

The Ramsay Way

Ramsay Health Care Corporate Newsletter



COVID-19 highlights Ramsay Health Care as leader in safety

COVID-19

Teams across Ramsay Health Care have rallied together during the COVID-19 pandemic, continuing to safely treat patients and support one another during the most challenging situation ever to face the health care industry globally.

Hospitals, clinics, day surgeries and corporate offices have been forced to think and operate differently during this phase, implementing stringent new safety and clinical quality procedures and policies in response to the unfolding crisis.

These measures included additional guidelines around social distancing, personal protective equipment use and monitoring, changes to infection and control protocols, and restrictions on visitors to facilities – to name a few.

In March, the federal government announced a temporary suspension of non-urgent elective surgery in Australian hospitals as part of a strategy to prepare for the impacts of COVID-19.

It also announced a national partnership between the public and private health systems in order to underwrite the viability of the private sector during the pandemic. As a result, Ramsay Health Care signed agreements with each state government to make its resources available to help during the COVID-19 situation in any way required.

Ramsay Australia CEO Danny Sims said it had been important to support employees, doctors and other health care partners during a constantly changing and anxious time.

“We have all been required to be more resilient and more adaptable during the fight against COVID-19 – and I am proud to say our teams have risen to this challenge right across Ramsay.”

“Our intent has also been to engage every team member across Ramsay in meaningful activities during the response phase and a huge body of work was undertaken to make sure all our facilities were fully prepared,” Mr Sims said.

Joondalup Health Campus put this preparation to the test, treating more than 30 COVID-19 patients from the Artania cruise ship – the largest single cohort in any Australian hospital at the time.

Hillcrest Rockhampton Private Hospital also responded when an employee at a nearby nursing home contracted COVID-19. Hillcrest assisted the North Rockhampton Nursing Home by accommodating 10 of their patients who tested negative to the virus.

During the pandemic, many great examples have emerged of Ramsay teams adopting new ways of caring for patients.

“While we are still focused on delivering the same high-quality treatments and services, we were challenged to provide these offerings via an alternative platform,” Mr Sims said.

“In the maternity area of our business, for example, many hospitals started hosting virtual antenatal classes in response to social distancing measures.”

Ramsay also developed some practical tools and support programs on mental health wellbeing and resilience, including regular wellness webinars for employees and their families. These online recordings have been accessed by more than 2,000 people.

Since the Prime Minister’s announcement of a gradual reintroduction of elective surgery from the end of April, Ramsay facilities and medical specialists had been working together on a responsible return to procedures.

“We have really appreciated the patience shown by our patients, doctors and employees while we all worked through this process to ensure the safety and wellbeing of everyone involved,” Mr Sims said.

Wollongong Private Hospital patient, Suellen Brockwell, has been allowed to undergo hip replacement surgery following the easing of restrictions.

The 65-year-old said she was “over the moon” when her orthopaedic surgeon, Dr Anthony Leong, called to tell her she could finally have the procedure.

Mr Sims said the pandemic has highlighted and reinforced Ramsay’s track record as a provider of high quality services and its commitment to ensuring the ongoing safety of stakeholders.

“While the COVID-19 situation continues to play out in Australia, we are already planning for what our future may look like during this next phase of the pandemic and beyond.”

Mr Sims said Ramsay has a national team proactively working to identify a range of short-term, long-term and permanent changes to procedures and protocols in order to protect customers, employees, doctors and other health care partners. ■■



Ramsay reduces plastic waste for a healthier planet

World Environment Day (5 June 2020) marked the beginning of an exciting new sustainability chapter for Ramsay Health Care, as the health care services provider actively pursues initiatives to reduce its impact on the environment.

Ramsay Australia CEO, Danny Sims, said World Environment Day signalled the official start of Ramsay’s pledge to remove 24 million single-use plastic items every year from its Australian operations.

“Plastic waste takes a huge toll on our planet. From 5 June 2020, plastic drinking cups and lids, cutlery, plates, stirrers, straws, kidney dishes, denture cups with lids, and most medication cups are no longer available to order for use in our facilities,” Mr Sims said.

“These items have all been replaced with environmentally-friendly alternatives.”

“This initiative has been achieved by our procurement team despite the impact of COVID-19 on the delivery of supplies across the globe.”

Mr Sims said Ramsay’s next goal is to phase out single-use plastic water bottles across Australia.

“I want to highlight the great work undertaken by dozens of our facilities which have already replaced plastic water bottles with alternatives such as insulated jugs, self-serve water dispensers and refillable water bottles,” Mr Sims said.

Hollywood Private Hospital, located in Western Australia, is one of the latest Ramsay sites to adopt this initiative.

The hospital is expected to replace 380,000 single-use plastic water bottles with water jugs, removing more than 10,000kg of waste per year.

Hollywood Private Hospital Catering Manager, Peter Trusler, said: “We are almost at the completion of eradicating plastic water bottles from patient areas in the hospital.”

“I’m very pleased that the company is providing the funds to enable the hospital to put this kind of project into place.” ■■



Peter Trusler and Rachel Matol discuss the plastic water bottle initiative at Hollywood Private Hospital

RAMSAY AUSTRALIA CEO MESSAGE

The past few months have been challenging for all of us on many levels from both professional and personal standpoints. We have collectively experienced many changes to the way we normally operate, however we are now taking some positive steps on the road to recovery in Australia. I want to thank you for your continued patience as we work through these new changes together.



While we have made good progress on flattening the curve in Australia, restrictions on social distancing will remain in place as there will continue to be isolated outbreaks and some community transmission of COVID-19. Our goal is – and always has been – to make sure we follow all the correct safety and infection control protocols to keep our patients, employees, doctors and visitors as safe as possible across all areas of the business.

I would like to acknowledge the great work of our national COVID-19 team which has been collaborating since the start of the outbreak to make sure we are constantly addressing and responding to all eventualities at Ramsay.

I also want to acknowledge the devastating impacts COVID-19 has had overseas, including on our Ramsay colleagues. It is important to acknowledge the admirable work they have undertaken in the UK, Europe and Asia under extremely difficult circumstances.

With the entire world now focused on the COVID-19 pandemic, it can be easy to forget that only a few months ago, Australia was grappling with an unprecedented and devastating bushfire season. In an effort to preserve the stories of these communities, the Paul Ramsay Foundation has jointly funded a radio documentary series called “From the Embers” (you can read more about this on page 17).

This edition of The Ramsay Way also features updates on various hospital developments, new surgical equipment on offer to our doctors and patients, information from the Ramsay Hospital Research Foundation, and news stories relating to the obstetrics, cardiology and mental health specialties.

Danny Sims
CEO, Ramsay Australia

Ramsay celebrates dedicated days for nurses and midwives

Nurses and midwives across Ramsay Health Care have been recognised for their valuable contributions to creating a healthier future for all.

Celebrations have been held at Ramsay facilities around Australia to coincide with International Day of the Midwife (5 May) and International Nurses Day (12 May).

Employees have enjoyed a range of cakes and other baked treats as a small gesture of thanks for the care they provide to their patients in their hospitals and clinics.

These dates are acknowledged every year in May, however 2020 is especially significant after the World Health Organisation declared it the Year of the Nurse and Midwife.

Managing Director and CEO of Ramsay Health Care, Craig McNally, said it was important to recognise the important roles nurses and midwives play in the delivery of excellent health care services.

“Thank you to our midwives who are changing the world one family at a time and to our nurses who are vital to the future of health care,” Mr McNally said.

CEO of Ramsay Australia, Danny Sims, said he was proud of the contributions made by all nurses and midwives who make up more than half of Ramsay’s workforce in Australia.

“Ramsay nurses and midwives are carers, educators, specialists, leaders and researchers. The treatment and support they provide to those in their care is a critical part of our customers’ experiences and outcomes.” ■■

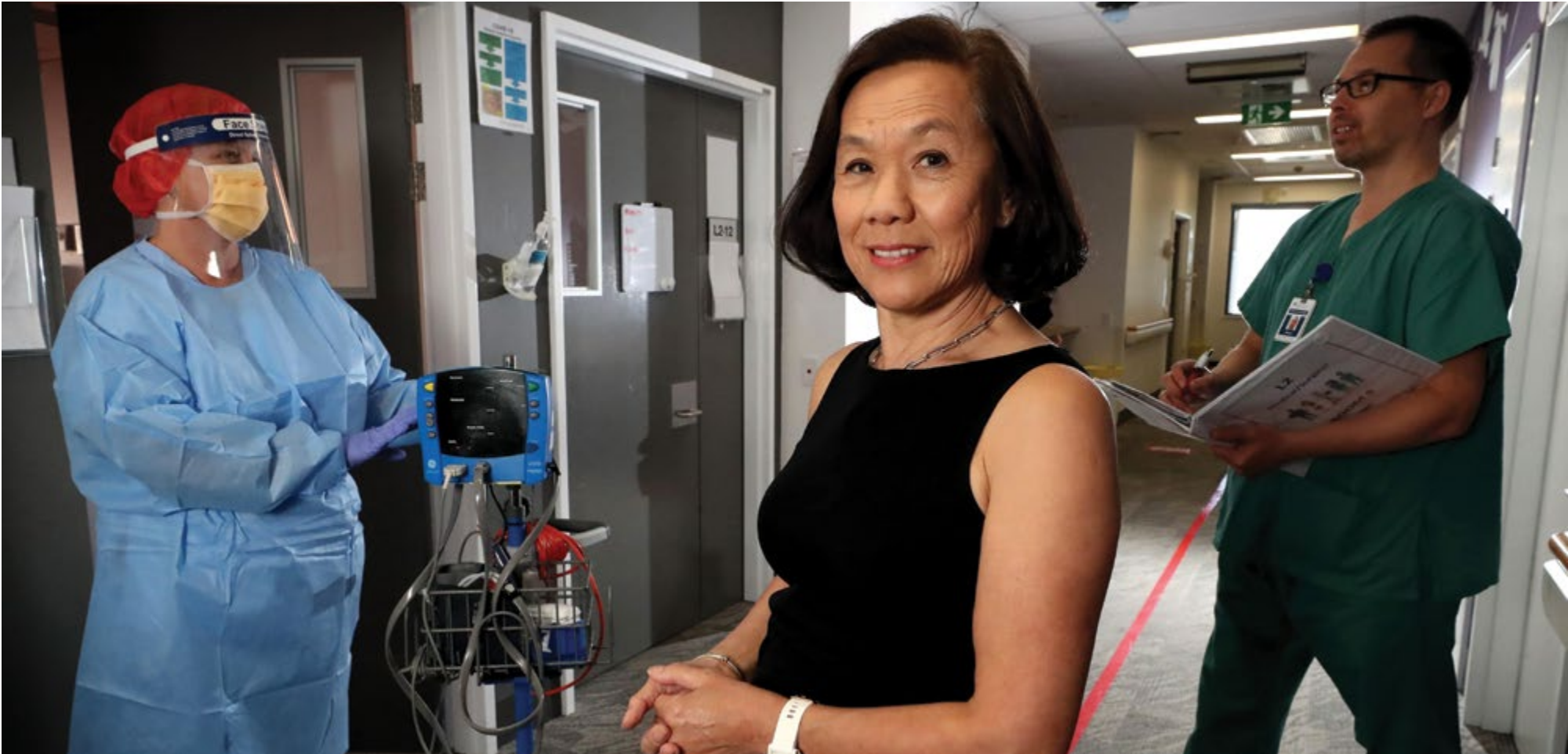
*Nurses and midwives create
a healthier future for all*



Thank you!

Joondalup Health Campus rises to the COVID-19 challenge

On March 30, Joondalup Health Campus in Perth’s northern suburbs was called on to accept 30 COVID-positive patients from the beleaguered cruise ship, the Artania, which was alongside at Fremantle Port.



At that point, the hospital’s COVID-19 clinic had been operational for five days, the hospital had three COVID-19 positive inpatients – at least one from another cruise ship - and a raft of strategies had been put in place to prepare for the pandemic.

Even with the work undertaken, it was a big ask to quickly accommodate so many very unwell the patients arriving from the Artania. At a total of 33 COVID-19 positive patients in the hospital, it was thought to be the biggest single cohort in any Australian hospital at the time.

There were other challenges not just related to the pandemic: Most of the patients from the Artania were aged over 70, and very few spoke English – most were from Germany, and some were ship’s crew from the Philippines and Indonesia.

At least one patient had been ventilated prior to being evacuated from the cruise vessel. After arrival at Joondalup Health Campus, two were admitted to the Intensive Care Unit and one to the High Dependency Unit. The rest were

admitted to wards that had been specially prepared with negative pressure to reduce the risk of infection spreading throughout the hospital.

Two of the 30 patients from the Artania sadly passed away, and our thoughts are with their families. Most recovered and at the time of writing, one remains in hospital undergoing rehabilitation in preparation for repatriation to Munich.

The patients who have spoken publicly have roundly praised the compassion and expertise of the WA staff, who supported them in providing everything from interpreters to help them understand complex medical issues, to providing clothing for them to wear.

The response from the hospital was immense.

A PPE committee was created to distribute equipment accordingly to ensure everyone who needed it had ready access. Training on the appropriate use of PPE was rapidly rolled out to a wide range of staff, which helped alleviate staff anxiety.

Cleaning requirements more than doubled for the COVID-19 designated wards where cleaners worked in pairs and were supervised by a PPE expert to ensure they were safe at all times.

Laundry was collected in dissolvable bags to reduce handling, and the volume increased dramatically as the need to wash scrubs and bedding increased.

Four theatres at the end of the theatre complex were designated a “COVID pod”, and the hospital was quickly rearranged to create a designated COVID-19 Intensive Care Unit.

For Acting CEO Amanda Ling, the way the hospital staff worked together was proof the Ramsay Way – the unique approach our organisation takes to challenges with patient outcomes at the heart – is critical.

“It was asking a lot of the staff, and they were brilliant,” she said. ■■

Ramsay Hospital Research Foundation backs world-first COVID-19 study

A world-first study into how cardiovascular disease affects a patient’s ability to fight COVID-19 is now underway in Australia, thanks to funding and support from the Ramsay Hospital Research Foundation.

The new Australian Cardiovascular COVID-19 Registry, named AUS-COVID, is the first national registry of its type in the world, and aims to improve outcomes and lower complications in COVID-19 patients who also have cardiovascular disease.

Principal Investigator and Cardiologist Professor Ravinay Bhindi said his team’s research hopes to answer fundamental questions that will help clinicians triage and treat patients with COVID-19.

“There is an urgency to increase our knowledge of COVID-19 now so we can avoid the infection and death rates we have seen in Italy, Spain and the United States,” Prof. Bhindi said.

“Early data from China and Europe suggests patients who had cardiac disease did quite badly when exposed to Coronavirus, so we need to better understand the effects of pre-existing cardiovascular disease on outcomes, plus how clinicians and health services can be better prepared to manage these patients”.

Prof. Bhindi said cardiovascular diseases affects one in six Australians and the number of those patients admitted to

hospital with COVID-19 is higher than any other co-morbidity condition, including respiratory disease.

“If you have cardiac disease, getting COVID-19 is more than twice as deadly as having a heart attack, and we are talking about millions of people here,” he said.

“While the measures employed by public health and the general public to lower the numbers of COVID-19 have been phenomenal, as the economy opens up the numbers could rise again, so we need to be prepared.”

AUS-COVID is made up of an expert team of cardiologists and researchers from across New South Wales, Victoria, Queensland, South Australia and Western Australia.

Dr Kunwar Bhatia, who is coordinating the study, said more than 20 hospitals around the country are planning to take part in the AUS-COVID research. The study aims to involve 865 consecutive patients with COVID-19.

Chief Executive Officer of the Ramsay Hospital Research Foundation, Nicola Ware, said the Board was excited to fund such an important and timely project.

“Nobody knows or has documented what the cardiology complications associated with COVID-19 are, so being



Professor Ravinay Bhindi



Dr Kunwar Bhatia.

able to record all those patients will give researchers lots of information,” Ms Ware said.

“AUS-COVID will be one of the biggest cardiology registries in the world and the RHRF was pleased to contribute \$197,371 to make this research possible”.

The AUS-COVID research concludes in early September 2020, and findings are expected to be delivered in November 2020. ■■

A patient's perspective of COVID-19

Jürgen and Christina Schreyek are experienced cruise passengers and were looking forward to a month-long tour that would encompass Australia and New Zealand before island-hopping across the South-Pacific to Peru, from where the pair intended to fly home to Munich.



Juergen and Christina Schreyeck, pictured with nurse Shinee Thomas.

As almost everyone now knows, their long-awaited holiday was not to be.

When they boarded the Artania mid-March, they were told the journey could not continue. The reasons behind it weren't specified, but they faced a decision: Stay on board on the presumption the vessel would return to Germany; or disembark and fly home – relying on an increasingly chaotic air travel environment.

They decided to stay.

By the time the Artania arrived in Fremantle for what was expected to be a short re-supply stop-over, cruise ships had become the hot-potato of the pandemic in Australia.

"When we arrived in Fremantle, we couldn't enter the harbour. [The ship was] supposed to go directly to Europe again," Christina said through a translator.

Onboard, people were increasingly falling ill and eventually the vessel was able to dock in Fremantle.

"It was getting worse and worse, we were at the doctor every day because the disease had spread so much," Christina said.

For his part, Jürgen was very unwell and required the support of a ventilator while still on board.

Their fate was confirmed when the repatriation of as many passengers as possible was underway, and their names were called as people identified as being too unwell to fly.

"I already knew, like many others, that I'd been sick somehow – probably with Coronavirus. And when we left the ship, there were two police buses outside... with emergency lights on. They drove us at high speed. I didn't know what was going on, or where I was going."

Christina watched as her husband lost consciousness during the bus ride to Joondalup Health Campus. Neither of them can clearly recall arriving at the hospital as they were in the grips of the virus, but Christina does remember being told her beloved husband needed support of a heart-lung machine.

"The rest I cannot remember, it is gone. The next day or so I thought clearly about it and asked where my husband was – he was in the intensive care unit."

Two weeks later they were both recovering in hospital and full of praise for the quality of care they received at Joondalup Health Campus.

"I knew it was severe. With his [Jürgen's] heart and the lungs and I cried a lot and I was hugged and they cried with me. Everyone, no matter who it was, showed me so much love. It's something that you cannot describe. I will never forget in my life this," Christina said.

The couple have been reporting home to friends and family that no one would believe the quality of care.

"I write every day to our friends in Germany and yesterday I wrote 'you cannot imagine how we are treated; I think in Germany not even Angela Merkel is treated like this.' It's really like that, we are happy," Christina said. ■■

Preparing for the COVID-19 pandemic at Joondalup Health Campus

Like most Ramsay hospitals, Joondalup Health Campus has run regular disaster preparedness drills and undertook a pandemic-specific simulation in November last year.

This meant the hospital was as prepared as it could be for COVID-19 but even then, the dramatic influx of patients from cruise ships was not something easily planned for.

In the days prior to the opening of the [COVID clinic](#) and later admission of the patients from the Artania, Joondalup Health Campus undertook a wide range of both clinical and non-clinical activities to prepare.

In the emergency department: a concierge nurse role was introduced to greet patients and ask screening questions to help those at risk of COVID-19 to a dedicated area.

The dedicated area was facilitated by temporarily moving patients from the Mental Health Observation Area. The area was isolated for infection control, dedicated entry and exit points were installed and an area for staff to don and doff PPE was put in. Temporary resuscitation bays were installed by the hospital's engineering department, supported by negative airflow.

Engineering: The engineering department delivered an enormous list of tasks to support both the creation of the COVID Clinic on site, and reorganisation of the hospital to accommodate COVID-19 patients. This included installing 81

windows into doors to allow remote monitoring of patients; implementing negative pressure in 14 wards including birthing suites, resuscitation, paediatrics and ICU as well as cohort wards; and creating nine "class 5" rooms which use air flow to trap contaminants.

The COVID Clinic was established in 48 hours and included everything from marquees to power, data cables, temporary fencing, signage and portable hand-gel dispensing.

The COVID Clinic: COVID Clinic Manager Gill Reid had two days to assemble a team, put them through orientation and training, and get them ready to take tests for a still relatively mysterious virus. Staff selflessly volunteered to work in the Clinic, even though they had a level of fear. On the day it opened, 178 people presented for testing, all of which were seamlessly integrated into the health information system.

What no one was prepared for was the community support the staff in the COVID Clinic would receive. Community members dropped off everything from cards and letters of appreciation to cookies, coffees, meals, washbags, masks, and even doughnuts to hard-working staff. ■■



New app helps keep staff safe during COVID-19

Ramsay Health Care has introduced a new app that allows employees to clock on for their shift and view their roster from the convenience of their own mobile phone.

The introduction of the MyTime app has been brought forward given the current climate surrounding COVID-19, as it eliminates the need for thousands of staff to be physically touching a shared screen to log on for their shifts.

National Human Resources Manager Adurty Rao said she was thrilled this important health and safety initiative was now ready for use.

“Every day we have thousands of team members logging on for their shifts at Ramsay hospitals around the country and the MyTime app means they will no longer be at risk of sharing or spreading germs from a physical MyTime Clock device,” Ms Rao said.

“Ramsay Health Care staff are on the frontline battling this pandemic and the MyTime app is another way we can keep our people as safe and healthy as possible in their work environment.”

Financial Systems Manager, Annie Apikian, said: “The MyTime app kicks into action when an employee activates the app within the boundaries of their hospital. The employee can then touch on or off for their shift without having to come into direct contact with a MyTime clock.”

“The MyTime app also provides a history of your ‘touches’ and staff can view their upcoming shifts in the MyShifts screen at the bottom of the homepage,” Ms Apikian said.

The MyTime app is free to download on the Apple Store and Google Play Store and can be found by searching the phrase “MyTime – Ramsay Health Care”.

Ms Apikian said Ramsay is providing access to the MyTime App for all hospital employees.

“We ask all employees to ensure that their details in the payroll system are up to date. This includes full name, personal email address, a current individual Ramsay email address (where relevant) and personal contact phone number. All users who fall outside the mass exercise, can request access via a link on the App.”

Ms Rao said while she hoped the majority of staff would take up this new initiative, team members who prefer the MyTime Clock can continue to do so, with confidence.

“The MyTime Clocks will still be available and will be regularly cleaned and disinfected in accordance with Ramsay issued protocols,” Ms Rao said.



Ramsay nurse becomes national face of COVID-safe app

An Armidale Private Hospital nurse has become one of the faces of a national health campaign to help curb Australia’s COVID-19 pandemic.

Sandra Begg, who has been a registered nurse for more than 20 years, said she was shocked, but thrilled to see her image promoting the COVIDSafe app in newspapers across the country.

“I had no idea they were going to use my image – I picked up the newspaper and I’m reading it and said to my husband, ‘I’m in the paper’ and next thing my sons in Melbourne and Sydney, and my sister and parents in Queensland were all calling, saying yep you’re in the paper here too,” Mrs Begg recalled with a laugh.

“I’m really thrilled in that I think it’s a great app. I had already downloaded it and had it on my phone. I think it’s a really great idea.”

Mrs Begg says she was pleased Ramsay Health Care had embraced the app as an employer, and was encouraging staff to download it on their smartphones.

“I feel very inspired by the way Ramsay has handled the whole thing. The app helps to protect everyone and it’s a huge peace of mind. The leadership really has been fantastic,” Mrs Begg said.

Mrs Begg said many patients at Armidale Private Hospital were also willing to download the COVIDSafe app after speaking with nurses about its importance in providing early notification of possible exposure to COVID-19.



World tennis champion reveals Ramsay midwife is her hero

Australian tennis champion, Ash Barty, has revealed her frontline health care hero is her sister, who works at St Andrew’s Ipswich Private Hospital.

In a video to her 220,000 Instagram followers, the world number one gave a shout-out to Sara Coppolecchia, who is a midwife at the Ramsay owned facility.

Ash Barty said: “Thank you so much for everything that you, not just for new mums and new bubs, but all of your nursing and midwifery.”

“She’s helping young mothers and their families through these uncertain times and that’s why she’s my inspiration.”

The sports star is one of hundreds of athletes to film a video for the “Real Heroes Project”, which celebrates health care workers during the COVID-19 pandemic.



Ramsay Health Care supports local businesses during COVID-19 lockdown

Almost 40 Ramsay Health Care hospitals and clinics have supported struggling businesses during the COVID-19 lockdown by purchasing food from local restaurants, cafés, suppliers and bakeries for their health care workers.

Ramsay Australia CEO, Danny Sims, said the initiatives were a way for hospitals to support the local communities in which they operate, while also sending a small gesture of thanks to both clinical and non-clinical staff.

“It’s important for us to continue to care, respect and support one another during these challenging times – both within our facilities and also more broadly in the community,” Mr Sims said.

“Many of our hospitals and clinics felt strongly about reaching out to provide a financial shot in the arm for local businesses to help keep them afloat.”

Hospitals purchased a wide variety of meals and treats from local businesses for their staff which included lasagne, burgers, spring rolls, pasta, gourmet salads and wraps, hot cross buns, chocolates and donuts.

“While this pandemic is challenging us to live and work differently, one thing that will remain the same is the way we look after and help each other. The Ramsay Way culture of people caring for people is how we will get through this time together.” ■■



Baringa Private Hospital gave a boost to five local restaurants and cafés to help them stay afloat during the COVID-19 lockdown. Baringa Private Hospital ordered 125 meals for its employees from local businesses Hog’s Breath Café, Cocoa, Depot, Ootoya and Pig and Khai.

Pig and Khai chef and owner Erin Mabilin said the order from Baringa Private Hospital provided some much needed business.

“Like all restaurants in the area we have had to shut our doors and change to takeaway service during the COVID-19 shut down,” he said.

“The order from the hospital was a real financial shot in the arm and because we source all our produce locally we were able to share our good fortune around.”

Mrs Ruthnam said the initiative was a way for Baringa Private Hospital to support the local community, while also sending a small gesture of thanks to staff.



Berkeley Vale Private Hospital ordered 40 burgers for its staff from local eatery Lake Edge Chicken and Seafood.

CEO Lorrie Mohsen said: “Berkeley Vale Private Hospital is part of the vibrant community here on the Central Coast and we want to help local businesses survive this difficult time so we can come together again afterwards.”

Coco Estephan, manager of Lake Edge Chicken and Seafood, said the love and support shown by the local community and Berkeley Vale Hospital was greatly appreciated.

“The COVID-19 crisis is affecting all small businesses, so it’s is fantastic to see that the support is still there from the local community.”



Caboolture Private Hospital ordered a mix of homemade beef, chicken and vegetarian burgers from family-run business Caboolture Munchies.

CEO Chris Murphy said apart from helping a local business, the initiative was also a way to thank hard-working employees during these challenging times.

“Caboolture Munchies is a long-standing and popular take-away outlet that has been hit hard by the COVID-19 restrictions and we want to support them.”

Husband and wife Lawrie and Alison Webb hung their Caboolture Munchies shingle out 30 years ago and have been dishing up home-made take-away meals ever since.

Mr Webb said the order of staff meals from Caboolture Private Hospital was a much-needed financial injection for the business.

“Our customer count is down about 40 per cent because we don’t have school students and the foot traffic of workers to and from the train station has dramatically reduced,” he said.



Cairns Private Hospital, Cairns Day Surgery and The Cairns Clinic ordered hundreds of lunch meals for hospital staff from Ochre Restaurant.

CEO Ben Tooth said: “While the restaurant has closed to dine-in patrons, it has been incredibly innovative in offering takeaway and home delivery of meals so it can remain a viable business during the current restrictions and we want to support them.”

Co-owner of Ochre Restaurant, Craig Squires, said he had combined his kitchen team with his other business Tropic Spirit Catering to cut overheads and to continue to offer a wide variety of meals.

“This initiative by Cairns Private Hospital is fantastic at helping businesses like ours survive this difficult time,” Mr Squires said.

“All of the ingredients we use in our dishes are sourced from local producers, so this is helping farmers and growers across the region as well.”



Caloundra Private Clinic bought pasta and gourmet salads for its staff from the popular Parrearra restaurant, Green Zebra.

CEO Donna Kain said: “Like many food outlets, Green Zebra has been hit hard by the COVID-19 restrictions and has closed to dine-in patrons. However, it is offering takeaway meals to remain a viable business and we want to support them.”

Green Zebra Restaurant and Bar owner Adrian Chrisanthou said the order from Caloundra Private Clinic was a much-needed financial shot in the arm.

“We are running at about five per cent of what we normally do, and we’re doing everything we can to scrape by and keep our staff employed,” he said.

“An order like this is massive and is the sort of thing that will keep us going.”



Donvale Rehabilitation Hospital purchased meals for its employees from Mad Patties in Doncaster East. Night-shift staff were treated to desserts from the Cheesecake Shop, as a way of supporting local businesses hit hard during the COVID-19 pandemic.





Photo courtesy of Central Western Daily. Clinical nurse specialist Carolyn Gillespie and Dudley Private Hospital CEO Paul McKenna

Dudley Private Hospital treated its people to freshly baked hot cross buns as a thank you for their dedication and hard work during difficult circumstances.

CEO Paul McKenna ordered 1200 hot cross buns from the Village Bakehouse in a move that provided the local bakery with a financial boost to help it stay afloat during the COVID-19 lockdown.

Taylor Stevenson, manager of the Village Bakehouse, said the order from Dudley Private Hospital was a welcome financial shot in the arm.

“So far, we’ve been able to keep our doors open with the support of the local community, but the order from Dudley Private Hospital means that we can give our bakers a few more hours of work and it’s a great injection of cash for the business,” Mr Stevenson said.



Glenferrie Private Hospital staff enjoy burritos for lunch

Glenferrie Private Hospital supported local Mexican restaurant La Cabra in Camberwell by ordering more than 50 burritos for hospital staff.

CEO Julia Morgan said: “This local business is owned by the son of one of our staff members. He opened the café earlier this year so we were happy to give a boost to the business during this challenging time while also treating our employees to a delicious lunch.”

Hospital workers were encouraged to wear a splash of yellow on the day to signify hope and unity.



Greenslopes Private Hospital Director of Clinical Services Terry McLaren, Chief Executive Officer Chris Went and Commercial Manager Melissa Pavey packing Easter gifts

Greenslopes Private Hospital placed a 200kg order for chocolate Easter eggs to thank health care staff for their hard work during difficult times at Greenslopes Private Hospital.

Greenslopes Private Hospital CEO Chris Went said staff were given Easter gifts every year and she wanted the tradition to continue, despite COVID-19 restrictions.

“It’s a great way for me and the executive team to show our appreciation for all the work they do,” Ms Went said.



Hillcrest Rockhampton Private Hospital CEO Fiona Hebbard and Coffee Society co-owner Ayden Chapman with an order of 100 gourmet wraps

Hillcrest Rockhampton Private Hospital ordered staff lunches from three local businesses: The Crazy Joker, the Brunswick Hotel and Coffee Society.

The owners of Coffee Society, Ayden and Spencer Chapman, opened their business just under three years ago and employ 14 local staff.

“This order from Hillcrest Rockhampton Private Hospital is definitely a great help for us in this current climate” Mrs Chapman said.

“This initiative is a great example of how the community and businesses pull together in Rockhampton during tough times.”

CEO Fiona Hebbard said: “These are challenging times for the health care industry and we are really committed to ensuring all of our staff know how much they are appreciated.”



Joondalup Health Campus CEO Dr Amanda Ling and Cherry's Catering co-owner Craig Fraser with 50 home cooked meals for staff

Joondalup Health Campus gave a much-needed boost to WA catering company Cherry’s Catering, by ordering 50 staff meals to help the family business stay afloat during the COVID-19 lockdown.

Joondalup Health Campus Acting Chief Executive Officer Dr Amanda Ling said Joondalup Health Campus had been caring for one of the largest groups of COVID-19 patients in Australia and it was important to acknowledge the hard work of staff at this time.

“These are challenging times for the health care industry and we are really committed to ensuring all of our staff – both frontline and support staff – know how much they are appreciated,” she said.

Cherry’s Catering co-owner Deb Cunniffe said the order from Joondalup Health Campus was a much-needed boost for her business.

“Within the space of about 48 hours, we had all of our functions for April, May and June cancelled,” said Ms Cunniffe, who has been running Cherry’s Catering with her twin sister and brother-in-law, Kate and Craig Fraser, for more than 20 years.



Local Shire businesses Nina's Chocolates, Fardoulis Chocolates and Davies Chocolates supplied hundreds of delicious treats for staff at local ramsay Hospitals

Kareena Private Hospital, St George Private Hospital, Kingsway Day Surgery treated staff to chocolates and Easter eggs from local chocolatiers Fardoulis Chocolates in Kogarah, Nina’s Chocolates in GyMEA Bay and Davies Chocolates in Kingsgrove to help the businesses stay afloat during the lockdown.

CEO Peter Ridley said: “The St George and Sutherland Shire has a wealth of wonderful and unique local businesses and we wanted to do something to show them our support during this difficult time.”

General Manager of Nina’s Chocolates Michelle Corben said the large order from Ramsay Health Care was greatly appreciated by the small business.

“We’re operating in unprecedented times, with all businesses, families, and the community being affected”, said Ms Corben.

“We’re in awe of the tireless efforts and professionalism of the entire medical community at such a challenging time and we’re delighted to be able to say, ‘thank you’ and to spread some joy with our chocolate!”



Doughheads deliver donuts to Sharon Rewitt (Deputy CEO Warners Bay Private Hospital), Kath Medley, Jo Mathers, Leanne Saide

Lake Macquarie Private Hospital and Warners Bay Private Hospital ordered a mountain of 410 donuts from local bakery, Doughheads Donuts.

CEO Leah Gabolinscy said: “Both hospitals have been a part of the community for almost 50 years and we want to help local businesses through this challenging situation.”

“Doughheads is a favourite amongst our staff and it is encouraging to still see it offering takeaway treats to remain a viable business. We wanted to continue to support them.”

Owner of Doughheads Anna Farthing said the substantial order for Lake Macquarie and Warners Bay Private Hospitals had provided her business with a much-needed financial boost.

“So far, we’ve been able to keep our doors open and all 16 staff employed thanks to the wonderful support from the community,” Ms Farthing said.



Delivery arrives for staff at Mitcham Private Hospital

Mitcham Private Hospital bought burgers and cheesecake from two local businesses to give them a helping hand during the coronavirus crisis, while rewarding the hospital’s 110 staff for their help during these unprecedented times.

The food was delivered at lunchtime, with night shift staff getting sweet desserts from The Cheesecake Shop.



Mt Wilga Private Hospital treated staff to a morning tea of fresh hot cross buns and coffee as a thank you from the executive team for their dedication and hard work during difficult circumstances.

CEO Lorrie Mohsen said: “We have a Hudson’s café on site, which is run independently of the hospital and is very popular with staff and patients at the hospital. The restrictions on visitors to the hospitals have had a huge impact on the business and we wanted to show our continued support during this difficult time.”

Franchisee of the Hudson’s café Angus Mao said the support from Mt Wilga Hospital was a much-needed financial boost.

“I’ve been running the café here for over three years and in the past few weeks I’ve seen a 50–60% drop in sales and I’ve had to lay off staff,” Mr Mao said.

“I am so appreciative of the support from Lorrie and her team – the injection of cash will help me to meet ongoing costs over the coming weeks.”



Nambour Selangor Private Hospital supports Taj Restaurant

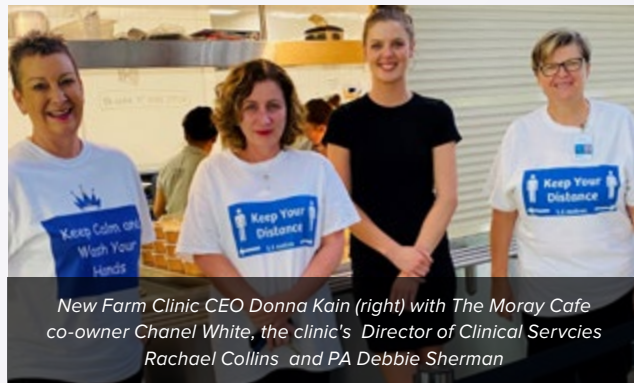
Nambour Selangor Private Hospital purchased more than 120 meals for its employees in support of the Taj Indian Restaurant at Nambour.

Restaurant manager Asirul Shaikh said they had jumped at the opportunity to provide meals, including three different curries, to health care workers at Nambour Selangor Private Hospital.

Mr Shaikh said: “When Nambour Selangor hospital contacted us about this opportunity, we were extremely proud to be able to help.”

“This emergency has provided an opportunity for our community to come together and support each other when times get tough.”

“We are proud to support our health care workers who are on the frontline during this emergency. Not only that, it is great for our restaurant to receive support like this from the local hospital. Our suppliers to the restaurant are local businesses as well so it means we can pass our good fortune on down the line to them.”



New Farm Clinic CEO Donna Kain (right) with The Moray Café co-owner Chanel White, the clinic's Director of Clinical Services Rachael Collins and PA Debbie Sherman

New Farm Clinic supported popular eatery The Moray Café by ordering staff meals to help the local business stay afloat during the COVID-19 lockdown.

CEO Donna Kain said 65 staff from New Farm Clinic dined on a selection of pasta and gourmet salads.

The Moray Café co-owner Chanel White said the order from New Farm Clinic was a much-needed financial shot in the arm.

“We’ve had a huge reduction in business with COVID-19 and have had to let all our casual staff go,” Ms White said.

“Receiving a larger order like the one from New Farm Clinic is a huge support and is helping to bring our community closer together which is really nice.”



Noosa Hospital supports Rick's Artisan Pies & Sourdough at Noosaville

Noosa Hospital supported Rick’s Artisan Pies & Sourdough at Noosaville, by ordering 190 meals for staff at Noosa Hospital.

Graham Martin, who owns the business with his son Rick, said the order from Noosa Hospital was a much-appreciated financial shot in the arm.

“When the COVID-19 shutdown started our business dropped off by about 40 per cent,” Mr Martin said.

“We’ve adjusted to takeaway only and things seem to have returned to normal but it has been a turbulent time, so it is great to get support like this.”

Mr Martin said they provided a few breakfasts as well as 175 lunch packs for staff which included pies, tarts, bottled water and juice.



Hilary Dias (Catering Manager), Sonny Gupta (Bakers Delight St Leonards), Bimal Karki & Darshana Ahangama from North Shore Private Hospital

North Shore Private Hospital, Hunters Hill Private Hospital and Castlecrag Private Hospital treated staff to 645 hot cross buns from three local bakeries to help the businesses during the COVID-19 crisis.

CEO Richard Ryan said the Easter treats were delivered to health care staff across North Shore, Hunters Hill and Castlecrag Private Hospitals:

- 500 hot cross buns from Bakers Delight in St Leonards for staff at North Shore Private Hospital
- 75 hot cross buns from Stoneground Bakery for Hunters Hill workers
- 70 hot cross buns were bought from Ganache Patisserie for employees at Castlecrag Private Hospital

Bakers Delight St Leonards franchisee Sonny Gupta said the order from North Shore Private Hospital was a real boost leading into Easter.

“Community is a very important part of what we do as a business and it has been inspiring to see so many local businesses and organisations come together to support each other during this crisis,” Mr Gupta said.

“While our bakery remains open, many customers are staying away so this gesture of support from Ramsay is greatly appreciated.”



North West Private Hospital staff receive a burglary delivery

North West Private Hospital treated staff to a selection of fresh individually wrapped and boxed gourmet burgers from 5 Boroughs Everton Park and Grill’d Chermside.

CEO Chris Murphy said it with more than 120 burgers delivered, it was a great opportunity for North West Private Hospital to support local businesses during a challenging time.

“We would like to thank 5 Boroughs Everton Park and Grilled Chermside for their wonderful service and help organising the food,” Mr Murphy said.



Nowra Private Hospital bought 55 burgers – one for every staff member – to help support Zac’s Café at Currarong.

Café owners Pam and Paul Zacanini have owned their café for 13 years, employ a number of locals, and are also volunteers with the Rural Bushfire Brigade.

Hospital CEO Prue Buist said: “This is a bit of joy for everyone in the hospital at a tough time. We don’t know how long this crisis will go on for, so we’re taking this opportunity to give hospital staff a small break, and make sure Zac’s Café is run off its feet.”





Peel Health Campus gave a much needed boost to a popular Mandurah restaurant by ordering 250 gourmet meals to thank hard-working hospital staff.

CEO Andrew Tome took delivery of the staff lunches that were prepared by chef and co-owner of Flics Kitchen, Flic Evans.

“Peel Health Campus is the number one employer in the Mandurah area and the second biggest employer in the Peel region,” Mr Tome said.

“We are an integral part of this vibrant community and we want to support local residents and businesses in any way we can – above and beyond providing quality health care services.

“Importantly, this is also a small gesture of thanks to our staff – many who have worked tirelessly during the past four or five weeks.”

Flic Evans said the order from Peel Health Campus was a much-needed boost for her business, which opened nearly four years ago.

“Business has dropped by 60 per cent and we have had to completely remodel the way we operate. Things are so tight that we need to re-evaluate viability every few days. This order is a God’s send for us at the moment – it’s massive.”



Port Macquarie Private Hospital chose to order food for hospital staff once a week during April from different local businesses, as part of its commitment to “support local”.

CEO Connie Porter said: “We’re starting off with Agostina Fine Fast Foods and Catering providing some delicious food boxes with a variety of inclusions, which is a favourite amongst our staff.”

“Agostina has changed its shopfront and like many local cafes been incredibly innovative in offering takeaway and home delivery of meals so it can remain a viable business and we want to support them.

“Apart from helping local businesses, this is also about saying thank you to our hard-working employees who have been nothing short of heroes during these really challenging times.”

Marissa Bennett and Aaron Rae of Agostina Fine Fast Foods and Catering said their business relied heavily on event catering, all of which had been delayed with the changes made to slow the spread of the coronavirus.



Southern Highlands Private Hospital bought 75 burgers – one for every staff member – from the New Astor Café in Mossvale.

Hospital executives picked up the burgers and brought them back to the hospital, distributing them on trolleys as a surprise for doctors, nurses and all other hospital staff.

CEO Prue Buist said: “We wanted to thank our tireless doctors, nurses and medical staff, and support a local business we all know and love.”



St Andrew's Ipswich Private Hospital gave local catering company Figjam a financial boost to help it stay afloat during the COVID-19 lockdown, with an order of 200 lunch meals for staff.

CEO Claire Thurwood said the initiative was a great example of how the Ipswich community pulled together in tough times.

“Figjam is a long-standing and well-known catering company in Ipswich and it has been heavily impacted by the COVID-19 restrictions so we wanted to support them.”

Figjam owner Jason Davidson said his business – which is celebrating its 25th anniversary this year – went from ‘one hundred to zero’ on the day the 2020 Australian Grand Prix was cancelled because of COVID19.

“All of our business cancelled in the following week. Once there was a ban on groups of 10 people or more, we had a run of phone calls to say events had been called off.”

St Andrew’s Ipswich Private Hospital ordered gourmet Turkish bread sandwiches and cake slices from the local business.



Sunshine Coast University Private Hospital treated its employees to more than 300 meals from Decisions Café at Birtinya, to help provide support for a local business.

Decisions Café manager Michael Borgnino said the order from Sunshine Coast University Private Hospital was a much-needed financial shot in the arm.

“We’ll be delivering breakfast, lunch and dinner for the staff at the hospital,” Mr Borgnino said.

“Among the offerings will be our specialty breakfast burrito, Nasi Goreng, and a roast chicken dinner. It is great that the hospital has turned to a local café to help us during these turbulent times. We’ve had to stand staff down, but we have changed our operations to purely takeaway and we are fighting on.”

“This means we can also help other businesses within the local community as we buy all of our produce through local suppliers, so it’s great to pass our good fortune on down the line.”



The Avenue Hospital and Masada Private Hospital ordered more than 350 cheese and vegan burgers from local Grill’d stores in Windsor and Balaclava. The initiative was aimed at providing a treat to employees while also supporting the local businesses during the COVID-19 lockdown.

Grill’d was chosen as it supports the Vinnies Bushfire Appeal and has raised more than \$236,000 since December 2019.

All the burger boxes displayed handwritten messages of gratitude and encouragement for frontline staff from members of the Grill’d team.

Hospital workers were encouraged to wear a splash of yellow on the day to signify hope and unity.



Warringal Private Hospital supported local eatery the Trainyard Café and bought 250 meals for hospital staff including all nurses.



Wollongong Private Hospital ordered 400 burgers for staff, across two days, from local business His Boy Elroy.

Restaurant owner Lachlan Stevens delivered the food to Wollongong Private Hospital staff.

CEO David Crowe said the burger delivery was an effort to “support local business and boost staff morale in challenging times”.



2020, in this together poem

By Leonie Cavenagh (Endorsed Enrolled Nurse, St Andrew’s Ipswich Private Hospital)

*"2020 came in this year with its usual stealth.
We all wished each other joy,
abundance and good health.
Little did we know what was bearing down on us,
A virus that would change the world,
create a ton of fuss.*

*Day surg carried on amid the COVID-19 scare.
Our patient numbers dropped,
but never did our care.
We lived the daily tally, our stress was on the rise.
Would we keep our jobs?
Was this our great demise?*

*If we kept on working, would we catch
this deathly cough?
The media harassed our minds until
we'd had enough.
We kept the faith and shared the load,
team spirit grew again.
We spent the days upskilling,
and kept each other sane.*

*The crisis isn't over yet, the lockdown's still in place.
Our lives have taken on a much quieter,
slower pace.
The thing that we have learned is that
our people matter most.
And one thing about a nurse is that they
don't desert their post.*

*There's a lot of love in day surg,
a lot of laughs as well.
Sometimes we can disagree,
but others cannot tell.
We do our best to smile and uphold
the Ramsay Way.
People caring for people,
it's just our normal day".*

Joondalup study into the effects of COVID on community wellbeing

An Australian-first study, co-led by Joondalup Health Campus’ Dr Desiree Silva and the team at the Telethon Kids Institute, will investigate the effects of COVID-19 on the wellbeing of more than 2,000 families in the northern suburbs of Perth.

The *ORIGINS Community Wellbeing during COVID-19 Project* will measure the perceived stress, financial hardship and family functioning during the pandemic.

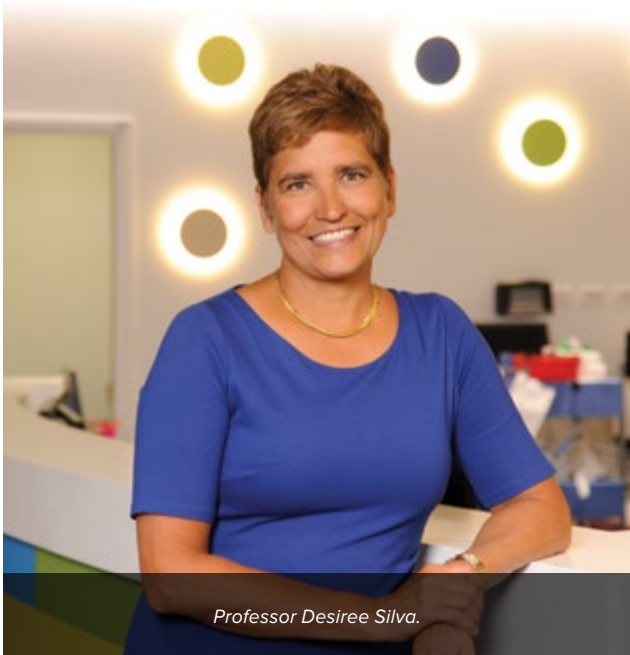
Professor Silva said forced isolation, financial pressures and family being confined together at home can create stress and can temporarily, or even permanently, alter family dynamics.

“This will be a snapshot and longitudinal assessment of a community’s response to the pandemic and will discover how families are coping during this time, recording their experience of living through these uncertain times,” she said.

“We understand that many families will experience higher levels of stress during this time,”

“Currently, we don’t have any evidence-based information from community members on how this pandemic is impacting them, in terms of the level and type of emotional distress, financial hardship and family functioning, currently and over the coming months.”

While numerous COVID-related research projects are now emerging – at the Telethon Kids Institute as well as nationally and internationally – most are focused either on developing and testing a vaccine for the virus, or effective treatments for those who have been diagnosed. Few studies are looking at how a whole community is affected (not just those diagnosed with COVID-19) in terms of their financial situation, family functioning and emotional wellbeing.



Professor Desiree Silva.

The project has been incorporated into the existing ORIGINS Project, a \$26 million research collaboration between Telethon Kids and the Joondalup Health Campus. This unique long-term project – of which Professor Silva is Co-Director – is following the progress of pregnant women, their partners and babies for the first five years of the baby’s life. It is one of the most comprehensive studies of pregnant women and their families in Australia to date.

“Being isolated at home with three very energetic young kids can really take its toll,” Professor Silva said. “I adore my family, but when you add in financial pressures, the constant concern for your family’s health, trying to follow all the rules and do the right thing, it can be really stressful.

“For better or worse, we are spending so much more time together than we normally would and that is already having a real impact on my family.”

Professor Silva anticipates that the information generated will be valuable in planning for future pandemics.

“This is unique and ground-breaking information we are collecting, and we have a chance to share our results both nationally and internationally,” she said.

“The data recorded during this project will be useful in planning essential support services for families during this time and following the pandemic.” ■■

Army of doctors on standby to assist Joondalup Health Campus

An army of local doctors have volunteered to help Joondalup Health Campus (JHC) if needed during the COVID-19 pandemic.

There has also been a huge response to JHC’s call for nurses with more than a hundred applicants for casual registered nursing positions who may be called upon should the situation worsen.

Deputy Director of Medical Services Dr Cassandra Host says although there is currently a downward trend in the number of new COVID cases we’re by no means out of the woods, with a ‘second wave’ not beyond the realms of possibility.

“Given that there are so many unknowns in this pandemic, we’ve proactively built up significant bank of local doctors and nurses who have put their hands up to assist us if we get to a stage where adding to the existing workforce becomes necessary,” she said.

Dr Host said JHC had been training junior doctors for decades and runs a well-regarded comprehensive program specific to junior doctors who want to train to work in General Practice.

“Many local GPs who have expressed interest actually did their training at JHC. The obvious advantage of this is that they will already be familiar with the hospital, so they would be positioned to hit the ground running should we need them,” she said.

“We are fortunate in that we’ve got an army of doctors and who are now effectively on standby.”

“This is testament to long-standing positive relationship-building efforts between JHC and the junior doctor workforce.”

JHC continually ranks highly in the AMA WA’s annual doctor-in-training survey.

For five years’ running, the hospital has been given an A grade by junior doctors in the areas of culture and morale.

Any GP or local doctor interested in putting their name on the list should complete the online expression of interest form at www.joondaluphealthcampus.com.au/For-Doctors/Opportunities-for-Doctors ■■



Flu vaccines in supply across Ramsay Pharmacy stores

A recent supply of influenza vaccines has topped up stocks in Ramsay pharmacies across Australia, allowing people to receive their flu vaccination before the worst of the season arrives.

An unprecedented demand for flu vaccinations this year has caused many pharmacies and doctor clinics to run out of supplies.

Ramsay Pharmacy Operations General Manager Michelle Lynch said the additional vaccine stock had been distributed to the 59 Ramsay pharmacies around the country.

"Many pharmacists have administered more flu vaccinations in the past two months than they did for the entire 2019 influenza season," Ms Lynch said.

"Fortunately, we've been able to increase our supply so anyone who has not yet been immunised now has the opportunity to have their vaccine and enjoy a flu-free winter."

Ms Lynch said Ramsay pharmacies have also seen a record demand for flu vaccinations this year, with a 500% increase in vaccinations compared to the 2019 season.

"Fears of getting sick from a double whammy of COVID-19 and the flu led many people to have their flu vaccine a bit earlier than usual this year," she said.

"There have also been calls from leading health officials for the public to make sure they get immunised, and it's been a requirement for many employees – particularly those in aged care and health settings – to be immunised in order to work in these high risk settings in a bid to minimise community infection."

"With the risk of COVID-19, it's more important than ever for people to be immunised against the flu this year," Ms Lynch said.



"And the more of us who are vaccinated, the less likely we are to become ill with influenza."

Ms Lynch urged people not yet vaccinated to call their closest Ramsay Pharmacy to make an appointment.

Find your closest Ramsay Pharmacy here:
www.ramsaypharmacy.com.au/Services/flu-vaccinations

Mental health advice for older people practising self-isolation

Mental health experts have warned to expect an increase in serious COVID-19-related anxiety issues among older people who have been told to isolate to protect themselves.



The manager of the mental health unit at Albury Wodonga Private Hospital, Mr Ciall Rogers, said the lack of connection would cause problems for months to come but family members had a vital role to play to help prevent problems.

"I would definitely say that the patients we have in currently are anxious and concerned about what is going on in the community with their families and loved ones," Mr Rogers said. "The hospital has obviously had to place certain restrictions on the number of visitors allowed to visit which doesn't make the situation any easier for our patients."

Dr Peter McArdle, consulting psychiatrist at Albert Road Clinic geriatric psychiatry service, said he also expected an influx of older patients in coming months as they are forced to isolate to protect their health.

"Not only are they worried about being at particular risk of the virus, but they are also worried about their financial health with the share market down and now they are worried about being isolated from their family, friends and the community generally."

"All these things are being amplified and the ripple effect is quite major in their lives, especially for those in their 80s who don't know how to use computers and stay connected in that way."

Dr McArdle encouraged older people to develop a routine in isolation and keep structure in their day, reading, music TV, a walk and call to friends.

"When it comes to treatment I'm discussing strategies to cope. Sometimes that may be urging breathing, relaxation, monitoring mood and exercise for anxiety. Early contact with GP and pharmacy for medication."

"Most people are resilient and they will work through this. Many in their 70s are pretty switched on to technology. It's the vulnerable with existing mental health issues or suffering from poverty that are really going to have trouble."

Now is the time for family, friends and neighbours to be proactive with "social contact" not "physical contact".

Mr Rogers said the pandemic will have a huge impact on people's lives and mental health in the future and that families have a vital role to play to keep connected to their older relatives.

"Remain in contact with your elderly loved ones via phone or skype, a short call doesn't take much however can mean so much to so many people," he said. "Also ensuring that your elderly loved ones have enough supplies/ food, if you're able to go for a short walk and wave to your loved ones whilst they remain in isolation."

"But most importantly remaining positive, we have a fantastic health care system here in Australia and we will get through this!"

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Construction starts on Hollywood private emergency department

It is the end of an era as the curtain goes up on a new chapter in patient care at Hollywood Private Hospital.

Construction is about to get underway on a 14-bay emergency department (ED) and three wards which is the final stage in a five-year \$200 million expansion of the campus by Ramsay Health Care.

Demolition of some original Hollywood buildings, including the old gastroenterology unit and sleep studies unit, took place in late April. This will make way for the new \$67 million ED project, which will feature a resuscitation room, plaster/treatment and consultation rooms.

In addition to the ED, three 30-bed wards will be built to accommodate emergency admissions.

Hollywood Chief Executive Officer, Peter Mott, said the ED was scheduled for completion in September next year. It will be the first purpose-built private ED north of the Swan River and only the second in the State.

“This will be of major benefit for people living north of the river and for local residents, who will have the option of access to timely private emergency care close to home,” Mr Mott said.

“Ramsay operates some 50 EDs around the world, including 11 in Australia.

“Notwithstanding the COVID-19 pandemic, we must continue to plan for the future and the construction of our private ED will boost these important health services for our community.”

Mr Mott said the hospital had recently completed construction on the new Hollywood Consulting Centre, which is comprised of four new endoscopy suites, 37 new specialist rooms, additional car parking and a comprehensive cancer care centre due to open in July.

“We are also about to open 31 new mental health inpatient beds and a new mental health day hospital in June,” he said.

Mr Mott said the hospital had doubled the number of operating theatres in the past five years from 10 to 20 making it one of the largest private operating theatre complexes in Australia.

Mr Mott said in addition to these major expansion projects, the hospital had invested heavily in technology in order to provide patients with the best possible care. ■■



John Flynn celebrates \$30m project completion

The highly-anticipated, \$30 million redevelopment of John Flynn Private Hospital is now complete, giving residents in the southern Gold Coast and northern New South Wales regions the very best in health care.

The redevelopment, dubbed the P.O.W.E.R project, gives patients access to a huge range of expanded services, including: 30 extra private rooms, two operating theatres, doubling the size of the Emergency Department, 116 carparks plus new imaging and renal dialysis facilities.

Chief Executive Officer of John Flynn Private Hospital, Adam Stevenson, said the upgrades have revolutionised patient care in the region.

“The ED expansion, increased theatre capacity and the extra ward give us the opportunity to treat more patients, more quickly and we have better options for our surgeons,” Mr Stevenson said.

“The facilities are right up to date with the most modern technology, it’s all brand new and obviously we have great medical coverage, it really is a wonderful environment.”

The ‘P.O.W.E.R project’ is an acronym representing the hospital’s five major upgrades:

- P** – PET scanner
- O** – Operating Theatres
- W** – Ward
- E** – Emergency Department
- R** – Renal Dialysis

South Coast Radiology’s new state-of-the-art Digital PET scanner is the first fully digital scanner in Queensland and a first for any private imaging company in Australia. The company will also run John Flynn’s new nuclear medicine department.

The two new operating theatres will help to reduce surgery waiting times and increase convenience for patients and doctors.

The new ward will create 30 extra private single-bed rooms at John Flynn Private Hospital, affording patients more comfort during their stay.

The Emergency Department expansion brings the number of bays to 14 plus four associated rooms. ED patients will no longer have to pay out-of-pocket costs for medical imaging services at John Flynn, thanks to a partnership with South Coast Radiology.

The new Renal Dialysis Unit also marks a major milestone for the hospital, as it has been moved from the main building to the John Flynn Cancer Centre - meaning it is now co-located with the new Day Oncology Unit.

The John Flynn renovation was able to be completed much sooner than originally planned, by incorporating existing space beneath the original buildings rather than constructing a new building from scratch. ■■



Westmead Private Hospital expansion underway

Western Sydney residents will soon have access to new and improved medical facilities with construction beginning on the next expansion of Westmead Private Hospital.

The works are stage three of a planned four-stage development, and once complete will provide two extra operating theatres, 13 consulting suites, 28 additional beds and the upgrade of two cardiac catheter laboratories.

Westmead Private Hospital Chief Executive Officer, Mike Flatley, said stage 3 aims to provide even better facilities for patients and doctors of Western Sydney.

“Our development will further assist in making the Westmead Health Precinct a centre of excellence in health services, education and medical research, but most importantly we will be able to provide better facilities for our patients,” Mr Flatley said.

“With 13 new consulting suites we will be able to have more specialists on site, meaning patients won’t need to travel to multiple health precincts when planning their medical treatment.”

Westmead Private Hospital will also be able to broaden its scope of work and increase theatre time with an additional 28 beds available for patients.

“We know our patients want to be as comfortable as possible when recovering from surgery and our extra 28 beds will all be single, private rooms to give them the best experience in patient care,” Mr Flatley said.

The launch of the stage three development comes approximately 12 months after stage two was completed - which included the \$25 million upgrade of Westmead Private Hospital’s maternity wing and additional surgical beds.

“Our new parents are really enjoying the luxury hotel-style of our new maternity unit. We want the whole family - mother, partner and baby - to feel relaxed and comfortable in their surroundings while being supported by experienced doctors and midwives when they stay with us,” Mr Flatley said.

“Once complete, the stage three development will offer that similar standard of luxurious patient facilities in other areas of medicine.”

Westmead Private Hospital’s stage three expansion is expected to be completed in 2022. ■■

Pindara offers real-time imaging with new FlexArm technology

Pindara Private Hospital is revolutionising its operating theatre thanks to the purchase of Queensland’s first FlexArm technology.

The Azurion7 C20 FlexArm is the very latest medical imaging system, which allows specialist teams to perform real-time imaging across a patient in 2D and 3D – without needing to move the patient or operating table.

The fully-flexible system is mounted to the ceiling, which also allows Pindara’s medical teams to move freely around the patient, and perform multiple surgeries or procedures at once.

Director of Clinical Services, Tracey Clark, said the technology arrived in March and was already proving to be a game-changer for Pindara Private Hospital.

“The Azurion FlexArm has been a fantastic investment for us and our medical specialists have been very positive about it,” Ms Clark said.

“It’s placed in our Theatre 11 Hybrid Room and while we used to have surgeons who didn’t want to work in there because of its space limitations, these surgeons are now asking to use that room because of this amazing technology.”

“It provides very high definition imaging and the quality is first class, it really has made a big difference to the type of imaging we can obtain.”

Ms Clark said specialists could now perform a huge range of surgeries in Theatre 11, allowing more procedures to be performed at the hospital.

These include chemotherapy for patients with liver cancer, vascular and other intervention procedures, as well as orthopaedics and neurosurgery.

Matt Moran, Managing Director for Philips Australia and New Zealand, said the Azurion FlexArm sets a new standard for patient imaging.

“Since its launch, the Azurion is now established as a leading platform for interventional procedures, favoured by clinicians for its intuitive, seamless approach, and by hospital administrators for its positive impact on productivity and efficiency,” Mr Moran said.

“Now with the Azurion with FlexArm, we bring an innovative new imaging concept to our system family which builds on our promise to provide easy-to-use technology and enables more clinical flexibility.”

As the Philips Azurion7 C20 FlexArm is mounted to the ceiling, specialist medical teams can access the patient from three sides of the table which allows two physicians to operate on the patient at the same time, from different sides of the table.

The technology is also a win for Gold Coast patients, as they can now access more procedure options at Pindara rather than having to go to a public hospital for certain operations. ■■



Pindara Private and North Shore Private Hospitals lead nation in spinal surgery technology

The first spine surgery in Australia to use cutting-edge technology that combines robotics with navigation has been successfully performed at Pindara Private Hospital on the Gold Coast.

The high-tech operation, by spine surgeons Associate Professor Matthew Scott-Young and Assistant Professor Laurence McEntee, used a new million-dollar Mazor X Stealth Edition Robot to plan and guide more than 20 metal implants into the spine of a Proserpine solicitor.

The patient – 35-year-old Lindy Telford – was diagnosed with scoliosis (a sideways curvature of the spine) when she was 25.

“Since then, it has grown worse and in recent years I’ve found I need to do a lot of physiotherapy and massage and exercise just to keep it in check,” she said.

“I was pretty nervous leading up to the surgery but I had a 55 degree curve in my spine that was likely to get worse by about one degree every year,” Ms Telford said.

A/Professor Scott-Young said the robotic equipment allowed surgeons to pinpoint the exact placement and trajectory of implants into the spine.

“Normally, surgeons rely on ‘freehand’ techniques and x-rays to place screws and rods in complex spine surgery,” he said.

“The Mazor X system tracks the position of instruments in relation to the patient’s anatomy to improve accuracy, which is vital in operations like Lindy’s where the spinal cord and vital organs might be only two or three millimetres away. It means less time under anaesthetic, fewer x-rays, smaller incisions and faster recovery.”

While individual results may differ with each patient, Lindy said the first week after the operation was pretty tough but, since then, she has grown more mobile and flexible to the point that she is now back at yoga and exercising daily.

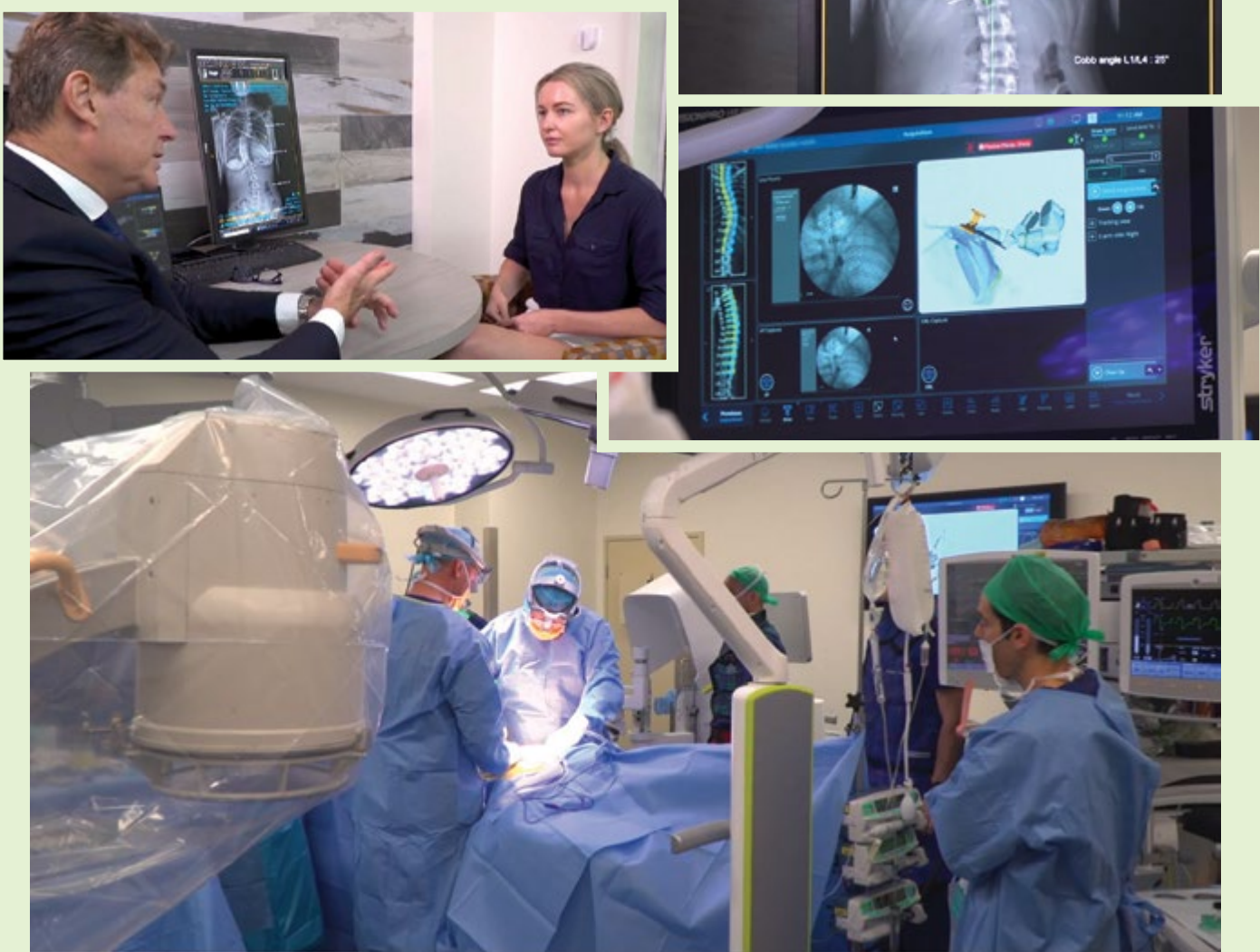
Following the first surgery in Queensland, North Shore Private Hospital in Sydney also invested in the Mazor X technology.

Specialist spine surgeon, Dr Jonathon Ball, performed the first operation with this equipment in New South Wales.

Dr Ball said: “This technology delivers unprecedented safety, reliability and accuracy for surgeons. I am now using it in almost every spinal fusion operation I perform.”

The investment in the Mazor X Stealth Edition by Pindara Private Hospital and North Shore Private Hospital means Gold Coast and Sydney residents have access to state-of-the-art spine surgery on their doorsteps.

More than 3.7 million Australians live with chronic back pain; it is expected patients will travel from all parts of the country to access this technology. ■■



Two Ramsay projects named as finalists in national excellence awards

Two Ramsay Health Care projects – a national mental health program and a luxury maternity unit’s consumer engagement project – have been named as finalists in the Australian Private Hospitals Association (APHA) Awards for Excellence.

The APHA Awards celebrate private hospitals’ achievements in three categories: clinical excellence, comprehensive care and consumer partnerships.

Ramsay Health Care’s “My Recovery Inpatient Therapy Program” was a finalist in the clinical excellence category.

The program was developed to ensure Ramsay patients receive a high-quality mental health program, which is person-centred, supportive and effective.

The program was launched nationally in July 2019 and includes:

- My Recovery Workbook – a therapeutic toolbox/resource workbook for patients
- MyStayWell App and MyStayWell Discharge Workbook- discharge planning tools that have been developed to support Ramsay mental health patients gain direct access to strategies to sustain recovery after discharge
- My Recovery Timetable – an editable timetable designed to reflect the activities in the My Recovery and MyStayWell Discharge Workbooks and App

Within three months of the program’s launch, all Ramsay mental health facilities implemented the new model of care package and in one 90-day cycle the MyStayWell app was downloaded by patients more than 8400 times.

Westmead Private Hospital was also recognised as a finalist in the ‘consumer partnerships’ category, for the community engagement work it undertook in the re-development of its maternity ward.

The Ramsay Health Care-owned hospital undertook several initiatives to deliver a five-star hotel experience in the new development including:

- Three separate focus groups made up of past patients to receive feedback about the maternity unit
- A prototype room built to offer staff, doctors and consumers the opportunity to walk through and provide comments and feedback on the room layout and design
- Regular development newsletter to provide information on the build and regular communication through the hospital’s Facebook page

Feedback received from these initiatives helped to personalise the new luxury ward, with the addition of a larger women’s only infant feeding support centre, rooftop garden high tea for patients and a bathing centre to allow for group sessions.

Staffing and processes were also reviewed during the development, which led to the implementation of a new staff training program, called The Anatomy of Heart which encouraged staff to help build unforgettable experiences for patients.

Ramsay Health Care would like to congratulate the teams who were involved in these projects. ■■

New role a guiding hand for cancer patients

Ramsay Health Care has launched a new Cancer Care Navigators service to further support patients in some of its Australian hospitals.

The program provides newly diagnosed cancer patients with a specialist nurse, known as a ‘navigator’, who guides them through their cancer treatment pathway – from initial diagnosis right through to post treatment and into survivorship.

Ramsay Service Line Director for Cancer Care, Sue Sinclair, said the program was being piloted at four Ramsay hospitals: Greenslopes, St George, Peninsula and Hollywood. Based on its success, it will be rolled out nationally, aiming to offer patients the best experience in cancer care.

“When a patient is first diagnosed with cancer, undergoes urgent surgery or is starting systemic anti-cancer treatment, they have dozens of questions about the path ahead. But we know many of them don’t think their questions are important enough to ask their specialists,” Ms Sinclair said.

“They might see the surgeons or nurses in the ward and not want to bother them with questions such as ‘when will I be able to see my grandkids?’, or ‘should I be exercising while having chemotherapy?’, but these are the types of questions that really weigh on their minds.

“The navigator understands the patient’s needs. They are specialist nurses who have extensive experience in cancer care and are able to guide patients through the complex and daunting path ahead.”

Cancer Care Navigators provide a holistic approach to each patient and can guide them towards other services that may help including dietitians, exercise physiologists, counselling services, GPs and Cancer Council support and information.

“It’s really looking at the whole pathway and enhancing what is already an excellent cancer care team at Ramsay Health Care,” Ms Sinclair said.

Melissa Taylor said she was incredibly grateful for her navigator when her husband Mark was undergoing treatment at Greenslopes Private Hospital.

“After Mark’s initial diagnosis, it was just like the blind leading the blind. We would come home and try to piece all the information together but it was over the next few days that we’d have all these questions coming up,” Mrs Taylor said.

“When we met with our navigator, Katrina, it was just so wonderful because she could piece the puzzle together for us. She was just what we needed at that point in time.”

Katrina McAndrew, who is the Cancer Care Navigator at Greenslopes, said the program made her proud to work for Ramsay Health Care.

“I think this is a wonderful initiative and it shows the constant drive for best practice within the organisation that patients really do come first,” Ms McAndrew said.

“As Paul Ramsay envisaged, the heart of the organisation really is people caring for people and this personalised one-on-one care allows us to demonstrate that further.”

Director of Clinical Services at Hollywood Private Hospital, Karen Gullick, said the program would make a huge difference to patient care and outcomes.

“We are delighted to be part of this important program because the Cancer Care Navigator can be the one consistent person the patient will see and get to know on their cancer journey,” Ms Gullick said.

Anne Everts, who has been an oncology nurse for more than 20 years, said she was loving her new role as Cancer Care Navigator at Peninsula Private Hospital in Victoria.

“I love being able to ease the patient’s and their carer’s experience before, during and after cancer treatments. I can offer that ongoing support and tailor information to suit their needs,” Ms Everts said.

“I’m getting such beautiful emails from patients, just saying it was amazing to have us to speak with and go through things, and doctors are feeling really supported because their patients are going to be guided throughout their entire program of treatment.” ■■

Ramsay Connect delivers hospital care and rehabilitation in the home

Since March 2020, more than 200 patients have been referred to Ramsay Connect to receive hospital care and rehabilitation services at home, where they feel most at ease.

Ramsay Connect – a joint venture between Ramsay Health Care and Remedy Healthcare – is designed to give patients a seamless transition of care between hospital and the home.

The care coordinators provide an integral link with Ramsay hospitals and doctors, overseeing the implementation of each patient’s individualised care plan. They work with patients, doctors and the broader health care team to deliver the highest quality care as part of the transition from hospital to home.

Ramsay Connect’s CEO, Ian Galvin, is excited about the immediate expansion in care options now available to Ramsay patients, as well as the future integrated care service delivery models being developed in the areas of maternity, cancer care and mental health.

“In the current COVID-19 environment, as well as looking to the future, it is very important that we are able to offer patients a range of options for how they receive their care,” Mr Galvin said.

“While patients are very grateful to be receiving high-quality care at Ramsay hospitals, many are keen to return home as soon as possible. With Ramsay Connect services in place we are able to continue providing the high-quality healthcare services our patients expect, but in the comfort of their own home.”

“Ramsay Connect will continue to develop healthcare delivery capabilities across the care continuum, connecting patients to the services they need before and after their hospital care. There are a number of innovative programs currently being developed in maternity, cancer care and



mental health; meaning the patient experience with Ramsay will be even better than it is today.”

The Ramsay Connect website (www.ramsayconnect.com.au) provides more information about which services are currently available for Ramsay patients. ■■

Robo doctor rolls out at Greenslopes Private Hospital

Ground-breaking health care is rolling out at Greenslopes Private Hospital, with the newest member of staff being a robot that travels throughout the hospital to treat and visit patients.

Temi, a telepresence robot, allows doctors to be at the bedside of patients while maintaining strict infection control measures at the Ramsay Health Care hospital in Brisbane.

Greenslopes Private Hospital Emergency Centre director, Dr Mark Baldwin, said Temi enabled the hospital to keep family members and staff safe when patients were in isolation and helped limit the use of Personal Protective Equipment (PPE).

“Temi’s head is at the height of a patient in bed or seated in a chair,” Dr Baldwin said.

“The robot can steer around a ward or emergency department autonomously. Temi’s head is in fact a small television monitor which has a live feed of the doctor or staff member who wants to speak with the patient.

“There is a little tray behind the monitor which can carry items like medical equipment, medications or even sanitiser and masks.”

Dr Baldwin said the robot provided a human presence without the risk of infection.

“Family members and health care workers can see and talk to a patient without being in the room,” he said. “Temi can move around the wards and follow a patient without any other person being present.”

Dr Baldwin said there was something more “human” about a patient being able to see their doctor’s face on the robot’s monitor.

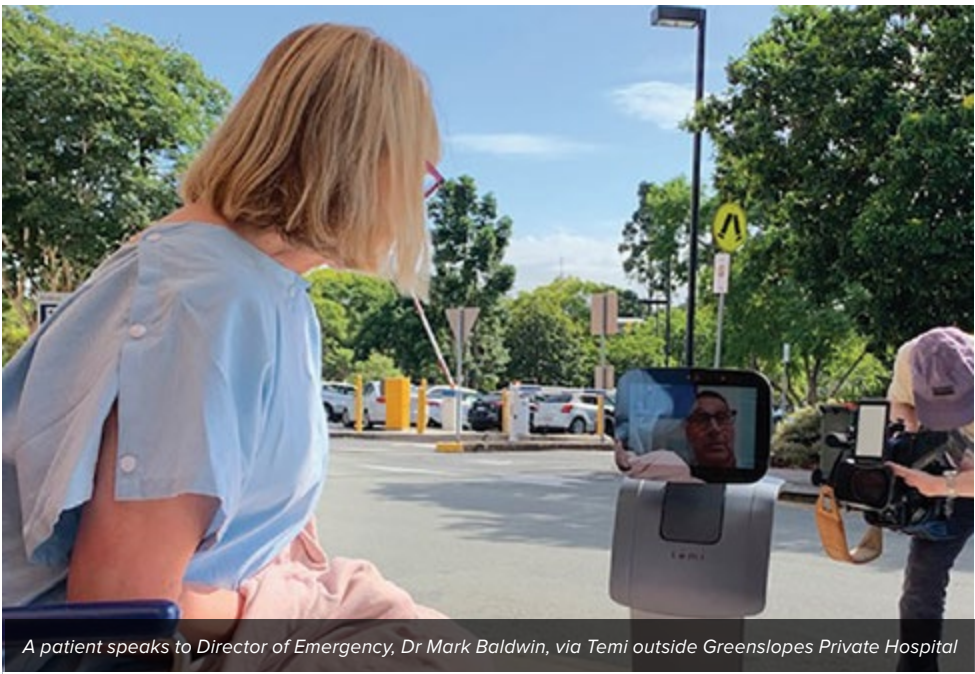
Greenslopes Private Hospital CEO, Chris Went, said Temi had been purchased from a Melbourne company, Exaptex, which specialises in social service and telepresence robots.

“Temi is a great addition to the staff,” Ms Went said.

“Of course, nothing can replace hands-on care and that is what we provide the majority of the time.

“However, when a patient is in isolation, Temi is a safe way for health staff to continue monitoring them and for family and friends to catch up in a more personalised way than over the phone.

“We are happy to invest in new technology like Temi, to ensure that patients still receive the best possible outcome and our staff and their families are kept safe during times of isolation.” ■■



World class surgical robots come to Hollywood

Hollywood is the first hospital in Western Australia to commission the ROSA total robotic knee replacement system and the ARTIS Pheno, the latest in angiogram technology.

While operating within very different specialties, the two robots share a common goal: improving patient outcomes.

The ROSA combines computer navigation, soft tissue balancing, 3D modelling and robotics into a single package. The platform allows orthopaedic surgeons to plan pre-operatively in 3D where to position the implant, which enhances precision and accuracy.

The ARTIS Pheno also improves accuracy, reduces procedure times, and radiation dosages, thus maintaining Hollywood’s position as a leader in innovation in vascular surgery in WA.

Hollywood vascular surgeon Stefan Ponosh said the innovation of the ARTIS Pheno enabled surgeons to diagnose and treat a broader range of conditions, including more complex and challenging cases.

Hollywood also has the MAKO orthopaedic robot, the XI da Vinci (the most advanced surgical robot in the State) and an intra operative CT scanner. ■■

First leadless cardiac pacemaker for Westmead Private Hospital

In a first for Westmead Private Hospital, a cardiologist has performed a procedure using a tiny leadless cardiac pacemaker.

Dr Gopal Sivagangabalan delivered the Medtronic Micra® Transcatheter Pacing System (TPS) via a catheter, attaching the device directly to the heart wall, without the need for thin wires or ‘leads’.

The pacemaker is the size of a large vitamin and weighs less than a coin.

The first patient at Westmead Private Hospital to receive the device had previously undergone a bilateral mastectomy. ■■





RHRF awards first 'Enabling Research' grants

Ramsay Hospital Research Foundation has awarded its first “Enabling Research” grants with three winning sites each receiving \$100,000 to support research activities.

The Enabling Research Grant Scheme was launched in September 2019 to generate and develop research ideas which can be tested in small pilot projects.

RHRF Chief Executive Officer Nicola Ware said she was thrilled to announce Hollywood Private Hospital in Western Australian and Lake Macquarie and Mt Wilga Private Hospitals, both in New South Wales, were the inaugural winners of the scheme.

Hollywood Private Hospital aims to use its grant to engage research staff members to lead projects and increase research capacity on site.

Lake Macquarie intends to fund a 0.6 Full Time Equivalent Research Project Manager to support research development within the facility, focusing on implementation and measuring results and producing required outcomes within a specific timeframe.

Mt Wilga intends to identify the best ways to develop research within its facility and use this funding to support salary for a research assistant or clinician for research, and to provide staff education and training.

Ms Ware said all three Ramsay sites were very worthy recipients, and their research could form larger projects in the future.

“I am really excited by this program and the potential research that it will lead to in our hospitals,” Ms Ware said.

“I hope this initiative is something that will assist hospital executives to develop new and innovative projects that may lead to the improvement in patient outcomes in the future”. ■■

Pioneering IVF research for women with thin-walled wombs

A new clinical trial conducted through Greenslopes Private Hospital is pioneering early stage research for aspiring parents using IVF, who have been rendered infertile due to the woman having a thin lining of the womb.

The first-in-class pilot clinical research study, which aims to use platelet rich plasma (PRP) to support the development of the lining of the womb and provide the best embryo development, has achieved a live birth and a pregnancy of more than 12 weeks to date. The trial is being coordinated by Care Fertility Clinic and Greenslopes Private Hospital.

Study lead, Dr Clare Boothroyd, Medical Director of Care Fertility, explained the PRP pilot study she and her team are coordinating has been designed to help women who have a thin endometrium (womb lining) to achieve a successful pregnancy.

“A thin endometrium is an uncommon and very difficult to treat condition, with about two per cent of couples requiring IVF living with a too thin lining of the womb. It often leaves women infertile or unable to support the pregnancy once the embryo is transferred to the uterus.

“Our study aims to address this condition through the use of platelet rich plasma, which we extract from a subject’s own blood and introduce into the thin endometrium.”

“We are working to the [yet to be proven] hypothesis that PRP has stem cells in it, which help to repopulate the thin endometrium with new cells which results in a thicker lining, more implantations, and fewer miscarriages.”

While the initial study results are promising, Dr Boothroyd continues to invite more couples using IVF therapy and living with too thin lining of the womb to sign up to participate in the research study.

“This is a great result for the clinical trial, but more research and trials are needed,” said Dr Boothroyd.

“Having a relatively uncommon condition is very difficult for these couples as there are few studies to guide management. If you fit our study criteria, and are interested in participating, we encourage you to get in touch.”

“Growing an embryo in a womb with thin lining is a bit like growing a plant in poor potting mix or on rocky ground and has an adverse prognosis, however, our initial clinical trial results and data are clearly encouraging, and we are excited about the study success to date.”



Study lead, Dr Clare Boothroyd, Medical Director of Care Fertility.

Key information about participating in the PRP clinical trial:

The platelet rich plasma (PRP) trial is aimed at females where the lining of their uterus is thin because of a past injury to the lining, for example after curettage or with adenomyosis. Although having a thin uterus lining is an uncommon cause of infertility, it can be difficult to treat. Embryos often do not implant into a thin endometrium and if they do, miscarriage is common.

Who is eligible?

Females who have had a history of cancelled cycles due to thin endometrium and is also persistent and unresponsive to other methods of thickening the endometrium.

What are the risks?

Although risks are uncommon, the known risks are infection (fever, pain, vaginal bleeding) which may require antibiotic therapy and scarring of the uterine cavity. ■■

RHRF celebrates impressive milestone

The Ramsay Hospital Research Foundation (RHRF) has recorded another impressive 18 months, with 13 new projects funded and more than 200 clinical trials now underway.

Releasing the latest Impact Report for the RHRF, Chair Danny Sims said the Foundation was thrilled to be investing more than \$5.2 million in 13 important new medical research projects.

“Over the 18 months to December 2019, the RHRF Board was privileged to review innovative applications with significant potential. Thirteen applications were approved in this time and I am looking forward to seeing these projects established over the next 12 months,” Mr Sims said.

The new research projects cover a broad range of medical investigations, including depression and severe mood disorders, the link between antibiotic exposure in infants and subsequent imbalances in gut flora, and spinal cord stimulation in cerebral palsy patients.

Professor Malcolm Hopwood from the University of Melbourne, will conduct a three-year clinical trial on how regular text messages could help reduce symptoms in patients with major depression. If successful, it could become the standard of care for all patients following discharge from a Ramsay mental health facility.

Dr Madeline Romaniuk from the Gallipoli Medical Research Foundation in Brisbane is working on an important project to address a significant gap in services for ex-service personnel. It will be the first study to trial a program designed specifically to target psychological adjustment and cultural reintegration from military service to civilian life.

RHRF Chief Executive Officer, Nicola Ware, said the past 18 months had been a whirl of activity.

“As a result of the hard work from a very small team, we have now developed strong connections with a variety of Medical Research Institutes, Universities, independent clinician researchers and Ramsay VMOs to cultivate research that can be conducted throughout Ramsay Health Care,” Ms Ware said.

“We are fortunate to have the support of the Paul Ramsay Foundation and, thanks to the funding that they have provided, we have now been able to provide more than \$12.5 million dollars to support 19 key research projects and the Ramsay Clinical Trials Network since we began in 2017.”

“Each project has the potential to improve patient outcomes and we are actively working with investigators to ensure the success of these important projects”.

Mr Sims also extended his heartfelt thanks for the continued support of the Paul Ramsay Foundation.

“Without the funding they have provided, RHRF would be unable to support so many worthwhile projects and we would not have been able to successfully integrate research into Ramsay Health Care,” Mr Sims said.

“When Mr Paul Ramsay established Ramsay Health Care he wanted ‘People Caring for People’ to be the centre of the organisation, and with the continued support of the Paul Ramsay Foundation, we are able to uphold Paul’s legacy as we utilise research to provide world-class care for our patients.”

For more information on the exciting work of the Ramsay Hospital Research Foundation, visit ramsayhealth.com.au and click on the ‘research’ link. ■■

Paul Ramsay Foundation reveals strategy to break cycles of disadvantage

The Paul Ramsay Foundation in Australia has [unveiled its strategy](#) to help break cycles of disadvantage in Australia. This will guide all future partnerships with charities, other not-for-profit organisations, research institutions and government.



So far this year, the Foundation has allocated \$84 million underpinned by its new strategy. This includes \$45 million to 15 organisations for longer term initiatives, \$30 million for bushfire recovery and \$9 million in phase one of COVID-19 funding to support vaccine research and vulnerable communities through the pandemic.

The Foundation has also established a Sustaining our Partners taskforce to support its existing partners through the COVID-19 crisis and any financial and operational shocks they may experience.

The new strategy and funding details were released as Melbourne Institute research commissioned by the Foundation found that girls born into the lowest income families have only a 14 per cent chance of breaking out of poverty in their lifetime. For boys, it is a 22 per cent chance.

Paul Ramsay Foundation CEO, Professor Glyn Davis AC said these findings confirm that cycles of disadvantage are persistent, stubborn and complex.

“Even in a country as prosperous as Australia, we cannot forget our three million fellow citizens who live in poverty.

“These Australians and others affected by the 2019–20

bushfires and the COVID pandemic need all the support we can give at this uncertain time.”

Professor Davis said the Foundation’s strategy underscores its belief that every Australian deserves an opportunity to live a healthy, productive and satisfying life.

“Cycles of disadvantage exist when children are ill-prepared for school, Australians do not complete education, find employment or are caught in the Criminal Justice system, They also occur in communities which know what needs to be done to break these cycles but do not have the resources to help their most vulnerable.

“These cycles relate to amongst many factors, poverty, homelessness, substance abuse and domestic and family violence. Breaking them requires us to collaborate, innovate – and take risks.

“Today is the culmination of almost a year of work identifying and defining our approach. We are grateful to our many partners who assisted us through that journey and to the extraordinarily talented team we have been privileged to recruit.”

Professor Davis said the Foundation continues to forge partnerships that use four critical “off-ramps” to target the weak

points in cycles of disadvantage: Transitions to Employment, A Chance to Learn, Criminal Justice and Thriving Communities.

Transitions to Employment funds initiatives that assist those struggling to find long term, stable employment including people with disabilities.

A Chance to Learn supports lifelong learning opportunities from early childhood.

Thriving Communities supports initiatives that assist communities to find their own bespoke solutions to their particular challenges.

Criminal Justice will support measures which seek to break the persistent cycle of disadvantage of those caught in the Criminal Justice system. It will, at the outset, focus on intergenerational disadvantage, incarceration rates, homelessness and domestic and family violence.

Professor Davis said the Foundation was committed to strengthening Australia’s charity sector.

“We will pursue an additional mandate to support the capability and growth of the not-for-profit sector, social impact investing and social enterprises.” ■■

Paul Ramsay Foundation launches “From The Embers” podcast

The Paul Ramsay Foundation has jointly funded a radio documentary series to help preserve the stories of communities devastated by the 2019/2020 bushfire emergency.

Community Broadcasting Association of Australia has released *From the Embers*, a podcast collaboration with community radio stations in fire-impacted areas.

The nine-part series tells the stories of survival and heroism in the face of great danger.

With the world’s attention turning to the COVID-19 pandemic, communities hit by bushfires cry “don’t forget us” in this evocative new look at some of the worst fires in Australian history.

CBAA’s CEO Jon Bisset said: “For these communities, COVID-19 is the second disaster in just a few months and is delaying a much-needed recovery.”

“While we all need to pull together in these difficult circumstances, some people have been knocked down just as they were getting up.”

“When this is over, we must not forget what happened this summer.”

The first episode of the series, “Radio Saves the Day” tells the stories of how families responded when their last link to news services through radio were cut.

Gillianne from Moruya said: “It felt like being on a little boat in the sea in the dark and you had one anchor rope. And then it just disappeared, and it was terrifying to lose that connection.”

The podcast is available online via Apple Podcasts, Spotify, YouTube, TuneIn and iHeart Radio..

Financial support for *From the Embers* was provided by the Paul Ramsay Foundation and Judith Neilson Institute for Journalism and Ideas. ■■



Frances Perry House families to benefit from Melbourne’s first private pre-term birth and pregnancy loss clinic

Women who have experienced a stillbirth or the loss of an unborn child or who are at high risk of having a preterm delivery, can now be cared for and guided through future pregnancies through a unique new Melbourne clinic.



The Preterm Birth and Pregnancy Loss Group is run by leading obstetricians Professor Mark Umstad AM and Dr Scott Shemer, together with gynaecologist Associate Professor Alex Ades, who have a combined 50 years of experience with pregnant women and their families.

The dedicated clinic is located in Parkville’s medical precinct, and babies will be born at Frances Perry House, which is owned and operated by Ramsay Health Care.

The Preterm Birth and Pregnancy Loss Group is the first of its kind in Melbourne’s private health sector. It aims to

provide women with peace of mind that they can recover from their grief and trauma of loss, and go on to successfully conceive again.

Counsellors will help women emotionally and psychologically, while specialised obstetricians and gynaecologists will guide women through relevant medical investigations, optimising their opportunity for future pregnancy.

During pregnancy, care will be individualised for each woman, with a combination of intensive monitoring and

a number of potential medical and surgical interventions initiated to prevent preterm birth or pregnancy loss.

Dr Scott Shemer said: “We don’t want women staying at home and suffering in silence.”

Prof Mark Umstad AM added: “We have set up this group to support parents and help them achieve their dreams of having a baby.” ■■

Know My Midwife now available via telehealth for Cairns patients

Cairns Private Hospital has adjusted the way it offers its Know My Midwife program to its maternity customers in direct response to the coronavirus pandemic.

On-site antenatal and postnatal consultations with the midwife are now being delivered via telehealth.

This virtual option gives women the opportunity to speak to their midwife from the safety and comfort of their own home.

National Service Line Director for Maternity, Deanna Ward, said: “We identified that we could no longer have lengthy consultations with our expectant mums the way we traditionally would.”

“Providing women with the opportunity to utilise telehealth means they haven’t missed out on this vital service.” ■■



Ramsay mums stay connected thanks to virtual classes

Expectant mums having their babies at Ramsay Health Care hospitals have started completing their antenatal classes virtually, with the help of an experienced midwife.



Nine sites across Queensland, New South Wales and Victoria have begun to offer the childbirth education sessions online, beaming directly into the homes of expectant mothers and their partners.

National Maternity Service Line Director, Deanna Ward, said Ramsay Health Care had transformed its antenatal program in direct response to the social distancing measures required for the COVID-19 pandemic.

“We identified that we could no longer have the group antenatal classes the way we traditionally would, but we didn’t want our mums to miss out,” Ms Ward said.

“Pregnancy can be a really anxious time and that anxiety can increase when there’s a lack of knowledge. We want to make sure we equip our mums with the information they

need so they can move forward in their pregnancy with excitement and confidence.”

A dedicated multi-professional team, including experts from technology, legal, innovation and medicine helped deliver the project in record time, ensuring elements like patient privacy and confidentiality were maintained.

Westmead Private Hospital’s Antenatal Education Facilitator, Michelle Penn, said she was excited to be the first to offer the antenatal classes via Ramsay’s virtual care platform.

“It’s a time when women want to learn as much as they can about their upcoming delivery and what it’s like to have a newborn baby, and it’s great that they will be able to ask me all those questions directly rather than relying on Dr Google.”

The virtual sessions have also been rolled out at North Shore Private Hospital, Cairns Private Hospital, Wollongong Private Hospital, Pindara Private Hospital, John Flynn Private Hospital, St George Private Hospital, Frances Perry House and Waverley Private Hospital.

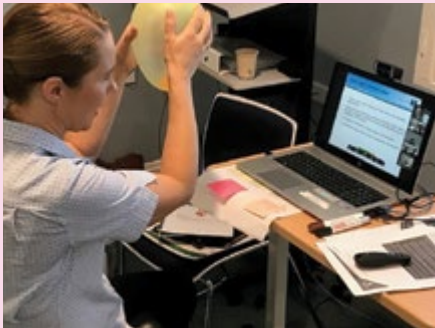
Cairns Private Hospital obstetrician Dr Natalie Kiesey-Calding said access to reliable information to improve knowledge and allow empowerment is what antenatal classes are all about.

“It was vital that we found a new way to connect with expectant families to continue this educational support,” Dr Kiesey-Calding said.

Sarah-Jane Green and her partner Paul were one of the first couples to complete the online classes through John Flynn Private Hospital.

“It gave us invaluable information and it was great to meet members of the midwife team as well as have a virtual tour of the birthing suites which we otherwise wouldn’t have been able to see in the current situation,” Mrs Green said.

“And because there weren’t as many couples in the class as there would normally be, it was really personalised and I loved that we could do it in the comfort of our own home.” ■■



The ‘Brat Pack’ reunites at Pindara Private Hospital 24 years on

They were six tiny newborns whose early arrival – back in 1996 – left a big impression on Pindara Private Hospital’s maternity team.

24 years on, the now thriving young adults have reunited with their medical team once again, providing hope and inspiration to the parents of premature babies on the Gold Coast.

Twins Brodie and Roger Cook and James and Calvin Wigmore, together with Peter Carroll and Hannah Calcino were all born in April 1996, between 8 and 12 weeks early.

They were the first babies to be cared for in Pindara’s special care nursery and spent many weeks there before they were ready to go home with their new mums and dads.

Pindara’s Maternity Unit Manager, Johanna Stevenson, said the babies’ photo continues to grace the halls of the ward.

“We really take a personalised approach to our maternity care for mothers and babies at Pindara and this photo helps to humanise the experience for new parents,” Ms Stevenson said.

“It’s certainly very comforting for parents to know that from small things, big things grow, and they enjoy hearing the story about how old this group of six are now and how they have grown up to be young adults contributing to enhance our society in a variety of ways.”

Hannah Calcino, who was born 10.5 weeks early and weighed a tiny 1651grams, is now a school teacher at St Hilda’s on the Gold Coast.

She said it was very special to reconnect with the others and medical staff.

“Our doctors remember who we were, our names, and our mothers’ names too,” Ms Calcino said.



“I don’t have any residual health issues from being born a preemie.”

Paediatrician Dr David Pincus said premature birth is common, affecting around 11 per cent of all babies.

“It’s always so pleasing to see the outcome of babies who were so small and fragile when born, yet have done so well. It’s a tribute not only to their hospital care, but also to their families.”

The recent reunion marks the third time the six former preemies have been photographed together – with another photo being taken when they started Year 1 in 2002. ■■

Family ties run strong at Pindara Private Hospital

The great grand-daughter of the founders of Pindara Private Hospital has been born at the same Gold Coast facility, continuing on a family tradition that has spanned generations.

Evie May Ramsay was born at Pindara Private Hospital on 6 May 2020, nearly 50 years after her great grandparents Allan and Gwen Ramsay built the facility in 1971. At the time, it offered 50 beds and three operating theatres. Gwen worked as the head matron of the hospital, alongside her husband who ran the office.

Evie’s parents, Zoe and Fraser Ramsay, knew there was no question when deciding Pindara would be the place to welcome their first child.

“It was the same hospital I was born in, and eight of our other family members have been born there as well, so it is nice to keep the tradition going,” Fraser said.

“It was most magical experience, something that you can’t really explain. Already, I feel like I don’t know how I have done life without Evie,” Zoe said.

Mr and Mrs Ramsay decided to build Pindara to help fill a gap in private hospital care on the Gold Coast. In the early days the couple did everything at the hospital including the laundry and cooking.

But despite the strong link to the hospital and the ‘Ramsay’ last name, there is no connection to the Ramsay Health Care founder, Paul Ramsay.

“It is just a coincidence, but it is pretty bizarre. I get a lot of people asking me if I have a connection to Ramsay Health Care and I asked the question a lot when I was growing up – but no connection,” Fraser said.

In another twist of fate, Zoe and Fraser’s obstetrician, Dr Andrew Cary, is also the son of the obstetrician who cared for Fraser’s mother when she was pregnant with him.

“When Fraser and his wife came for their first visit, I didn’t need any reminder of who he was – I knew Fraser was linked to the Ramsay family who built the hospital,” Dr Cary said. ■■



Greenslopes team is meteorologist's Ray of Sunshine

Former TV weatherman Ray Wilkie has returned to Greenslopes Private Hospital to personally thank the medical team who cared for him.



Mr Wilkie, who is 95 years old, underwent a series of surgeries to correct a bowel condition.

“I’m singing the praise of those professional specialists and for the hospital staff who put up with me off and on for four months,” Mr Wilkie said.

After being treated for a painful intestinal condition, Mr Wilkie’s colorectal surgeon, Dr Bradley Morris, could not operate because of the condition of the patient’s heart.

“It’s a condition that is prone to recurrence and with the status of Mr Wilkie’s heart, we had to get him in a condition where he was fit for an operation,” Dr Morris said.

“He was as animated as he still is, it was only his heart that was letting him down.”

Cardiologist Dr Karl Poon and cardiac surgeon Dr Christopher Smith replaced Mr Wilkie’s heart valve using

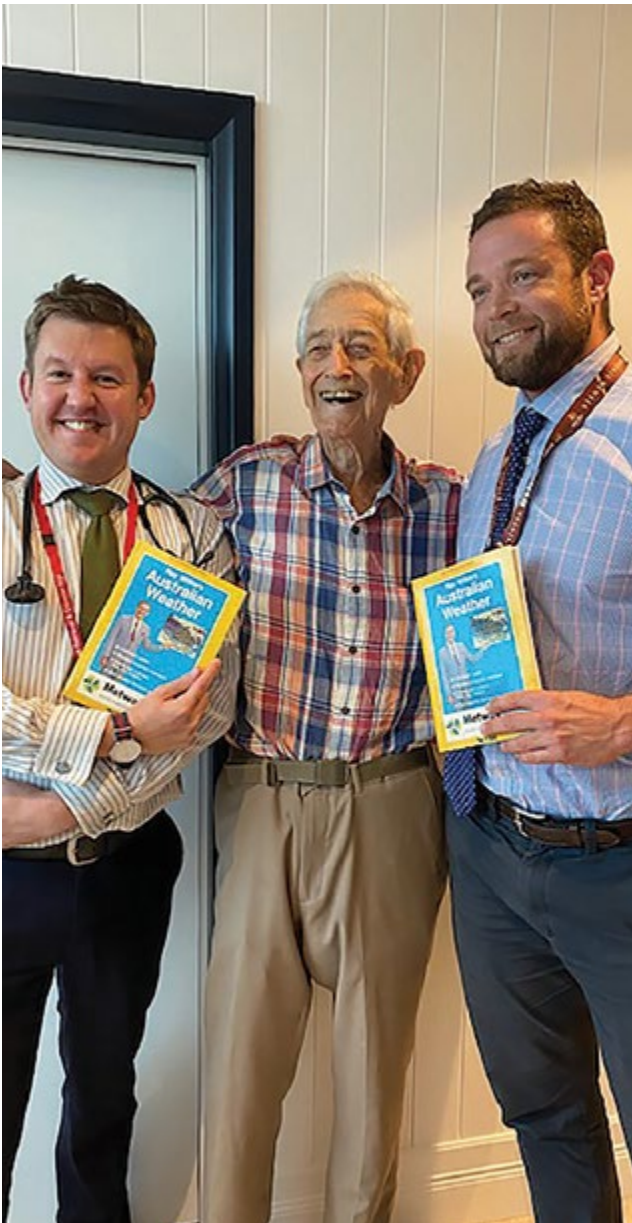
breakthrough keyhole surgery called Transcatheter Aortic Valve Implantation (TAVI).

“The procedure allowed him to recover quickly so that he could have gut surgery,” Dr Poon said.

Internal medicine physician Dr Adam Mair, cardiologist Dr Vincent Deen and anaesthetist Dr Mark Lai were also part of the life-saving team.

Mr Wilkie was a much-loved weather presenter on Channel 10 in the 1980s and 90s and was previously the Queensland Regional Director of the Bureau of Meteorology for more than 10 years in the 1970s and 1980s.

The meteorologist wrote a letter of thanks to the Greenslopes Private Hospital team and returned there to present his specialists with copies of his book, ‘Ray Wilkie’s Australian Weather’. ■■



Peel Health Campus hosts surprise celebration for Mandurah couple

With COVID-19 restrictions dominating our lives, many people have missed out on festivities or been forced to find alternative ways to celebrate.

Mandurah couple Brian and Lorraine Woods are no exception.

The couple recently celebrated their 60th anniversary at Peel Health Campus (PHC) where Mr Woods was undergoing a procedure.

With COVID-19 restrictions in place, the Woods’ extended family were unable to celebrate with them.

So the couple were in for a surprise when staff at the hospital, which is part of Ramsay Health Care, presented them with a chocolate cake, flowers and balloons and organised a FaceTime party with their family.

When congratulated by the hospital CEO who presented the cake, Mr Woods commented on his 60 years of marriage saying– “it’s really easy – you just have to pick the right one”.

Mr Woods' daughter in law, Heather, thanked staff for organising “the party” saying the hospital had gone “above and beyond” to make sure the couple had a happy wedding anniversary.



Heather Woods, who is a nurse at another Perth hospital, praised PHC staff for their kindness saying the family were very impressed by their experience.

As a sign of their gratitude, the Woods family sent the hospital staff cupcakes and a thank you card.

“You are a true reflection of Ramsay Health Care’s values – People Caring for People,” Heather wrote in the card. “Your company, the patients and our profession are very lucky to have you.”

PHC Chief Executive Officer, Andrew Tome, said the hospital was delighted to help the couple celebrate.

“It was great to be able to help them celebrate,” Mr Tome said. “It has been a tough period for most people, including our patients and staff so we really enjoyed bringing some joy to their special day.” ■■

Cairns Private Hospital’s new contemporary menu goes digital

iPads are being used to take patient meal orders in a first for Cairns Private Hospital, reducing kitchen paper consumption by 60 per cent.

Patients can view menus on the iPads which are taken into their rooms before mealtimes. Orders are then sent straight to the hospital kitchen which helps to improve efficiency and reduce paper waste.

Catering manager, Rohan Ekanayaka, said: “Previously, hospital patients filled out paper menus, but their orders now come to a central computer which we use to collate all the details for kitchen production. It is great for everyone.”

The changes coincide with the roll-out of the hospital’s new contemporary menu which now includes different international cuisines.

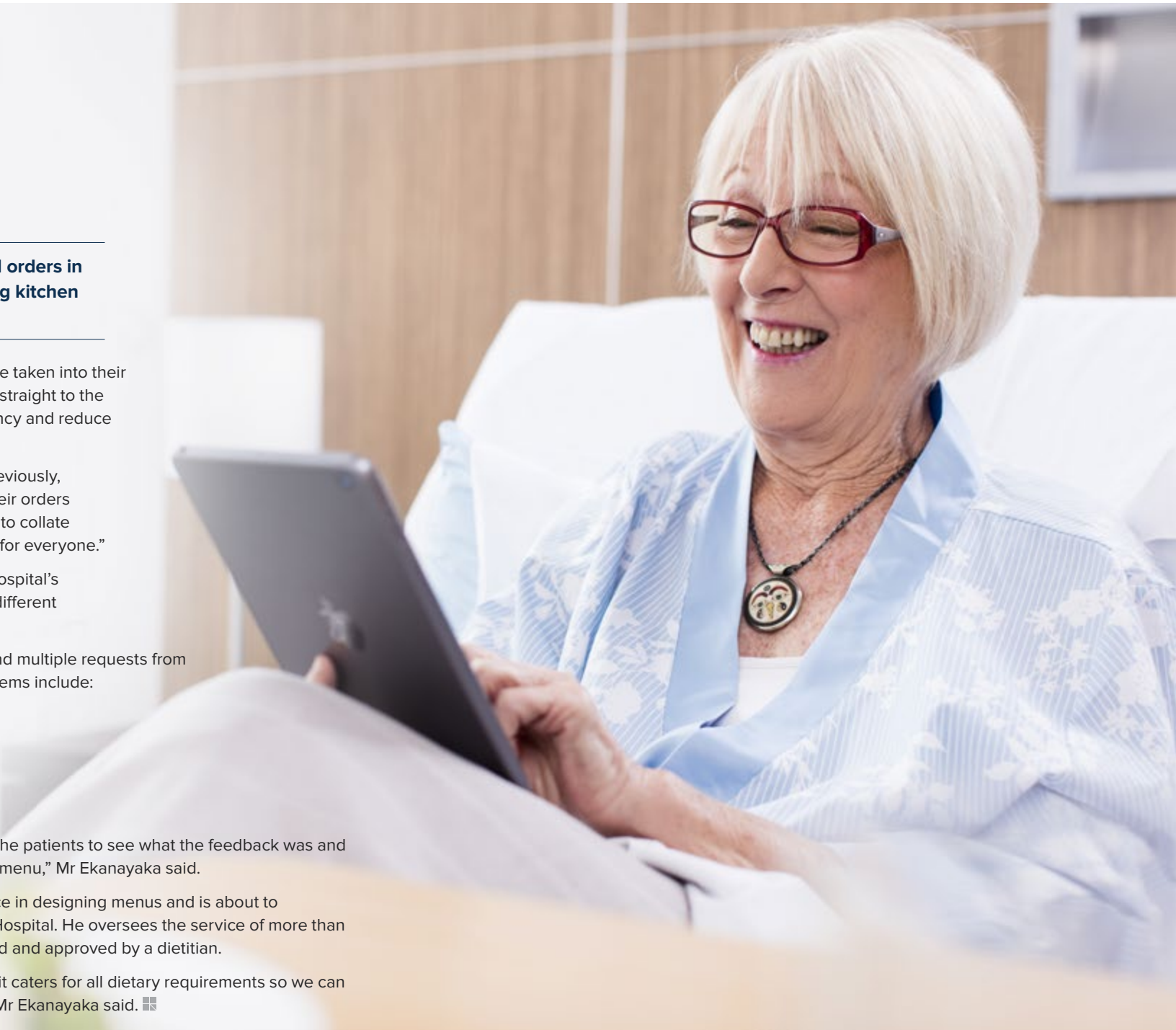
Mr Ekanayaka designed the menu based around multiple requests from patients for different meals. Some of the new items include:

- Grilled chicken with ratatouille
- Butter chicken
- Vegetable tagine
- Soba noodle salad
- Oriental beef salad

“After the menu was introduced, I went to see the patients to see what the feedback was and it was very positive, so it is a good start for the menu,” Mr Ekanayaka said.

The catering manager has extensive experience in designing menus and is about to celebrate 20 years working for Cairns Private Hospital. He oversees the service of more than 360 meals each day, which are all allergy tested and approved by a dietitian.

“The menu is not only healthy for patients, but it caters for all dietary requirements so we can serve the main menu to most of our patients,” Mr Ekanayaka said. ■■



MOVEMENTS & APPOINTMENTS

JUSTIN GREENWELL

has joined Ramsay Health Care as CEO of Sunshine Coast University Private Hospital, Nambour Selangor Private Hospital and Noosa Hospital. Justin has extensive experience in senior leadership roles in health care, a Masters in Health Administration and a theatre background. He has most recently been the Deputy CEO and Director of Private Hospitals at Mater Health. Justin looks forward to maintaining the empowering culture that exists in the Sunshine Coast network and continuing to provide exceptional care to patients.

TREVOR MATHESON

has returned to Ramsay Health Care as CEO of Shepparton and Wangaratta Private Hospitals. Trevor has held CEO roles with St John of God and executive roles with Uniting Health Care. He has extensive regional hospital management experience, including time spent at Dudley Private Hospital and Mildura Base Hospital. His love for living and working in regional Australia will be of great benefit to the two hospitals and their local communities.

ADAM STEVENSON

has been appointed to the position of CEO at John Flynn Private Hospital. Adam joined Ramsay Health Care in September 2013 and has held senior hospital positions including Director of Finance & Corporate Services at Mildura Base Hospital. In his most recent role as CEO of Mildura Base Hospital, Adam has helped to navigate staff and doctors through a critical time of change as the facility prepares to return to public management in the second half of 2020. Adam's experience at Mildura has placed him in good stead to lead John Flynn Private Hospital, with many similar clinical services such as an emergency centre, ICU, maternity, medical and surgical services.

MALCOLM PASSMORE

has temporarily stepped out of retirement to assist as the CEO of Mildura Base Hospital until the facility transitions back to public operation in September 2020. Malcolm will work with the executive and management teams at Mildura as they continue their excellent work to provide high quality care for patients in the region.

MICHAEL MCALISTER

has joined the executive team at Mildura Base Hospital as the Director of Corporate Services, having previously performed that role at Bairnsdale Regional Health and Bellarine Community Health. Michael will support Mildura Base until September 2020 when Ramsay will transition out of the hospital as the operations return to the state government.

IAN GALVIN

has been appointed as the CEO of Ramsay Health Care's newly created joint venture with Remedy Healthcare, called Ramsay Connect. Ramsay Connect will further extend Ramsay's reach into patients' homes and allow customers to have a greater range of services, choice and convenience. After spearheading the effort to create this new entity while in his role as National Manager of Ramsay Health Plus, Ian will now focus on ensuring Ramsay Connect brings new scalable capabilities, such as care coordination.

DYLAN ROWLEY

has assumed the role of National Manager of Ramsay Health Plus. Dylan started as a senior physiotherapist with Ramsay at Baringa Private Hospital almost 10 years ago. After two years, Dylan left Baringa to work for Smith and Nephew in their orthopaedic division, before returning to Baringa in 2014 as Allied Health Manager. In 2017, Dylan commenced as National Rehabilitation Program Director for a two years and most recently was the Ramsay Health Plus Regional Lead for NSW.

SIMON WALSH

has joined Ramsay Health Care as the Director of Finance and Support Services at the Albury group of hospitals. Simon gained his health experience at Barwon Health and Portland District Health before moving to Fiji to work on a start-up Public Private Partnership for the management of two hospitals in the Western Division of the main island of Fiji, Viti Levu. Simon has immediately become a part of the new executive team in Albury and looks forward to his family joining him there later in the year.

CAROLINE WILSON

Caroline has been appointed as the Director of Clinical Services at Nowra Private Hospital. Having undertaken post-graduate study, she gained a specialist practitioner qualification in critical care before being appointed as a clinical nurse manager in cardiothoracic high dependency in Scotland. Caroline originally joined the team at Nowra Private in 2016, before returning to Scotland briefly, again returning in 2019 and was appointed as an after-hours manager and hospital educator. She brings a wealth of clinical and management experience from both public and private healthcare settings to the role.

Noosa Hospital's future secure

The Queensland Government has secured the future of health care for Noosa locals through a public private partnership with Ramsay Health Care.

Minister for Health and Ambulance Services Steven Miles said the 10-year partnership meant locals would continue to have access to health services close to home.

"This Government is committed to ensuring all Queenslanders have the access to healthcare they need.

"This partnership means Noosa Hospital will continue to provide emergency care and inpatient services to public hospital patients in the Noosa region.

"This is great news for the community and means we will continue to increase the number of services available to the Sunshine Coast and Gympie regions, the number of public beds, reduce wait times and improve our patient care."

Ramsay Health Care CEO Danny Sims said the company had operated Noosa Hospital for more than 20 years under a unique public private partnership and he looked forward to continuing this successful partnership with Queensland Health.

"Noosa Hospital is a great hospital, providing excellent services to patients, contributing to the local economy and community, and is a major employer in the region," Mr Sims said.

"Over the past two decades Noosa Hospital has developed a strong reputation for providing high quality services, and we are committed to continuing and improving on this good work.

"I would like to thank the staff and doctors at Noosa Hospital who have contributed to the hospital's success." ■■





MAY THE FORCE BE WITH YOU!

Every year on May 4th staff on the Telethon Children's Ward at Joondalup Health Campus celebrate Star Wars Day – and this year was no different, despite staff having to keep their physical distance.

The whole team spent the day putting smiles on little faces, dressed in costume and spreading some cheer and telling all who would listen: "May the 4th be with you!"

With the COVID pandemic bringing a new level of anxiety for many parents, staff felt it was more important than ever to take the opportunity to generate a few laughs. Well done team! 🌟

JOONDALUP HEALTH CAMPUS SUPPORTS DOMESTIC VIOLENCE SURVIVORS

Staff from Joondalup Health Campus are providing 50 'care packs,' originally donated to them, to a local organisation that supports people affected by domestic violence.

The decision was made to donate to the Patricia Giles Centre following analysis of data which revealed a 75 per cent increase in referrals of family domestic violence to the hospital's social work team.

Deputy Chief Executive Officer Benjamin Irish said the level of donations to the hospital had been enormous and while staff were extremely grateful for the generosity and kindness of the community, many had expressed a desire to see some of these donations directed to people in our community who are truly in need.

"The frontline staff have really been touched by the thoughtful donations of meals, coffees, treats and more," he said. "But they are also painfully aware of the many people in our community who have recently become unemployed and those who may be trying to escape domestic violence."

"Recently we received a pallet of 'care packs' which contains 18 items each ranging from basic food to toiletries – all new – and it was suggested, after the Government confirmed that domestic violence is on the rise, that our local shelter would be the ideal place to send these packs."

Social Work co-manager Tracey Negus said she understood that the Patricia Giles Centre recently put

a call out to the community via their Facebook page for donations of groceries and was delighted to be able to respond to their call.

"Of course, before re-gifting, we checked with the people who originally made this donation to our staff and they welcomed the suggestion. We have subsequently contacted the Patricia Giles centre to arrange for delivery and we hope this will help provide for the brave survivors of domestic violence," she said.

The Patricia Giles Centre provides a range of services including safe accommodation options and new start kits which contain essential household items, appliances and utensils for those who have fled their homes with nothing, free counselling and support. 🌟

DIGGERS DOZEN CARRY ON 30-YEAR LEGACY AT GREENSLOPES PRIVATE HOSPITAL

A group of volunteers is celebrating 30 years of generously providing their time to contribute to the caring culture at Greenslopes Private Hospital.

The Diggers Dozen came together three decades ago after a call-out to form the 'Friends of the Hospital' program. On May 28, 1990 the group was officially launched and proved to be an invaluable asset to the hospital.

During the first two meetings, a decision was made to refer to the group as the Diggers Dozen – a nod to the military history of the site which originally opened as a hospital for returned defence personnel.

Diggers Dozen President, Betty Jennings, said: "Initially they put the group through a six-month trial period which found the group were friends to everyone."

The volunteers frequently visit patients, make tea and coffee in the emergency centre and recovery areas, and answer questions at information desks stationed in the hospital.

In 2005 the group's enthusiasm was truly realised when pledging to raise \$50,000 over three years to the Gallipoli Medical Research Foundation (GMRF), based at Greenslopes Private Hospital. The volunteers reached the goal in just two years.

GMRF's CEO, Miriam Dwyer, said: "The group is so dynamic, it is incredible. They just love the hospital, they really enjoy giving back to the community and we have been lucky enough for them to support our foundation."

At the peak there were more than 70 volunteers in the group, but now just 14 remain.

The Diggers Dozen has now raised an impressive \$304,585.95 for the GMRF through on-site raffles, its biannual 'bookfest' and the sale of relishes and craft throughout the hospital.

"The funding has gone into all our research activities. It is not linked to a particular project, so it is great to be able to use it where it is needed most," Mrs Dwyer said.

The Diggers Dozen now works alongside the hospital's care volunteers, but still has a special role to play at the hospital.

Current president, Betty Jennings, has been with the group for 20 years and says she feels honoured to still contribute after such a long time.

"I have thoroughly enjoyed my time at the hospital, and I think we have done a pretty good job," Mrs Jennings said.

The group is being honoured by both the Gallipoli Medical Research Foundation and Greenslopes Private Hospital throughout the month of May. 🌟



Ramsay thanks community for frontline support

Ramsay Health Care employees have expressed their thanks for the abundance of community gratitude towards frontline health care workers during the COVID-19 pandemic.

Many businesses – both large and small – have generously delivered donations to Ramsay staff at hospitals around Australia.

Gill Reid, COVID Clinic Manager at Joondalup Health Campus, said it was overwhelming for employees to receive items such as meals, wash bags, masks, cards and letters.

“I can honestly tell you that in our tea room breaks, when we sit and see all of them and we read all your messages, it means a lot. It means a lot that you care about us.”

Staff at Ramsay WA hospitals were some of the beneficiaries of a special campaign to provide free coffee to frontline workers dealing with the coronavirus pandemic.

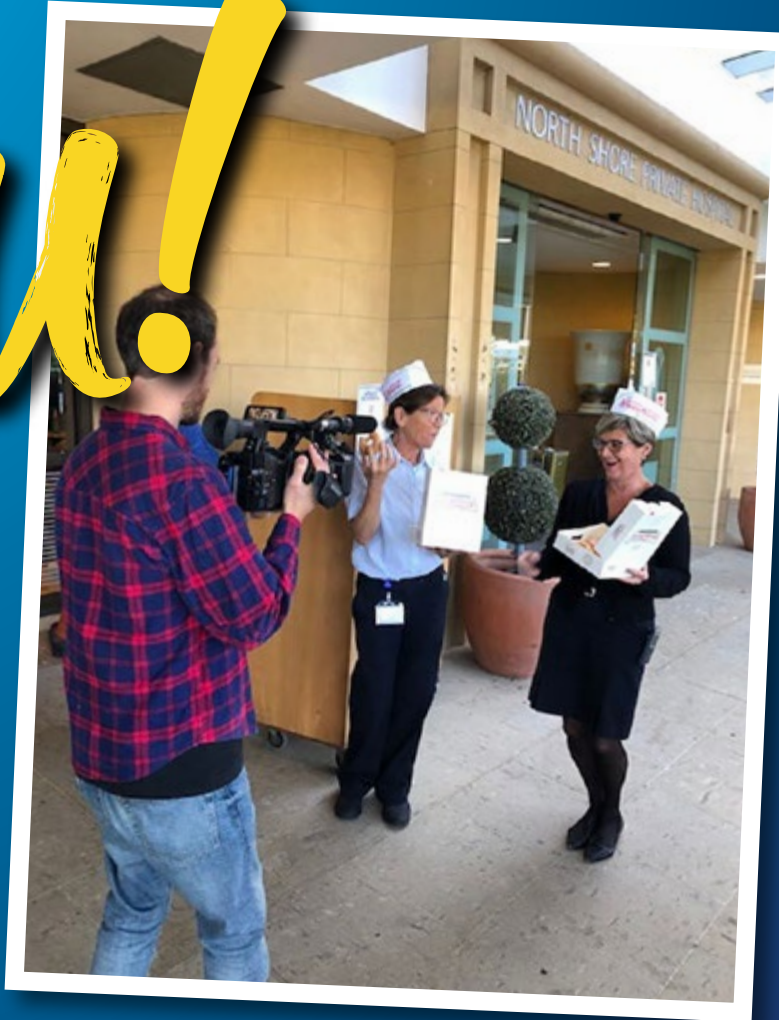
Health Minister Roger Cook and the Australian Medical Association (WA) pledged their support to fund free coffee as part of the Fuelling the Frontline campaign.

The campaign called on WA businesses and the community to spare as little as \$5 to provide free cups of coffee to as many hospital workers as funds would allow.

Greenslopes Private Hospital has received donations including pizzas from Vizzeto Woodfire Fusion at Moorooka and 30kg of bananas from the Australian Banana Growers Council.

At Waverley Private Hospital, employees were buoyed after receiving hand-drawn pictures and messages of support.

In Sydney, Krispy Kreme rolled out “Project Doughforce”, delivering hundreds of doughnuts to teams at North Shore Private Hospital, Castlecrag Private Hospital and Hunters Hill Private Hospital. 🍩



Thank You!