramsay Health Care will once again enter a large team in this year's Sun-Herald City2Surf in Sydney (14km walk/run from Sydney city to Bondi) and will host the after party celebrations for staff and their families.

This year, the after party will be held on the rooftop of the Swiss Grand Hotel in Bondi. Here are some simple steps on how to register for the Ramsay Health Care Corporate Team:

1. Go to www.city2surf.com.au and click on the 'Enter' button
2. Select 'I would like to search for an existing team' and click 'Continue'
3. Type in the team name Ramsay Health Care and click on the green tick to find the team
4. Click on the green tick next to the team listing to confirm
5. Select your start group and click 'Continue'
- (PLEASE NOTE YOUR START GROUP CANNOT BE CHANGED ONCE YOU HAVE ENTERED)
6. Put in your entry details and click 'Continue'
7. Proceed through the payment gateway
8. You will then receive confirmation via email, including your e-ticket.

This year, Ramsay Health Care has chosen to support SNOG - the Sydney Neuro Oncology Group. SNOG is a charitable organisation which raises money for the management and treatment of brain tumours. All monies raised go towards research or treating people with brain cancer. If you wish to join this, then for now, please just check "Sydney Neuro Oncology Group" in the box when prompted on the city2surf registration form, and information will be forwarded to you in the near future re how you can assist with raising money for SNOG.

If you would like to wear the Ramsay shirt, please order your shirt from Scody direct by clicking on this link here:

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

For further information please contact Carmel Monaghan on: monaghanc@ramsayhealth.com.au



WINNERS ARE GRINNERS!

Congratulations to Ramsay Victorian facilities who recently participated in the WorkHealth initiative. Over 620 RHC staff took up the challenge, with Albert Road Clinic and Frances Perry star performers.

Thank you to HESTA for their generous sponsorship,



FDA CHAMBERS OF COMMERCE WORLD CUP

It seems World Cup fever is spreading and there was no exception for some members of the Sydney Head Office. 32 corporate companies representing 32 countries played in a tournament recently with Ramsay Health Care playing for Ireland.

Grouped with countries Switzerland (Swiss Re), Italy (HCF) and Germany (BOC) it was always going to be a tough battle. The weather was perfect for the Irish, no sunshine, black clouds, intermittent rain and it showed as they prepared for their first group match against the Swiss. Their confidence grew as Ireland went 1 up courtesy of Mike Schofield and a solid defence kept the Swiss at bay. Another goal by Mick Campbell in the second half sealed the match for Ramsay 2-0.

25 minutes later it was Ireland vs Italy. Pumped after the first win (and slightly tired) Ireland looked dangerous on the ball. A quick goal by Mike Schofield in the first half and it was Ireland 1-0 and 2-0 at full time thanks to Matthew Scott.

Another 25 minutes break and it was time to take on Germany. The Irish goalkeeper Nishan Ansourian was tested a little more but he still managed to keep a clean sheet, Germany losing 1-0 with the winning goal scored by Mike Schofield.

With the group matches over and Ramsay finishing top of its class it was on to the second round. USA (APC) were a talented team and pushed Ireland to the limit. They still managed to score the first goal but it was quickly equalised. Both teams had plenty of opportunities to put the winning goal away, but a disallowed Irish goal in the final minutes and it just wasn't to be and the match went to penalty shootout. Team USA won the shootout 3-2.

USA went on to finish second overall, losing to Brazil (Lifestyle Financial Planning) in the Grand Final.



RAMSAY HEALTH CARE TRIATHLON PINK LAUNCHED

SYDNEY ALREADY APPROACHING 40% CAPACITY

The 2010/11 Ramsay Health Care Triathlon Pink series launched last week. Entries are open at: www.com.au

www.com.au

Dates for the events are as follows:

- Sunshine Coast - 12 September 2010
- Sydney - 16 October 2010
- Gold Coast - 24 October 2010
- Perth - 7 November 2010
- Melbourne - 23 June 2010

To enter go to: www.com.au and click on the ENTER NOW icon.

For Sydney Pinkies there is a new course for Sydney Olympic Park, with a new transition area much closer to the pool (The down side is that the transition can only accommodate 1500 bikes so there will be an athlete limit).

DR KIM DOBBIE, DIRECTOR OF REHABILITATION AT JOHN FLYNN PRIVATE HOSPITAL WAS THE HIGHEST INDIVIDUAL FUNDRAISER IN AUSTRALIA FOR PINK TRIATHLON 2009 RAISING \$6500.



RAMSAY WA, SEE HOW WE RAN...

Ramsay WA staff competed in the inaugural HBF Run for a Reason in May joining over 10,000 other entrants on the 4.5km or 14km course that started and finished at the WACA. The event raised over \$200,000 for six charities.



GREENSLOPES TRIATHLON TEAM PLACES WELL

The Greenslopes Private Hospital Masters Men's team achieved a creditable 5th place in the Mooloolabah Triathlon in March. The team consisted of Greenslopes CEO Richard Lizzio (run) & Director of Medical Services Dr Jim Houston (swim) as well as oncologist Dr David Grimes (cycle).



JOONDALUP PHYSIO WINS GOLD AT THE MASTERS ATHLETICS CHAMPIONSHIPS

Joondalup Health Campus physiotherapist Xander Van Rijen won gold in the 800m and 1500m events at the Australian Masters Athletics Competition in April.

Xander said he was pleased with the result because it was the first time he had entered into the national competition.

"The competition was held in Perth for the first time so I thought I would enter to fly the WA flag," he said.

"I was lucky enough to stay injury free throughout my training and peak at the right time."

Physiotherapy manager Lynley Ward said Xander was an inspiration and the team were very proud of his efforts.

"Xander works hard and is a wonderful example of what can be achieved with discipline, training and fitness," she said.

Xander is now looking at the possibility of competing in the World Masters Athletics Championships in California next year.



RAMSAY EXECUTIVES COMPLETE SYDNEY HALF MARATHON

Ramsay Executives Chris Rex (left), Paul Fitzmaurice (centre) & Mike Hirner (right) recently competed for Ramsay Health Care in the Sydney Half Marathon, a 21km course through the city streets and botanical gardens.

NSW STATE CONFERENCE 2010

EDUCATION INTO PRACTICE

11th September
Sydney Masonic Centre
Early Bird Registration closes 11th July

This conference will be allocated CPD hours from the NSW College of Nursing

DAY SURGERY NURSES ASSOCIATION Inc. N.S.W.

Log onto www.adsna.info & click on NSW for programme & registration form.

For more information please contact: **Patricia Goh** on 02 9553 9905

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