

New mum Carla Bruni Sarkozy leaves Clinique de la Muette with baby Giulia

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Clinique de la Muette delivers first French Presidential Baby

France's first lady, Madame Carla Bruni Sarkozy, gave birth to the first French presidential baby in October at Ramsay Santé's Clinique de la Muette. Giulia was born around 7pm French time at La Muette which is located in the 16th arrondissement of Paris.

President Nicolas Sarkozy accompanied his wife when they arrived on 19th October.

It is the first child to be born to a serving French president.

Clinique de la Muette is an 84 bed hospital which specialises in a obstetrics and gynaecology, IVF, ophthalmology and a range of other surgical specialties.

The First Lady knows the Clinique de la Muette establishment well as she has attended it in the past. Her stay was meticulously prepared for by the management and staff of the Hospital who were warned in September that it was a possibility that the birth would take place at their facility.

French newspapers reported that the birth will come as a relief to long-suffering residents around La Muette in the

upmarket 16th arrondissement of Paris.

Police sealed off the roads around the Clinic at the beginning of October and security was tight during the whole period in the lead up to the birth.

Clinique Director René Rousset said the event was a unique experience for the Clinique and its staff.

On leaving the Clinique the First Lady signed la Muette's information booklet with these words:

"I am grateful to all the staff of Clinique de la Muette for their welcome, their proficiency and their great kindness during the birth of our little Giulia. Thank you. Carla Bruni Sarkozy"

She also signed a copy of the Spring edition of The Ramsay Way with this message for Ramsay Health Care:

"For the Ramsay Group. With my sincere gratitude. Thank you! Carla Bruni Sarkozy"

See interview with Clinique de la Muette Director on page 5



New Clinical School opened at Greenslopes Private

RIGHT: Health Minister Nicola Roxon gets a first hand look at the new "Sim Man" in the new Greenslopes Private Clinical School.



A state-of-the-art clinical school was officially opened at Greenslopes Private Hospital in November.

The clinical school is located within the Hospital - Australia's largest private hospital. In partnership with the University of Queensland, it is now one of Australia's first private hospitals to have a fully-fledged clinical school.

In opening the Centre, Federal Health Minister Nicola Roxon said Queensland families

would have better access to more doctors and allied health workers.

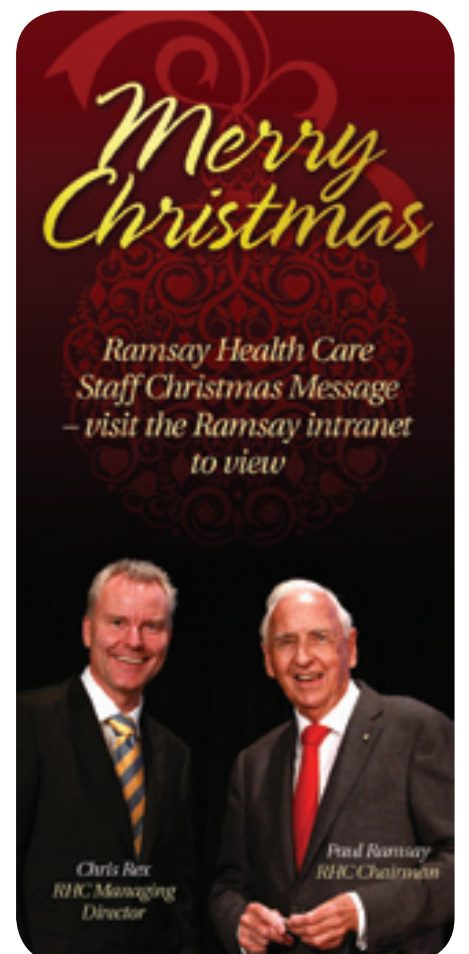
"As we open the doors of this new clinical school, we also open the door to improved health services for Queenslanders," she said.

"The extra 93 student places that are now available at Greenslopes will ultimately help to make it easier for Queensland families to see and contact a doctor, closer to home.

"A key advantage of Greenslopes is that it

will bring together over 400 UQ students a year from a range of disciplines, including doctors, physiotherapists, pharmacists and occupational therapists, to train together in real-world settings."

The Federal Government has invested \$16.5 million at Greenslopes to support teaching and training of future doctors.



CEO'S MESSAGE

It is worthwhile reflecting on a tremendous year for Ramsay Health Care. We have delivered outstanding results across all areas of operations, clinical governance, occupational health and safety and human resources. In developments, we have forged ahead with significant capacity expansions in our hospitals throughout Australia but also in the UK and France.

The major redevelopment of Joondalup Health Campus in Perth continues on track and we have just turned the first sod on yet another significant expansion of Greenslopes Private Hospital in Brisbane.

We were successful in winning the tender to build the new hospital on the Sunshine Coast in collaboration with Queensland Health which is under construction and scheduled to open in 2013.

All this was achieved while caring for over one million patients in our hospitals throughout the world.

I am very proud of what we have achieved but more importantly, that we continue to espouse the

values of The Ramsay Way in everything that we do.

We had some excellent examples of that this year particularly with the efforts of our staff from right across the globe in assisting Ramsay staff who were directly affected by the floods that hit Queensland and north west Victoria.

With the responsibility for over 30,000 staff, our focus on workplace programs including employee health and wellbeing, staff development and training, and occupational health and safety, is a strategic investment in our most important asset – *our people*.

As I visit hospitals throughout the world and attend forums like the Tomorrow Starts Today seminars over the last month, I meet some wonderful staff and am constantly reminded that we are a people organisation with a fantastic and dedicated group of people working for us.

I would like to take this opportunity, at the end of the year and on behalf of the Ramsay Health Care Board to thank all of you for continuing to work The Ramsay Way.

I hope you and your family have a wonderful Christmas and we look forward to a great 2012.

Chris Rex




Ramsay raises \$20,000 for RUOK? Day

Ramsay Health Care and its staff have donated over \$20,000 to the RUOK? Day cause following another successful day held on 15 September. Numerous RUOK? Day events were held around Ramsay's facilities, reflecting the importance with which the Company regards this initiative.

Hospitals and corporate departments were successful in raising \$10,217.50 in donations. In response to such generosity from its staff, Ramsay Health Care decided to match this contribution and has made a \$10,000 donation to the RUOK? cause.

Managing Director Chris Rex said: "Across our organisation RUOK? Day 2011 was a fantastic success and it is great to see increasing awareness in the community of this wonderful initiative."

"I am very pleased that Ramsay Health Care actively supported this initiative once again."

Now in its third year, RUOK? Day is a national day of action which aims to prevent suicide by encouraging Australians to connect with someone they care about and help stop little problems turning into big ones.

On that day everyone across the country, from all backgrounds and walks of life, is encouraged to ask family, friends and colleagues: "Are you OK?"



RUOK?™

Paul meets UK Prime Minister at CHOOGM

Ramsay Health Care Chairman Paul Ramsay meets British Prime Minister David Cameron at the Commonwealth Heads of Government meeting held in Perth between 28 and 30 October 2011.



Following on from Paul Ramsay's meeting with the British Prime Minister at CHOOGM in Perth (Left), Craig McNally, Paul, Jill Watts & Chris Rex (pictured above L to R) attended meetings at 10 Downing Street in London.

Joondalup Campus redevelopments on show

Joondalup Health Campus CEO Kempton Cowan shows Health Minister Nicola Roxon the plans for the extension of the Hospital now underway.

Federal Minister for Health and Ageing Nicola Roxon received a first hand tour of the rapidly expanding Joondalup Health Campus recently. During her visit, Minister Roxon viewed the recently opened Emergency Department and Ward Block and the new theatre block which is set to open in early 2012.

JHC is expanding as part of a \$393m redevelopment program. The State Government is investing \$229.8m to expand facilities for public patients. Ramsay Health Care is investing over \$150m to build private facilities including a new private hospital and specialist medical centre.

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

"The redevelopment is delivering extensive new facilities for public and private patients," he said. We are now over half way through the expansion program and are on course to finish in early 2013 – months ahead of schedule."



RUOK?™



RUOK?™



RUOK?™



WATCH THE RAMSAY RUOK? DAY VIDEO NOW ON YOUTUBE
<http://bit.ly/RUOK2011>

Tomorrow Starts Today

Ramsay Health Care Clinical Managers from around the country gathered at the Tomorrow Starts Today events held across Australia during November. The Managers heard from Ramsay Executive including CEO Chris Rex who participated in an on the couch style interview with questions posed from Ramsay's People and Culture Manager Gavin O'Meara.

The events were an opportunity for Ramsay to recognise the excellent work that Clinical Managers do and to give them an insight into the Company and its directions.

They follow on from the successful inaugural Tomorrow Starts Today events held in 2010. Awards were given out at each State event for the following categories:

Clinical Manager of the Year

Education Team of the Year/Innovation Award

Congratulations to the following state winners!

Old Winners

- Emma Prosser, Nambour Selangor Private – Clinical Manager of the Year
- John Flynn Private Hospital - Hospital Education Award

WA winners

- Vanessa Tran, Joondalup Health Campus – Clinical Manager of the Year
- The Hollywood Clinic – Innovation Award

Victoria

- Rachael Connell – Beleura Private Hospital – Clinical Manager of the Year (Pictured in the shiny pink shirt)
- Donvale Rehabilitation Hospital – Hospital Education Award (represented by Caroline Andrew in the flowery dress)

New South Wales

- Orinda Jones – Figtree Private Hospital – Clinical Manager of the Year NSW (holding trophy)
- Kareena Private Hospital – Hospital Education Award



WA finalists – ABOVE LEFT(L-R): Sarah Baldwin from Health Super, Vanessa Tran & Kevin Cass-Ryall. ABOVE RIGHT(L-R): Danny Sims, Caroline Dinnie, John Whittingham & Chris Rex.



VIC finalists – ABOVE L-R: Janet McKie, Patsy Thean, Christopher Rex, Doreen Leber, Nicole Foster, Leonie O'Callaghan, Caroline Andrew, Danny Sims, Rachael Connell, Bernard Hornblower, & Peter Hader from Healthsuper.



NSW finalists – ABOVE L-R: Christopher Rex, Louise Day, Mariela Chisari, Orinda Jones, Sheila Collins, Cheryl Constance, Sheila Collins, Peter Hader from Healthsuper, Maria Rice.



Building a sustainable business together



QLD finalists – TOP(L-R): Lyndal Schnitzerling, Julie Forrest, Denise Hartley, Emma Prosser, Chris Rex & Danny Sims. MIDDLE(L-R): Jason Burton, Carrie Toohey, Anne Davey, Estelle Snook, Joanne Fahey, Christopher Rex & Danny Sims. BOTTOM: The Queensland audience.



APHA Congress Awards

BELOW: John Flynn Private staff pictured with Ramsay CEO Chris Rex, APHA Congress Dinner Comperre Karl Stefanovic & APHA Executive Director Michael Roff.
 BOTTOM: Ramsay WA staff pictured with Ramsay CEO Chris Rex, APHA Congress Dinner Comperre Karl Stefanovic & APHA Executive Director Michael Roff.

Australian
 Private Hospitals
 Association



John Flynn Private wins National APHA Award

John Flynn Private Hospital has taken home the Clinical Excellence Award for quality of care and patient outcomes in the 2011 APHA/Baxter Awards for Quality and Excellence in private hospitals. The award recognises John Flynn Private's excellent Hand Hygiene in Health Care Program which was rolled out throughout the hospital and has resulted in significant improvements in hand hygiene, understanding and compliance.

As part of this Program the Hospital implemented the five elements of the World Health Organisation's strategy to increase hand hygiene in the hospital.

The project included providing hand hygiene education to all levels of the 1400 hospital staff,

Visiting Medical Officers and submitting data to a national body as well as providing feedback of progress to all the staff. The training and education included 100 one hour face to face education sessions which included all staff. To assist in sustaining this project, John Flynn Private also integrated an online Hand Hygiene e-learning package into their annual competencies for all staff. 680 hand sanitizer dispensers were installed throughout the facility. "Improving staff hygiene is always a high priority at private hospitals," said Michael Roff, Chief Executive Officer of APHA. "John Flynn have educated their staff and implemented a very successful hand hygiene program."



Mole Patrol takes out National Award

Mole Patrol, a Ramsay WA skin cancer prevention campaign, managed to save lives and win hearts recently when it was acknowledged as a national winner for community involvement. Hollywood Private Hospital and Joondalup Health Campus' Mole Patrol campaign was announced the winner of the 2011 Australian Private Hospital's Association (APHA) Community Involvement Award at the APHA Congress in October.

The APHA awards have been running for over 20 years and recognise and encourage the pursuits and

achievements of excellence among Australian private hospitals.

As winner of the Community Involvement Award, Mole Patrol was recognised for its contribution to the broader local community.

The Mole Patrol campaign, which ran over eight weeks in summer and was aimed at promoting skin cancer awareness among the Perth community, provided more than 2,000 people with free-skin checks conducted by a team of highly-skilled specialists including plastic surgeons.



In an interview for *The Ramsay Way*, Director of the Clinique de la Mulette, René Rousset answers some questions about the birth of the first French Presidential baby which occurred at his facility in October.

Q: You had to be completely prepared and also discreet. How did you organise this?

A: We were warned in September of the possibility, then it was confirmed in early October. Carla Bruni Sarkozy was expected from the 3 October. Rooms were booked including four rooms for security for the whole period. Therefore, by the time she arrived on 19 October, we were completely ready.

Nicolas Sarkozy was, despite his obligations, very present and very agreeable with the staff of the Clinique. They stayed with us for four days and they were very unpretentious and undemanding.

Q: In terms of organisation, what security measure did you have to take?

A: As expected, the Clinique was assailed with journalists and curious onlookers wanting to intrude the Clinique by any possible means. A journalist even pretended to be from Social Security coming to record the birth of the little Giulia.

Our Clinique is in a busy urban area with multiple risks of intrusion. However, the President's Security Service was extremely efficient. The neighbourhood was under control and the operations were very precise.

On the whole, the constraints on staff were quite limited (badges necessary, planning of suppliers, specific management of visitors).

We also forbade mobile phone for our staff and visitors during this period in order to avoid inopportune pictures.

Q: Why did Mme Bruni Sarkozy choose la Mulette?

A: Many have asked why Mme Bruni Sarkozy chose la Mulette and not a public hospital facility. I believe she simply followed her obstetrician who works in our Clinique.

To Mme Bruni Sarkozy our hospital represents a local establishment that she is familiar with as she lives nearby. I believe that Mme Bruni Sarkozy was able to make her own decision, despite the expectation that she go to a public hospital.

There was some opposition in the media to the birth taking place in a private hospital but we are delighted that she chose us and the delivery of the first French presidential baby in a private hospital is real recognition for the entire sector.

Applicant rush for Sunshine Coast Hospital

It is still two years before the doors open on the new private hospital under construction at Kawana but Ramsay Health Care has already received nearly 400 applications for employment.

As well as interest from existing Sunshine Coast healthcare nurses and specialists more than 150 applications have been received from outside the region – attracting interest interstate from places such as Sydney, Melbourne and Perth and internationally as far afield as Canada, India, Ireland and the United Kingdom.

Ramsay Health Care's Queensland State Operations Manager Lloyd Hill said he was extremely pleased with the level of interest from both staff and doctors.

"We knew that there would be a lot of interest but even we have been astounded by the number and quality of applications that have been received in a short period of time and with limited advertising," he said.

"When it opens in December 2013 the hospital will employ over 700 staff from a range of disciplines and generate nearly \$90 million in new economic activity for the area," he said.

Lloyd said the hospital workforce would serve as a springboard to enliven the local economy beyond the realm of healthcare, with the large number of doctors, nurses, allied health, support staff and their families providing a multiplier effect on nearby housing, restaurants and retail businesses.

"The economic activity of the hospital will extend well beyond the hospital walls; with a trickle-down effect spreading outward to hospital manufacturers, suppliers, local florists, linen companies and other firms that serve as the lifeblood of Ramsay private hospitals," he said.

Construction on the Hospital started in September and is on schedule for completion in December 2013.



DEVELOPMENTS UPDATE



New Day Surgery for Baringa

The newly completed day surgery unit at Baringa Private Hospital was officially opened by Ramsay Health Care CEO Christopher Rex in September.

The unit was originally a six chair day ward, however, with increasing demand, it has been extended to a 13 chair unit.

Hospital CEO Elizabeth Ruthnam said the new Unit provides a streamlined process for all day surgery patient services at Baringa and has been welcomed by doctors and staff.

"It is fantastic that Ramsay recognises the need to extend our hospital to meet the growing demand of our local community," Elizabeth said.

TOP: The new day surgery unit. BELOW LEFT: Chris Rex congratulating Baringa Chief Engineer for the project completed on time. BELOW RIGHT: Chris Rex with Baringa CEO Elizabeth Ruthnam.



Development underway at Ramsay's Melbourne hospitals

Ramsay Health Care has started significant building developments at Beleura and Peninsula Private Hospitals at Mornington and Frankston respectively.

These two hospitals are held in high regard by patients and health practitioners alike; the hospitals have served the local and broader community well over many years. Many babies have been brought into the world at Peninsula Private Hospital.

Beleura Private Hospital will benefit from a new operating theatre and a major overhaul of its existing operating suite and sterilising department. More overnight beds will be added to the hospital to ensure that additional surgical capacity can be effectively supported, and there will be some internal rearranging of clinical services to achieve maximum operating advantages.

More overnight beds will be constructed at Peninsula and a 7 bed Intensive Care Unit will replace the current high dependency unit.

This will be the first and only private Intensive Care Unit on the Mornington Peninsula and once operational will permit more complicated surgical procedures, including heart bypass operations to be undertaken confidently at Peninsula Private Hospital.

It is anticipated that both building projects will be completed at the same time in early 2012.

Milestone development commences at Mt Wilga

Hornsby Mayor Nick Berman, joined Ramsay Health Care Chief Operating Officer Danny Sims and Mt Wilga staff and doctor's to celebrate the official commencement of Mt Wilga's new \$7.5million facility.

Mt Wilga Private Hospital, Ramsay Health Care's premier specialist rehabilitation hospital in Hornsby, will be transformed in the forthcoming months to a new and improved hospital campus with 39 new patient single rooms, single room accommodation areas, new therapy gyms; and increased car parking.

Mt Wilga Private Hospital CEO Ms Jude Emmer said during its 54 years Mt Wilga had become a highly regarded national and internationally rehabilitation facility providing a complex and comprehensive range of rehabilitation services.

"This new development at Mt Wilga Private Hospital will be able us to meet the increased demand for quality rehabilitation services. The hospital offers a full range of services for inpatients and day patients recovering from a brain injury, spinal injury; an accident, post surgery or any condition where there is a need to improve tolerance, strength, pain relief or functional ability," Jude said.

"The Hospital also offers hydrotherapy and physiotherapy services to the general public."

Ramsay Health Care has owned Mt Wilga since 2001 and has made significant investment in the facility since that time.

Construction is expected to be completed in late April 2012.



Mt Wilga CEO Jude Emmer turns the first sod on a further development for Mt Wilga Private Hospital.

St Andrew's building works full steam ahead!

St Andrew's Ipswich Private Hospital has recently opened its two new theatres and stage one recovery areas, part of an \$8 million redevelopment at this hospital which is expected to be completed before Christmas.

Orthopaedic surgeon Dr David Morgan (pictured right) was delighted to be the first to use one of the two new operating theatres at St Andrew's, performing a total knee replacement operation in the theatre.

CEO Chris Went said the development, which includes new operating theatres, procedure rooms, an expanded theatre recovery area as well as a new day of surgery area, discharge lounge and additional car parking, continues to progress quickly.

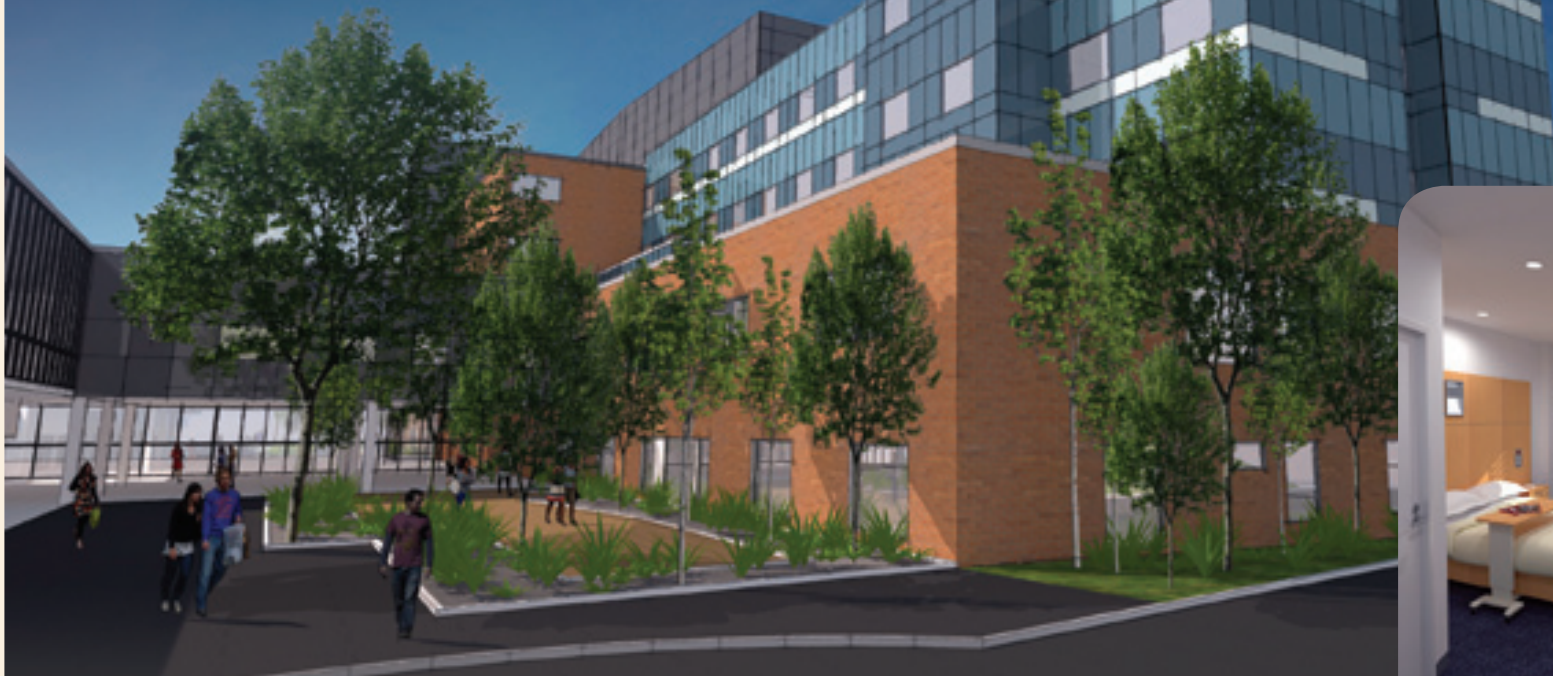


Orthopaedic Surgeon David Morgan prepares for the first case undertaken in St Andrew's Private's new theatres.



St Andrew's staff in the new recovery area.

\$47 million development starts at Greenslopes Private Hospital



MAIN PIC & BELOW: Impressions of the new \$47 million development at Greenslopes Private.



The first sod was turned on a \$47 million development at Greenslopes Private Hospital last month. The development will include 58 beds, four additional theatres, a special care nursery and capacity for 8 delivery suites. Shell for additional accommodation will also be included.

Hospital CEO Mark Page said the new development would support the expansion of existing services and also the introduction of a new obstetrics service.

"This is a great milestone for Greenslopes and to be introducing obstetrics in 2013 will mark a major change for the Hospital," Mark said.

Features of the development

A new obstetrics service including:

- 26 bed maternity ward with all private single rooms with ensuite
- 16 special care and night nursery cots
- Capacity for eight delivery suites

Expansion of surgical services:

- Four additional theatres
- 32 bed patient accommodation – all single rooms with ensuite
- Shell for an additional 32 bed patient accommodation



ABOVE LEFT L-R: Ramsay CEO Chris Rex at the turning the sod ceremony for the Greenslopes Private development. ABOVE RIGHT: Greenslopes CEO Mark Page (sporting his *November* mo).

North West Private opens new Oncology Unit

North West Private Hospital has recently moved its oncology unit and hosted an official opening with doctors and staff.

Oncology is one of the key clinical services provided by North West Private.

The Unit was officially opened with a ribbon cutting ceremony by Ms Pip Youle, the Executive Director – Research, for Cancer Council Qld.

The opening was also supported by Dr David Grimes, Dr Rick Abraham and Dr Peter Davidson, without whose support, along with numerous specialist surgeons the Oncology Unit would not be the success that it is today. In particular, Dr David Grimes has had a long association with the unit and he was fundamental in the initial establishment of the unit.



L-R: Chris Murphy, CEO; Megan Stirling, RN; Dr Peter Davidson, Haematologist; Joanne Butler, RN; Dr Rick Abraham, Oncologist; Karen Gray, RN; Dr David Grimes, Oncologist; Ms Pip Youle, Executive Director – Cancer Council Queensland; Jacinta Poole, RN.



Refurbished rooms in the Glengarry maternity ward have received a welcome nod from patients & staff.

Glengarry Private gets a facelift

A facelift of 33 year old Glengarry Private Hospital is underway starting with changes to the maternity and women's health ward now complete. The changes have been welcomed by patients, staff and doctors. Planning is underway for the next stage which includes the Acacia ward and the delivery suite.

North Shore Private Hospital wins MBA award

North Shore Private Hospital's stage 3 extension took out the Master Builders Association annual construction award recently in the category of 'Health Buildings \$10 million to \$55 million'.

Construction of the five level 11,000m² extension included 57 private rooms with ensuites; five operating theatres; two birthing suites; doctors suites; 24 day surgery and 25 recovery beds; 61 basement and 34 valet carparks and a vertical extension of the existing carpark. The hospital remained fully operational throughout the construction period.



L-R: Ramsay NSW & Victoria Development Manager Angus Bradley & North Shore CEO Greg Brown.



John Flynn Private Hospital Delivery Team with Remembrance Day baby Asher Cantlay & mum.

Baby, what good timing!

To add to the significance of being born on 11/11/11, baby Asher Cantlay was delivered right at 11 minutes past 11am at John Flynn Private Hospital.

As the nation stopped to remember its war dead, obstetrician Dr Geoff Trueman delivered Asher to the surprise of her parents.

Mr Cantlay took a photo of the clock in the surgical theatre to remember the occasion.

"I've got a bad memory so this is going to make remembering an easy task," he said.

Baby friendly Pindara

After 15 months and hours of training, Pindara Private Hospital proudly received official accreditation for the global Baby Friendly Health Initiative, in October.

The BFHI program, launched in 1991, seeks to establish healthcare environments which protect, promote and support breastfeeding.

Through the initiative, Pindara patients are guaranteed to receive consistent and accurate information about breastfeeding, allowing them the opportunity to make an informed decision. Assistant Director of Clinical Services, Denise Hartley, said the initiative is highly beneficial for mothers.

"Mothers have the guarantee that they're going to be getting consistency and best practice in the hospital when they're having their babies," she said.

"They have a better chance of success for breastfeeding."

The stamp of approval could only be attained once every member of the hospital had undertaken the required training and education on breastfeeding, from the midwives to the maintenance men. This is done to ensure that correct breastfeeding advice can be provided to patients at any point in time.



New PTSD program offered at The Cairns Clinic

A PTSD program specifically designed for defence force personnel is not a new concept however, The Cairns Clinic's PTSD program, implemented in 2010, is also adaptable for civilians seeking treatment for this disorder.

To date, the program has proven very successful in meeting the needs of both sections of the community.

Cairns has experienced an increase in members of the defence force returning from active duty in countries such as Iran, Afghanistan and East Timor, who are benefiting from the services of The Cairns Clinic and the PTSD program.

Director of Clinical Services, Joshua Hart, said that both the defence personnel and civilian patients of The Cairns Clinic have been very happy that they can be treated close to home with their family and support networks close by.

"The program works even better when the client has been an inpatient and following discharge, returns to the day program for PTSD," Joshua said.

"They attend sessions one day per week for six weeks and consolidate what they have learnt in hospital.

"It works as a refresher enabling them to review and put into practice their new skills.

"The program was designed specifically for Cairns and is enhanced by the tranquil environment of the clinic.

"The resort style atmosphere of The Cairns Clinic provides a peaceful setting for all our clients who are happy to sit on the deck overlooking the swimming pool, read a novel in the library or alternatively engage in many of the activities on offer such as Pilates, aqua aerobics classes or art therapy."

The Cairns Clinic celebrates its first year of operation this year.



RAMSAY MENTAL HEALTH



Returning to a new world of nursing

Nurses from Hollywood's repatriation days share their history of caring.

A group of eleven nurses and anaesthetic technicians from Hollywood Private Hospital's repatriation days took a step-back-in-time and recollected old memories of their careers at Repatriation General Hospital (RGH), Hollywood at an intimate morning tea on 19 October.

Many of the nurses worked at Hollywood in the 1970s, and lived in the nurse's quarters of the hospital when it was under control of the Repatriation Commission to provide acute care for veterans and war widow/ers.

Del Vonblanckensee, an enrolled nurse who started at the hospital in 1975, had travelled from Queensland for the reunion.

She recalled the intense on-the-job training that was part of the nursing work at RGH, Hollywood.

"Working at RGH, Hollywood was a great character building experience – we worked hard. I started in the male

Orthopaedic ward where every two hours we had to bathe each patient. We also cared for up-to ten post-operative patients each day and working back-to-back shifts was not uncommon," said Ms Vonblanckensee.

Despite the busy nursing schedule Ms Vonblanckensee said, "It was the best time of my life. My fondest memories are of the nursing quarters and the fun that we used to have! Some of the friendships I made have lasted all these years and we still keep in touch."

Lee Hackshaw started at RGH, Hollywood in 1975 and worked in the theatre department as an anaesthetic technician. She enjoyed the theatre environment and the team of people she worked with. She also recalled, "Never trying to step-out-of-line otherwise we would have to answer to the Matron!"

Waverley Private Hospital to open new IVF Fertility Centre

Waverley Private Hospital heralds a new era in women's health, offering the local community living or working in Melbourne's south eastern suburbs even easier access to world class fertility treatment, all under one roof, with the commencement of building works for a new state of the art IVF fertility centre.

Melbourne IVF will be offering the latest breakthrough fertility treatments from the new facility, co-located at Waverley Private Hospital from March 2012, supported by a local team of fertility specialists, nursing, administration, and counselling services.

Melbourne IVF fertility specialists will offer consulting from the new centre, which will also incorporate a day surgery and embryology laboratory, allowing patients undergoing fertility treatment to benefit from undertaking the majority of their procedures onsite, including ultrasound scans, blood tests, egg collection and embryo transfer procedures. The centre will also continue to offer a specialised male fertility testing

service, currently providing routine semen analysis and collection of semen samples for IVF, sperm freezing and surgical sperm collection, which is a unique service for this area.

Waverley Private Hospital CEO Jill Gleeson is delighted. "Waverley Private Hospital has a proud 40 year history providing for the healthcare needs of our community, and the introduction of IVF compliments our renowned maternity, urogynaecology and gynaecology services. We are so excited to be able to assist more local couples and individuals realise their dream of starting a family and supporting them through their entire reproductive journey, before, during and after their pregnancy. Patients undergoing fertility treatment will benefit from being able to undertake all of their treatment locally, avoiding the inconvenience of travelling to different facilities, during what can be a very emotional and stressful time."



The Cairns Clinic celebrates 1st Birthday

The Cairns Clinic, Ramsay's mental health clinic in Cairns, has celebrated one year of operations.

Ramsay Health Care opened the facility in September 2010 and it is the only dedicated private psychiatric unit north of Brisbane. In the past 12 months, The Cairns Clinic has admitted more than 800 patients as both inpatients and day patients from Townsville, PNG, Darwin and Far North Queensland.

Speaking at the first birthday celebrations Ramsay Health Care CEO Chris Rex said the facility provided much needed services for patients suffering with mental illness in the north Queensland region.

"When we looked outside of Brisbane we realised there was a startling lack of private psychiatric units. I am very pleased that Ramsay has opened this Clinic and patients are receiving excellent treatment by the staff and doctors of the Clinic."



Cairns Private turns 60

The staff at Cairns Private Hospital celebrated the hospital's 60th birthday in style on September 21 with a high tea.

Staff, patients and relatives in the ground floor reception area enjoyed a large buffet of food and beverages along with a concert by the Cairns String Quartet.

CEO Steven Rajcany said celebrating the six decades of providing health care to the Cairns community was a very momentous occasion.

"The Cairns Private Hospital has undergone some significant changes over the past 60 years, and is in the process of undergoing even more," Steven said.

"We just keep on getting bigger and better".



Noosa turns 12

Noosa recently celebrated its 12th birthday with a staff BBQ in the hospital grounds. The hospital took the opportunity to recognise several staff who have worked for Ramsay for five years.



Paul Ramsay opens new research facilities at Greenslopes

Mr Paul Ramsay AO, Chairman, Ramsay Health Care officially opened new research laboratories as part of the expansion of the Gallipoli Medical Research Foundation (GMRF) in November.

Mr Ramsay, who is the patron of the Research Foundation, said he was very proud of the growth of the Foundation and its facilities over the last six years and he was delighted to be able to be part of this milestone.

Mr Ramsay who has very generously supported the Foundation for many years pledged another \$200,000 donation at the opening.

The development of the new research facilities was made possible through a \$5million grant from the Federal Government. The facilities provide additional laboratory space and offices for research teams and clinical trials.



Watch the Pindara Video Online - www.pindaraprivate.com.au or on the Ramsay YouTube channel.

Pindara – 40 & fabulous

Four decades of operation have seen Pindara Private Hospital transform from a small family-operated hospital with three theatres into one of the busiest private health care precincts on the Gold Coast.

Still affectionately known as "Pindy" by locals – the hospital has grown in size and complexity and is now a 260 licensed bed, nine theatre facility surrounded by two multistorey towers of medical suites which house many of the 206 practicing accredited VMOs who refer into the hospital.

These highly skilled and experienced doctors provide a comprehensive range of medical and surgical services for benefit of the community. Their work is supported by the Pindara 24hr Cardiac & Emergency Centre; and onsite pathology and Xray and imaging services.

But it wasn't always like this – in the early 1970s the site of the existing hospital was a humble cow paddock. Allan and Gwen Ramsay built the hospital in 1971 and it was owned by the Ramsays in partnership with Max Allchurch. Construction of the hospital took 15 weeks including landscaping. At one stage 125 men were working on the site and the hospital was officially opened on 30 October 1971 with approximately 64 beds and 3 operating theatres.

Subsequent owners Australian Hospital Care Limited purchased it in 1986; Mayne Health in 2001 and then Affinity Health in 2003 all made modifications to the hospital and the services it provided.

Ramsay Health Care, which purchased Pindara in April 2004, has gone on to make major changes to Pindara. Ramsay invested \$63 million in a stage 1 redevelopment to increase the hospital's facilities by 50 licensed beds and four operating theatres, while also adding a new specialist suite tower and the multilevel car park.

Ramsay health Care has committed to a multiphase master plan to further refurbish and expand Pindara to meet the future needs of the community.

Plans are currently being developed for a further stage 2 expansion of the Hospital. Once completed - stage 2 will see Pindara enter its next new era.

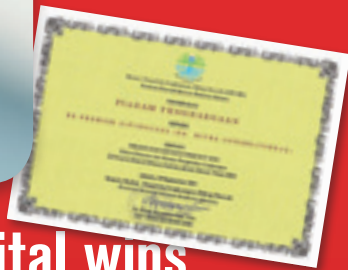


Masada Private welcomes its first set of triplets to the Mother Baby Unit!

Zac, Jackson and Sienna have made history at Masada Private as the very first set of triplets to visit the recently upgraded and expanded Mother Baby Unit, which now accommodates twins and triplets.

1 in 7 mothers who have single births experience some form of Post Natal Depression, with symptoms including exhaustion, anger or hopelessness (Beyond Blue 2011). Recent studies have indicated that Post Natal Depression is even more common in mothers who give birth to twins or triplets; with a recent survey showing that 1 in 6 new mothers experience some variation of depression and an equal amount 'unsure' as to whether or not they have experienced the condition (TAMBA - Twin And Multiple Birth Association 2009).

The Masada Mother Baby Unit is proud to be providing support for first-time triplets and will continue to strive towards improving access and support for mothers and their babies.



Premier Jatinegara Hospital wins award for waste management

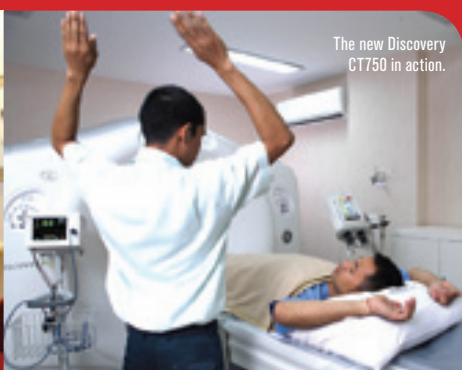
Premier Jatinegara Hospital (RSPJ) has received an award in waste management from the Jakarta Environmental Agency.

The award was in respect to water, air and soil pollution control, management of hazardous and toxic wastes, and implementation of absorption wells.

The environmental award is an annual program of the Jakarta Environmental Agency and recognises companies in Jakarta that appropriately manage their environment and meet regulations and legislation related to the environment.



A room in the new VIP surgical ward.



The new Discovery CT750 in action.

Premier Jatinegara Hospital's new surgical ward

Premier Jatinegara Hospital (RSPJ) has opened new surgical floor in October. The patients' rooms have been designed to be modern and comfortable. This new surgical ward is supported by specially trained surgical nurses.

In support of its increasing surgical focus, the hospital has also introduced a new MSCT Scan able to produce a detailed 3-dimensional image of the body.

Bintaro CSR Program: Cleft Lip & Palate Surgery

39 children have undergone cleft palate surgery at Premier Bintaro Hospital (RSPB) in 2011. Premier Bintaro has been involved in the program for three years in cooperation with OBI Foundation, a non-profit organization that helping poor people who need surgery.

This year the program has been focused on disadvantaged children from outside Jakarta (Sukabumi regency, West Java). The program is supported by a multidisciplinary team which includes 2 Plastic and Reconstruction Surgeons.



Dr. Nita Ratna Dewanti, Pediatrician, with a child & the family after surgery.

Champion Award 2011 for Premier Surabaya Hospital

For the 3rd time, Premier Surabaya Hospital (RSPS) is honored with an award for "The Best Champion Hospital" (150 - 200 beds Category) in Surabaya from MarkPlus Inc., one the most reputable Independent Research Institutions in Indonesia. The award ceremony was commemorated on the 26 October 2011 at the Shangri-La Hotel Surabaya.

Dr. Hartono Tanto (below) new CEO of RSPS, received this 3rd Award as the highest prize for the Medium Size Hospital in Surabaya.



Jo Diggins with hospital staff

Joondalup Careers Open Night a huge success

More than 500 potential future employees flocked to the Joondalup Health Campus Careers Open Night recently to check out the various roles that will become available as the hospital expands.

The Careers Open Night offered a unique opportunity to find out more about working at one of Australia's fastest growing hospitals. Managers from across the hospital were available on the night to discuss the various positions available and answer any questions.

Joondalup Health Campus is expanding as part of a \$393m redevelopment which is delivering extensive new facilities for public and private patients including Joondalup's first standalone private hospital with 145 beds which is set to open in 2013. Hundreds of additional staff will be required over the next 16 months.

Hocking resident Yvette Healy said the Open Night provided a unique opportunity

to get her foot in the door. "I have several friends who work for the hospital and they always comment on what a great working environment it is. The staff were really helpful and offered great advice and information which ultimately reinforced my desire to work there!"

Joondalup Health Campus Chief Executive Officer Kempton Cowan described the response from the local community as overwhelming.

"This event was designed to explore whether people from the local community are interested in working at our hospital. The response was overwhelming," said Mr Cowan.

"We received expressions of interest from 612 people who would like to be considered for positions. We will let them know when positions become available."



Glengarry celebrates its everyday magic

"Real Magic, Everyday" is how Glengarry Private Hospital will be known from now on following the launch of the hospital's new brand identity in late September.

"Real Magic, Everyday" summates 'the Glengarry experience' and was born from the unique personalised care that patients have come to expect at Glengarry Private Hospital.

After months of planning and delving into the unique qualities of the hospital, it was evident that magical moments take place all around the hospital including anything from a comforting smile from a nurse, to a father spending his first night with his newborn baby, to a patient who is getting back on their feet and back to good health.

Glengarry's CEO Elaine Pavlos said that Glengarry staff loved to create and share these magical moments with their patients and visitors.

"Our staff and doctors are passionate about making a difference to the lives of our patients and this is evident in the rare personal level of care you will experience at Glengarry. Every patient is special to us and

we go out of our way to make our patient's stay with us an extraordinary one," said Ms Pavlos.

The new branding features photography of the staff across a range of different creative executions that are showcased around the hospital, on the Glengarry website and on branded merchandise.



Men of Westmead Calendar supports five year old's plight

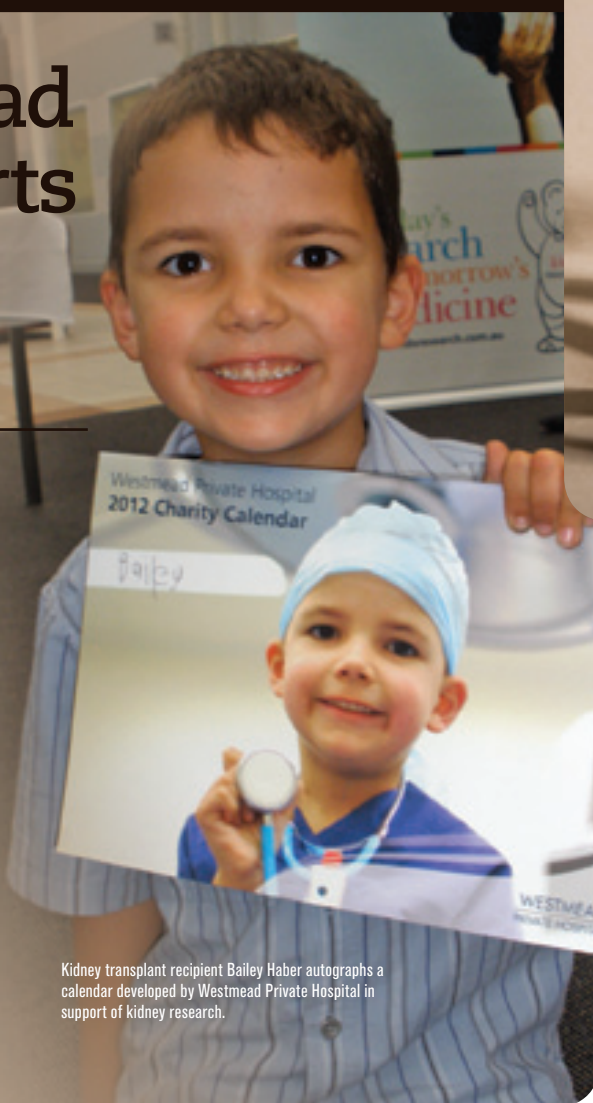
He's bright-eyed, charming, energetic and loving the limelight. Who would guess that five-year-old Bailey Haber was close to death until he received a kidney from his father earlier this year?

As he ran around the morning tea table at Westmead Private Hospital recently, Bailey charmed doctors, nurses and staff who had come to support the cause of kidney disease treatment. A morning tea was put on by staff member Melanie Angell to launch a calendar in support of Bailey and Westmead Hospital's Centre for Kidney Research.

Ms Angell put together the 2012 calendar, featuring amusing photographs of the hospital's male staff, after becoming close to Bailey's mother, Melissa. Both work in the hospital's sterilising department.

Ms Angell felt she had to help in some way after hearing about Bailey, who was born with congenital nephrotic syndrome, needing dialysis every day at the Westmead Hospital centre.

When his father donated one of his kidneys to his son, Bailey was given a new lease on life.



Kidney transplant recipient Bailey Haber autographs a calendar developed by Westmead Private Hospital in support of kidney research.



Glengarry raises money for five year old with cerebral palsy

On Thursday 20 October Glengarry Private Hospital held a fundraiser to raise funds for Charles Taylor, a five year old boy with Cerebral Palsy, Cortical Visual Impairment and Global Development Delay. Charles is one of eight siblings and is in desperate need of a wheelchair to be able to enjoy family outings.

Together with a gold coin donation sausage sizzle, cake stall, raffle and very kind donations from the Hospital Executive and patients and staff we successfully raised \$1,500.

The money raised was enough to buy Charles the wheelchair which he needed and we hope to see photos of Charles enjoying his wheelchair soon.

Cairns knitters help international midwives

A dedicated and enthusiastic group of knitters along with some generous anonymous donations have contributed to the education of midwives around the world in a very unusual way.

Cairns Private Hospital midwife Sylvia Calcagno along with fellow midwives, friends, friends' relatives, work colleagues and neighbours have knitted a total of 20 blankets, 23 breasts and nine wombs that will assist the education of other midwives in different communities.

Head knitter of the group Sylvia said that it was very encouraging that the Australian College of Midwives (ACM) supports the training of staff in maternity care, irrespective of the country of origin or background.

"I have been a midwife for many years and have cared for maternity patients in a variety of hospital and community settings and midwives, no matter where they work; in



Helen Bowman was one of the many midwives of the Cairns Private Hospital's Women's Unit who knitted to help the education of nurses in overseas communities.

metropolitan areas, far flung rural regions or remote villages, they all share a common passion and goal," she said.

"We all nurture, care and support our women during their childbirth journey, often forging very strong bonds of trust and friendship during this special time.

"I was inspired after reading about the Yarning Table to be held at the ACM conference. This is a unique way to give our support and connect with fellow midwives and acknowledge the challenges in caring and nurturing their maternity patients."

The breasts and wombs will be used to educate midwives in Papua New Guinea and the blankets will be given by the midwives to pregnant women as an incentive to attend the midwifery clinics associated with the Hamlin Midwifery College of the Addis Ababa Fistula Hospital in Ethiopia.

Z Unit donates \$100,000 to Hollywood Research



In August the Z Special Unit International donated its remaining funds of \$100,000 to the Hollywood Private Hospital Research Foundation.

The Z Special Unit International is an ex-service organisation founded by decorated war hero the late Mr Jack Wong Sue that is winding up due to dwindling numbers of its Veteran members.

The organisation has been a generous supporter of the Research Foundation and has decided to donate its remaining funds to the Foundation who fosters medical research by Hollywood Private Hospital doctors and staff that lead to improvements in medical care and the health of the community.

Three of the five surviving diggers attended a lunch held at Hollywood Private Hospital where Ernst Baints chairman of Z Special Unit International presented the foundation with the \$100,000 cheque.

Terry Bayliss Manager of the Hollywood Private Hospital Research Foundation said the foundation is not-for-profit and donations greatly assist the foundation to achieve improvements and advancement in medical care.

"We are overwhelmed by the generosity of Z Special Unit International. Their contributions over the years have made significant research advancements in areas from orthopaedics to Alzheimer's and even palliative care. We may have not have furthered our knowledge in these areas without their kind support," said Mr Bayliss.



Peninsula Private farewells Wig Library

Peninsula Private recently sponsored a tribute day for members of the community suffering from breast cancer. Funds raised on the day will go to the Mornington Peninsula Wig Library.

The Mornington Peninsula Wig Library has recently relocated from Peninsula Private Hospital where it spent its formative years and established a robust reputation for delivering a high quality service and product – and all done through a strong volunteer network.

The library has acquired over 600 wigs of all colours and styles since it was established. Fundraising by the volunteer's network and corporate sponsorship has been responsible for sustained growth of the library.

Peninsula Private Hospital sincerely thanks all those involved with the Wig Library who unselfishly give their time and donate financial resources to support this fantastic community service.



Telethon star visits Joondalup Kids

ABOVE: Savanna Addis pictured left, with staff & patients in the Joondalup Paediatric Unit.

The children of Joondalup Health Campus received a surprise visit recently as 2011 Little Telethon Star Savanna Addis paid a visit to the paediatric ward, new neonatal nursery and paediatric emergency department to kick off the Telethon weekend.

Based in Kununurra, Savanna has Alagille syndrome, which has affected her liver, lungs and heart. She also recently underwent emergency brain surgery after suffering a serious head injury from a fall.

She credits her recovery from the head injury to the long list of family members, friends and doctors who helped her. But those who know the 10-year-old have witnessed the magnitude of her own strength and optimism.

JHC Paediatric Head of Department Acting Professor Dr Desiree Silva has known Savanna since she was born and has been closely involved with Savanna and her family throughout her life.

"Savanna remains a positive and inspiring person who always looks on the brighter side of life. Her visit to the Campus is a great opportunity for her and her family to see first-hand the positive impact the recent upgrade of the special care nursery has had on the community," said Dr Silva.

The \$3m facility is four times the size of the previous department and has 16 neonatal cots, twice as many as before.

"The Paediatric unit has also improved training for all staff in neonatology. The special care nursery provides 24-hour medical cover and a team of specialist nurses, two neonatologists, six paediatric consultants, paediatric registrars and medical officers who are fully equipped to handle high-risk pregnancies, babies born with complications and premature infants," said Dr Silva.

Joondalup Health Campus CEO Kempton Cowan said that the facility has been funded by the State Government through savings from the wider redevelopment.

"The facility was not part of the original works program but with the increase in population growth and high-risk deliveries, Joondalup Health Campus has responded to the needs of the local community and has invested in neonatal care which is a vital part of paediatric and maternity services at the hospital," Mr Cowan said.

Savanna said while she was looking forward to meeting the other Telethon stars on the weekend, she was most excited about visiting sick children in hospital.

"When I was sick, I promised I would visit sick children in hospital when I got better," she said. "It touched my heart to be able to give presents to some of the children who are in Joondalup Health Campus."

With the help of her parents Helen and Ralph and sister Jamilah, Savanna has already raised more than \$12,500 which was donated between the Royal Flying Doctor Service, St John Ambulance Service, Variety Club. She will also donate to Telethon.

"I want to thank everybody for supporting me because a lot of people did and I couldn't do it without mum or the community," Savanna said.

Joondalup also presented a cheque for \$5,000 to Savanna, which will go towards raising money for Telethon.



Helen Jones DCS, Kylie Larkins Executive Assistant & Vicky Tanzer Oncology Unit Clinical Nurse with invited guests.

Caboolture turns Pink

Caboolture Private Hospital held a 'Pink Ribbon' morning tea in October (Breast Cancer Awareness month) to support those who are affected by breast cancer. Past and current breast cancer patients from our Oncology Unit were invited as well as ladies who attend the hospital's Kim Walters Choices Stretch Program.

Many of the staff and invited visitors wore pink to join in the theme of Pink Ribbon Day.

Morning tea involved lots of creative PINK goodies and a "guess the number of PINK jelly beans" in the jar competition.

St John Ambulance Award for Westmead Nurse

Westmead Private Hospital

midwife Julie Turner has received an Award from St John Ambulance Australia in acknowledgement of her outstanding life sustaining support as a member of the community.

Last year, while enjoying a Christmas celebration dinner at a friend's house, a neighbour collapsed on the grass. Julie and a friend administered CPR until the Fire Brigade arrived with a defibrillation machine the gentleman was then transferred to hospital and survived the ordeal.

The Fire Brigade nominated Julie and the friend for the Award.

Tim Daniel, Chief Executive Office said "Westmead Private Hospital is very proud of Julie and her ability to use her life saving nursing skills to save a person's life."



Nurse wins prestigious Mental Health Award

ABOVE: Mark named 2011 Mental Health Employee at the Mental Health Commission Good Outcome Awards.

Joondalup Health Campus Nurse Therapist, Mark Morton, was named the 2011 Mental Health Employee at the Mental Health Commission Good Outcome Awards. Recognised for his leadership skills, collaboration with colleagues and integrity, Mr Morton was also commended for his compassion, demonstrating caring towards patients and carers and contributing to best practice.

Mark said he was honoured to win such an outstanding award.

"I believe in fostering optimism, setting up networks of support and focusing on the person as being their own expert on the road to recovery. For these beliefs to be recognised at one of the states most prestigious awards is a truly humbling experience."

Mark has worked as a nurse therapist at the Mental Health Unit at the Joondalup Health Campus since 2007. Based in Rockingham, he chooses to undertake a daily 140km round-trip to work at Joondalup because of the great team approach in the Mental Health Unit.

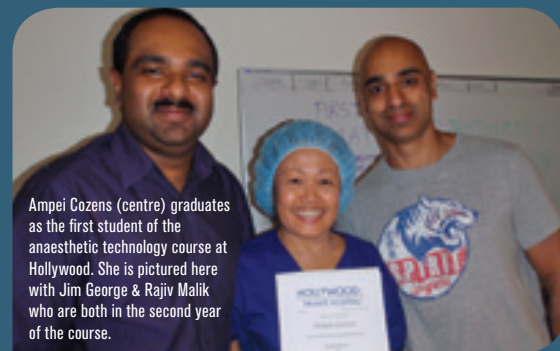
Over the past four years, he has played a pivotal role in the unit working with colleagues to set up new programs and initiatives. He runs a weekly mindfulness group which encourages patients to use techniques to explore themselves and their illness.

He has completed additional training in drug and alcohol care and treatment, cultural awareness and mindfulness in order to help patients.

Joondalup Health Campus CEO, Kempton Cowan said Mark's outstanding achievements reflected the Campus's commitment to encouraging staff to innovate and explore new ways of working.

"It's great to see our staff receive external recognition for the dynamic work they are doing."

Mark was among nine people presented with awards at a ceremony in Perth in front of over 200 mental health professionals and dignitaries including the WA Governor General, Premier and Minister for Mental Health.



Ampei Cozens (centre) graduates as the first student of the anaesthetic technology course at Hollywood. She is pictured here with Jim George & Rajiv Malik who are both in the second year of the course.

Ramsay's first Anaesthetic technician graduates at Hollywood

On 18 October, Ampei Cozens was the first student to graduate the Certificate IV in Anaesthetic Technology course at Hollywood Private Hospital. Ampei completed the usual two year course within 14 months due to her previous experience.

Ramsay is the first and only workplace in Australia to offer this course which is delivered at Hollywood and all students go on to undertake placements at the four Ramsay WA hospitals.

Students graduate with national qualifications to gain work in anaesthetic technician roles.

Jim George and Rajiv Malik are currently in the second year of the course and doing very well.

The course has an intake every year where applications open in April for the following year via:

www.amazingcareers.com.au



Marjorie celebrates 35yrs

ABOVE: Marjorie Brislee (former Ramsay Board member) receiving her certificate for 35 years with the Company from Ramsay Chairman, Paul Ramsay AO. Pictured with Anne Mortimer, National Mental Health Business Development Manager.

430 years of service by Kareena staff

A total of 31 staff who together have contributed 430 years of service at Kareena Private Hospital received certificates and mementos to celebrate their milestone recently.

Special mention to the following staff:

- Maxine Collier – 30 years
- Patricia Field – 25 years
- Deidre Baulch – 20 years
- Carolyn Perry – 20 years
- Sandra Swanton – 20 years



Ramsay UK Nurse wins nursing top honour

Like so many women, Sharon Stewart knows all about the challenges of being a working mother. As a mum-of-three, she juggles sleepovers, swimming galas and school runs with her demanding job as matron at Ramsay Health Care's Euxton Hall Hospital in Lancashire.

But there are few mothers who find themselves unable to do the school pick-up because they are thousands of miles from home dealing with the devastating human toll of war. And fewer still who win medals for their inspirational work in the service of their country. For as well as her civilian-nursing career, Sharon, 43, has served as a medic in the Territorial Army for the last 20 years.

And it's for outstanding endeavours at the British Army's Camp Bastion hospital in Afghanistan that she has just been recognised with one of nursing's top honours - the Royal Red Cross Medal (Associate). It was first awarded in 1883 when it was given to the most famous nurse of them all, Florence Nightingale. The medal is for 'exceptional services' to military nursing and is given to nurses who display extreme courage and devotion in their duties.

'I feel very proud to be receiving it,' says Sharon, who became a Lieutenant Colonel in the TA earlier this year. 'But I don't think I did anything special, and when I read what my commanding officer said about me I don't recognise myself.'

She modestly insists the award is recognition for the work of all her team at Camp Bastion - in her role managing the wards of the busiest emergency unit in the world, she led 30 nurses for shifts up to 15 hours long - but her citation reveals another story. It states: 'Stewart's exceptional qualities have been an inspiration to all who served with her. She has consistently demonstrated

selfless commitment...and outstanding leadership, motivating her team to achieve the highest standards of patient care.' But when the Army asked her to serve in Afghanistan for four-and-a-half months last October, it was a tough decision for Sharon to make.

While Sharon had previously served for three months in Iraq in 2004, the nature of many of the injuries she witnessed in Afghanistan, both military and civilian, still shocked her. The hospital treats not only UK and US soldiers, but the Afghan police and army, contractors and local people, including children and even suspected insurgents. And the price paid by soldiers and civilians in a country where IEDs - improvised explosive devices - are commonly deployed is a high one.

She says: 'Having been on operational tour before in Iraq you think you know what to expect, but it was full on. The injuries were often horrific. There were soldiers who required triple - even quadruple - amputations. And there were many who were traumatised because they had seen their best mate blown up in front of their eyes.'

'I will never get used to seeing a British soldier who has been severely injured. While nursing can be demanding, the job they do is something else, they go out every day knowing they are risking their lives.'

She says: 'A lot of our job was as basic as listening and comforting, and helping to maintain the soldiers' dignity. If they had been out on operations for a long time then they would be dirty and smelly, and a bed bath could make all the difference to their morale. 'Likewise someone being there to bring them a cup of tea in the middle of the night if they couldn't sleep was as important as

their medical needs.'

But most upsetting for Sharon were the local children who were admitted as patients. In her four-and-a-half months she dealt with more than 50 children, admitted with injuries suffered both accidentally and by the war. While the most seriously injured British soldiers were routinely flown home within 24 hours of being admitted, often the patients who stayed the longest were local children. And with no plane to fly them out of Afghanistan, their futures were a lot less certain.

'As a mother, it was incredibly distressing,' she says. 'After all, these children were the same age as my own.'

'There was one time when the Taliban had thrown an explosive over a wall and it had blown up in a school playground. Thirteen children were brought in and there must have been a party going on because I will never forget that the girls were wearing pretty dresses. 'One of the girls didn't survive and I was asked to go to the morgue to prepare her body for her relatives. Somehow, in all my nursing career, I had never before seen a dead child and I found it extremely hard.'

She says that even as a senior nurse, it was important for her to have a hands-on role. 'I think that if your staff see you helping with the cleaning, making beds and stocking shelves then it sets the tone for how you expect them to behave. The standard is set from the top and a good working culture does spread.'

With no regrets from her time in Afghanistan, she hopes to serve again in the future. 'I am proud that I was part of a team that did the finest job possible for our boys,' she says. 'If I had to talk to any of the mothers of those soldiers, I could put my hand on my heart and say, "he had the best care in the world!"'

NATIONAL SAFETY TEAM UPDATE

Hollywood Private Hospital brings home WorkSafe WA award

Hollywood Private Hospital's Theatre PSA John McDonnell was announced the winner of WorkSafe WA's Individual Contribution to Safety award in October. The awards recognise outstanding occupational safety solutions and innovations in WA workplaces. The win comes after Hollywood's Occupational Safety & Health (OSH) team organised the manufacturing of a mini slide board for insertion of slide sheets under patients on a theatre table.



John came up with the idea and developed the prototype. He will now go to Canberra to represent Hollywood in the national Safe Work Australia awards. This excellent achievement comes on the back of winning Ramsay Health Care's Safe Work Australia competition in March this year.



Maintenance Manager's Conference

The National Safety Team held a series of maintenance managers' conferences across the country in September with excellent attendance from Facility Maintenance Managers, Hospital Engineers, Supply Managers and Safety Coordinators.

The program covered a full day and focussed on the management of contractors within Ramsay facilities.

The group also saw presentations from a motivational speaker, the national safety team on safety requirements within the maintenance area, environmental considerations on behalf of the National Environment Manager Geoff Adams, update on the new harmonised workplace safety legislation, infection control issues affecting facilities management, manual handling for maintenance, an overview of the new fire protection Australian Standard and an information session from an external facilities management group.

MOVEMENTS & APPOINTMENTS



STEVEN SCHULTZE

has been appointed CEO of Kareena Private Hospital and started at the hospital in October. Steven joins Ramsay from the Regis Group where he was the State Operations Manager, Qld and NSW. In this role, Steven was responsible for 18 aged care facilities across New South Wales and Queensland as well as being the National Manager for Allied Health. Prior to this was General Manager of the SK Hotel Group.



MICHAEL PAIN

has joined Ramsay Health Care as Victorian Development Manager. Mike comes to Ramsay with over 17 years experience in the construction industry. Mike will be well known to many NSW Ramsay hospital managers through his 8 years as a Construction Manager & Project Manager with Akalan Projects Pty Ltd. During this time, he has worked on many RHC projects.



ROBIN COPELAND

has been appointed to the new role of Director of People, Performance & Culture with Ramsay UK. Robin has an Allied Health background originally and has been with Greenslopes Private Hospital in various senior roles for the past 9 years. She has most recently held the Director of Support Services role which has included accountability for the hospital's HR function. Robin holds an MBA and was a participant in the 2010 Future Leaders Program.



MARGOT MCGRATH

has been appointed to the role of DCS at Shepparton Private Hospital. Margot has worked at Shepparton for the last 16 years. Initially employed as the After Hours coordinator, she has been NUM of Med/Surg/post natal ward for the last 14 years and has frequently acted in the DCS position. Margot is an RN/RM, and has completed various business management and leadership programs.



PETER PARKES

has joined the executive team at Baringa Private Hospital after being appointed Director of Clinical Services on 1 October.

HUMAN RESOURCES UPDATES



Ella Lowe Scholarship awarded

New Farm Clinic nurse Claire Halle has been awarded this year's Ella Lowe Scholarship of \$10,000 to do her research: Evaluation of Early Intervention Group Therapy Programs for Sub-Syndromal or Full-Syndrome Borderline Personality Disorder in Adolescents and Young Adults.

Borderline Personality Disorder (BPD) is a severe developmental disorder that usually emerges during adolescence associated with marked psychopathology and functional impairment and is associated with poorer longer-term outcomes. Interest in diagnosing and treating adolescents and young adults with personality disorders is a relatively recent development.

New Farm Clinic has piloted a group therapy program facilitated by a multi-disciplinary team consisting of Psychiatrist, Registered Nurse and Psychologists. The program addresses externalising and internalising symptoms of BPD. It is adapted from Dialectical Behaviour Therapy and incorporates emotion regulation, distress tolerance, mindfulness, interpersonal effectiveness, problem solving and limit setting, resiliency, identity and art therapy.

Clare said it is expected that specialised early intervention for subsyndromal or full-syndrome BPD will be more effective than treatment as usual.

Results are expected to demonstrate:

- Decreased borderline psychopathology (both internalising and externalising symptoms)
- Decreased para-suicidal behaviours (both suicide attempts and non-suicidal self-injury)
- Decreased number of hospital admissions
- Decreased length of stay



Ella Lowe Scholarship recipient Claire Halle



L-R: Karina Kieley (NSW Workforce Planning Coordinator), Sam Radlow (Vic Workforce Planning Coordinator), Anne Green (WA Training & Development Manager), Liz Spaul (National Workforce Planning & Development Manager), Shae Stewart (Vic Undergrad Plus Coordinator) & Liz Ohi (QLD Gradplus & Undergradplus Coordinator)

Ramsay announced as finalist in 2011 AHRI Awards

Ramsay Health Care was a finalist in the Talent Management category in the recent 2011 National AHRI (Australian Human Resource Institute) Awards.

HR Manager Carolyn Terry said while the Company did not win, being announced as a finalist recognises the Company's successful Gradplus and Undergradplus initiatives.

Greenslopes Private Hospital was also a finalist in the Health & Wellbeing Category and was one of six finalists in this Category.

Like you, we're showing we care this Christmas

Christmas is a particularly busy time for all our members in healthcare facilities, when there's often very little time to relax and enjoy the festivities. That's why, to share your spirit of caring, we're especially pleased to be sponsoring Vision Australia's Carols by Candlelight® Live Site at Federation Square in Melbourne on Saturday 24 December 2011.



**vision
australia's
carols by
candlelight®**
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The industry fund for the people who care



Visit healthsuper.com.au/carols

Proudly supporting Vision Australia's Carols by Candlelight® this Christmas

Health Super is a division of the First State Superannuation Scheme ABN 53 226 460 365 of which FSS Trustee Corporation ABN 11 118 202 672 AFSL 293340 is the Trustee.



Hollywood nurses recognised for excellence

Two nurses from Hollywood Private Hospital won acute care nursing awards at the annual Nursing and Midwifery Excellence Awards held at Burswood Entertainment Complex in September.

Organised by the WA Department of Health, the award categories reflect the diversity of work undertaken by nurses and midwives across health in a range of clinical, educational, research and leadership roles.

Tracy Swanson was the category winner in the Metropolitan Acute Care Registered Nurse category, whilst Sara Garofallou was the Metropolitan Acute Care Enrolled Nurse category winner. Both nurses are full-time employees of Hollywood Private Hospital.

Sara Garofallou completed her Enrolled Nurse Graduate program at Hollywood Private Hospital in August 2005. She developed a passion for orthopaedic nursing during the program and remained on the orthopaedic ward whilst increasing her knowledge and skills in the area which



Nola Cruickshank, Director of Clinical Services for Hollywood with Sara Garofallou



Tony Dolan, Acting Executive Director for Sir Charles Gairdner Hospital, presenting Tracy Swanson with her award.

contributed to her reaching advanced skill Enrolled Nurse status in 2009.

Tracy has extensive knowledge and experience in the specialty of cardiac rehabilitation, monitoring standards of cardiac education for all cardiac patients at Hollywood Private Hospital. She provides excellent leadership to her nursing colleagues utilising expert skills to achieve the best outcome for patients.



Ramsay's ALS online modules are being incorporated into existing training.

Advanced Life Support Online Modules now available

Since its release in August, Ramsay hospitals have begun integrating the new Advanced Life Support (ALS) online modules into their existing programs with great success.

The aim of the Ramsay Health Care Advanced Life Support programme is to educate nursing staff in how to manage an adult cardiac arrest according to the current Australian Resuscitation Council (ARC) guidelines. The online and face-to-face components of this program will provide participants with the direction and opportunity to demonstrate competence in such skills.

The online portion of this program has been designed to provide the theoretical underpinning knowledge for comprehension and application of ALS skills in a practical (actual) situation.

Greenslopes Private Hospital has completely incorporated the online modules into their existing program delivery with great outcomes and is in their second month of the roll out process. Using the online program, to its full capability, has enabled Greenslopes to tackle the challenge to meet the education needs of all staff and maintain the high standards required for ALS.

For more information on how to access the ALS Online modules or implementation of the program at your site contact your hospital educator or the Ramsay training Institute: rti@ramsayhealth.com.au



OUR ENVIRONMENT

Ramsay Health Care's annual report to government shows that the Company has reduced energy consumption on a per patient day basis by around 6.5% between 2008/09 and 2010/11.

In absolute terms, the energy consumption for Ramsay Health Care remained fairly static between the two financial year periods with a slight increase of 0.8%.

National Environment Manager Geoff Adams said this was an excellent outcome particularly given the significant amount of capacity expansions that have occurred at Ramsay facilities over this two year period. He said it showed that some of the initiatives being put in place by hospitals around the group were being successful in reducing energy consumption.

"As health care is a significant producer of emissions with energy being a lead contributor, Ramsay's contribution to reducing emissions and energy use is significant," Geoff said.

"Air conditioning represents 40% to 50% of our total energy consumption across the group with lighting a further 20%. So targeting these two areas can produce some real benefits. We have been working on these specific areas for a few years.

"A great example of people working together and sharing ideas is with the Westmead theatre air conditioning project. Westmead realised that their system cooled the air for theatre to very cold temperatures, then reheated and rehumidified it to achieve required conditions and this was very inefficient.

"They were able to come up with a smarter system, achieving the same result without overcooling and reheating. Now other sites such as North Shore and Greenslopes Private Hospitals have adopted this concept collectively saving over \$80,000 per year in energy consumption," Geoff said.

He said simply turning off air conditioning and lighting when areas were not in use could also help to reduce the carbon footprint – a good thing to remember when wards close down over the Christmas period.

Re-using the heat generated from sterilisers and/or the water used to cool them has also been a top project around Ramsay hospitals with different sites adopting slightly different solutions.

At Greenslopes they re-use the water used to cool the sterilisers saving megalitres of water each year. Hillcrest, Albury/Wodonga and St Andrews' solution is to dissipate this heat into the air, whilst Wangaratta and St George use the heat in their hot water or boiler systems.

"Across a number of sites we are removing patient fridges and replacing downlights with LED lighting which will save a considerable amount of energy."

Recent upgrades to the air conditioning system at North Shore is also expected to

provide good energy reductions and new developments and building upgrades are now beginning to incorporate motion sensors and timers for lighting and air conditioning.

Future projects being investigated include:

- Moving to natural gas boilers (producing less green house gases than electric ones) at Westmead and John Flynn
- Installing variable speed drives (VSDs) on air conditioning fans also reduces energy consumption significant and John Flynn is one site that has been extensively retrofitting VSDs to existing systems in 2011.
- Several sites are looking at re-setting air conditioning controls to allow greater temperature variation before heating or cooling is activated, using much less energy.
- IT are looking at software that automatically turns off computers at night but still allows for updates to be completed.

All these initiatives are great but there are huge opportunities if across Ramsay Australia we all changed our behaviour to:

- Turn off lights and air conditioners at night (but not at the expense of safety)
- Use natural ventilation where possible
- Set temperature controls at the just comfortable level. If it is summer outside, you will be dressed accordingly and cooling to 24 degrees is more comfortable than anything lower. When you first switch on, setting the temperature to 18 degrees won't cool the room any faster than setting it to 24, it will just overshoot the comfort zone later in the day. And conversely in winter, warming to 22 degrees but not higher makes sense.
- Ensuring all windows and doors are closed in air conditioned areas.
- Reporting leaking taps and toilets, faulty equipment, wasted power, light or air-conditioning
- Recycle waste paper, cardboard and packaging

If you have any ideas about how Ramsay Health Care can reduce its energy footprint please write to Ramsay's Environment and Sustainability Development Working Group which sets the framework and the ideas hub for these initiatives.



FUN & FITNESS



Ramsay Health Care Triathlon Pink raises over \$218,000



Ramsay Health staff at the Gold Coast Triathlon Pink

Ramsay Health Care Triathlon Pink has already raised over \$218,000 for the National Breast Cancer Foundation (NBCF). Triathlon Pink has been an enormous success in Sydney, Gold Coast, Perth and the Sunshine Coast where it has already run. The Melbourne event will be held in January. So far over 120 Ramsay staff have competed this year...great effort!



Greenslopes Specialty Clinics Manager, Madonna Bowers with the NRL trophy - & right: alighting from the helicopter at the Sydney Football Stadium prior to kickoff.



Madonna helicopters in to NRL Grand Final

Madonna Bowers, Manager of Greenslopes Specialty Clinics recently receive a Women in League Volunteer of the Year Award recognising her enormous behind-the-scenes work providing 15 hours a week volunteer support for rugby league.

Madonna sits on the Queensland Women's Rugby League Board and has been instrumental in changing the culture of rugby league in Ipswich, ensuring females are recognised and encouraged to be involved in the game.

For her Award Madonna was invited to the Ambassador's Suite at the Grand Final where she arrived by helicopter landing her in the centre of the field with the main match trophy.

Wangaratta Netball Team wins Grand Final

Wangaratta Private Hospital staff have taken out the Wangaratta Netball Association Division 2 grand final, winning by just two goals.

"The Privates" netball team has been playing in the Netball competition for the last 5 years, with staff from all departments participating over these years. The efforts of a sensational 2011 season were rewarded by the 2 point victory against their rival competition.



BACK ROW: Tegan Seymour; Kellie Gage; Maria Seymour (coach); Nicole Seymour, Kaylee Seymour; Rachel York; Sam Cooper.
FRONT ROW: Michelle Webb; Jill Clayton; Min Bowden; Rebecca Gilbert.

Cycling glory for Lake Macquarie Private Employees

In September the final rounds of the State 4 Hour and 8 Hour Mountain Bike Championships were held at Mt Stromlo in Canberra. Lake Macquarie Private's Sarah Neumann won the Elite Women's 8 Hour Championship and Vincent Keir won the Supermaster 4 Hour Champion.



Lake Macquarie's Vincent Keir.

Nowra comes 3rd in dragon boat regatta

Nowra Private Hospital recently took out third spot in the annual South Coast Regional Dragon Boat Regatta on the Shoalhaven River.

The regatta was organised to promote community and corporate fun and fitness.

It was the first time Nowra Private had fielded a team or even paddled for that matter! Despite only having one training session the team performed really well in the first 2 heats and to their great delight came third in their final.



Proud Nowra Private team members - & below (closest to camera) showing the style that got them 3rd!



Ramsay riders raise money for cardiac equipment

L-R: Lissa Watson, Anita Johnson & Narelle Holmes

Two nurses and an administration officer from Cairns Private Hospital cycled 335 kilometres in the 2011 Cairns to Cooktown Cardiac Challenge recently and donated over \$900 to buy cardiac equipment for the Cairns Base Hospital.

This year's event, which is in its fifth year, is the first time Ramsay Health Cairns has entered a team in the charity ride.

Over two and a half days, Lissa Watson, Narelle Holmes and Anita Johnson experienced the beautiful vistas of the rainforest and the dry and dusty areas of the Tablelands and were welcomed into Cooktown on their final day by the cheering crowd that lined the streets.

The cyclists rode 135km, 114km and 83 km on each consecutive day and tackled mountain ranges, strong headwinds and the heat as they ventured further north.



Digital Media Strategist Damon Klotz

Ramsay launches into Social Media

Ramsay Health Care has launched into Social Media with the appointment of Digital Media Strategist Damon Klotz. Damon started in the Marketing Department in August and has been working on the Company's social media profile.

Currently, you will find Ramsay Health Care in the following social media networks:

- You Tube – Visit the Ramsay You Tube channel: www.youtube.com/RamsayHealthAu
- Facebook – The Ramsay Facebook page has been launched for a number of months see: www.facebook.com/RamsayHealth
- Twitter – The Ramsay twitter account has been active also for a few months (you are welcome to follow us) see: www.twitter.com/RamsayHealth
- LinkedIn – We have a Ramsay LinkedIn account: www.linkedin.com/company/ramsay-health-care

The Ramsay Health Care Social Media Policy was ratified by the Ramsay Risk Management Committee in November and is now available on the intranet. The policy describes how staff are expected to use social media for work-related purposes, as an official representative of Ramsay Health Care, but also the personal use of social media where reference is made to Ramsay, our employees or the workplace.

In conjunction with the policy an online e-learning training package on social media will be launched shortly.

For further information on social media email us at: socialmedia.RHC@ramsayhealth.com.au

