

New Farm Clinic in Brisbane CBD during the inundation. See more on this story & others from our Summer of Heartache - pages 2 & 3

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# SUMMER OF HEARTACHE

This issue of The Ramsay Way is dedicated to Ramsay Health Care staff who were affected by the floods in Rockhampton, South East Queensland and Mildura. Your courage, strength and positivity throughout this ordeal has been truly inspiring. All Ramsay staff from our hospitals right around the world have expressed their sorrow for your losses.  
— Chris Rex, Managing Director

## RAMSAY HEALTH CARE ASSISTS STAFF IMPACTED BY FLOODS

Many staff from Ramsay hospitals in south east Queensland, Rockhampton and Mildura were impacted by the floods with some staff suffering the full brunt of the floods having their whole homes flooded and losing significant amounts of furniture and valued possessions. Ramsay is aware that some employees are still living displaced from their own homes.

Following the Queensland floods, Ramsay Health Care announced a donation of \$100,000 to the Queensland Premier's emergency relief fund.

But in recognition of the enormous burden that its own employees suffered, Ramsay Health Care provided immediate emergency relief funding in the form of grants ranging from \$500 to \$5000 coming from a further \$150,000 donation by Ramsay Health Care and \$150,000 donated by Paul Ramsay personally. A further \$9000 was also raised by Ramsay's Sunshine Coast hospitals and added subsequently to the funding pool.

Ramsay Health Care has so far disbursed over \$145,000 in emergency relief funding to staff affected in the Queensland and North West Victorian floods.

Ramsay Health Care CEO Chris Rex said the cash donations to Ramsay staff impacted by the floods were just a small contribution towards the losses they have suffered. He said the Executive team including Paul Ramsay were very humbled by some of the staff stories on their trip to Queensland in the immediate aftermath of

- \$100,000 donated by Ramsay Health Care to Qld Premier's Emergency Fund
- \$300,000 donated by Ramsay Health Care & Paul Ramsay for Ramsay staff affected by the floods
- \$9000 raised by Ramsay Sunshine Coast hospitals
- \$75,000 contributed by Ramsay Health Care staff through the "Workplace Giving Program" to assist those affected by floods

the floods that affected that State.

"Throughout this ordeal many Ramsay staff and their families suffered greatly. To see the devastation first hand and hear the stories from staff, some of whom lost their homes and possessions, was truly overwhelming. There was an unbelievable strength and positivity amongst those affected," Chris said.

In February 2011, over 50 staff who were directly affected by the floods in Rockhampton, south east Queensland and Mildura received cash donations. The remaining funds will be allocated to a hardship fund for those employees who need further assistance after insurance advice has been obtained.

There were also a number of other services Ramsay Health Care made available to staff who were affected by the floods such as trade assistance, counselling and insurance advice. See pages 2 & 3 for further stories



"THROUGHOUT THIS ORDEAL MANY RAMSAY STAFF & THEIR FAMILIES SUFFERED GREATLY. TO SEE THE DEVASTATION FIRST HAND & HEAR THE STORIES FROM STAFF, SOME OF WHOM LOST THEIR HOMES & POSSESSIONS, WAS TRULY OVERWHELMING."



Ramsay Chairman Paul Ramsay, CEO Chris Rex & COO Danny Sims visited hospitals in Queensland to view firsthand the devastation that the floods there caused and to meet with Ramsay staff members who suffered losses.



## Major new developments open across Ramsay

A series of major new developments have been completed & opened across Ramsay Health Care hospitals in Australia over the last quarter. Part of Ramsay Health Care's brownfield development program, the major projects opened recently include:

- North West Private Hospital
- Kareena Private Hospital
- Joondalup Health Campus
- Lake Macquarie Private Hospital



Read more on pages 4 & 5



## CEO'S MESSAGE

The first three months of this year have shown how natural disasters can change the lives of so many people, overnight. Cyclones and floods have devastated Queensland and floods also affected much of north west Victoria.

This edition of The Ramsay Way contains stories of the loss that many Ramsay Health Care staff suffered during these disasters and is dedicated to their courage and resilience. At least 50 Ramsay staff will have to rebuild all or parts of their homes following the floods and are in the process of replacing their lost possessions. Many are still displaced from their homes. I had the opportunity to

speak to some of these staff and visit them in their homes in the immediate aftermath of the floods. No-one can truly comprehend the extent of the devastation in some homes and the impact that this will have on their lives going forward. However, in spite of this, they maintained a good sense of humour, a positive spirit and, in some cases, even downplayed what they had lost in comparison to others!

We should also recognise the selfless response

of so many Ramsay staff, colleagues and families who came to the assistance of those who suffered losses in the floods. It is the caring and compassionate nature of the Ramsay healthcare workforce and that shines through in these times and shows why we are very fortunate to have such people working in our organisation and caring for our patients.

Following the floods many Ramsay hospitals organised major fundraising appeals raising significant amounts of money for their colleagues and for the Queensland Premier's Relief Fund. Congratulations to these private hospitals for their fantastic efforts in this regard.

Also in this edition, we feature many of the developments that have been completed in Ramsay hospitals over the past few months. Significant developments opened recently include the new emergency centre and ward at Joondalup Health Campus, a new ward at Lake Macquarie Private Hospital, a new day surgery and rehabilitation centre at Kareena Private Hospital and the final stage of a four year development program at North West Private Hospital, a 30 bed maternity wing.

Ramsay Health Care's investment in these facilities has been significant and we are now able to meet the growing demand for healthcare services in the regions where these hospitals are located. I am pleased to have been part of many of the formal openings of these facilities and congratulate all hospitals, particularly their staff and doctors, for their patience during these redevelopment programs.

Chris Rex  
CEO



## NEW FARM CLINIC EVACUATED DURING FLOODS

New Farm Clinic during the floods

**Ramsay Health Care's** New Farm Clinic was evacuated during the recent Queensland floods. While many patients could be discharged, approximately 30 patients were evacuated from the Clinic to a ward at Greenslopes Private Hospital where they stayed as inpatients for less than a week.

The Clinic itself was spared from major flooding with only the carpark and underground storage facilities suffering any significant damage.

## CAIRNS HOSPITALS SURVIVE CYCLONE YASI

**Ramsay Health Care's** three hospitals in Cairns (Cairns Private Hospital; Cairns Day Surgery & The Cairns Clinic) survived Cyclone Yasi with only minor damage reported.

Cyclone Yasi made its way to Cairns with an expected storm surge but fortunately Cairns Private Hospital and the other Cairns facilities were well prepared and evacuations were organised for 26 patients to Brisbane. Army Hercules aircraft, Careflight, RFDS and commercial flights were used to transfer the patients evacuated from Cairns Private Hospital. Maternity patients were sent to North West Private Hospital and all other patients were sent to Greenslopes Private Hospital.

The last patient was evacuated from Cairns Private Hospital on Wednesday morning around 1am and the hospital re-opened its doors for business on Friday, accepting their first patient at 3.30pm, less than 40 hours after the cyclone hit.

The Cairns Day Surgery commenced operations on

Monday, February 7. Similarly, The Cairns Clinic which was also evacuated prior to Yasi hitting on Wednesday evening accepted its first admissions within 40 hours of Yasi.

The evacuation was coordinated by Queensland Health in conjunction with the evacuation of the Cairns Base Hospital.

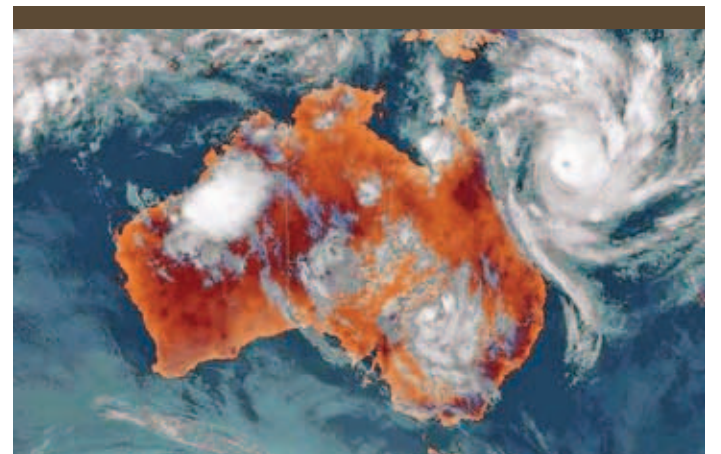
Ramsay Cairns CEO Mark Page said the evacuation effort was smooth and efficient. "We all then bunkered down for the night awaiting the cyclone to hit."

"Queensland Health's coordination of the evacuation was very much appreciated and the efforts from all staff in getting the hospitals operational again so quickly after this natural disaster was tremendous," Mark said.

"Congratulations on a job well done by all staff members in each department across the three

campuses who dug so deep both pre and post Yasi...a special thank you also goes to the wonderful staff of Greenslopes and North West Private Hospitals who cared for our patients so well after they were transferred to Brisbane from Cairns Private Hospital."

THE EFFORTS FROM  
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TOP: The giant Yasi approaches the Queensland coast.  
ABOVE: Cairns Private Hospital accepts their first patient 48 hours after the cyclone.



# RAMSAY HOSPITALS & STAFF GET BEHIND FLOOD RELIEF EFFORTS

## Sunshine Coast hospitals raise \$9000 for flood victims

Ramsay Health Care's Caloundra, Noosa and Nambour Selangor Private Hospitals staff joined together at the Maroochydore Events Centre to raise over \$9000 for Ramsay (Queensland) staff who had their houses decimated by the recent regional floods. CEO's, managers, visiting medical specialists, radiology and pathology suppliers and even Caloundra's local library turned out in strength to compete for prizes for overall champion trivia table, champion hospital, and best themed table.

## Hunters Hill runs Flood Appeal morning tea

Staff at Hunters Hill Private Hospital raised over \$700 at a morning tea with funds being donated to the Queensland Premier's Flood Appeal. Funds were raised through donations and a guessing competition.

## Australia Day tea party at the Yorkshire Clinic

Ramsay UK's Yorkshire Clinic got into the action to help Queensland's flood victims raising £200 at an Aussie Day tea party. Everyone played a part from the kitchen staff who organised the barbeque to all those that enjoyed eating the food and buns!

## Narelle's commitment

Narelle Rhodes, a theatre nurse at Baringa Private Hospital has been praised for her commitment to the hospital during the floods. Narelle, who lives out of town, moved into Coffs Harbour, leaving her family behind, before the roads were cut off so that she could come to work each day.

Baringa CEO Elizabeth Ruthnam said Narelle's commitment to the hospital was very much appreciated especially during that time when our theatre nursing staff were short.

Narelle is pictured (right) with Ramsay COO Danny Sims and NSW Regional Manager Malcolm Passmore.

CONGRATULATIONS & A BIG  
THANK-YOU TO RAMSAY  
HEALTH CARE STAFF WHO  
HELPED RAISE \$75,000  
THROUGH CONTRIBUTIONS  
TO THE "WORKPLACE GIVING  
PROGRAM" TO ASSIST THOSE  
AFFECTED BY THE FLOODS

**Hillcrest Rockhampton Nurse  
Teresa Nugent** wades out of her  
home while the flood levels continue  
to rise. The plastic bag holds her  
uniform for work.

*This photo courtesy of The Age newspaper*



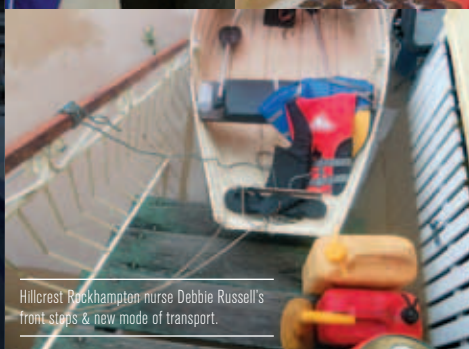
Staff at the Hunters Hill morning tea



THIS PHOTO & BELOW: Staff at Yorkshire  
Clinic celebrate Australia Day with a tea party.



Ramsay IT Project Manager,  
Barry Mather, was part of a  
crew of Sutherland Shire SES  
volunteers flown up to QLD in  
the immediate aftermath of the  
floods to aid local residents in  
the massive clean-up.



Hillcrest Rockhampton nurse Debbie Russell's  
front steps & new mode of transport.



# NEW MUM & BUB RECOVER IN ST ANDREW'S AFTER EMERGENCY BIRTH

**Kristie Wieland** of Brightview in the Lockyer Valley was stranded by flood waters when she went into labour early. The couple set up a makeshift birthing suite in their bathroom and after an eight hour labour with Triple O advice Callum Jack Wieland was born safely.

Recovering in hospital following the ordeal, Kristie described being finally rescued by Careflight to St Andrew's Private Hospital in Ipswich.

"Callum is a lovely calm baby, he has had a couple of feeds but has mostly been sleeping," Mrs Wieland said.

"I'm really not sure what we'll tell him about his birth when he grows up but it is definitely a day we won't forget."



Photo courtesy of Queensland Times

CONT...  
SUMMER OF  
HEARTACHE





## DEVELOPMENTS UPDATE



### WA PREMIER COLIN BARNETT AND HEALTH MINISTER DR KIM HAMES OFFICIALLY OPENED THE NEW \$29.0M EMERGENCY DEPARTMENT AND \$20.8M WARD BLOCK AT JOONDALUP HEALTH CAMPUS IN EARLY MARCH.

The expansion is being undertaken in partnership with Ramsay Health Care, which operates Joondalup Health Campus and treats public patients under a long-standing and successful contract with the State.

The new Emergency Department has 56 patient bays – an 86 per cent increase on the 30 bays in the previous department – with separate waiting and treatment areas for adults and children. The ward block has 55 new public beds – 51 bright and spacious single rooms including 10 with private courtyards and two double-bed rooms each with an en-suite bathroom.

"The opening of these new facilities marks a major milestone in the redevelopment of Joondalup Health Campus," said Mr Barnett. "It demonstrates our commitment to deliver real improvements in public hospital services for people living in Perth's northern corridor and also shows we are increasing capacity in the health system."

Health Minister Dr Kim Hames said the new facilities had increased capacity at Joondalup Health Campus and would help to reduce pressure on other hospitals.

"Joondalup Health Campus serves one of the fastest growing areas of Australia," said Dr Hames. "Staff treated over 150,000 public patients in 2010. The hospital is home to one of the busiest Emergency Departments in Western Australia with over 68,000 presentations in 2010."

Kempton Cowan, Chief Executive Officer of Joondalup Health Campus, said the redevelopment is tracking ahead of schedule and under budget.

"Joondalup Health Campus is growing with our community," said Mr Cowan. "The campus will double in size by 2013 with extensive new facilities and expanded services for public and private patients."

"The new Emergency Department and ward block have been completed three months ahead of schedule. The construction program is tracking under budget and is on course for completion in 2013. We are working to deliver savings for the State so that the money saved can be re-invested in public facilities."

Chris Rex, Ramsay Health Care Managing Director, said the company was committed to expanding Joondalup Health Campus.

"Ramsay Health Care is working in partnership with the State Government to expand hospital services for people living in Perth's northern corridor," said Mr Rex. "In addition to the State's contribution, we are investing \$134.2m to build a new 145-bed private hospital and a specialist medical centre. This is the Company's largest investment at a single hospital site anywhere in Australia."

**THE CAMPUS WILL  
DOUBLE IN SIZE BY 2013  
WITH EXTENSIVE NEW  
FACILITIES & EXPANDED  
SERVICES FOR PUBLIC  
& PRIVATE PATIENTS.**

## NEW EMERGENCY DEPARTMENT & WARD BLOCK OPENED AT JOONDALUP HEALTH CAMPUS



Ramsay Health Care CEO Chris Rex & Deputy Chairman Michael Siddle shake hands with WA Premier Colin Barnett & Health Minister Dr Kim Hames.



**TOP:** Ramsay Health Care CEO Chris Rex at the official opening.  
**RIGHT L-R:** Dr Rob Brockett, Chair of North West MAC; Ramsay Health Care CEO Chris Rex; Shadow Health Minister Peter Dutton & North West Private CEO Chris Murphy.

## NEW MATERNITY UNIT OPENS AT NORTH WEST PRIVATE

**A brand new** 30 bed accommodation wing for maternity patients was opened recently by Shadow Health Minister Peter Dutton at North West Private Hospital. This is the final stage of a redevelopment at this hospital that has spanned four years.

North West's recently appointed CEO Chris Murphy said the new wing of 30 new rooms with private ensuites, is linked to the existing maternity ward and close to the Special Care Nursery. The hospital has also expanded its birthing suites as part of this development bringing the total number of birthing suites to five.

"We are very pleased with the new rooms and their décor. Some of the rooms in the new wing looks out onto the peaceful creek behind the hospital and we also have a few deluxe rooms," Mr Murphy said.

"North West Private has a strong reputation in the north west suburbs of Brisbane for the provision of excellent maternity services and these new facilities will only enhance this reputation and the services we can offer new mothers."

North West Private boasts experienced midwives and specialist neonatal nurses on staff and the hospital offers mothers antenatal and lactation classes.

"Many of our mothers come back to our hospital as repeat patient for the births of further children because they are very happy with the service we can offer. The hospital is also very accessible without the traffic hassles that can sometimes come with larger metropolitan hospitals and we have free onsite carparking which has recently been expanded."

North West Private Hospital has been undergoing major construction works since 2007 including:

- A new car park completed in 2007;
- Expansion of the specialist consulting suites in 2007;
- Expansion of the Special Care Baby Nursery in 2008;
- Construction of two additional operating theatres, creating a total of five theatres completed in early 2009;
- Construction of a new Day Procedure Unit, and Front Reception area completed in late 2009.

Ramsay Health Care Managing Director Chris Rex, who spoke at the opening, paid tribute to North West's immediate past CEO Jane McGrath for her commitment to the four year development project.

**NORTH WEST PRIVATE HAS A STRONG REPUTATION IN THE NORTH WEST SUBURBS OF BRISBANE FOR THE PROVISION OF EXCELLENT MATERNITY SERVICES & THESE NEW FACILITIES WILL ONLY ENHANCE THIS REPUTATION**





# KAREENA OPENS NEW FACILITIES

**Kareena Private Hospital** has opened its \$7 million development which includes a new state-of-the-art operating theatre and endoscopy suite, eight new private rooms with ensuites and a brand new rehabilitation centre complete with hydrotherapy pool and a fully equipped gymnasium.

A new car park and major theatre and day surgery renovations were also completed as part of the redevelopment.

Hospital CEO Tim Daniel said the new facilities would significantly boost the health services in the region and assist the

hospital to meet the needs of the Sutherland Shire community.

"Kareena Private Hospital has been serving the Shire for over 45 years and has established a strong reputation for the provision of excellent surgical, medical and maternity care. With an expanding and ageing population, we will be able to continue to meet the healthcare needs of the Sutherland Shire well into the future," Mr Daniel said.

The new rehabilitation centre opened for patients in February and Mr Daniel said the new facilities were a welcome addition to

the hospital's rehabilitation services.

"With these new modern rehabilitation services which include a 10 metre hydrotherapy pool with a "deep end" for deep water therapy and a new dedicated gymnasium, we look forward to being able to provide rehabilitation services for patients following orthopaedic and other types of surgery as well as patients who are requiring reconditioning from other disabling conditions."

The project has been delivered on time and on budget thanks to Ramsay's partnership with builders Akalan Projects.



## LAKE MACQUARIE UNVEILS FIRST STAGE OF REDEVELOPMENT

**Lake Macquarie Private** Hospital has unveiled part of its \$12 million development which has been six months in construction. The redevelopment includes a new accommodation wing of 31 private rooms with ensuites to allow for the expansion of orthopaedic, surgical and cardiac services at the hospital. A 1200 sqm extension to Lake Macquarie Specialist Medical Centre and the establishment of a new Day Chemotherapy Unit are also part of the development and due to open in April 2011.

Acting Hospital CEO Dane Huxley said the new facilities would significantly boost health services in the region and assist the hospital to meet the needs of the Newcastle region well into the future.

"Lake Macquarie Private Hospital has been serving the Newcastle region for almost four decades and has established an excellent reputation for the provision of world class cardiac and surgical services. This busy regional hospital undertakes over 3500 cardiac procedures per annum and over 8000 operations.

"With a rapidly expanding and ageing population, these new facilities will allow us to continue to meet the healthcare

needs of the region well into the future," Mr Huxley said. With this development, Lake Macquarie Private Hospital grows to a 149 bed hospital positioning it as one of the largest private hospitals in the region. The hospital will open its new 8 chair Day Chemotherapy Unit and extensions to the Lake Macquarie Specialist Medical Centre in April.

"Ramsay Health Care has invested significant funds into the Newcastle region, not only in this \$12 million investment in Lake Macquarie Private Hospital but also a further \$7 million investment in the expansion of private mental health and rehabilitation services at Warners Bay Private Hospital nearby which is currently underway," Mr Huxley said.

"This investment brings jobs to the region, not only for the building sector, but also for clinical staff. We now have a major recruitment drive underway for nurses to staff our new facilities."

The project has been delivered on time and on budget thanks to Ramsay's partnership with builders Akalan Projects and major sub-contractor Quicksmart Homes. Quicksmart's modern prefabricated modular buildings which are factory built significantly reduced the overall construction time and provided a cost-effective installation of the new Lake Macquarie accommodation wing.



Rebecca Harvey, Nurse Unit Manager of the new Williamson Ward at Lake Macquarie Private with Dane Huxley, Acting CEO.



L-R: Celebrating the opening of the new Ward are Mel Crimmins, Rebecca Harvey & Katie Paterson.



John Flynn Private CEO Greg Jenke turns the first sod on the new carpark.

## NEW CAR PARK CONSTRUCTION UNDERWAY AT JOHN FLYNN

**In February 2011** the graders arrived to commence a new 114 bay car park development situated at the entrance to the John Flynn Private Hospital campus.

The new carpark is expected to be welcomed by patients and visitors to the campus. As well as the new car park, the hospital has now put in place other initiatives to alleviate parking which are:

- Shuttle bus service from Currumbin RSL to the hospital
- Volunteer concierge service at the entrance to Fred McKay House
- Staff incentive scheme which also encourages staff to park & ride, carpool, walk, catch the bus or park offsite.



# NEW CEO FOR RAMSAY SANTÉ

**Ramsay Health Care** has announced the appointment of Damien Michon as the new Chief Executive Officer (CEO) for Ramsay Santé. Based in France and with 15 years experience in healthcare, Damien has excellent knowledge of private healthcare management in France. Damien started as a financial controller in hospitals and medical centres and for the past 10 years, he has been a Hospital Director and subsequently a Regional Director for Capio Group in Toulouse.



Damien's background is in finance and management and he has had extensive experience in communication, lobbying, organisational development and doctor relations. Ramsay Head of European Operations & Global Strategy Craig McNally said Damien's appointment would strengthen Ramsay's position in France. Damien starts on 4 April 2011.

"I would like to acknowledge the contribution of John Pitsonis, who has been acting as interim CEO since September 2010. He has done an excellent job and we are truly fortunate to have been able to install John quickly and seamlessly into this role whilst we conducted the recruitment process. John will remain in the role until Damien commences and then will return to Australia and his position at Lake Macquarie Private Hospital."



**Ramsay Health Care** Chairman Paul Ramsay is pictured above with Hospital Managers of Ramsay's facilities in France during a visit there in early March 2011.

## 100,000TH BABY BORN AT HÔPITAL PRIVÉ DE VERSAILLES ON NEW YEARS DAY



**Hôpital Privé de** Versailles witnessed the birth of their 100,000th baby fittingly, on 1 January 2011. Little Eve first showed her little nose at 5.03 am on the first day of the year.

Measuring 51cm and weighing a healthy 3.350 kg, Eve is the joy of her mother, Isabelle, for whom Eve is her first child.

A literature teacher in Maurepas, Isabelle said: "I am very moved, especially because Eve has arrived on such a symbolic date. I am a fulfilled mum. It is magical to become a parent and to feel these emotions. It was for

me a great satisfaction for Eve to be born at Hôpital Privé de Versailles. The staff were so welcoming and wonderful. I felt reassured right from the start."

The Maternity Ward was first established at the hospital, located in rue Galliéni, seventy years ago in 1941.

To celebrate this milestone, Hôpital Privé de Versailles presented flowers to mothers and a security blanket and products for the baby.

The happy mother, was discharged from the hospital 3 days after giving birth to Eve.



## HOSPITAL PROFILE – CLINIQUE DU MOUSSEAU

**In June 1970**, Clinique du Mousseau came to the world in the middle of a beetroot field in the Evry district. Evry was then a growing area in Ile de France with a population of 8000.

Doctor Jean Pichenot, a urologist, built an establishment containing four operating theatres and 80 beds.

By 2001-2002, Evry had a population of 50 000 and the needs in terms of health care had increased. At this time four additional operating theatres were built at the hospital.

Meanwhile, the French legislation was modified and for specialties such as vascular, orthopaedics, cardiology and ophthalmology, air treatment norms became ISO 5.

In order to answer these new standards and welcome new operators, the Board decided, in 2008, to further extend the hospital operating theatre complex.

The constructions started at the beginning of 2009 and lasted for 6 months with no stop in the surgical activity. Modifications and extensions of the premises were completed in September 2009.

Clinique du Mousseau now has 204 beds and is Ramsay Health Care's largest hospital in France.

## LA MUETTE RECEIVES GEORGIA'S FIRST LADY

**Recently, the wife** of the Georgia republic president, Mrs Sandra Raelofs, visited the IVF centre at Clinique de la Muette, with embassy staff. She is looking to create the first IVF centre in her country.

Clinique de la Muette is a 104 bed facility in Ile de France operated by Ramsay Sante. It has an excellent reputation in obstetrics and IVF.



## SimMan ARRIVES AT GPH

**Greenslopes Private Hospital** now has access to the very latest training technology with fully equipped simulation rooms developed onsite as part of the UQ Clinical School opened last year.

The rooms fitted out with sophisticated audio visual technology and a separate observation room will give trainers the ability to video tape scenarios and play them back for discussion.

Included in the facility is the latest SimMan 3G mannequin. This technology can be programmed to replicate every physiological and pathological response seen.

The simulations or scenarios can take medical teams through realistic episodes from attending in EC through ICU and theatre. The mannequin will respond or mimic nearly every medical situation from a faint to a major trauma with fitting. It even responds to the simulated drugs according to delivery method and dose.

The Simulation Centre will also be equipped with a full suite of other mannequins to teach staff specific procedures and skills prior to their eventual exposure to real patients.

## ST JUDE CELEBRATES 2 MILLION IMPLANTS

**On March 15** 2011, St Jude Medical Mechanical Heart Valves will celebrate 2 million implants globally.

St Jude, is one of Ramsay Health Care's preferred suppliers and are currently number one in the worldwide mechanical market.





## WAVERLEY PRIVATE HOSPITAL BIRTHS BIG BABY

**Jasper Lucas** tipped the scales at a whopping 5.75kgs when he was born at Waverley Private Hospital in Melbourne in early March.

The midwives were very surprised and reportedly told the media that they had not seen a baby that size before. All major media outlets covered the story which aired around the country on 10 March.



## RECORD SETTING TWIN BOYS NUMBER 9,000 & 9001 BORN AT NAMBOUR SELANGOR

**Two twin boys** were the 9000th and 9001st babies to be born at Nambour Selangor Private Hospital in January.

The milestone comes just 12 months after Nambour Selangor Private Hospital celebrated the arrival of their 8000th baby and the 12th birthday of the Hospital's renowned Maternity Unit.

During 2010, 890 babies were welcomed into the world at Nambour Selangor Private Hospital. It is expected that this statistic will remain stable and potentially increase to 1000 during 2011/2012.

"In just over 10 years, our Maternity Service has grown beyond our expectations to a now internationally-renowned facility," said CEO Mr Shane Mitchell.

"This is largely due to the unique culture of collaborative care that has been established and carefully nurtured between our obstetricians, midwives and anaesthetists.

"It can also be attributed to the fact that at Selangor we offer women true choice in childbirth – including water birth, natural twin birth and natural birth following one or more previous caesareans.

"Nambour Selangor Private Hospital's reputation as a leading provider of maternity services has spread nationally and internationally – and we have people travelling from as far afield as Singapore and the United Arab Emirates to have their babies here."



**ABOVE:** Dr James Orford, Obstetrician; Jo Rymer, Nurse Unit Manager; Sue Power, Director Clinical Services; Midwives & Dr George Bogiatzis, Obstetrician.

## SPECIAL CHRISTMAS DELIVERY AT GLENGARRY PRIVATE HOSPITAL

**On Christmas Day** 2010, Glengarry Private Hospital was a part of a very special celebration. Stephanie & Pieter Erasmus celebrated the arrival of their son Davian on the same date as his sister Cayleigh, four years earlier.

Both children were due January 3rd but both arrived early to their parents delight on Christmas Day. Stephanie & Peter make a special effort to celebrate Cayleigh's birthday a week before Christmas so she has a special day separate from Christmas, and they plan to do the same for Davian.

Hazel McBride, Midwife at Glengarry said "I've been a midwife for 32 years and this is the first time I've heard of this happening".

This special event was captured in the Sunday Times on 26th December 2010.



## AND ANGELINA MAKES 4!

**Danielle Kriaris** pictured here with her fourth baby, Angelina, to be born at Westmead Private Hospital. Her three other children, Billy 7, Mario 5 & Tatiana 3 were all born at the hospital.



## NEW DEVELOPMENTS APPROVED FOR UK

The **Ramsay Health** Care Board has recently approved a total of approximately £9 million for hospital developments to proceed at some of Ramsay's UK hospitals namely, Woodland Hospital in Kettering and Oaks Hospital in Colchester.

The hospitals will use the capital development funds to expand their theatre and outpatient capacity to cope with the growth in admissions at these hospitals. The funds will also extend to a number of other minor expansions and renovations such as a new physiotherapy gym at Oaks and the redevelopment of an endoscopy suite at Woodland.

Ramsay's Head of European Operations and Global Strategy Craig McNally said this investment approved for Ramsay's UK hospitals reflected the positive performance of the UK and the continued growth opportunities presented by the NHS market. "These hospitals have performed exceedingly well year on year and we are pleased to be able to provide these funds to expand their services and meet the ongoing market demand in their regions from both private and public patients," he said.



Woodland Hospital



Oaks Hospital

## THE AVENUE & LIFECARE COMMENCE SPORTS INJURY CASUALTY SERVICE

**Getting you back in the game!**

**1 to 7pm Saturdays from April**

- Experienced sports doctors & radiologists
- Minimal waiting time
- No facility fee

**sportsinjury:**  
casualty

**VH** Victoria House Medical Imaging | **THE AVENUE** HOSPITAL | **lifecare**

**The Avenue Hospital** has finalised plans for a dedicated Sports Injury Casualty, which will commence in April 2011 to coincide with the football season.

This joint venture with LifeCare Sports Medicine and Victoria House Medical Imaging will operate on Saturdays between March to September, where athletes can present at the clinic without an appointment to receive acute treatment, any required imaging and priority referral to surgical appointments with Orthopaedic Surgeons at The Avenue Hospital.

There has been overwhelming support from Orthopaedic Surgeons at The Avenue Hospital, the majority of whom have volunteered emergency appointments for this new initiative.

Given the increasing competition within the Melbourne CBD for this market, the Sports Injury Casualty will meet the demand for immediate treatment of non-traumatic sports injuries, helping athletes get back to their sport as quickly as possible.

## OVER 400,000 VISITORS TO RAMSAY WEBSITES IN JANUARY

**For the first** time, the number of visitors to Ramsay Health Care websites (Australia only) in one month, has broken the 400,000 mark with 403,101 unique visitors recorded to have visited Ramsay websites in the month of January 2011. Traditionally a slower month, January 2011 broke all previous records with most discreet hospital websites also breaking previous visitor number records. Two large hospital sites received over 20,000 visitors to their websites during the month.

In part, the large rise in numbers to hospital websites could be due to the new online admission form which now 14,000 patients have filled in since the form was launched late last year.

But there has also been a significant amount of work put into the new-look websites and the search engine optimisation associated with these new websites is obviously working.

Ramsay UK, Ramsay France and Ramsay Indonesia are also following suit with their websites.



## LOWEST LTIFR EVER! (LOST TIME INJURY FREQUENT RATE)

**January 2011 saw** Ramsay record the lowest ever Lost Time Injury Frequency Rate (LTIFR) at 4.72 which is less than half the rate set for the entire industry of 10.9.

National Safety Manager Chanelle McLennan said Ramsay Health Care and the National Safety Team have been committed to continuously improving the safety management system operating within the company and the Company had been consistently reducing its LTIFR since 2006.

"The good news not only rests on the LTIFR, our rates of injury, rates of lost time and workers compensation premiums are also all consistently reducing showing growth and strength in our safety management system.

"A new KPI has also been introduced in 2011 where we will be publishing a severity of injury rate. This will track the length of time it takes a facility to return an injured worker to suitable/light duties following an injury. We have started capturing this data in January 2011 and will be publishing rates throughout the year."





# WESTMEAD SURGEONS REMOVE TUMOUR USING GPS

**Norma Wilden, 63**, of Quakers Hill is a unique individual. Norma has successfully survived two large brain tumours, both in the exact same location, 25 years apart. Over those 25 years there have been incredible changes in medical technology, knowledge and techniques. Norma is one of only a handful of people who can claim first-hand experience of the differences in modern medical technology.

Norma was first diagnosed with a golf-ball sized tumour in the frontal lobe of her brain in 1985 at age 38. The tumour was a meningioma, a rare, slow growing tumour that can cause significant disease and eventually, death, if left untreated. Norma first underwent surgery for her tumour in 1985. Surgery involved shaving her entire head, a cut from one ear across to the other ear and the removal of a very large square hole from her forehead bone to get to the tumour. She spent 24 hours in intensive care, 28 weeks in hospital and over 12 months at home slowly recovering from her extensive surgery, until she was back on her feet and living life normally again.

Norma was shocked to discover late last year, at age 63, that her tumour had come back. Even more concerning was that the tumour was now bigger and further back in the brain. The tumour was so deep and so large that it was squashing both of the nerves between Norma's eyes and brain. It was also

squashing the two main blood vessels to the brain, the internal carotid arteries.

Norma was referred to Dr Narinder Singh, an ENT surgeon who specializes in surgery of the nose and sinuses. Dr Singh forms part of the "Anterior Skull Base" team at Westmead Private, along with Associate Professor Brian Owler, Neurosurgeon.

Together, in a 6 hour operation at Westmead Private, the team removed Norma's tumour. What made the operation unique is that no skin incision was made as the entire tumour was removed through Norma's nose! Operating just through Norma's nostrils, Dr Singh and Dr Owler used specially designed instruments and "Keyhole" technology to carefully extract the tumour while preserving the delicate tissues of the brain, eyes, nerves and blood vessels. Dr Singh and Dr Owler carried out the operation using special high-definition cameras and monitors that allow close-up views of the critical structures within the brain. In addition, they used the very latest surgical navigation system – a GPS for surgeons – one of two systems recently installed at Westmead Private.

After the operation, Norma was back home within a few days and back to normal activities in a matter of weeks: A far cry from her experience 25 years earlier.

## BUPA CEO VISITS PORT MAC

**Ramsay Health Care** Managing Director Chris Rex and BUPA CEO Richard Bowden (also President of the Australian Health Insurance Association), on a recent visit to Port Macquarie Private Hospital. Pictured here with Hospital CEO Paul Geddes and Director of Clinical Services Grant Frecklington.

**L-R:** Port Macquarie Private CEO Paul Geddes; Hospital DCS Grant Frecklington; Ramsay MD Chris Rex & BUPA CEO Richard Bowden.



# SURGICAL SPECTATORS TUNE IN TO LAKE MACQUARIE

**Approximately 200 medical** specialists joined in to the proceedings of a Lake Macquarie operating theatre via video link to the Newcastle City Hall recently. The specialists from around the world, were attending the Vascular Interventions 2011 Conference, the fourth time this conference has been run in Newcastle.

Vascular intervention involves minimally invasive procedures performed using image guidance. The proceedings in the theatres at Lake Macquarie were beamed to the audience sitting at Newcastle City Hall. A pioneering German endovascular interventionalist, Dr Andrej Schmidt presented at this highly respected conference.

RAMSAY  
INDONESIA

## BINTARO ACHIEVES JCI ACCREDITATION



**Premier Bintaro Hospital** has successfully achieved international accreditation from JCI (Joint Commission International), an international accreditation body that forms part of the Joint Commission on Accreditation of Health Care Organisations (JCAHO-USA). The success was the results of 14 months of hard work by the Champion team and other hospital staff who have been dedicated to efforts to improve the quality of standards and safety at the hospital. The achievement is a significant leap for the Premier Bintaro Hospital as JCI accreditation is highly sought after in Indonesia and recognises the hospital's commitment to continuous quality improvement.



## PREMIER JATINEGARA HOSPITAL NEW CHEMOTHERAPY UNIT

**In an effort** to improve patient comfort especially for chemotherapy patients, Premier Jatinegara Hospital Chemotherapy Unit renovated its chemotherapy facilities and opened the renovated unit on 19 January 2011.



## PREMIER JATINEGARA HOSPITAL X'MAS 4 KIDS

**Premier Jatinegara Hospital** hosted a Christmas Celebration for children with the theme "Christmas 4 Kids". Santa Clause visited paediatric patients who celebrated Christmas to share love and Christmas presents.



## MOLE PATROL FINDS TOO MANY STILL BAKING & NOT FAKING!



**Joondalup Health Campus** and Hollywood Private Hospital have had another successful summer for The Mole Patrol with the Mole Patrol SPOT TEAM providing free skin checks on Scarborough beach in Perth.

The team is made up of highly skilled medical specialists and this year provided over 450 people with free skin checks.

The results surprised even these highly skilled specialists who diagnosed 20 serious skin lesions out of the 450 and a further 60 people were referred on for a biopsy to get a diagnosis on the status of their dodgy moles and spots as a result of the preliminary screening.

"We were very surprised at the high number of people that provided enough concern to warrant a referral on for a more extensive medical check. Of

course we were very thankful to find in time those who had developed actual more serious skin lesions, and it was very fortunate that they came to get checked at The Mole Patrol," said Dr Adrian Brooks, Plastic Surgeon for RediMed.

"We were mobbed by eager beach goers on the day which tells us that Australian's are genuinely concerned and aware about the damaging effects of the sun but it does highlight the fact that we live under relentless UV rays in Australia, covering up is the key but proper and regular screening by a medical professional is absolutely the key to early detection and prevention." Dr Brooks said.

The Mole Patrol is the community initiative of Hollywood Private Hospital and Joondalup Health Campus joining forces with Nova 93.7FM, Invisible Zinc, Barbagallo and The West Australian newspaper.

## BERKELEY VALE INTRODUCES WII FIT FOR PATIENT REHAB

The **rehabilitation ward** at Berkeley Vale Private Hospital has recently introduced the use of the *Wii - Fit Plus* system to its interdisciplinary inpatient and day only patient rehabilitation programs. Occupational Therapists and Physiotherapists have started developing individual and group-based therapy sessions using the *Wii Fit* and *Balance Board* system, which offers a fun way of achieving a patient's rehabilitation goals including improved balance and muscle tone, improved stamina, and improved mind-body coordination.

The effects of the training can be measured by recording any changes in the patients initial *Wii Fit* Age as they participate in regular sessions designed by therapists.

The therapists have described patient's response to this fun and self-directed video rehabilitation tool as being enthusiastic.

"When therapy includes fun, the hard work needed to recover from illness and/or injury seems easier to endure for all involved," they told TRW.



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# LONG APP OF THE LAW

Heidelberg police recently used an iPhone GPS App and a helicopter to track down a teenage thief who stole a mobile phone from a Nurse Unit Manager in Warringal Private Hospital.

The phone had a GPS application so officers tracked it to Greensborough and the air wing was already in the area and using the GPS coordinates managed to spot the perpetrator on a stolen bike. The teenager jumped on a tram but officers were waiting for him at the next station.

The NUM, Maxine Corfield (pictured right), got her phone back and the teenager has now been charged.

Warringal CEO Graham Clarke said it was like a US cop show. "We all thought it was pretty cool – particularly as it made the paper and news' broadcasts as well!"



# LAKE MAC IN VARIETY SPONSORSHIP



Lake Macquarie Private Hospital has sponsored a team racing in the Newcastle Variety Children's Rally. The Rally will be held over a week in May. The car is pictured proudly displaying the Lake Macquarie Private Logo.

# RAMSAY NURSE SELF-PUBLISHES BOOK

Lake Macquarie Private Hospital RN Sarah Dennis has self-published a book called "Scouting Guide for the Operating Theatres" which describes how to survive the first year in the operating theatres.

Sarah said she was educated for several days with peri-operative text books, trying to understand the surgical count, aseptic technique and the anatomy of a hernia.

"When you first begin working in the operating theatre, everything is foreign and nothing is what it seems. However, as you slowly adapt you will develop a lot of skills you never thought were possible.

"To help myself, I began documenting everything that I was doing in the theatre. I documented all the simple things so I would know what to do when I was in a particular list.

"Originally, this book was for my own reference but I now have realised what a great resource it is for anybody else starting in the operating theatre that will be in the same position. I decided to publish this book in the hope that my learnings could help others along the steep learning curve that is theatre nursing."

If you are interested in starting in the operating theatres but are not sure where to start visit Sarah's webpage [www.nursingbasics.com.au](http://www.nursingbasics.com.au) and order a book. Books are \$45 including postage within Australia.

Sarah Dennis did her new grad year at Warners Bay Private Hospital in 2010 last year & is now working at Lake Macquarie in the Hill Ward.



# 25 YEARS FOR VOLUNTEERS AT WESTMEAD

Three volunteers at Westmead Private Hospital recently celebrated 25 years of service to the hospital. The volunteers have been with the hospital since it was located in Wentworthville and was a small community hospital. They, along with a small group of other volunteers provide a wonderful service to patients within the hospital.

# 2011 QUEEN OF COUNTRY MUSIC - SALLY LAURIE



Tamara Private Hospital Nurse Sally Laurie was recently awarded the Tamworth Country Music Queen at the 2011 Tamworth Country Music Festival. Sally commenced at Tamara in 2008 after completing her Bachelor of Nursing at Newcastle University in 2007. Sally was awarded Ramsay Health Care's inaugural Gradplus Graduate of the Year award in 2008. She is a keen country music musician.

# STRATHFIELD NURSE WINS ELLA LOWE AWARD

Louise Cubis, Senior Nurse Educator, Strathfield Private Hospital NSW has been announced as this year's winner of the \$10,000 Ella Lowe Research Scholarship run by Ramsay Health Care.

Louise's "RAMS" project will aim to Review the Administration of Medication and Safety (R.A.M.S) prior to the implementation of an electronic medication management system.

Specific objectives of the study are to:

- Measure current medication ordering, dispensing and administration practises in relation to the four phases of the medication process
- Examine and evaluate the causes of medication errors including knowledge deficits, workplace culture, competency levels, communication and access to policy
- Gather data associated with cause and effect of medication errors
- Explore staff knowledge, reporting requirements and usage of RISKMAN
- Implement strategies for system modification in relation to current practises
- Implement standardised best practise methodologies to prevent error prone processes
- Encourage the reporting of near misses by promoting a blame-free and open disclosure culture
- Promote reporting, discussion and communication about safe medication usage
- Implementation of medication safety champion per nursing department
- Identify processes required for the implementation of an electronic medication management system (EMMS)

The standard of submissions this year was very high and the Selection Committee would also like to acknowledge the other applicants:

- Farnaz Sanaei (North Shore Private Hospital) – The Impact of



Introducing Medical Student Training Within a Private Hospital (North Shore Private Hospital)

- Lisa Gatzonis (Joondalup Health Campus) – Determine the events that nurses perceive to be "critical incidents" and use this information to develop a systematic critical incident debriefing process
- Orinda Jones & Katie Dalton (Figtree Private Hospital) – Clinical Observations – Responding to the Cues. Recognising and Responding to Deteriorating Patients.

The 2009 recipient of this award, Angela Bushby, Clinical Nurse Specialist in the Emergency department at Joondalup Health Campus, recently presented the findings of her research study into the perceptions of Emergency Department (ED) health care providers towards Family Witnessed Resuscitation (FWR) at the 11th Annual Interdisciplinary Research Conference in Dublin. The findings of her study showed significant differences exist between medical and nursing staff attitudes and perceptions of FWR and recommendations were made that FWR should be an option, however there should be a designated employee to support family members and that the role of this employee be educated appropriately, including possession of skills in grief counseling.





## OUR COMMUNITY

# JOHN FLYNN MIDWIVES SUPPORT VISION AUSTRALIA



**For Christmas 2010** the John Flynn Midwives decided that instead of spending money on decorations for the Birth Unit and their annual Christmas party, they wanted to donate that money to light up someone else's life for the whole year.

The midwives made a large donation to Vision Australia and this money will go to support the training of guide dogs like Gabi (pictured top). Gabi is one of 7 official spokes-puppies who are training to become clever working dogs to assist people that are blind or have low vision.

One of which will assist a visually impaired mother after the birth of her baby.

John Flynn birth mum, Jillian (pictured above), who had twins Pippa and Sam in the John Flynn Birth Centre at the time, was instrumental in assisting the midwives with their project.

# RAMSAY CAIRNS SUPPORTS CENTACARE AT CHRISTMAS

**Ramsay Health Care** Cairns conducted a Centacare hamper drive at Christmas. Baskets were provided to each department of Cairns Private Hospital and The Cairns Clinic for staff members to fill them with items from their shopping trolleys. Executive Director of Centacare Cairns, Helga Biro, said that this Christmas many families felt desperate and were not able to provide a decent Christmas for their kids. Following delivery of the hampers, Centacare staff reported that 16 families walked out of Centacare with their spirits lifted due to a hamper full of gifts and goodies due to the generosity of RHC Cairns staff.

**SPIRITS LIFTED DUE TO A HAMPER FULL OF GIFTS & GOODIES DUE TO THE GENEROSITY OF RHC CAIRNS STAFF**



L-R: Chrome Dome Team - Alistair King, Shawn Perry, Rodeena Baker, Joe Corcoran & Oli Steele.

Noosa Hospital CEO Oli Steele has a close shave.

# NOOSA HOSPITAL CHROME DOMES SUPPORT LEUKAEMIA FOUNDATION

**Several intrepid members** of Noosa Hospital and their family took part in the World's Greatest Shave in early March and raised over \$6,000 for Leukaemia Foundation. By agreeing to shave their heads the team, named the Chrome Domes showed their support for the cause.

Staff, VMOs, family and friends together with Ramsay Health Care pledged money which was raised at the Shave Off. Team captain and staff member Rodeena Baker had a personal reason to get involved as her father had previously been diagnosed with Leukaemia. "It was great though that so many of my colleagues also agreed to take part and help us raise money," she commented. Rodeena was joined in the event by husband Gary, colleagues Joe Corcoran Shawn Perry and Hospital CEO Oli Steele. The team was also delighted to include Alistair King, the son of Noosa Hospital staff members, Karen King.

Oli said "As a team we were humbled by the generosity of so many people especially after all the other terrible events that have hit Queensland in recent months."

The money raised will support the Leukaemia Foundation's work providing services to support patients and families living with leukaemias, lymphomas, myeloma and related blood disorders.



# HIGHLANDS HAIRY HEROES

**Southern Highlands Private** Hospital's Hairy Heroes raised \$2622 for prostate cancer when they participated in November late last year.

# HOLLYWOOD GIVES AT CHRISTMAS

**Hollywood Private Hospital** teamed up with the St Vincent de Paul Society over Christmas 2010 to rejoice in the gift of giving. Throughout December, Hollywood Private Hospital staff raided their pantries, wardrobes, toy boxes and bookcases and donated items to the bins located around the hospital. The St Vincent de Paul Society regularly picked up the bins and distributed the items to those in need just in time for Christmas.

In total, the hospital filled 9 x 240 litre bins with goodies that were donated to the St Vincent de Paul Society.







# SOUTHERN HIGHLANDS PRIVATE HOSPITAL REACHES OUT TO AID FIJI

After hearing of a caesarean section performed in Fiji with a scalpel "so blunt that it would not cut through the skin," Jenny Harper, CEO Southern Highlands Private Hospital offered to join forces with the Rotary Club of Berrima District to ship good quality, second-hand medical equipment to Suva, Fiji. Together with the Rotary Club we have donated a 40 (foot) container full of hospital gear to the Colonial War Memorial Public Hospital in Suva.

On Friday 9 December, Southern Highlands Private Hospital theatre and maintenance staff along with Rotary Club members and volunteers loaded a 40 foot shipping container with 22 hydraulic beds, a disused operating table and drying cabinets. In addition, the Hannaford family (local Optician) from the Rotary Club donated a dozen crutches and two wheelchairs.

Henk den Hertog, President was pleased to arrange for the Rotary Club of Berrima District to cover the costs of the shipping. "Good quality second-hand medical equipment from Australia, such as what has been donated by the Southern Highlands Private Hospital, will find a very welcome home in Fiji" Mr den Hertog said.

Southern Highlands Private Hospital was delighted to receive confirmation from Mr den Hertog, that the donated equipment arrived safely in Fiji in January and was already being put to good use in the Colonial War Memorial Hospital in Suva.

The container was particularly timely as the beds were used to fit-out the 20-bed Ratu Sukuna Ward. The ward which is dedicated to the multidisciplinary care of diabetic patients had recently been renovated and officially opened on 28 January immediately after the arrival of the beds. The opening was attended by the Prime Minister of Fiji.

Southern Highlands Private Hospital is very proud to be involved in this achievement.



# TOUCH OF TEAL

Glengarry Private Hospital supported Ovarian Cancer Australia by hosting a "Touch of Teal" day in February to help raise awareness and funds to support women and their families affected by Ovarian Cancer.

Glengarry Private Hospital held a very successful cake stall raising over \$600, an afternoon tea for staff and all staff were invited to wear 'Teal' (Teal being the international colour representing ovarian cancer) for a gold coin donation.



## HILLCREST TAKES OUT RECYCLING AWARD

Hillcrest Private Hospital continues to show the community that they are leaders in managing waste winning the City Council's Recycling Week Award.

The Hospital's Green Team entry focused on the Hospital's recycling program and was submitted to the Regional Rockhampton Council National Recycling Week competition.

CEO Tracey Wust said: "Once again Hillcrest Private Hospital have demonstrated that our staff are committed to strategies in waste management. Our success shows that through recycling we are protecting our environment for future generations."

Hillcrest received \$1000 and an acknowledgement plaque from the Council.

## OUR ENVIRONMENT



Rear from left: Shane Driscoll; Craig Williams; Kylie Warby; Teresa Nugent & Marlene McCaig.  
Front from left: Laurie McGrath & Matt Lill.

## HR UPDATES

...read more HR Updates



# NATIONAL PAID PARENTAL LEAVE SCHEME

The National Paid Parental Leave scheme commenced on 1 January 2011. This scheme:

- is federally funded;
- is for eligible working parents of children born or adopted on or after 1 January 2011;
- is for up to 18 weeks;
- is paid at the National Minimum Wage (currently \$570 a week before tax based on a 38 hour week);
- can be taken any time within the first year after birth; and
- must be taken as a single block of leave.

Until 1 July 2011, the Federal Government is making payments directly to eligible working parents. Payments will not be made through the Ramsay payroll system until after 1 July 2011.

If you are currently entitled to Paid Parental Leave under your Award/EBA, this will not be affected by the National Paid Parental Leave scheme.

For further information, including eligibility requirements or information regarding how to apply, please visit the Family Assistance Office's website:

<http://www.familyassist.gov.au/payments/family-assistance-payments/paid-parental-leave-scheme/>





## RTI UPDATE



In 2009, the Ramsay Perioperative Conference, in combination with the RHC Perioperative Workforce Analysis Report, identified the need for a national Perioperative programme for qualified staff moving into Perioperative roles. Early the next year, development on the **Perioperative Fundamentals Programme** began. The Ramsay Training Institute, in conjunction with Ramsay subject matter experts and the Victorian "Scrub Club" have developed the Perioperative Fundamentals Online Programme. This program is designed to guide and support clinical competencies in the Perioperative field for nurses who have not worked in the operating theatre environment previously, or who are entering into a graduate program solely in the area

of perioperative nursing. The programme provides both flexibility and structure, allowing educators to utilise materials to satisfy their individual hospital's educational needs.

The Perioperative Fundamentals blended program consists of five face-to-face training days interspersed with five phases of online learning over 8 months. This learning structure is supported with a number of integral learning elements including; online reference materials, discussion forums, mini specialist modules, user workbooks, webinars, facilitator materials and overarching assessment tasks. The learning content is structured into three main specific categories; anaesthetics, intra-operative and PACU (post anaesthetic care unit).

It's been a challenging project to bring to fruition, but with the indispensable assistance of the Victorian Scrub Club, we are proud to announce the programme's release in late February. **For more information on the program and framework please contact: [rti@ramsayhealth.com.au](mailto:rti@ramsayhealth.com.au).**

## SALARY PACKAGING POLICY & RELOCATION GUIDELINES

The new **Salary Packaging Policy** sets out the range of salary packaging benefits available to employees and seeks to make the process more transparent around what we can and can't offer and why?

The new Relocation Guidelines build on that Policy by expanding benefits to areas associated with relocation or moving for work purposes. Ramsay Health Care will now allow employees who have either temporarily or permanently relocated for the purposes of a job role, to salary package any costs associated with that move. This includes a large list of relocation benefits that are available and we encourage new overseas employees who are temporarily in Australia on 457 visas, to look at benefits included in these guidelines in order to determine where they may be able to seek some tax savings through salary packaging and the provision of LAFHA for accommodation costs.

Likewise, the Permanent Relocation Guidelines provide benefits to those employees who move permanently for a job role and wish to claim a range of relocation costs as salary sacrifice benefits upon arriving in their new Ramsay workplace.

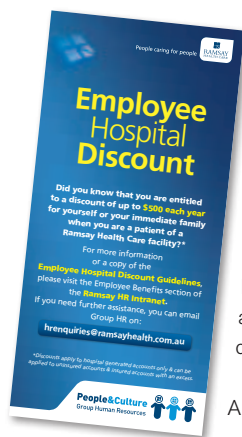
Another new addition within the Salary Packaging policy is the ability to salary package self-education costs. Given the rise of a number of exciting new education and training programs available through our own Ramsay Training Institute as well as the large number of staff that study for post-graduate qualifications, the ability to now salary sacrifice costs associated with education is an excellent benefit. Be sure to enquire about this benefit if you are considering future study related to your area of work.

These new policies are strongly designed around the continuing theme of provision of valuable and effective employee benefits and as Australia's largest private health care provider and employer, it is critical that we continue to search for innovative ways to reward our valued staff.

**If you wish to learn more about these policies, please visit our HR intranet site or contact our Group HR department via email: [hrenquiries@ramsayhealth.com.au](mailto:hrenquiries@ramsayhealth.com.au)**



## NEW EMPLOYEE HOSPITAL DISCOUNT SCHEME



Discount Scheme which provides that a maximum of \$500 per family can be discounted in any FBT year (1 April to 31 March) for staff admitted to any Ramsay-owned hospital in Australia.

This discount can be applied to out-of-pocket expenses, including excesses and co-payments as well as an uninsured account. Discounts apply to hospital generated accounts only. No discounts can be applied to doctors' fees, pathology, radiology services etc. The new scheme comes into effect from 1 April 2011.

Group HR Manager Carolyn Terry said the scheme was part of the company's commitment to being an employer of choice and striving to promote and ensure the optimum health and wellbeing of its employees.

"The scheme recognises the contribution made by all staff to the successful performance of the organisation and aims to make the quality health care services provided by Ramsay Health Care more accessible to employees and their immediate families (spouses and children) regardless of their level of private health insurance cover," Carolyn said.

Applications can be made prior to, during, or after a stay at a Ramsay Health Care hospital by completing an **Employee Hospital Discount Application Form** which can be found on the HR intranet.

The Application Form will need to be approved and signed by a direct manager and an executive of the hospital or department.

### Examples

- An uninsured employee is admitted as a patient generating a payable account of \$3250. *The maximum \$500 discount is applicable.*
- An employee whose insurance policy has an excess of \$300 is a patient in June and their daughter is a patient in January. *The \$300 excess is waived for the employee and \$200 is discounted from the excess for the daughter's account.*
- An employee whose insurance policy has an excess of \$1000 is a patient in June and their husband is a patient in January. *The maximum \$500 discount is applicable for the employee and no discount is applicable for the husband's account.*
- An employee whose insurance policy has no excess generates an account payable by the health fund for \$8000. *There are no out-of-pocket expenses. No discount is applicable.*

**For more information contact Group HR on: [hrenquiries@ramsayhealth.com.au](mailto:hrenquiries@ramsayhealth.com.au)**



## \$150,000 BOOST TO EDUCATION & TRAINING

**Johnson & Johnson** has generously donated \$150,000 to support national education and training initiatives. Area Vice President Johnson & Johnson Australia and New Zealand Leadership Team, Anthony Bishop presented the cheque to Ramsay Health Care's Gavin O'Meara People & Culture Manager and Danny Sims, Chief Operating Officer.

As part of Johnson & Johnsons' partnership agreement with Ramsay, they have committed to donating \$150,000 in each of the 3 years of the agreement. Gavin was pleased to accept the cheque. "We thank Johnson & Johnson for this generous donation. Ongoing training is critical to ensure our staff have the skills they need to provide high quality service provision, whilst it also assists us in attracting and retaining the best and brightest employees."

**L-R:** Sushoghan Dasgupta, General Manager DePuy; Gavin O'Meara, People & Culture Manager Ramsay Health Care; Danny Sims, Chief Operating Officer Ramsay Health Care; Gavin Fox-Smith, General Manager Ethicon; Anthony Bishop, Area Vice President Johnson & Johnson; Mike Finnegan, General Manager Cordis, Lifescan & Commercial Operations.





# NEW PHASE FOR WA MIDWIFERY PROGRAM

**2011 sees the** beginning of a new phase in the Ramsay WA Midwifery Program. This integrated rotational site program offers student midwives the opportunity to be based in one of 3 hospitals and have the opportunity to rotate between the other 2 hospitals throughout the year. This enables students to gain experience in the public and private sectors of midwifery care. The program this year sees Attadale, Glengarry and Joondalup working together to provide these experiences for our new students.

The Ramsay WA Midwifery program began in Joondalup hospital 6 years ago and has, since that time, grown and developed now working in close alliance with Grace Buchanan at Glengarry.

2011 sees the opportunity for an expanded program and the program now has 11 new postgraduate midwifery students starting in the expanded program.

The program is seen as a 2 year process as the unique program offers a structured graduate year with the opportunity to stay with the WA Ramsay Obstetric units usually to follow.

As the recruitment of midwives becomes more difficult this program will assist in the staffing of our rapidly expanding obstetric sector at Attadale, Glengarry and Joondalup hospitals.



## Important Information

# NATIONAL REGISTRATION RENEWAL FOR ALL NURSES & MIDWIVES

**Ramsay Health Care** supported over 150 of its nurses and midwives during difficulties with their registration renewals in December and January.

National Workforce Planning and Development Manager Liz Spaul said that "There have been so many members of our vital nursing and midwifery workforce who have been severely affected by the new registration system. While it is personally distressing and very unsettling for any of our nurses to realise that they are no longer registered, the impact on our workforce and rostering is also profound".

Liz noted that many nurses have been unable to practice (whilst they await renewal proceedings) and that almost 50 new graduates were employed and left awaiting registration.

"Whilst it is the individual clinician's responsibility to ensure that their registration is up to date and current, we have during this period of change done everything we can to support and protect staff. We have escalated every case to the best of our ability and spent many hours willingly counselling staff through these difficult episodes."

The entire nation's nursing and midwifery population will see all current registrations expire on the 31st May 2011 (some staff with renewals due before this time may have to register for a short period prior to the new national renewal date – for example if your renewal date is in late March you will be required to renew for several weeks prior to the new national renewal date).

Ramsay's Workforce Planning team is working very hard to ensure each and every nurse and midwife is prepared and registered by 1 June.

### There are four easy steps she recommends:

- 1 KNOW YOUR REGISTRATION EXPIRY DATE:** Nurses and midwives can check the online National Register at [www.ahpra.gov.au](http://www.ahpra.gov.au) to make sure their registration details are correct. Look yourself up online and make a note of when your registration expires. Look out for your renewal letter from AHPRA about eight weeks before you are due to renew.
- 2 GET IN LINE FOR REMINDERS:** Make sure AHPRA has your email address and mobile number so you get email and SMS reminders. If you have your AHPRA User ID and pass code, go online at [www.ahpra.gov.au](http://www.ahpra.gov.au), click online services and follow the prompts to update your contact details. If you do not yet have your User ID, complete an online enquiry form ([www.ahpra.gov.au/about-ahpra/contact-us/make-an-enquiry.aspx](http://www.ahpra.gov.au/about-ahpra/contact-us/make-an-enquiry.aspx)). Select User ID as the enquiry type.
- 3 CHECK & CORRECT YOUR CONTACT DETAILS:** Check your contact details through online services to make sure AHPRA's reminder letters will find you.
- 4 RENEW ONLINE, ON TIME:** The easiest way to renew your registration is online. The online renewal option will open soon for Queensland nurses and midwives. Make sure you renew on time because under the National Law there is no option for AHPRA or a National Board to renew your registration after it has lapsed without a new application.

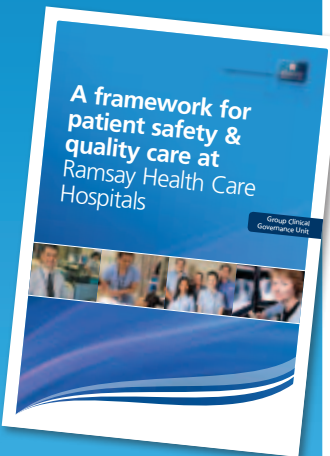
### Register on time:

Visit [www.ahpra.gov.au](http://www.ahpra.gov.au) under Contact us to lodge an online enquiry form. **For registration enquiries: 1300 419 495**

## GROUP CLINICAL GOVERNANCE UPDATE

# A FRAMEWORK FOR PATIENT SAFETY & QUALITY AT RAMSAY HOSPITALS

**Group Clinical Governance** Unit has recently circulated 'A framework for patient safety and quality at Ramsay Health Care hospitals' document to all RHC facilities. This document describes RHC's Clinical Governance Framework and provides information on how patient safety, clinical risk and quality initiatives are managed within Ramsay Health Care. The framework is also available on the GCGU's newly updated intranet site.



# UNDERGRADPLUS PROGRAM LAUNCHES

**UndergradPlus** is a unique Ramsay Health Care initiative that aims to foster a truly integrated partnership with selected universities. Ramsay Health Care recognises the need to provide undergraduate students with a comprehensive clinical placement experience that complements their academic curricula and contributes to the achievement of their overall learning goals.

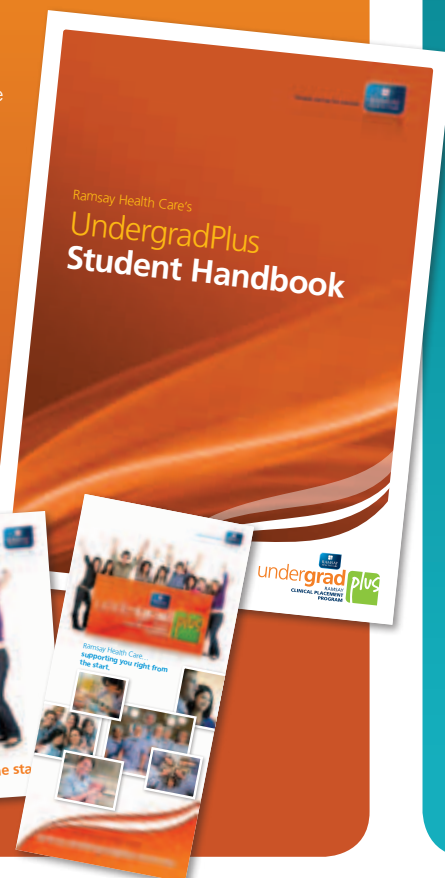
National Workforce Planning and Development Manager Liz Spaul said: "Most importantly, we have a strong commitment to supporting the professional development of our future nursing and midwifery workforce in a way that ensures that they are work ready upon graduation. "Ideally this process will see students return to our organisation as newly employed nursing graduates upon completion of their degree.

"Students will be supported by appropriately trained and experienced Preceptors and will enjoy returning to a familiar environment, where they feel part of the team. UndergradPlus will support

students entering the workforce, as they develop their confidence and competence through regular exposure to the clinical environment."

She said Ramsay Health Care was delighted that Monash University in Victoria, Queensland University of Technology and the University of Sunshine Coast have partnered with us in the UndergradPlus program.

"It will be an honour and a privilege to be partnered alongside these prestigious universities. We look forward to welcoming and supporting these student nurses throughout our hospitals this year."





## FUN & FITNESS



## NICKI VENVILLE PROVIDES INSPIRATION FOR 24-HR RELAY

**Hollywood Private Hospital** staff members rallied together in October to raise \$3000 for the Cancer Council's Relay For Life in remembrance of their colleague and friend Nicki Venville.

The team "walking on sunshine" included 17 critical care unit staff who worked together to keep a baton moving around a relay track for 24 hours.

Although a strenuous task, it was the inspiration of Nicki which gave them the drive they needed to persist around the track and complete the relay.

Hollywood Critical Care Unit staff development nurse Kimberly Montgomery said Nicki was a remarkable and inspirational woman who gave her heart and soul to the Coronary Care Unit and its staff at Hollywood for the last 10 years.

"Nicki sadly passed away on the 13th of July after a short but stoic battle with cancer. However, her memory, spirit and dedication remain very much alive amongst those of us who were privileged enough to know her either professionally, personally or both," she said.



## CITY2SURF SYDNEY TO BONDI

All Ramsay Health Care staff are invited to participate in the Ramsay Health Care team for the City2Surf 2011.

**Sunday August 14, 2011**  
**From 10.30 until 15.00**



## "BIGGEST LOSER" WINNERS

**Nambour Selangor Private** Hospital Weight Watchers at Work staff members have lost an impressive 113 kilograms (group total) after two, thirteen week rounds.

Among the winning "Biggest Losers" are Leanne Billman, Surgical NUM who has dropped 19 kilos, and now regularly competes in local triathlons, and Fran Durietz, Surgical Ward Nurse who has lost an impressive 13 kilos, and is more than halfway to her ideal weight. Fran and her husband are planning an Australiana hiking trip in the near future, and Fran is determined to be slim and fit to maximise her enjoyment of the holiday!

## Ramsay Health Care TRIATHLON pink All Female Triathlon Series

## TRIATHLON PINK 2011

**Sydney** – Sat 8th Oct 2011

**Gold Coast** – Sun 16th Oct 2011

**Perth** – Sun 6th Nov 2011

**Sunshine Coast** – 13th Nov 2011

**Melbourne** – Sun 22nd or 29th Jan 2012 (TBC)



**CHRIS WENT** has been appointed to the position of CEO at St Andrew's Private Hospital in Ipswich. Chris has been the Assistant Director of Clinical Services at Ramsay's Greenslopes Private Hospital for past five years & prior to this filled various Nurse Unit Managers positions in the hospital including NUM of the Emergency Centre at Greenslopes & the Hospital Coordinator role. Chris started at St Andrew's in mid March.



**SAMANTHA DODD** has been appointed to the role of Director of Clinical Services at Mitcham Private Hospital. Sam has been DCS at Linacre Private Hospital for the past 2 years & prior to that held management roles at The Avenue Hospital & Epworth Eastern since moving to Australia from the UK in 2006. Sam will commence her new role at Mitcham in April 2011.



**RICHARD RYAN** Director of Clinical Services at Kareena Private Hospital since 2009, has been appointed to the role of Director of Clinical Services at St George Private Hospital replacing Jude Emmer. Richard was a participant in the first Ramsay Future Leaders program in 2008. Prior to his position at Kareena he was Assistant Director of Nursing at North Shore Private & Nursing Unit Manager at John Flynn Private.



**CHRIS MURPHY** has been appointed to the position of CEO, North West Private Hospital, Brisbane & started in early February taking over from former CEO Jane McGrath. Chris has been a long standing member of the St Andrews Private Hospital Ipswich's executive team initially as DCS & then in his current role as CEO.



**TINA BOGER** has been appointed Director of Clinical Services/Hospital Manager at Castlcreag Private Hospital. Greg Brown maintains position as CEO of this hospital along with his role as CEO of North Shore Private Hospital. Tina has been working as a senior manager at Castlcreag for a number of years.



**JILL GLEESON** former CEO of Linacre Private Hospital, has commenced her new role as CEO Waverley Private Hospital in January. In addition to her more recent CEO experience, Jill brings a wealth of valuable experience to her new position gained through previous Director of Clinical Services roles at The Avenue Hospital & Albury Wodonga & Murray Valley Private Hospitals as well as earlier DCS roles with Affinity.

**SHARON ASH** has been appointed to the position of Director of Clinical Services, Kareena Private Hospital & starts in April. Sharon has been working at North Shore Private Hospital for the last 11 years & has held the senior role of Clinical Manager, Critical Care at North Shore Private, for the last 8 years. Sharon comes with a wealth of experience in nursing & management both in Australia & the United Kingdom & has recently completed the Ramsay Future Leaders Program.



**DARREN ROGERS** joined Ramsay Health Care in January 2011 as CEO Mitcham Private Hospital. Since moving to Australia from the UK in 2006, Darren has held a number of senior roles with Healthscope including Director of Nursing at Melbourne Private Hospital, General Manager of The Sydney Clinic & most recently General Manager of Darwin Private Hospital. Darren's mix of both mental health & medical/surgical experience will be an asset to Mitcham's growth plans moving forward.



**JUDE EMMER**, former Director of Clinical Services at St George Private Hospital has been appointed CEO Mt Wilga Rehabilitation Hospital. Prior to St George, Jude was an Assistant Director of Clinical Services at Greenslopes Private Hospital.



**SUSAN DAWSON** has commenced in the position of Director of Clinical Services at Strathfield Private Hospital. Sue has 24 years of nursing experience predominantly in the private sector. Her most recent position was to commission the surgical admission centre & day surgery unit at Norwest Private Hospital. Prior, Sue had a successful career with Ramsay Health Care at Westmead Private Hospital, & at its predecessor Charles Wentworth Private. Sue has management experience across various departments including recovery, DOSA, orthopaedic/plastics & as a Clinical Services Manager.



**LINDA ALLEN** has been promoted to the role of CEO at Linacre Private Hospital. Linda was previously Director of Clinical Services at Mitcham Private.

## MOVEMENTS & APPOINTMENTS