

Ramsay Managing Director Chris Rex accepts the RUOK? Day Workplace Award at the AHRI Diversity Awards in Melbourne.



WINTER 2012

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Ramsay wins RUOK? Day Award

Ramsay Health Care has taken out the Australian Human Resources Institute's (AHRI) RUOK? Day Workplace Award for the second year in a row.

The winning organisation was announced at the AHRI Diversity Awards in Melbourne on 17 May and Managing Director Chris Rex was on hand to receive the award on behalf of Ramsay Health Care.

He said, with a long history in mental health care dating back to its origins in 1964, the organisation understood the importance of supporting people with mental health issues and had identified RUOK? Day as one of its key health promotion activities.

"For Ramsay Health Care RUOK? Day is a practical example of 'People caring for people' in action," Chris said.

Last year's RUOK? Day message was: "In the time it takes to have a coffee, you can start a conversation that could change a life".

To assist with starting this conversation Ramsay Health Care organised 'Grab & Go' reusable cups to be available at each hospital in return for a gold coin donation during last year's RUOK? Day. The Company raised \$20,000 for the RUOK? Day Foundation through this initiative which goes towards continuing to provide suicide awareness and intervention programs in schools, universities and workplaces.

At the same awards ceremony Ramsay Health Care was also a finalist in the Age Diversity category for its 50 Plus program.

Ramsay makes the top 100 Global Sustainable Companies

Ramsay Health Care has been recognised in the 2012 Global 100 Most Sustainable Corporations in the World.

Announced at the World Economic Forum in Davos recently, Ramsay Health Care is one of only six Australian companies and the only Australian-based healthcare company recognised in the Global 100 list.

It is the first time that Ramsay Health Care has been recognised by the industry-leading corporate sustainability index.

The aim of the Global 100 list is to identify and recognise global corporations that have been proactive in managing environmental, social and governance issues. The index isolates the top 10 percent of companies from 3500 global stocks across 22 countries and then transparently ranks the companies across 11 indicators to determine the top 100.

The inclusion of Ramsay Health Care in the 2012 Global 100 index follows on from the Company's recent inclusion in the FTSE4Good Index series in 2011 and 2012. Ramsay Health Care has been accepted into this index for meeting globally recognised corporate social responsibility standards.

Ramsay's Managing Director Chris Rex said it was a great achievement to be recognised by these corporate sustainability indexes as it confirmed the Company's strategy and vision to become one of the world's most respected private hospital operators.

"The Ramsay Way recognises that continuous improvement in all areas of our business is critical to our success. We place a great deal of importance on safety, quality, human resources and how we operate in our local environments," Mr Rex said.

"Corporate social responsibility is integrated into the Company's daily operations and, through our policies and practices we make a genuine attempt to improve the quality of life of our employees, their families, the local community and society at large."

Global 100 Most Sustainable Corporations

Ramsay Health Care has been recognised in the 2012 Global 100 Most Sustainable Corporations in the World. The aim of the Global 100 list is to identify and recognise global corporations that have been proactive in managing environmental, social and governance issues.

FTSE4Good

This index measures the performance of companies that meet globally recognized standards on corporate social responsibility. Ramsay Health Care was first made a member of the FTSE4Good Index series in 2011 and has again been accepted into the index in 2012.



CEO'S MESSAGE

Ramsay Health Care's inclusion in the 2012 Global 100 Most Sustainable Companies in the World is an outstanding achievement and recognises the strength and depth of our great Company.

We place a good deal of importance on continuous improvement across all areas of our business and it is very pleasing to have been acknowledged by this Index (and likewise by the FTSE4Good Index in 2011 and 2012) for our proactive management of environmental, social and governance issues.

Ramsay was selected from over 3500 global companies across 22 countries and to be only one of six companies in Australia and the only Australian healthcare company to make the list is remarkable and a great reflection on the whole organisation. This acknowledgement comes from our commitment to The Ramsay Way and the importance we place on safety, quality and human resources and how we operate in our local environments.



Ramsay was also awarded the RUOK? Day Award by AHRI last month for the second year in a row, in recognition of our extensive support of this worthy cause. Personally, I am very committed to the RUOK? Day initiative. As a people organisation and one that started in mental health care, it is fitting that we are a leader in mental health promotion activities like this.

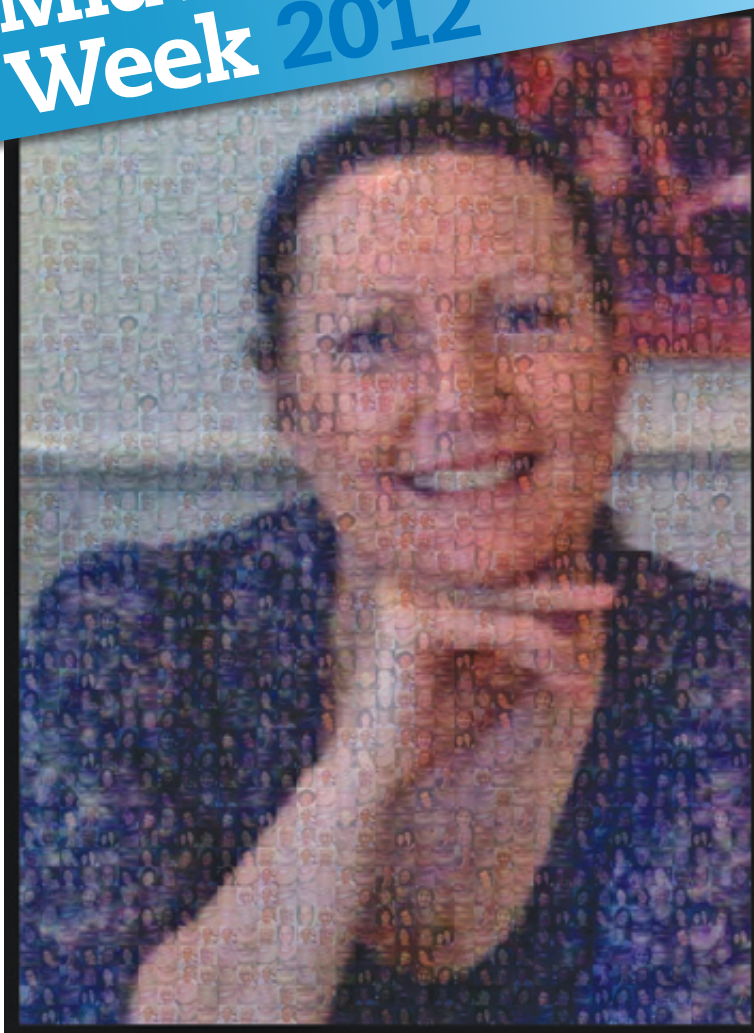
Ramsay Health Care's staff satisfaction survey was completed during the last few months and although the results are not yet finalised we have heard that 60 percent of our employees across all Australian hospitals and corporate offices completed the survey which is an outstanding return rate. I would like to take this opportunity to thank you for your participation and taking the time to tell us your thoughts.

This recent survey follows on from the previous company-wide survey in 2010 and we have been informed that overall Ramsay Health Care has improved in every one of the 16 areas covered by the survey. The strongest improvement areas were in IT support, senior leadership, change, management and recognition. There have also been many strong improvements shown in individual hospital and department results and these results will be shared with employees in the near future.

Of course, surveys are just one way to receive feedback. I have travelled to many hospitals around the group in the last few months and Ramsay staff from all levels are willing to be open and engaging about their work environments, job prospects and careers with Ramsay. I look forward to these trips and your willingness to share this information which assists in shaping the Company that we will be in the future.

Chris Rex

Nurses & Midwives Week 2012



International Nurses & Midwives Week, held between 5-12 May 2012, celebrates the outstanding contributions that nurses and midwives make each and every day to patient lives.

This year, to help celebrate this event, Ramsay staff were invited to join a unique social media contest by placing a photo entry into the Ramsay Nurses & Midwives Week Facebook competition.

Entrants had to complete the sentence "The best thing about being a nurse or midwife is..."

Some beautiful entries were received but the winning entry was from Nurse Unit Manager Karen Trimboli from the Adelaide Clinic in South Australia who wrote: *"The best thing about being a nurse or midwife is making people smile again"*. Karen's photo submission was a beautiful mosaic of smiling faces (see above). As a prize Karen will receive a canvas of her photo with the caption.

Ramsay launches mySpecialist app

The Ramsay Health Care marketing team have launched Ramsay's first app – a myspecialist app. The myspecialist app enables a user to search quickly and easily through a database of over 5,000 specialists accredited in Ramsay Hospitals throughout Australia.

Users can search for specialists across a wide range of specialties including orthopaedics, cardiology, psychiatry and obstetrics or pinpoint the exact type of specialist they are after in a range of subspecialty categories or special interest areas.

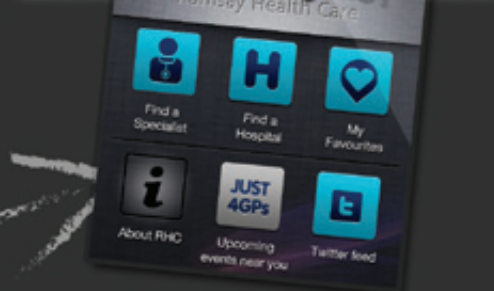
The myspecialist app uses location-based technology which allows a user to find the specialist closest to your current location or to the location of choice. It also links to the online profile of the specialist if one is available on the hospital website.

The app can also assist users to locate Ramsay Health Care hospitals, find out more about the Company or register for updates from the Ramsay Twitter account.

For general practitioners (GPs), in addition to the myspecialist search facility, the app has a special feature which enables a GP to search for upcoming GP education activities in nearby locations. Ramsay Health Care facilities run over 200 RACGP approved educational events for GPs across the country each year. GPs using the app can read about the event and register their interest in attending all within a matter of seconds.

At this stage, the myspecialist app is only available to iPhone4 (and above) and iPad users. A version suitable for android phones is currently under development.

To download the Ramsay Health Care mySpecialist app go to the app store and search for "Ramsay Health Care".



Regional Hospitals receive \$5 million in Grant Funding

Three regional Ramsay Health Care hospitals were recently awarded just over \$5 million in infrastructure grants from the Federal Government Health and Hospitals Fund's (HHF) Regional Priority Round.

Dudley, Port Macquarie and Hillcrest Private Hospitals were successful in their 2010 applications to the Commonwealth for infrastructure funding which were announced on budget night. A total of \$475 million was allocated to regional hospital projects throughout the country through the HHF.

Dudley Private Hospital will receive just under \$1.5 million to establish a new hydrotherapy pool which will complement the new rehabilitation centre opened by Ramsay Health Care at the hospital recently.

Dudley CEO Trevor Matheson said the funding was good news and would not only benefit the hospital's own rehabilitation patients but the wider community as well.

"We knew we had a very good application when we submitted it last year and strong support from a number of organisations in Orange," Trevor said.

Hillcrest Rockhampton Private Hospital will receive \$2.1 million for the expansion of its mental health unit. Ramsay Health Care opened stage one of the mental health unit recently and it is already full. The funding received will help to expand this service which services a wide and growing population from Gladstone to Mackay and out to Longreach in the west.

Port Macquarie Private Hospital was also successful in being allocated \$1.5 million for expansion of its rehabilitation unit.

Ramsay Managing Director Chris Rex said while the grant funding was welcome, times were tough in regional areas and with co-contributions required from Ramsay for two of the applications, they would need to be closely scrutinised.

"The passage of the legislation to means test the private health insurance rebate which starts from 1 July 2012 has meant that we have to closely scrutinise our hospital development and expansion plans," Mr Rex said.



ABOVE L-R: Dudley Private Hospital's Lorraine Littlewood & CEO Trevor Matheson say a hydrotherapy pool will benefit the region. (photo courtesy of Central Western Daily)

Lake Macquarie improves access to cancer care for Hunter residents

GenesisCare and Lake Macquarie Private Hospital have combined in a partnership that will see essential radiation oncology services provided at the Hospital and will improve overall care and access for cancer patients in the Hunter Valley.

In a first for the region, Lake Macquarie Private Hospital will provide comprehensive, private cancer treatment services.

GenesisCare will deliver radiation oncology services to accompany the existing medical oncology, day chemotherapy and cancer surgery services offered by Lake Macquarie Private Hospital.

The benefits for those undergoing treatment for cancer in Newcastle, Lake Macquarie and the broader Hunter Region will be significant.

Chief Executive Officer of Lake Macquarie Private Hospital, Mr John Pitsonis, said "This announcement is the culmination of extensive consultation and planning between GenesisCare, Ramsay Health Care and local Radiation and Medical Oncologists".

The Radiation Oncology Unit at Lake Macquarie Private Hospital will form part of a comprehensive range of private cancer services and supplement the Hospital's existing range of specialist medical, diagnostic and surgical services.

"The provision of Radiation Oncology services complements the existing range of cancer treatment services provided at Lake Macquarie Private Hospital as well as the comprehensive range of public cancer treatment services available within the Hunter New England Area Health Service," Mr Pitsonis said.

Speaking on behalf of local Radiation Oncologists, Dr Anne Capp said: "The development of a new, private radiation oncology service will benefit cancer patients in the Hunter region by increasing local capacity and offering patient choice".

Dr Peter O'Brien added: "This much needed addition to radiation oncology services will provide the people of Newcastle with state-of-the-art cancer care and treatment as part of a new comprehensive service".

"The new centre will help relieve pressure on current radiotherapy services and most importantly reduce the enormous emotional burden for patients by improving access", he said.

Planning has commenced with the unit set to be open late 2013.

Managing Director of Genesis CancerCare, Mr Dan Collins, said "As a result of the introduction of GenesisCare cancer services into Lake Macquarie Private Hospital, cancer patients in the Hunter region will benefit from some of the most advanced Radiation Oncology treatment techniques, technology, clinical professionals and facilities available in Australia. We are pleased to be partnering alongside Ramsay in this initiative where the best of both organisations combines together for real patient benefits".



Ramsay's French hospital acquires da Vinci Robot

Ramsay Santé's Hôpital Privé de Versailles has become the first hospital in Yvelines to install the da Vinci surgical robot. The Robot was installed on 3 May.

Ramsay Santé CEO Damien Michon said the acquisition of the robot by Ramsay Health Care was excellent news for the urologists and surgeons of the hospital and will mean patients in Versailles requiring the service do not have to travel into Paris or other locations for their operations.

"The da Vinci Robot is innovative technology and it is good to be able to offer patients in Versailles who are suitable candidates this minimally invasive surgical option for radical prostate surgery," Damien said.

"Robotic surgery simplifies hospitalisation through shortening the length of stay and less risk of infection. It therefore has real benefits for the patient in terms of post surgical recuperation."



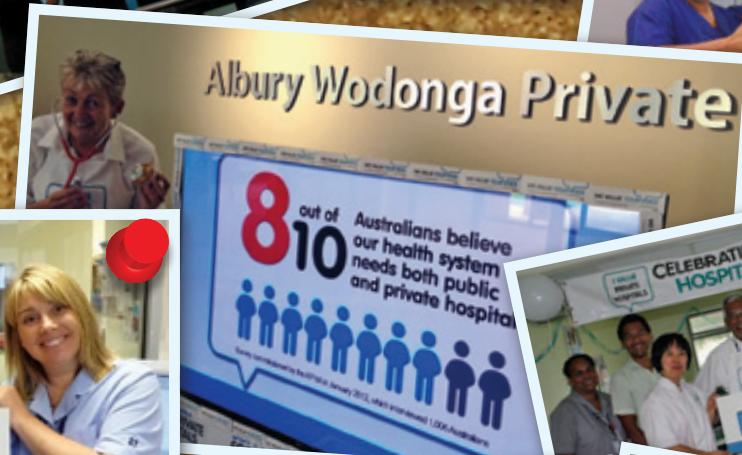
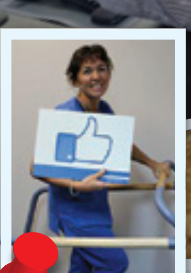
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Mt Wilga Entry wins APHA Facebook competition

This photo, taken by the Mt Wilga Private Hospital Physiotherapy team won the APHA Facebook Competition during Private Hospital Week in March. The photo came out on top in the 'like' your private hospital contest. APHA CEO Michael Roff presented the team with a \$1000 Apple Voucher.



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New Mental Health Unit for Baringa



L-R: Ramsay Managing Director Chris Rex officially opens the new Bindarray Clinic with Baringa CEO Elizabeth Ruthnam & National Strategy & Business Development Manager Ramsay Mental Health Anne Mortimer.



Chris Rex congratulates Baringa Chief Engineer Niels Pleysier, for his work on the project.

Psychiatrists from Baringa's Bindarray Clinic: Dr Michael Peck Psychiatrist, Dr Dubravka Jankovic Psychiatrist & Dr Doug Andrews, Director of Psychiatry



A new regional private mental health unit has been opened by Ramsay Health Care at Baringa Private Hospital in Coffs Harbour. The new 12 bed unit, Bindarray Clinic, is the only private mental health facility between Brisbane and Newcastle.

The new mental health facility will offer day and inpatient programs for privately referred patients who suffer from mental health issues such as depression and anxiety disorders as well as post traumatic stress disorder. The associated private practices will deal with a broad range of mental health disorders.

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

"When we looked outside of the major centres of Brisbane and Sydney, we realised there was a startling lack of private

psychiatric units. The entire region has been very much lacking in private psychiatric services. The closest dedicated private mental health facilities are in Queensland so private patients who require inpatient treatment for mental health issues are currently forced to travel and leave behind their families and support networks, which is not really ideal or cost effective".

"We expect that this new facility, which will be known as Bindarray Clinic will provide sorely needed services for patients suffering with mental illness in the mid north coast region," Elizabeth said.

The development is expected to provide a major boost not only to health services in the Mid North Coast but also to the local economy. Ramsay has committed significant upfront capital costs and the facility, when operational, is expected to directly inject around \$2 to \$3 million per annum into the local economy.

Patients will be referred to the hospital following assessment by general practitioners and psychiatrists. Patients will be admitted to the hospital under the care of consultant psychiatrists and care will be provided by a multi-disciplinary team including psychiatrists, specialist nursing staff, psychologists and other allied health professional.

Local Psychiatrist Dr Doug Andrews believes that Bindarray Clinic will be a major boost for mental health services in the region.

"This is a very exciting development for Coffs Harbour and the whole mid north coast area. Private mental health services are poorly lacking in this region and sufferers of mental health disorders will benefit greatly from this new facility," Dr Andrews said.

Mt Wilga welcomes first patients to new wing

Mt Wilga Private Hospital in Hornsby has recently opened a \$13 million development, just seven months after the first sod was turned on the new development.

Mt Wilga Private Hospital is a specialist rehabilitation hospital that has been operating in Hornsby for 60 years. With an ageing community and increasing demand for rehabilitation beds, the hospital recently added another 39 beds and is now one of the largest rehabilitation hospitals in Australia with 119 beds.

Hospital CEO Jude Emmer said: "We are very excited by this new development and to be able to offer the community this excellent facility for rehabilitation. The new wing we have added complements the superb facilities on the campus of Mt Wilga including gymnasiums, group therapy rooms and the hydro-therapy pool".

She said Mt Wilga was a nationally and internationally recognised facility that provided a complex and comprehensive range of rehabilitation services. The hospital has been owned by Ramsay Health Care since 2001 and offers a full range of services for patient recovering from a brain injury, spinal injury,

an accident, post-surgery or any condition where there is a need to improve tolerance, strength, pain relief or functional ability.

"In opening this development we demonstrate our commitment to providing much-needed rehabilitation services to the residents of northern Sydney. I am sure that our modern facilities will serve the community well into the future."

The new wing opened this week has been named in honour of Kevin Betts OAM who was a remedial gymnast employed at Mt Wilga in the 1950s and 60s. During his life he made a significant contribution to the Paralympic movement in Australia, along with being known as the "Father of Wheelchair Sport in New South Wales".

Together with his wife, Marie Keating, who was also the Director of Nursing at Mt Wilga from 1960 until her retirement in the late 1980s; Kevin Betts was committed to the role that sport played in benefitting the lives of people with disabilities.

Kevin coached the Australian Paralympic team and supported them at the inaugural games in Rome in 1960; of the twelve competitors eight had been patients of Mt Wilga and trained by

Kevin Betts and other Mt Wilga colleagues. The 1960s team came home with ten medals.





New Surgical Wing opens at Warners Bay

Warners Bay Private Hospital keeps going from strength to strength. The hospital has recently expanded its surgical wing with 11 new private rooms and also took the opportunity to refurbish its rehabilitation gymnasium as part of a \$3.8 million expenditure program approved last year.

A new hydrotherapy pool is nearing completion which will complement the rehabilitation unit. As part of this redevelopment the hospital will be offering day rehabilitation services."



Hollywood Clinic doubles capacity

Hollywood Clinic is set to almost double its capacity adding 30 new single rooms with ensuites making it a 70 bed unit.

The redevelopment will also include a dining room to accommodate 120 day and inpatients, a gymnasium, doctors consulting rooms and staff rooms.

Hollywood Project Development and Property Services Manager Wayne Williams said the intention was to design something that did not feel like a clinical environment.

"We wanted to create a warm and friendly setting that promotes wellbeing, but doesn't resemble a traditional ward."

The Hollywood Clinic has developed a reputation in the community for offering a comprehensive selection of solid programs.

"Demand for beds at the Hollywood Clinic exceeds supply," said Elayne Clarke, Clinical Services Coordinator at the Clinic. "People want to come here, where they are attended to personally, and can get the individualised treatment they need. The expansion means we will be able to address immediate and longer term needs."

The extended Hollywood Clinic is scheduled to open in mid 2013.

Sunshine Coast University Private Hospital on track

Ramsay Health Care's new private hospital at Kawana on the Sunshine Coast University Hospital site is starting to take shape being now one third the way through its building schedule.

Construction company John Holland said already 100,000 manhours have been completed by workers onsite.

When it opens in late 2013, the new \$150 million private hospital will provide a significant range and volume of services to public patients through a service-purchase agreement with Queensland Health.

Akalan Project Director David Duffy said despite two metres of rainfall this year, construction was on track with ground slabs completed in May and the level one suspended

slabs due to be completed by mid June.

The next stages are the commencement of internal trades and the erection of the structural steel roof.

Ramsay's Queensland State Manager Lloyd Hill said Ramsay Health Care was very happy with the progress of the development.

"Planning for fitting out of the operating theatres and the intensive care unit are now well underway and we are pleased to report that these facilities will be equipped with the latest technology," Lloyd said.

"The hospital will also have a catheter laboratory for cardiac and vascular procedures."

Lloyd said the interest from doctors locally and Australia wide was strong. "We have had over 1100 expressions of interest from people

wanting to work at the facility. The majority of the interest is coming from the local community but we have had a lot of interest from interstate.

"We are also really happy with the interest from doctors to work at this hospital. Many of these doctors have expressed interest in purchasing suites in the onsite specialist centre and already we have had to expand our initial planning for this centre to cope with the high demand."

Ramsay Health Care has received notification this month from the Queensland Office of Fair Trading that it has approved the name Sunshine Coast University Private Hospital.

Ramsay applied for this name with support of the Sunshine Coast University.



New Cancer Centre for Southern Highlands

A brand new purpose-built Cancer Centre has opened at Southern Highlands Private Hospital.

Describing the new unit as a "vast improvement" on the previous cottage-based facility, Southern Highlands CEO Jenny Harper said patients would welcome the bright and colourful, modern cancer centre at Southern Highlands Private Hospitals which had been built with assistance from the Commonwealth Government.

"With the growing demand for cancer services and for these services to be provided close to home, we are delighted to be able to offer the community a much improved and expanded cancer facility at Southern Highlands Private Hospital," Ms Harper said.

"This will be a very pleasant healing

environment for cancer patients requiring chemotherapy which includes lovely consulting rooms, a large treatment and reception area and a dedicated wig library."

The new Cancer Centre opened its doors on 11 April with seven treatment chairs and two treatment beds for the provision of chemotherapy to both public and private patients.

The new unit is a joint construction by Ramsay Health Care and the Commonwealth Government after Southern Highlands Private Hospital was successful in its application for a contribution towards the establishment of the Centre under the Health & Hospitals Fund Regional Priority Round announced in May 2010.

Ms Harper said oncology services had previously been in existence at rented premises

close by to the hospital, however the premises were not purpose-built and there was no room for expansion.

"The new Centre enables the hospital to now provide a comprehensive cancer service including access to relevant consultant specialists, allied health personnel and cancer information networks."



Cancer tests close bonds of identical twins

Identical twin brothers, Craig and Brenton Gurney, were inseparable as little boys and have remained very close into their adult lives. But these close bonds are now being tested with one of the pair battling an extremely rare form of cancer.

While Craig, 38, has undergone treatment for a clival chordoma, a rare type of bone cancer that forms a brain tumour in the skull base, his twin Brenton has been with him every step of the way.

Their story is the more extraordinary as it was Brenton who was concerned at first that he may have a brain tumour because of constant headaches. Brenton decided to join a twin research study which involved undertaking a brain MRI and he asked Craig to come along too as twin pairs were needed for the study.

The results showed the all-clear for Brenton but, shockingly, led to the discovery of a tumour at the base of Craig's skull. According to Brenton, his first thought was "it should have been me".

"I was the one having headaches. I was the one who needed the MRI, not Craig," he says.

But as fate would have it, Brenton's headaches and determination to seek out the brain MRI probably saved Craig's life.



ABOVE: Dr Narinder Singh – ENT Specialist Westmead Private.
ABOVE RIGHT L-R: Westmead Private Neurosurgeon Assoc/Prof Brian Owler (Neurosurgeon), Brenton & Craig Gurney & Dr Narinder Singh.
RIGHT L-R: Craig & Brenton Gurney.

Craig underwent a complex ten-and-half-hour operation at Ramsay's Westmead Private Hospital to remove a nearly five centimetre tumour.

The operation team included Westmead Private's Dr Narinder Singh and Associate Professor Brian Owler.

The surgery was a success and Craig is now back at work and recently welcomed his third child into the world.



300 attend Maternity Open Day at Kareena

Over 300 Shire couples attended Kareena Private Hospital in March for the hospital's second maternity open day. The open day showcased the experienced and dedicated midwifery team as well as the comfortable maternity rooms and facilities at Kareena.

The fete constructed at the entrance to the hospital proved popular with a variety of stalls displaying various baby products and services from the local Sutherland Shire area. Also included in the day were lucky door prizes, a jumping castle, face painting, sausage sizzle and show bags for every mum-to-be.

Regular tours of the delivery suites, maternity ward and special care nursery were run throughout the day by the experienced midwifery team at Kareena who were on hand to meet and greet all the visitors.

The highlight of the event was the Q&A discussion panel hosted by Kareena Private's Director of Clinical Services, Sharon Ash. Many of the Obstetricians at Kareena Private, along with the Manager of the hospital's maternity unit, as well



as the maternity educators sat on the panel to answer questions.

The Q&A discussions were so well-received the conference room was filled to capacity for every session.

A special twitter hashtag was set up for the day to allow the expecting mums to tweet their questions in.



Westmead advertises on the Motorway

Billboards advertising services at Westmead Private are turning heads on western Sydney motorways. The campaign started with a maternity billboard on the M4 and after a good reaction, the hospital has launched a campaign focusing on the hospital's surgical expertise.

HOSPITAL NEWS



Local Politicians visit Kareena



Sutherland Shire MP Mr Scott Morrison (right) and the Hon. Peter Dutton MP Shadow Minister for Health & Ageing (left) recently visited Kareena Private to tour the hospital. Pictured here with Kareena's Director of Clinical Services Sharon Ash (middle left), and Finance Director Suzanne Nutley (middle right), the politicians were keen to interact with both the staff and patients. The tour was arranged on the back of the Private Hospitals Week.

Linacre celebrates Heart Week

Linacre Private Hospital staff and patients got behind Heart Week celebrations in May hosting a morning tea for patients who have undergone a percutaneous coronary intervention (PCI) in the last six months.

Former patients were delighted to be invited, and reinforced the enormous benefits of attending a cardiac rehabilitation program, hopefully preventing any further cardiac complications.

Linacre's educator Kath Zeler, and Cardiac Services Manager Tess McGettigan, coordinated the morning tea and thoroughly enjoyed meeting again with their patients and were very happy with such positive feedback.



Beleura introduces Greenlight laser

Greenlight and Stone

'laser technologies' for the treatment of enlarged prostate, are now available on the Mornington Peninsula at Beleura Private

Also known as benign prostatic hyperplasia (BPH), this non-cancerous enlargement of the prostate affects more than half of all men over the age of 60.

Although BPH is a common health problem, many men lack awareness and understanding about the condition, symptoms, treatment solutions and overall health risks with delaying treatment. Common symptoms of BPH, including frequent urination—especially at night; weak urine flow; pain or burning during urination; and starting or stopping during urination, can have a devastating impact on quality of life.



Treatment options for BPH on the Mornington Peninsula typically have been limited to a lifetime of medication or an invasive surgical procedure. Now, men with BPH have the option to choose a minimally invasive surgical treatment known as Greenlight™ Laser Therapy.

More than 250,000 men worldwide have been treated with Greenlight Laser Therapy.

"Greenlight Laser Therapy has changed my life," said George Banks of Somerville, a 68-year-old man who has suffered from enlarged prostate for the past 6 years. "I'm finally sleeping through the night again, can watch an entire movie without a bathroom break and have started making travel plans. I feel like a new man."

Greenlight Laser is one of the newer treatments for obstructive urinary symptoms that are due to prostate enlargement.

This new procedure has distinct advantages including less bleeding and the ability to perform surgery on some patients receiving blood thinning medication.

Greenlight Laser Therapy is now offered at Beleura Private Hospital. This new procedure adds further scope to the extensive range of urological services already available at Beleura Private Hospital, including stone laser procedures to treat stones in the urinary tract.



LEFT: Warrigal Nurse Unit Manager Deborah Webber with the new TOES machine.

3D Transoesophageal Echo Service at Warrigal Private

Ramsay's Warrigal Private Hospital has recently purchased a state-of-the-art Philips 3D ultrasound machine (the iE33) for performing Transoesophageal Echocardiograms or TOEs bolstering the hospital's cardiovascular intervention service.

This new machine provides ultrasound imaging of the anatomical structures of the heart and is able to diagnose anatomical abnormalities, measure pressures within the heart and can store all images and information on its patient database.

It gives the cardiologist the ability to view cardiac structures in 3D thus enabling the doctor more information to diagnose with greater accuracy problems within the patients' heart and aorta.

The Cardiovascular Procedure Centre provides a TOE service up to three times per week with different Echo cardiologists thus ensuring a timely diagnostic service for all of Warrigal's patients.

Teaching for tomorrow

Hollywood Private's lecture theatre can now connect digitally with the hospital's operating suite through new i-Suite technology. The initiative significantly expands teaching opportunities at Hollywood.

The i-Suites can bring patient-critical information into the operating suite during a procedure. For example, the surgeon is able to conduct a live video consultation with a pathologist intra-operatively. In addition, audio-visual material can be played back to the patient post-operatively to help explain the procedure.

From a surgeon's point of view, having such smart technology at his or her fingertips means much more accurate and effective procedures. But i-Suites also have a dynamic teaching and mentoring function, given their ability to be connected to venues outside the operating suite.

Hollywood has taken full advantage of the i-Suite's communication capabilities, with the recently upgraded lecture theatre now able to capture live streaming of surgical procedures taking place in the operating suite for training purposes.

"The lecture theatre has a seating capacity of 110," said Daniel Heredia, Deputy Director of Medical Services at Hollywood. "So the connectivity between an operating theatre and the lecture theatre allows us to engage a large group of trainees at any one time."

"This has potential for expanding our current training initiatives in exciting ways, whether it be for nursing staff, allied health workers, medical students, junior medical staff or specialist trainees. The upgrade is part of Hollywood's responsiveness to technological innovation and commitment to training health professionals for the future."

Caboolture pioneers new Stem Cell Technology

RIGHT: Caboolture Private Plastic Surgeon Dr Chin.



Proving that groundbreaking innovation can happen at hospitals of all shapes and sizes, Caboolture Private Hospital is pioneering fat stem cell transfer – a new technology in reconstructive plastic surgery.

Dr David Chin is the first Plastic Surgeon in Australia to access this new technology. Dr Chin is highly regarded by his peers for his postgraduate interest and study in reconstructive surgery and tissue regeneration.

The Cytori Celution system enables the surgeon to extract and deliver, via a sterile automated processing device, large numbers of regenerative stem cells in a single surgical procedure.

The benefits of this to the patient is that their own tissue may be used in reconstructive surgery to replace tissue bulk and correct aesthetic defects from prior surgery.

By using the patient's own fat tissue and stem cells, the transferred tissue establishes a blood supply capillary network with existing tissue, maintain shape and form, is less like to atrophy that usually occurs in other tissue transfer techniques.

Caboolture Private Hospital commenced pioneering this work with Dr Chin in January of this year and this new technology will be profiled by Dr Chin at the Australasian Plastic Surgery Conference in Darwin in July of this year.

There are also cosmetic applications for this surgery in facial rejuvenation and breast augmentation, however the primary benefits are in reconstructive surgery.

Caboolture CEO Chris Murphy said staff at Caboolture Private were very excited to be at the forefront of bringing a brand new technology to Australia.

"It proves that across Ramsay, ground breaking innovation occurs at hospitals of all shapes and sizes, not just at our large flag ship hospitals!" Chris said.



RIGHT: This young patient of Dr Chin has Parry-Rhomburg syndrome, one-sided facial wasting. Dr Chin realigned her facial symmetry. The photos above show pre-surgery (left) & four weeks post op (right).

Greenslopes EC doc's journey to The Crystal Cave... with 60 Minutes



Dr David Rosengren (2nd from left) with the 60 Minutes crew.

An unexpected call from a *60 Minutes* producer found Greenslopes Private Hospital's Director of Emergency off on a spectacular journey to the centre of the earth, to a magical place known as the Crystal Cave, deep into the deadly heart of a Mexican lead mine.

After two years of planning and negotiation, the *60 Minutes* team received two weeks notice to mobilise a crew to the province of Chihuahua in central Mexico where they would have only four days access to secure this amazing story.

As one of Australia's leading emergency medicine specialists with a keen interest in adventure medicine, Dr David Rosengren jumped at the opportunity to be part of this once in a lifetime experience.

It was not the first time Dr Rosengren has travelled with the *60 Minutes* crew having been at the centre of a story about potential causes of illness and recent deaths of trekkers on the Kokoda Track a few years back.

This time *60 Minutes* was keen to have Dr Rosengren join the crew because of the unique environment and conditions they would encounter in the Crystal Cave.

In many caves and mines the temperature remains constant and cool, but the Naica mine gets hotter with depth because it lies above an intrusion of volcanic magma about a mile below the surface. Within the cave itself, the temperature leaps to in excess of 45 degrees celcius with 100 percent humidity - an environment that is incompatible with human life.

"There have been very few people allowed to enter the cave so I feel very privileged to be one of them," Dr Rosengren said.

"It is extraordinary - the walls and floor of the cave are covered in blocks and clusters of the crystal formations some of which span 11-12metres and 1.5metres cross section. It is estimated that the oldest crystals would be in excess of 600,000 years old. Nothing on this scale has ever been seen before.

"The experience in the caves can best be described as excruciatingly hot, stunningly beautiful, and potentially deadly, and it was my job to make sure the crew stayed outside the danger zone. Even with ice suits and protective gear the heat and humidity were oppressive and each visit inside the cave lasted about 10 to 12 minutes before we had to get out to avoid overheating. The conditions were tough for the crew who had to do several trips to set up camera and sound gear before we could even begin to film."

The site remains part of a functioning mine and is locked to any access to protect the cave and the mine. The *60 Minutes* crew, including Dr David Rosengren, have been some of the select few that have been able to witness this extraordinary wonderland first hand.

Lake Macquarie Day Oncology turns 1

The Lake Macquarie Private Hospital Day Oncology Unit celebrated its first anniversary of operation in April. The Day Oncology Unit opened with 8 recliner beds with approval to expand to 12 recliner beds as demand dictates.

It is the first stage of a planned development for a full range of private cancer services at Lake Macquarie Private Hospital, including inpatient medical oncology, cancer surgery and radiation oncology (see story page 3).

The Lake Macquarie Private Hospital Day Oncology Unit is Newcastle and Hunter's only purpose-designed and constructed, private chemotherapy unit.

The staff in Day Oncology Unit have the privilege of becoming intimate strangers in so many patients and their family's lives. A warm and thoughtful card of appreciation, written by a patient who has been receiving chemotherapy for the past 11 years and has been treated in all Newcastle Chemotherapy Units, stated, "the day oncology unit is a weekly pleasure not a chore".

TOP RIGHT: Lake Macquarie Day Oncology Unit Team - Alexandra Kotze, Sam McLellan, Nicole Lampshire, Anne McDonnell, & Bronwyn Wratten.

RIGHT: Patient Ann Thomson with the Lake Macquarie Day Oncology Team.



NICU renovation at Surabaya

Ramsay's Premier Surabaya Hospital has recently renovated its 10 bed Neonatal Intensive Care Unit/NICU. An official opening was held in May. Staff and patients have welcomed the fresh new unit.



ABOVE: Opening of Premier Surabaya Hospital NICU with past NICU patients.

Premier Jatinegara turns 23

Premier Jatinegara Hospital celebrated its 23rd anniversary in March 2012 with a function including 150 employees and doctors.

In conjunction with the celebration, Premier Jatinegara Hospital conducted several events for the community, patients and staff.



TOP: Celebration of 23rd Anniversary of Premier Jatinegara Hospital.

ABOVE: Dr Wismaji Sadewo, Neurosurgeon & Dr Sukono Djojoatmodjo, Neurologist & stroke patients at the celebrations.

Surgeon honoured by The Queen



Orthopaedic consultant, Wing

Commander Gora Pathak, who specialises in hands, wrists and shoulders at Ramsay UK's Fitzwilliam Hospital, received the Most Venerable Order of St John from the Queen at the end of 2011.

The honour was in recognition of his frequent deployment to front line hospitals, looking after British wounded soldiers.

It also recognised his active involvement with two charities: Soldiers, Sailors and Airmen's Families Association and The Royal British Legion. The honour was given 'For chivalry and charity'.

Wing Commander Pathak is currently on another tour of duty in Afghanistan. As well as being a talented orthopaedic surgeon, he is also an artist and has captured many images of the conflict during his tours of duty.

Berkshire Independent launches paediatric service

The Madejski Stadium in Reading UK recently played host to the launch of a new Children's Service, offered by The Berkshire Independent Hospital (BIH). Very few independent hospitals in the UK offer a broad range of paediatric services, because they are unable to comply with the strict regulations and recruit the necessary specialist staff.

The service aims to encourage children, as well as parents and carers, to become involved in decisions about their care.

Parents and carers will receive sensitive case studies from previous patients, and a brochure designed to reassure them that their child is in the best hands. This includes pages for children and for young people, written in language that they will understand, telling them what to expect from their hospital visit.

Sasha Burns, BIH General Manager said: 'We already provide children's services to the highest possible standard but, with a large recent investment by Ramsay Health Care in dedicated children's waiting areas, treatment rooms and state-of-the-art equipment nearing completion, the service will be even better.'



The Avenue leads the way with new technology

The Avenue Hospital's Dr Bruno Martin recently implanted one of the first new INCEPTA™ defibrillators in a patient in Australia.

The device by Boston Scientific is the smallest and thinnest on the market providing extended longevity thanks to advanced battery technology.

The INCEPTA™ device family of high-energy implantable cardioverter defibrillators (ICDs) are designed to detect and terminate life-threatening arrhythmias and provide pacemaker therapy.

The Avenue Hospital CEO Petra Snelleman said the hospital was proud to be leading the way in the innovative treatment of cardiovascular conditions as the first hospital in Australia to use this advanced technology.



Masada partners with ADAPT for Improved Pain Management

BELOW: Musculoskeletal Physician Dr Paul Verrills, Co-Director of Metro Pain Clinic & President of the Australian & New Zealand Neuromodulation Society.

BOTTOM: Pain Physician Dr Richard Sullivan – Victorian Director of the Australian Pain Society.

In addition to the option of interventional pain treatment, Masada has recently partnered with ADAPT Melbourne, a multidisciplinary pain management program. The ADAPT team of practitioners at Masada includes specialist pain physicians, pain nurses, physiotherapists, clinical and health psychologists, myotherapists and occupational therapists.

Masada CEO Petra Snelleman said the ADAPT Pain Management Program at Masada Hospital is for patients who have chronic pain that impacts on their daily lives and interferes with their physical and vocational functioning, personal and psychological wellbeing.

"Masada provides the ADAPT program to those who have had pain for more than three months and are not responding to medical or surgical treatments, or have become reliant on medication and wish to carry on with life in spite of their pain," Petra said.

"Through education, activation and function restoration, patients are assisted in overcoming unhelpful thoughts and ideas about pain and empowered to improve their wellbeing, return to work and achieve a better quality of life."

Masada Private Hospital specialises in a multi-modal approach to chronic pain management, and provides discrete services designed to accommodate the wide variation in the individual needs of patients experiencing chronic pain.

Chronic pain affects at least 1 in 5 Australians, and has a huge impact on society both in terms of financial cost and inadequately treated personal suffering.

The Australian Pain Society has identified Masada as the ideal metropolitan location to offer the ADAPT program to patients.

"The aim is not to cure pain, but rather to give control over pain and educate patients in how to deal with it, reduce medication needs, and improve the patient's level of function and quality of life," Petra said.



Ramsay celebrates its Volunteers

Ramsay hospitals around the country celebrated National Volunteers Week 14-20th May 2012 under the theme: Volunteers - Everyone Counts.

Ramsay volunteers help patients in many ways. It may be by chatting to help take away any anxieties, following up on requests from patients, giving directions or welcoming patients for admission. Many help Ramsay's busy staff with time consuming jobs such as filing.

Ramsay thanks our many volunteers for their invaluable help in the roles at our hospitals.



Celebrating Ramsay volunteers at Hollywood Private (top); North Shore Private (middle); & Greenslopes Private (bottom).

Caloundra assists with access to ear surgery for indigenous children

North Coast Aboriginal Corporation for Community Health (NCACCH) conducted their first Ear Health Surgical Intervention through Caloundra Private Hospital in May.

NCACCH partnered with prominent Sunshine Coast Ear Nose and Throat Specialist David McIntosh to perform the surgery on 16 Indigenous children. David has experience working in remote Aboriginal and Torres Strait Islander communities. He is a member of the

Aboriginal Indigenous Doctor's Association and a member of the Queensland Health "Deadly Ears" outreach program.

Given the high levels of otitis media in indigenous children, it is recommended that they should be screened regularly for hearing impairment. Results from tests revealed a 20% failure rate for these students. Previously the only surgical referral pathway for these students is to either go on the waiting list at Royal Brisbane Hospital which could

take up to 2 years or attend an outreach clinic in Cherbourg.

Through providing surgical intervention through NCACCH's partnership with David McIntosh and Caloundra Private Hospital the aim is to reduce the negative impact hearing loss could have on the lives of these indigenous children.

Caloundra Private ENT Surgeon David McIntosh pictured here with NCACCH patient Maddy Stephens & her mother Pamela Salom.



Kareena to donate medical equipment to Vanuatu



Kareena Private Hospital Paediatrician, Dr Shan Ong and Special Care Neonatal Nurse, Deb Harmer have coordinated the donation of an oxygen concentrator on behalf of Kareena Private Hospital to the Santo community in Vanuatu.

Dr Ong and Deb will travel to Vanuatu together with a team of volunteer healthcare professionals on a medical mission in late June to provide training and education to the village.

They will deliver, install and train the existing nurses in the village to use the donated oxygen concentrator and run general medical clinics.

Dr Ong has previously run medical missions to Vanuatu and coordinates similar outreach programs through his foundation 'Mission for Life'.

Psychs on Bikes: Adventure before Dementia!!



On a Saturday in April, a motley crew of psychiatrists, psychologists and mental health nurses met at Ramsay's Hollywood Private Hospital before rumbling out of Perth's Cottesloe Beach on motorbikes aiming to traverse the Nullarbor and reach Sydney's Bondi Beach nine days later.

With the slogan "Adventure before Dementia" the Psychs on Bikes coast-to-coast tour was not only about a group of mental health professionals having a lot of fun but with the help and support of Ramsay Health Care also raised over \$20,000 in donations for the Australasian Centre for Rural and Remote Mental Health.

Organiser and a psychiatrist at Ramsay's Northside Group of hospitals Joseph Dunn said importantly the trip raised awareness of mental health issues in rural and remote communities across this part of Australia.

"During the tour we provided education to mental health practitioners and took mental health awareness to the

community in remote places such as Kalgoorlie, Port Augusta, Broken Hill, Cobar and Orange," Dr Dunn said.

"Isolation is a huge problem in these areas as well as a paucity of mental health services. It was great to be able to spend some time with people from these remote communities and discuss a mental health issues."

Ramsay Health Care owns Australia's largest network of private mental health facilities including several facilities in rural and regional Australia. The Company supports the idea of taking quality mental health care and education to rural and regional Australia and to this end, in the past few years has opened several mental health facilities in regional locations across Australia including Albury, Orange, Cairns, Rockhampton, Hunter Valley and Coffs Harbour.

For more information about psychs on bikes visit their website: www.psychsonbikes.com



FAR LEFT: Dr Joe Dunn (centre) with other participants in Psychs on Bikes.

LEFT: Psychs on Bikes arrive in Bondi.

Warringal Urology Team assist patients in Solomon Islands

In February 2012, a Urology team comprising of Mr David Angus (Urologist), Dr David Lindsay (Anaesthetist), Cate Steele (Theatre Nurse) and Kelly Beer (Ward Nurse) from Warringal Private Hospital, was selected by the Royal Australian College of Surgeons to travel to the Solomon Islands as part of the Pacific Islands Project.

The team's mission was to undertake specialist urology surgery that was unable to be performed in Honiara and to support and educate the local surgeons, anaesthetists, and theatre staff and ward nurses.

Of the 76 patients assessed, the team performed 23 operations to treat prostate disease, urethral strictures, severe kidney disease, ureteric and bladder stones.

Many of the patients had symptoms for years but were unable to access the surgery required which often resulted in having a permanent catheter, impaired kidney function and infections. All surgeries were successful, including a 38 year old woman whose prognosis of survival without surgery was only a few weeks.

Following evaluation of urology services and equipment at the hospital in Honiara, the urology team provided recommendations to enable the team in Honiara to independently perform urological procedures and continue their support in this regard.



ABOVE: Warringal CSSD Manager Cate Steele.

Ramsay Cairns staff members shave for a cure

Cairns Private Hospital joined in the World's Greatest Shave on March 15 and raised \$5,500 including a donation from Ramsay Cairns for the charity that helps patients and their families affected by leukaemia.

Six staff members shaved their heads to "shave for a cure" with a few of the staff members volunteering to dye their hair in radical colours.

Two of the brave nurses who previously sported long and luscious locks were a big attraction with the crowd, helping to raise \$600 on the day having their heads shaved by

the Cairns Taipans – the local Cairns' basketball team.

Ramsay Cairns CEO Steven Rajcany said Ramsay Cairns was proud to support events that raised money for cancer research and patient support.

"We have our own oncology ward at the hospital and it is important that these patients receive as much support as possible," Mr Rajcany said.

"Patients will benefit greatly from the donations raised on the day and we support those activities that help them not only in the hospital, but also when they go home."



Louise Robinson & Michelle Richards have their long locks shaved by members of the Cairns Taipans.

FRONT ROW: Cairns Private staff members Aun Masalee, Philip Manuel, Louise Robinson, Michelle Richards, Pete McKinley, Jay Jimenez



In a great personal effort, Mt Wilga catering staff member Isabella Macken shaved her head & in doing so raised \$1252 for the Leukemia Foundation's - Greatest shave in March.

Australia's
BIGGEST MORNING TEA
Cancer Council

Ramsay Health Care staff take tea for a cause!



TOP RIGHT: Staff at Adelaide Clinic get behind the Cancer Council's Biggest Morning Tea recently.

ABOVE: North Shore Private raised \$600.

RIGHT: Hollywood staff raised almost \$1500 for the Cancer Council.



Ramsay Nurses: we've got you covered!

Ramsay Group HR has recently received enquiries from Ramsay nurses regarding indemnity insurance.

The enquiries have related to a misconception that staff are not adequately insured through their employment with Ramsay Health Care and therefore need to consider union membership.

National HR Manager Carolyn Terry said all Ramsay staff could be assured that Ramsay Health Care has a comprehensive insurance policy which covered all employees against any lawsuit, action or claim including negligence, error or omission by employees in the conduct of their occupation with Ramsay Health Care.

"The suggestion that in order to be adequately covered for insurance purposes, you must join a union, is false," Carolyn said.

She said the Ramsay indemnity policy fully complied with the requirements of the **Nursing and Midwifery Board of Australia** professional indemnity registration standard.

"Any nurse who requires a copy of that policy for either registration purposes or their own records purposes, is encouraged to contact our Group HR department and they will be furnished with a Certificate of Currency which confirms their comprehensive insurance cover via Ramsay Health Care."

"All of our employees, including nurses, can feel confident that we have them "totally covered" in relation to their indemnity insurance needs."

Enquiries can be directed to Group HR: HRenquiries@ramsayhealth.com.au

New Farm pioneers Traineeship Program



In 2010 New Farm Clinic decided to pioneer a 12 month Administration Assistant traineeship program targeting school leavers who may be having a gap year prior to going to University or undecided on their career choice.

New Farm Clinic CEO Ken Craig said the aim of the program was to offer school leavers an opportunity to gain work experience and introduce them to the career opportunities in mental health care.

"Everyone always remembers their first job so we wanted to ensure the trainee had a positive work experience at the Clinic and gain the fundamental skills, such as, communication, working with others, numeracy, information technology and problem solving," said Ken.

"These skills will help them to become a more flexible employee, able to adapt to constantly changing work situations."

Ellie Beckman was the Clinic's inaugural school leaver trainee, Ellie decided to have a gap year and gain some work experience prior to starting University. Ellie commenced at the Clinic in February 2011 and successfully completed the Administration Assistant Traineeship program in February 2012.

Ellie has now commenced her University studies and will continue to work at the Clinic, part time, in the position of Administration Officer.

New Undergrad Plus website launched

The **Undergrad Plus** Webpage was launched in May and can be viewed via the intranet and internet at: www.undergradplus.com.au

National Workforce Planning & Development Manager Liz Spaul said it was really pleasing that Ramsay had partnered with seven universities across Australia.

"All students report high satisfaction with the program and we are delighted to see many of these students now enjoying their career with us as new graduates," Liz said.



Tamara welcomes new Grads



Tamara's new graduates are quickly gaining skills across the hospital in theatre, wards and day surgery and stepping up to become future Leaders at Tamara.

Pictured Back: Tamika Roberts, Scott Hayward, Emma Chapman & Annette Leach
Front: Jessica Cough (2012 School-based trainee joins a team of 3) and Kathryn McMurray-Jones.

Health Workforce 2025 Report launched



In **November 2010** the Australian Health Ministers' Conference requested that Health Workforce Australia (HWA) undertake a workforce planning review for doctors, nurses and midwives covering a planning horizon to 2025. This report: Health Workforce 2025 – Doctors, Nurses and Midwives (HW 2025) was released on 27 April 2012.

HW 2025 identifies the likelihood of health workforce shortages out to 2025 for doctors and nurses, with the nursing shortage likely to be highly significant but less so for doctors and the midwifery workforce likely to be in balance. The report also highlights that geographical distribution of doctors remains a matter of significant concern, with the future projected growth in graduates unlikely to make significant inroads into workforce shortages in regional and rural areas under current policy settings.

The health workforce problem is nothing new. It is generally accepted that Australia will continue to experience increasing demand for health care workers at a rate that will challenge our training and service delivery systems, unless there are significant changes to our approach to workforce development and this is the crux of the findings in HW 2025.

HW 2025 identifies that policy decisions taken by government, higher education, professions and employers now, and in the future, will have a significant impact on the scale of these projected workforce shortages. It also provides industry with a framework within which government, employers, education providers and professions can work to develop plans to close the gap and create a sustainable workforce and to this end, makes key recommendations in the following areas:

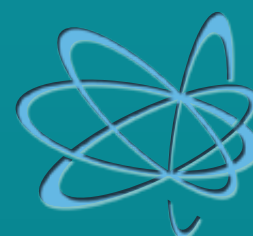
- Reform of service delivery - reform within the health sector may encompass changes to scope of practice, increased use of assistants, the introduction of new workforces or workforce models and broader application of technologies such as eHealth and telehealth.
- Retention of existing workforce - measures to improve retention, manage demand and boost productivity are likely to be the most timely and cost effective means of managing the significant projected shortages for nurses identified in the report.
- Geographical distribution - agreement on desired distribution of the workforce coupled with enhanced policy measures to achieve this distribution is urgently required to ensure the current opportunity arising from significant growth in graduates is not foregone.
- Training capacity and training reform – this is a large and complex area but the report says training is not just limited to increasing numbers. Training reform such as reducing the length of training, boosting training system capacity, and increased alignment between the health and higher education sectors is suggested.
- Immigration – the report suggests that immigration is often used as a short-term demand management strategy but over a longer planning horizon, better management of migration pathways for international health professionals can occur in combination with training and reform.

Ramsay Managing Director Chris Rex said: "The private hospital sector is a large employer of health care professionals in Australia, at last count employing close to 60,000 full-time equivalent staff and growing at over 8 percent per year".

"Australian private hospitals provided over 9 million hours of education and training of doctors, nurses and other health care professionals in 2009.

"With this large investment in the healthcare workforce in Australia, it is vital that private hospitals have a say in workforce reforms.

"The fact that there is private hospital sector representation on HWA is a good first step. Ramsay Health Care hopes to see this continue and together with our industry body – the Australian Private Hospitals Association (APHA) looks forward to further positive discussions with HWA and the rest of the industry about this important area."



HealthWorkforce
AUSTRALIA



Ramsay National Employee Benefits

Did you know that as an employee of Ramsay Health Care you have access to a wide range of employee benefits across Australia? The benefits are designed to support you by providing a range of products and services that are relevant to you and your family's needs.

Ramsay's national Employee Benefits Program offers a wide range of benefits from health insurance packages to cheap movie tickets!

Ramsay Employee Benefits can be a convenient way of accessing cheaper services as well as saving you money.

Ramsay Health Care continues to add to its Employee Benefits partner organisations who all provide discounts or special offers to Ramsay employees including:

- SpecSavers (for glasses & eye care)
- New Balance (athletic shoes & apparel)
- Fitness First
- Anytime Fitness
- Genesis Fitness Clubs
- ME Bank
- BUPA Health Insurance
- Credit Union Australia
- Lorna Jane (Sports Wear)
- ... and the list is always growing!!



We are also very pleased to announce a new relationship with the **Westpac Banking Corporation** which allows all Ramsay employee to access a range of products and services at either discounted rates or with significant fee reductions through the **Premier Advantage Package**. To find a brochure which specifies the details of our new Westpac offer, please visit the Ramsay HR intranet site or visit your local Westpac branch and ask them what is available to you under this package.

All of Ramsay benefit partners offer products and services at a 'better than usual' pricing or unique products that has been exclusively negotiated for Ramsay Health Care employees.

Don't forget about our exclusive **Ramsay Employee Club** which is an optional Club you can join as a Ramsay employee for \$1.25 a week which grants you access to a dedicated website full of discounts, offers and deals. Visit: www.ramsay.atwork.com.au to see what is in the Club.

Ramsay also looks for wellness initiatives or other employee support programs to supplement existing workplace programs including:

- The Ramsay Employee Assistance Program (EAP)
- Salary Packaging benefits
- HESTA & HIP (who both help us to deliver financial education to our employees)
- BreastScreen VIC
- Diabetes Australia VIC



If you have any questions about the national benefits available to you, please visit our Ramsay HR intranet or contact our Ramsay HR team via email: HRenquiries@ramsayhealth.com.au

NextGen Plus continues strongly in WA

Forget filing and answering phones, the high school students participating in Ramsay WA's NextGen Plus program are getting a real taste for the working environment of a hospital.

NextGen Plus, now in its fifth year, is the only program of its kind in Australia where a hospital runs a comprehensive recruitment campaign at the high school level.

Working at one of the four Ramsay WA hospitals one day a week over 15 weeks, Year 11 and 12 students are supervised by qualified staff and receive real on the job experience whether witnessing births, preparing patient meals, observing a surgical procedure, working with accounts payable or assisting with grounds and building maintenance.

Anne Green, Regional Training and Development Manager said the NextGen Plus program is focused on developing employability skills and maturity in students who can then go on to be part of the Ramsay Health Care team.

"NextGen Plus is part of our long term workplace strategic plan where we are creating career pathways for young people to build Ramsay WA's workforce for the future. The program has proved highly successful over the years with retention of our first students from 2008," said Ms Green.

The program has had more than 168 students participate, with 35 students being employed to date. Each year, Ramsay WA increases the number of placements - 60 are

available in 2012.

Interested Year 11 and 12 students can apply online by way of a formal cover letter and CV and shortlisted candidates go on to be interviewed by a panel of Ramsay staff.

Chris Minchin, Regional Coordinator of NextGen Plus said that the students find the program highly rewarding.

"Often people only think of career opportunities in a hospital environment in terms of being a doctor or a nurse. We are showing students that the hospital environment requires a broad range of skilled professionals. Careers in trades, catering, business, finance, marketing, human resources are all on offer," said Mr Minchin.

Though NextGen Plus has been running at all four Ramsay WA hospitals since 2008, official launches were held at Hollywood Private Hospital, Glengarry Private Hospital and Joondalup Health Campus on Wednesday 9 May to celebrate the program's success.

The Honourable Peter Collier, Minister for Training and Workforce Development attended the launch at Glengarry Private Hospital.

The NextGen Plus program has been so successful in WA there is plans to implement the program in other Ramsay Health Care hospitals across Australia.



RTI conducts Needs Analysis

The Ramsay Training Institute recently conducted Ramsay's first national training needs analysis and received responses from a variety of executive and senior staff as well as educators of 58 facilities.

As a result of this analysis the RTI have been able to identify some very clear trends and needs.

RTI Manager David Sachse said the top fifteen training needs, as identified by RHC facilities, were identified as follows:

- Communication
- Cardiac Fundamentals
- Documentation
- Clinical Deterioration (Clinical Assessment)
- Infection Control (Aseptic Technique) / Wound Management
- IV Cannulation
- National standards
- Pain Management
- Food Handling/safety
- Diabetes Education
- Aggression
- IT Training
- TAE
- PICC Line Management and Troubleshooting
- CVAD

The RTI is now developing training tools to match these needs.



Linacre participants Graduate from HDU Course

Staff at Linacre Private Hospital have recently completed the hospital's inaugural high dependency unit (HDU) course.

The eight week course attracted a lot of interest (with a waiting list) and was designed to increase the confidence of staff when dealing with patients in the high dependency setting.

Cardiac Nurse and Hospital Staff Development Coordinator Kath Zeler said the participants and speakers had enjoyed all aspects of the program.

"The HDU course was advertised hospital wide and attracted both general ward and theatre staff, registered nurses and enrolled nurses. In fact the interest was so strong we are now planning to run two courses this year," Kath said.



**Ramsay
Pharmacy
Services**



Chris Rex and members of the Group Executive were pleased to receive a rebate cheque on behalf of Ramsay Hospitals from one of the company's longest standing preferred supply partners ConMed Linvatec.

The payment represents a rebate for the continued growth in business between Ramsay and ConMed Linvatec in 2011. ConMed Linvatec have also recently been awarded the contract to supply SEVEN new theatres for Kawana Hospital on the Sunshine Coast.

ConMed Linvatec CEO, Ralph Jennings (2nd from Left), presenting a cheque for \$416,858 to Ramsay Executive members (L-R): Danny Sims, Chris Rex and Paul Fitzmaurice.

Ramsay's first Pharmacy Conference

The inaugural Ramsay Pharmacy symposium was recently hosted by Ramsay Pharmacy Services and attended by pharmacists in charge and clinical pharmacists from the 29 in house Ramsay pharmacy departments/dispensaries located throughout Australia.

Sessions throughout the weekend were both innovative and informative. Ramsay Pharmacy Services was fortunate enough to secure some fantastic speakers from within the pharmacy landscape who provided an update on a number of subjects including: clinical pharmacy and innovations in pharmacy services, which included the role that pharmacists can play in the optimisation of medication outcomes through the use of gene mapping technology.

The innovation session included an opportunity to demonstrate how Ramsay Pharmacy has been able to adapt software & technology to allow pharmacists to collect meaningful clinical information at the bedside through the use of iPad devices which connect via the RHC WiFi network. With a June commencement date for a trial roll out and a plan to expand to all 29 Ramsay pharmacy sites by the end of the year, it is anticipated that this information will be used to facilitate clinical pharmacy decision making, aid in the preparation of discharge profiles and assist the hospitals with meeting ACHS & ISO performance standards.

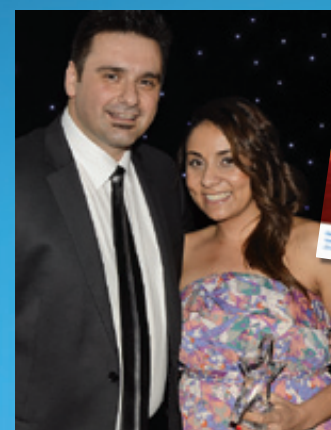
The establishment of a Medication Review Services team within Ramsay Pharmacy will also result in pharmacists playing an increasing role in the medication management of RHC

patients beyond their time spent in RHC facilities as Ramsay Pharmacy seeks to conduct home based medication reviews through the use of services provided by accredited pharmacists. It is hoped that this initiative will assist with optimising patient medication compliance and reduce adverse medication events especially in patients taking a large number of medications or those who have had their medicines altered during a recent hospital stay.

A Symposium would not be complete without awards recognising achievements from within the Ramsay Pharmacy teams. The awards included recognition of team members who had excelled in embracing internal initiatives as well as acknowledging team members who display the values echoed through the Ramsay Way in their day to day activities.



ABOVE: Ramsay Pharmacy attendees at the Conference.



LEFT: Kareena Private Hospital Pharmacist, Anousheh Page pictured with Peter Giannopoulos, National Pharmacy Manager on receiving Class Champion award at the recent Pharmacy Conference.



Ramsay launches Social Media Academy



Ramsay Marketing Department has launched the Social Media Academy. The academy has several resources for staff and managers to download on a range of social media topics, presentations for managers, how to guides for adding YouTube clips to job advertisements and many more.

The academy was launched during social media awareness week designed to educate our staff about social media and specifically how Ramsay Health Care is adopting social networking tools. Be sure to follow the links to the social media academy under the Marketing tab of the intranet page.

Did you know that Ramsay Health Care is the only health care organisation in Australia to have their social media policy on YouTube?

As the majority of our workforce doesn't have regular access to a computer we needed to think of alternative ways to reach them. We decided that the best way to do this was to put together a short video that covered the essentials of the social media policy and answers any FAQs that were identified during the feedback process of developing the policy.

The policy is a great resource for our employees who want to learn about the use of social media in health care and is also being used externally by the health care industry as an education tool.

You can watch it along with all of our other videos on our YouTube Channel here:
www.bit.ly/rhcsmpolicy



Why should you like us?

With over 30,000 staff spread over four different countries in 117 different hospitals it's pretty easy to forget just how much goes on every day at Ramsay Health Care. That's why facebook.com/ramsayhealth allows you to stay up-to-date with all the latest news, developments and photos from Ramsay facilities around the world.

We are also encouraging our staff and hospital communities to like our page so we can use it to communicate and provide real time updates during a disaster or crisis. So, whether you're a staff member, patient or any part of the Ramsay community, like our page and you will ensure that you are able to quickly receive and then share our regular messages.



Find us!

www.facebook.com/RamsayHealth

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socialmedia
Ramsay Health Care

North Shore Tweets Theatre Sessions



North Shore Private Hospital has launched itself into the twittersphere using the popular social media tool as a platform for advertising available operating theatre sessions at the hospital.

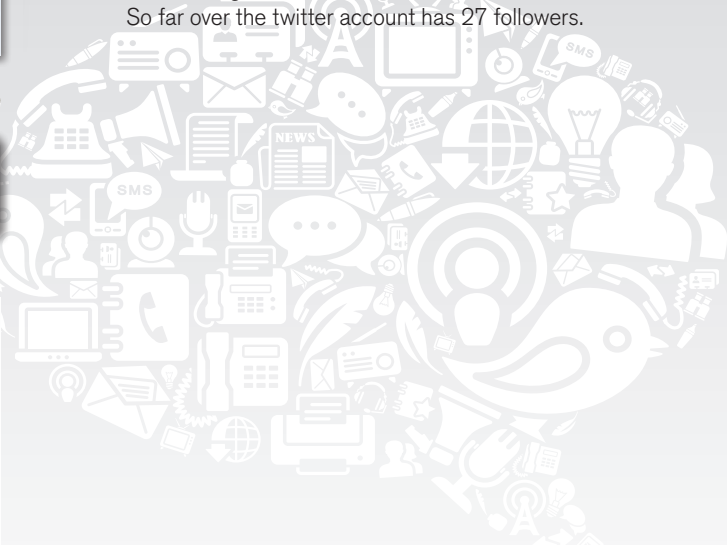
Twitter allows surgeons to receive instant updates as sessions become available in a quick, simple and effective format.

The brainchild of North Shore's Operating Theatre Bookings Co-ordinator Fiona Lunsman, said the new system enabled surgeons to stay informed of when lists become available, whilst providing the hospital with a method of communicating to all surgeons simultaneously.

"Updates are sent out via Twitter each week listing the open operating lists over the coming weeks. Sessions are allocated on a 'first in, first served' basis," Fiona said.

"The idea is that the surgeons can check our availabilities on any computer or mobile device, no matter where they are. They then phone our Theatre Bookings office to book in for the session that interests them and we finalise the details regarding ad hoc lists. Lists are assigned on a 'first in, first served' basis."

So far over the twitter account has 27 followers.



Caloundra Nurse Commended

Una Clohessy, a clinical nurse in the surgical ward at Caloundra Private Hospital, has received eight personal written commendations from patients and their families in the past 10 months.

In addition to providing care for surgical patients, Una also provides care for the hospital's paediatric surgical patients.

Caloundra Private CEO Louisa Marshall said Una's standard of customer service could only be described as "exceptional".

"The letters of commendation all make note of Una's high level of clinical skill, her empathy and her compassion and, her great ability to provide reassurance and comfort," Louisa said.

"Una is a nurse who definitely shines and we are indeed very fortunate to have her as part of our team at Caloundra Private Hospital."



Pindara Nurse makes top 50 in Masterchef



Tracey Clark (Pindara Private Theatre NUM) has a classic secret lives of us tale to tell. When she left home at age 17 to start nursing training, little did she know her lifelong dream to become a nurse would see her qualify in the top 50 of one of Australia's most successful TV series, Master Chef.

While Tracey is a great nurse - she has to be - she is the Theatre NUM at Pindara Private on the Gold Coast - until recently, only her friends and family were aware she is also an exceptionally talented cook who is passionate about cooking and food.

Her story began when she was a young 17 year old trainee nurse living away from home.

"I couldn't cook and I wasn't earning enough money to dine out at restaurants, Tracey said.

"So I started experimenting with food and found I really loved to cook."

"Over the years my interest in cooking grew into a real passion and I took different cooking lessons - French, Japanese and Thai.

"But it was my trip to Tuscany two years ago to take Italian cooking lessons that had the biggest impact on my cooking; because it was on that trip I learnt to make fabulous Italian crepes; and it was this recipe that got me into the top 50 on Master Chef."

Tracey didn't make it to the final 10, but said her years of experience working under pressure in operating theatres prepared her well for the pressures of the Master Chef competition.

"I am used to pressure so I was able to stay cool and calm and simply do what I love most - cook!"

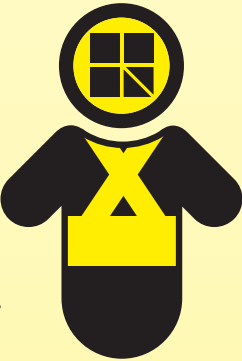
Tracey now aims to combine her experience in health and her knowledge of the body with her knowledge and passion for cooking to write a cookbook for people who are interested in looking good and maintaining their weight while also enjoying their food.

"Food is so important in our lives - I don't know anyone who doesn't enjoy a delicious meal.

"I know I always feel great after preparing a delicious meal and cannot wait to get home after a hard day at work to start preparing a meal for the people I love."

NATIONAL SAFETY TEAM UPDATE

Manual Handling Update



A total of 1756 people have attended the manual handling training sessions since the program was launched across Ramsay Health Care four years ago.

National Manual Handling Manager Kathy Taylor said the program has had a positive impact on the injury rate directly related to Patient Manual Handling.

"While a little more difficult to measure the program has also had a positive impact on how staff that provide patient care view how important it is to take care of themselves," Kathy said.

"We are constantly looking at ways to improve the manual handling systems, and now that Ramsay facilities are all familiar with the program, the challenge is to keep the program alive and relevant and constantly improving."

Ramsay invited to Leading OHS Event

Ramsay Health Care was very pleased to be a VIP invitee to the OH&S Strategy Summit, the premier occupational health and safety event in Australia.

Bringing together over 100 of industry's leading OHS professionals from leading companies, the Summit was held on the Gold Coast from 6 to 8 March, 2012. The top safety managers and leaders from across Australia were invited to attend at no cost, and the top 20 invited to a VIP Round Table Delegate session to discuss the most burning issues in workplace health and Safety. Ramsay's National Safety Manager Chanelle McEnallay was invited to be at the VIP table.

Chanelle said the event was one of the best safety conferences she has ever attended with a multitude of workplace safety specific learnings and preventative initiatives from all industries.

Safe Work Week Winners 2011

The winners of Ramsay's Safe Work Australia Week Competition in 2011 were announced in April 2012 and include:

- First prize: Berkeley Vale Private's Quality Improvement & Maintenance Department - for engineering control - modification of handtruck to reduce risk of potential manual handling incidents.
- Second prize (equal): Pindara Private Hospital's Workplace Safety Department - administrative control - production of DVD resource to educate staff on electrical safety.
- Second prize (equal): St Andrew's Ipswich Surgical Services - engineering control - storage and access design of IDC and suction tubing.
- Second prize (equal): Caboolture Surgical Department - engineering and isolation control - storage and handling of bed monkey bars to reduce trip hazards.
- Second prize (equal): Noosa Hospital Workplace Health & Safety Team - engineering control - development of anaesthetic wheel covers to protect cables from damage.

National Safety Manager Chanelle McEnallay said the winning entries this year had national scope and could be rolled out into almost every facility as part of our preventative incident initiatives.

JHC appoints first Professor in Paediatrics



Newly appointed Joondalup Health Campus Professor of Paediatrics, Dr Desiree Silva

Joondalup Health Campus (JHC) has appointed its first Professor of Paediatrics - Consultant Paediatrician Dr Desiree Silva.

Prof Silva joins a growing number of doctors at the hospital who also hold university positions. The Professor of Paediatrics position is funded by Ramsay Health Care which operates JHC, the University of Western Australia and the WA Department of Health.

"As the major hospital for Perth's northern suburbs, we treat thousands of local children every year," said Deputy Chief Executive Officer Sean Hubbard.

"We are committed to providing the very best care to our young patients and ensuring they benefit from the latest medical advances. Appointing a Professor of Paediatrics is part of our commitment to provide excellent health care to our growing community.

"Prof Silva has worked at our hospital for many years and is a valuable member of our team. She has an impressive clinical and research record and has worked closely with the Telethon Institute for Child Health Research for many years. She is currently completing a PhD on the early risk factors and outcomes of children diagnosed with Attention Deficit Disorder and will help shape the research agenda at UWA."

Prof Silva said: "I am deeply honoured to be appointed the first Professor of Paediatrics at Joondalup Health Campus. The Paediatrics Department is one of the fastest growing areas of the hospital and includes our dedicated paediatric emergency department, special care nursery and inpatient ward.

"We have a growing junior doctor training program. My focus will be to ensure we provide the very best training to these paediatricians of the future as well as furthering my research into conditions affecting children."

Waverley Private Hospital's Liz Longford still delivers after 40 years!

Waverley Private Hospital longest serving midwife, Liz Longford, recently celebrated an incredible milestone of 40 years of service, having commenced at Waverley Private in 1972, the same year the hospital opened.

Liz specialises in Neonatal Special Care, and has provided care and support for thousands of new parents and babies over the last four decades.

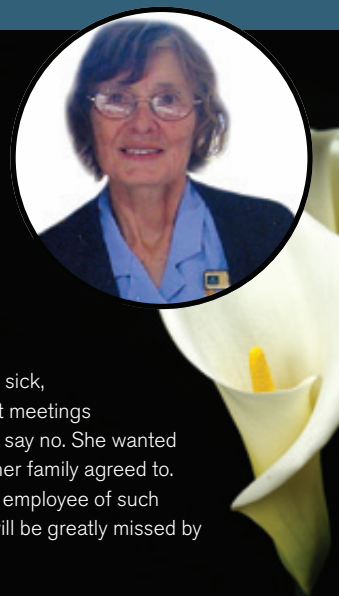
Waverley Private Hospital also celebrates its 40th year anniversary this year, and the birth of 33,000 babies at the hospital.



Vale Enid

Enid Grace Ray, an AIN at Armidale Private Hospital sadly passed away on ANZAC day 2012.

She worked at the hospital for 12 years up until the day before her death. Enid was loved and respected by everyone who knew her. Her dedication and loyalty to her patients and colleagues was unsurpassed. She never took a day off sick, had 100 percent attendance at department meetings and work functions and never knew how to say no. She wanted to be buried in her Ramsay uniform which her family agreed to. It was an honour and a privilege to have an employee of such commitment and dedication as Enid. She will be greatly missed by everyone at the hospital.



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Farewell Roger Snell

Ramsay Health Care farewelled Roger Snell, a long serving CEO of several Ramsay Health Care hospitals, in April.

Roger was a CEO of several Ramsay hospitals – starting out as CEO of Albury Wodonga Private Hospital 30 years ago in 1982. He was Ramsay Health Care's first CEO. He spent 4 years at Albury, before going on to manage some of Ramsay USA's operations where he was based in New Orleans. He returned to Albury for another stint between 1988 and 1993 and then went on to Hollywood Private Hospital when Ramsay won the DVA tender for the hospital in 1994.

As the first CEO of Hollywood Hospital under Ramsay Health Care ownership, Roger was instrumental in creating what would become a great private hospital in the west. He maintained the veteran heritage of that hospital whilst at the same time positioning the hospital for the future and looking forward to the new private patient market. To this day, the strong image that Hollywood has created in Perth is due in large part to the foundations that Roger put in place at this hospital as its first Ramsay CEO.

In 1998 Roger left Ramsay and worked at St John of God in Ballarat where he spent 6 years. He returned to the Ramsay family becoming CEO of Lake Macquarie & Warners Bay hospitals in January 2004 and spent 6 years at Lake Macquarie turning it into one of Ramsay's success stories before returning in 2009 to his "Ramsay" roots in Albury as CEO (for the third time) of Albury Wodonga.

All up, Roger gave a decade of service to Albury Wodonga Private Hospital and he retired with a combined service to Ramsay of 23 years.



Greg Excels at Karate



Greg Olver a senior theatre technician at Shepparton Private Hospital took out the Veteran Kata Champion at the Australian Open Karate Championships held in Sydney in April.

Shepparton Private congratulated Greg on his recent success and also for his outstanding contribution to the Karate community, particularly the youth in Shepparton.

Hospital CEO Sheryl Keir said Greg devoted much time to encouraging the younger members in the community.

"He displays this same high level of enthusiasm and commitment to Shepparton Private in mentoring and assisting new staff members, not just in the theatre complex but throughout the entire hospital."

Greg a senior theatre technician and has been with Shepparton Private since 2006.



Catch of the Day!

LEFT: Loris Bertoldo, Finance Manager of Glengarry and Attadale Private Hospitals in WA shows off a rather large Mulloway he caught off the beach at Madora Bay.

RIGHT: Not to be outdone, Paul Geddes, CEO Port Macquarie Private Hospital in NSW shows off his catch of the day, another Mulloway.



ORINDA JONES has been appointed to the position of Director of Clinical Services at Figtree Private Hospital in Wollongong NSW. Orinda has worked at Figtree since 2010 in the role of Clinical Services Manager. During that time, Orinda was the winner of the NSW Clinical Manager of the Year and has made a significant contribution towards the success of Figtree Private. Orinda has had an extensive Nursing and Management career, both in the public and private health systems. Prior to joining Figtree, Orinda was the Area Manager – Clinical Quality Services for the Sydney Southwest Area Health Service. Orinda has also held positions within the tertiary sector as well as extensive clinical experience across Australia.



OLIVIA CARTER has been appointed to the South Australian Finance Manager position. Olivia has been working with Ramsay SA Mental Health services as an accountant within the finance and administration department since October 2011. Olivia is a CPA with experience in tax, general accounting and management.



DENIECE CAPLIN has been appointed Director of Clinical Services at Warners Bay Private Hospital. With the hospital growing significantly in the past few years and the addition of psychiatry services, it was necessary to split the CEO/DCS role into two. Deniece was previously the Nurse Unit Manager of the Surgical Ward at Berkeley Vale Private where she has worked for 11 years. Deniece completed a Masters Degree in 2000 with a double Major in Education and Management.



FUN & FITNESS



Ramsay Pharmacist off to the Games

St George Private Hospital Pharmacist Michelle Cuciti has been chosen from 1000 applicants to work as a volunteer pharmacist as part of the medical team for the London 2012 Olympic and Paralympic Games.

The London Organising Committee of the Olympic and Paralympic Games Ltd (LOCOG) has developed a medical services programme dedicated to providing comprehensive medical care during the Games.

The volunteer process will involve about 10 days working as part of a team of pharmacists and technicians to provide pharmacy services for around 15,000 athletes, their team doctors and officials from 205 different countries.

"Prescribing and dispensing medicines will be undertaken with great caution to ensure that the medicines prescribed fall within the World Anti-Doping Agency (WADA) guidelines, including a framework for medicines use when an athlete has a therapeutic use exception which entitles them to use a restricted drug," Michelle said.

"It will be my role as part of a team to ensure the safe delivery of medications and advice to the many athletes competing at the games."

Collingwood Team visits Wangaratta

In February, Wangaratta Private Hospital received a visit from members of the Collingwood Football Club, who were in Wangaratta as part of the AFL Australia Post Community Camp program.

The program aims to make the AFL game more accessible to the communities where many players originate from. Patients, staff, and visitors were entertained by the players who spent an hour walking around the hospital. They enjoyed sharing stories from both past and present about playing & supporting football, country life and health in general.

The players, Scott Pendelbury, Peter Yagmoor, Lachlan Keefe, & Caolan Mooney engaged happily posed for photos, which excited the patients and lifted the spirits of those feeling unwell.



ON YOUR MARKS: Noosa Hospital's Garry Weston, front, Macey Longhurst, Lin Scott, Jo Fahey & Wilf Newman competed at the Noosa winter festival.

Noosa Hospital sets healthy example

For the staff of Noosa Hospital, taking part in the Noosa Winter Festival made perfect sense.

"We've been doing it for five years (either the Noosa Winter Festival or the Noosa Triathlon festival)," Noosa Hospital's Director of Finance and Administration Garry Weston said.

"We just like to promote a healthy lifestyle. After all, we are a health-care facility and we like to get out and show the community that we are willing to participate in a healthy lifestyle event and it is a bit of fun as well."

"We have always sponsored teams from the hospital in the Noosa Triathlon and also the Noosa Winter Festival. This year, we just sent out expressions of interest to see who wanted to participate in the Challenge and there was a good response," he said.

BELOW L-R: Scott Pendelbury, Caolan Mooney, Wangaratta Bookings Officer Lynne Sheppherd, Peter Yagmoor & Lachlan Keefe.

BOTTOM L-R: Peter Yagmoor, Rachel York, Lachlan Keefe, Sam Cooper, Scott Pendelbury & Caolan Mooney.



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**SUNDAY
AUG 12 2012**

From 10.30 - 15.00

Ramsay staff & their families are invited to join us afterwards on the rooftop of the Swiss Grand hotel for a barbecue lunch.

For further details visit the Ramsay intranet or contact Ramsay marketing – rhc.marketing@ramsayhealth.com.au



Ramsay Health Care



TRIATHLON pink All Female Triathlon Series

Triathlon Pink dates finalised!

Entries to the Ramsay Health Care Triathlon Pink are now open. And, for the first time, the 2012/13 season will see the Ramsay Health Care Triathlon Pink come to Brisbane. There will also be a 5km Fun Run Pink held at each event for those who would prefer this.

Keep an eye on the website:

www.triathlonpink.com.au

Race 1 Sydney 6 October 2012

Race 2 Gold Coast 21 October 2012

Race 3 Perth 4 November 2012

Race 4 Sunshine Coast 25 November 2012

Race 5 Melbourne 27 January 2013

Race 6 Brisbane 7 April 2013

Soothing sound of the harp

Patients and visitors can now enjoy the soothing sound of the harp in the main foyer of at Greenslopes Private Hospital. The concept evolved when Harpist Cindy Shih presented in the executive offices one day with her harp and an offer to play for patients in the hospital. Whilst this musical delight has only been going for a few weeks the feedback from not only patients and visitors but also doctors and staff has been very positive.

Cindy plays in the foyer of Greenslopes for a couple of hours every Thursday.

