



L-R: Ipswich Mayor, Paul Pisasale; St Andrew's Ipswich CEO, Chris Went & Ramsay Health Care CEO, Chris Rex - at the official opening of the St Andrew's Ipswich Hospital Redevelopment... see pg 3 for more.



AUTUMN 2012

www.ramsayhealth.com.au

- | | | | | | | |
|---|-----------------------------------|------------------------------|---|-------------------------------------|------------------------------------|---------------------------------------|
| 1 INTERNATIONAL RECOGNITION FOR RAMSAY INDONESIA | 2 to 4 DEVELOPMENTS UPDATE | 5 RAMSAY SANTÉ | 7 NORTH SHORE DELIVERS NSW 1ST BABY FOR 2012 | 8 HOLLYWOOD LAUNCHES CHEFMAX | 8 OUR COMMUNITY | 11 HR UPDATES |
| | | 6 HOLLYWOOD IN OZ 1ST | | | 9 OUR PEOPLE | 11 NATIONAL SAFETY TEAM UPDATE |
| | | | | | 10 MOVEMENTS & APPOINTMENTS | 11 LIBRARY UPDATE |
| | | | | | 10 WELLNESS UPDATE | 12 FUN & FITNESS |

Ramsay's Indonesian hospitals recognized for Quality

Premier Jatinegara, Ramsay's hospital in Jakarta, is the first hospital in Jakarta city to receive Joint Commission International (JCI) accreditation.

JCI is a recognized world leading accrediting body in healthcare quality and patient safety.

The accreditation has been awarded by JCI to Premier Jatinegara for the period December 3, 2011 to December 2, 2014.

Ramsay Chief Operating Officer Danny Sims said the awarding of JCI accreditation to Premier Jatinegara was international acknowledgement of their focus on quality and safety. "We are very proud of Premier Jatinegara for receiving this accreditation," Mr Sims said. "Premier

Jatinegara is the first hospital in Jakarta to receive JCI and this is extremely pleasing and is recognition of the high clinical standards our hospitals in Indonesia have achieved and maintain.

"It is my understanding that several hospitals have been preparing for JCI accreditation but to date, no other hospital in Jakarta has been ready for JCI accreditation."

Premier Jatinegara is the second Ramsay Health Care facility to receive JCI. Premier Bintaro in South Tangerang received their JCI three-year accreditation on January 15, 2011. Ramsay's third facility, Premier Surabaya Hospital in Surabaya, will attempt JCI accreditation later this year.



ABOVE: Staff at Premier Jatinegara celebrate their JCI achievement.

Further stage opens at Joondalup Health Campus



BELOW L-R: Head of Surgery at JHC, Mr Hannes Basson with JHC CEO Kempton Cowen.

Health Minister Dr Kim Hames officially opened the new theatre block at Joondalup Health Campus on 8 March - a major milestone in the \$393m expansion of the hospital.

The block includes 12 operating theatres - twice as many as before - a nine-bed intensive care unit, a six-bed high dependency unit and a 10-bed coronary care unit. Seven of the 12 theatres are now operational with the remainder opening in September when additional recovery bays become available.

"The new operating theatres are among the most advanced in Australia," said Dr Hames. "They include four state-of-the-art iSuites with video and touch screen technology to enable surgeons to view and capture images from inside the body while they operate."

"The number of high dependency and intensive care beds is increasing from 6 to 15 which will help to reduce pressure on our public hospitals," said Dr Hames.

The redevelopment of Joondalup Health Campus is a key part of the State Government's strategy to grow hospital services and reduce pressure on tertiary hospitals by expanding local general hospitals.

"The expansion of Joondalup Health Campus is on course for completion in early 2013," said Dr Hames. "At that point, an additional 126 inpatient beds will become available for public patients."

Chris Rex, CEO of Ramsay Health Care, said: "We are delighted with how the redevelopment of Joondalup Health Campus is progressing and it is particularly pleasing that it is under budget and ahead of schedule. We are very much looking forward to the opening of the other new facilities early next year."

"The public-private partnership at Joondalup Health Campus dates back 15 years and continues to go from strength to strength. This project is a terrific example of how the public and private sector can work together to deliver services and value for money for the public."

CEO'S MESSAGE

Since acquiring our three hospitals in Indonesia from Affinity Healthcare in 2005, Ramsay Health Care has invested in guiding these hospitals to the highest quality clinical standards. With assistance from many Ramsay staff and hospitals in Australia and thanks to the Executive team in Indonesia, our Indonesian facilities are now being recognised for their focus on high quality patient care and patient safety through the awarding of JCI (Joint Commission International) accreditation.

Jakarta is a city of approximately 110 hospitals and so, it is a fantastic achievement for Ramsay's Premier Jatinegara, to be the first hospital in Jakarta to receive JCI accreditation and one which all Ramsay Health Care staff can be extremely proud of. Ramsay Health Care can now boast two of its three facilities in Indonesia with JCI accreditation, with Premier Bintaro receiving three years accreditation in January 2011. We look forward to our third hospital

- Premier Surabaya
- being



awarded accreditation later this year and wish them success in this process.

This issue of The Ramsay Way highlights the many developments taking shape, not only in Australia but across the world in France with the expansion of Polyclinique du Plateau in Bezons and in the United Kingdom with the redevelopment of Berkshire Independent in Reading. Expanding and improving our facilities remains integral to Ramsay Health Care's growth strategy and will ensure that we have the capacity to meet the future demand for healthcare being driven by an ageing population and an increasing chronic disease burden.

To this end, we have already committed a great deal to brownfield expansions, many of which have been highlighted in this edition and previous editions of The Ramsay Way. We anticipate continuing to invest approximately \$100 million per year on expanding and improving our facilities to meet the growing demand for healthcare.

I would like to thank our hospital staff, patients and visitors for your patience during construction at our facilities and whilst we make these improvements.

The passage of the legislation through the Australian Federal Parliament's Lower House last month to means test the private health insurance rebate is disappointing. The private hospital industry is concerned that, in the

longer term, people affected by the legislation may choose to downgrade their insurance cover and this will put additional strain on the already over-burdened public hospital system.

I do not envisage any material changes to take place in the short term but we will be monitoring what develops over the next 18 months. Whilst means testing may have an impact on some of our Australian facilities the increasing demand for health care in all the markets where we operate caused by ageing and expanding populations will continue unabated.

Finally, I would invite all staff to participate in the Ramsay staff satisfaction survey. We have a great organisation but it is only with your feedback that we can understand how we can make it better! I look forward to the survey outcome and thank you in advance for your participation.

Happy Easter!

Chris Rex

New Rehabilitation Centre for Orange



Construction is now complete on the expanded private rehabilitation unit at Dudley Private Hospital, in Orange NSW.

Ramsay Health Care invested just under \$1 million in the unit, allowing it to expand from 7 to 12 beds and adding a new gymnasium, consulting rooms and group therapy rooms.

The expansion of the rehabilitation unit is in response to an increasing need for rehabilitation services in the Central West NSW region and will cater for the introduction of day rehabilitation programs at Dudley.

Hospital CEO Trevor Matheson said with an ageing population the demand for quality rehabilitation services close to home was ever-increasing.

"Our rehabilitation unit has been operating at capacity since it opened in 2003. There has been a pressing need to expand the unit for some time and to provide day rehabilitation programs," Trevor said.

"Our new unit will not only provide patients with the full range of rehabilitation services post-surgery, but

patients from the region who have their surgery in Sydney would now be able to access a full range of rehabilitation services closer to home."

The full extent of the expansion includes upgrades to the existing facility, a refurbished dining and kitchen area, single rooms and a new nurses' station.

New equipment for rehabilitation services has also been purchased to complement the new facilities and to support the increased services.

"Our rehabilitation physicians, allied health and nursing staff are all looking forward to providing excellent patient care in this new purpose-built facility."

He said the hospital had also applied for government funds to add a hydrotherapy pool to the facility and was expecting to hear the outcome of this application in May 2012. The pool would also be available for use by public health patients.



L-R: ANUM Karen Finnigan, Maintenance Manager Wally Zabilowicz & DPU staff member Fran Pryor.

Wangaratta Team look forward to new development

Work has commenced on the development of a new day procedure unit at Wangaratta Private Hospital. The development will see the day procedure facilities moved to a larger area within closer proximity to the theatre complex. Bed capacity will increase from 4 to 10 beds with 8 step-down chair.

Facility Maintenance Manager, Wally Zabilowicz said the building work was progressing to plan, and was on schedule for completion by the first week of April 2012.

"Noise levels have been kept to a minimum and disruption to current services has not occurred," Wally said.

Hospital CEO Sheryl Keir said day procedure unit staff were very excited about the development which had been in the planning for the past 5 years.

"The new development will see an increased availability of beds for overnight admission whilst also providing state-of-the-art facilities for day admissions."

Wangaratta Private Hospital Registered Nurse, Fran Pryor, has worked in Day Procedure at Wangaratta Private Hospital for 12 years. She is reluctant to retire until the new unit is operational!

BELOW L-R: Ramsay Health Care CEO, Chris Rex; St Andrew's Ipswich CEO, Chris Went & orthopaedic surgeon Dr David Morgan.
RIGHT L-R: Chris Went with Ipswich Mayor, Paul Pisasale.



New theatres opened at St Andrew's

The multi-million dollar redevelopment of St Andrew's Ipswich Private Hospital was officially opened by Ipswich Mayor Paul Pisasale and Ramsay Managing Director Chris Rex on 1 March 2012.

The expansion, undertaken by Queensland builders, Evans Harch, includes new operating theatres, procedure rooms, an expanded theatre recovery area as well as a new day of surgery area and discharge lounge.

This new expansion has been well received by patients, doctors and staff, as it allows greater surgical capacity in the hospital.

St Andrew's Ipswich Private Chief Executive Officer Chris Went the speed with which the development had progressed, allowed the facility to be fully operational in early 2012.

"The completion of the building works marks an important milestone in the hospital's 102 year history," she said.

"This expansion demonstrates our commitment to being the private hospital of choice to residents of Ipswich and surrounding communities, The new development will assist the hospital in meeting the growing demand for private hospital services in the Ipswich region."



An aerial view of the new development on the sprawling Greenslopes Private Hospital campus.

Greenslopes expansion on track

The \$47 million expansion of Greenslopes Private Hospital is well underway with work commencing on the new four storey tower in December 2011.

As part of this major development, the hospital is looking forward to introducing a new maternity service which will incorporate 26 maternity beds, capacity for 7 delivery suites and 10 special care nursery cots.





Kempton Cowan, CEO Joondalup Health Campus, on the site of the new private hospital

Perth's newest private hospital on the horizon

The new 145-bed private hospital at Joondalup Health Campus reached a major milestone in February when the building received its final pour of concrete. "The final pour of concrete means the building is

structurally complete," said Chief Executive Officer Kempton Cowan who climbed to the top of the six-level structure to witness the pour.

"Work on the exterior and interior walls is now underway. Contractors are also working from the ground up to install the electrics. Perth's newest private hospital is really starting to take shape now."

The new hospital is set to open in early 2013. It will provide aged care and rehabilitation, maternity, medical and surgical services. It is being built alongside the existing 500-bed hospital and a new specialist medical centre and clinical school.

Waverley's new IVF Service nears completion

Hopeful parents will soon be able to access IVF treatment at Waverley Private Hospital following the opening of a Melbourne IVF Clinic at the hospital this month.

Melbourne IVF fertility specialist Scott Pearce said the clinic was coming to where it was needed.

"There's a big demand for IVF now," Dr Pearce said. "A lot of our patients come from the south-eastern suburbs."

According to the Australian Institute of Health and Welfare, the number of people using IVF treatment has increased by 50 per cent over the past five years.

Dr Pearce said much of the IVF process was already available in Mt Waverley, but now patients could have all of their appointments, including egg collection, at Waverley Private Hospital.

"Patients can stay home and close to work," Dr Pearce said.

"It's a very challenging time going through IVF, both physically and emotionally."



New Mental Health Unit for Hillcrest

A new regional private mental health unit has been opened by Ramsay Health Care at Hillcrest Private Hospital in Rockhampton. The new 12 bed unit, Archerview Clinic, is the only private mental health facility between Cairns and Brisbane.

The Clinic has been built at a cost almost \$1 million and will provide treatment for patients with a range of disorders including mood and anxiety disorders, schizophrenia and psychotic disorders.

CEO Tracey Wust said there was an "overbearing need for the service in the area". The Clinic will serve from Mackay and Longreach to Bundaberg and this region is home to 700,000 patients.

Archerview Clinic opened in February with four admitting psychiatrists and a workforce of specialised mental health clinical staff.

In addition to the 12 rooms, the unit has three consulting rooms, a dining area and a patient lounge.



People caring for people
RAMSAY HEALTH CARE

Ramsay Employee Survey *Have your say!*
Your workplace, your say

5th to 30th March!

Staff are invited to provide their feedback to the Ramsay employee survey before 30 March 2012.

This year as well as sending out a paper-based survey via mail, staff can fill in the survey in online.

This survey provides valuable information which is considered by individual hospitals but is also reviewed across the whole of Ramsay. These results and trends provide the opportunity to review existing initiatives, training and opportunities for our staff but also to identify new ways of strengthening the Ramsay Way, the culture of our organisation and your experience as a Ramsay employee.

We look forward to receiving your feedback and suggestions.

Upgrade for Berkshire Independent Hospital

Work has started at the Berkshire Independent Hospital to upgrade the wards, bedrooms, bathrooms, children's and reception areas. The pictures show the high quality modern design of new reception areas and signals the start of an ambitious investment programme to adopt this as the new standard for all our hospitals across UK. The investment programme will be phased over the next few years.

Sasha Burns General Manager is confident that the hospital has a promising future and said, "I would like to take the opportunity to thank all my staff for their support since I commenced my role as General Manager in December 2011." Sasha went on to say, "I am fortunate to work with a professional, dedicated and innovative team who are committed to making Berkshire Independent Hospital the hospital of choice for patients and the



medical community. To achieve this goal, the hospital is expanding the range of services available and I am currently in discussions with consultants within many specialities".

Rehabilitation Gym & Hydro Pool at Kareena Private turns 1!



Kareena Private Hospital recently celebrated the first anniversary of the opening of their upgraded rehabilitation unit.

A hydrotherapy pool and fully equipped gymnasium with the inclusion of a day patient rehabilitation service was officially opened in March 2011.

The improved facilities have proven to be a significant boost to the health services in the Sutherland Shire and surrounding regions. The state-of-the-art rehabilitation centre has attracted many new patients seeking high quality rehabilitation services in the year following its launch.

For the past year, the rehabilitation services including a 10 metre hydrotherapy pool with an area for deep water therapy, and a new dedicated gymnasium have been providing rehabilitation services for patients following orthopaedic and other surgeries as well as patients who are requiring reconditioning from other disabling conditions.

The new facilities also enabled Kareena to provide a day patient rehabilitation program. The day program enables a seamless transition from inpatient to outpatient therapy and has been received well by patients at Kareena.

Kareena Private CEO Steven Schultze said "Kareena Private has been serving the Shire for over 45 years and has established a strong reputation for the provision of excellent surgical, medical and more recently rehabilitation care. When the rehabilitation centre opened for patients in March 2011, the new facilities were a welcome addition to the hospital's existing services. With an expanding and ageing population, we will be able to continue to meet the healthcare needs of the Sutherland Shire well into the future".

Dr Philip Conroy, Rehabilitation Physician at Kareena Private said, "Research data demonstrates that early and more intense rehabilitation intervention is more effective and provides better patient outcomes."

"Early intervention is only possible where the rehabilitation unit has the full access to a comprehensive medical and surgical service. Acute treatment can continue whilst the patient is undergoing rehabilitation and any new medical issues are able to be managed effectively by supporting medical and surgical teams."

Cardiac services reopen at The Avenue



The Avenue Hospital is looking forward to the re-opening of their specialised in-house cardiac diagnostic service.

Given the increased demand for echocardiography testing, and in particular stress echocardiography, The Avenue will be providing a flexible 5 day per week service backed by cardiologists with specialised training in stress echocardiography.

It is expected that the new service will decrease standard length of waiting times.

New Stress Echo equipment has been purchased, experienced cardiac sonographers have been recruited, and the tests will be reported by experienced and newly recruited cardiology specialists.

In addition to this new diagnostic service, The Avenue's interventional cardiologists will be available on-call for urgent and routine consultation as well as angiography or interventional work, on a 24/7 basis.



New Cardiology Unit for Clinique Convert

A new coronary care unit has been opened in Ramsay Health Care's newest French facility – Clinique Convert. It is expected that the new unit will see over 1100 patients per annum.



Inaugural Ramsay Santé Medical Conference

The first medical conference for Ramsay Santé was held in December 2011.

Ramsay Health Care Chairman Paul Ramsay, CEO Chris Rex and Head of Global Strategy & European Operations Craig McNally were all in attendance for this event.

The 134 attendees to the inaugural Conference, including representatives from all Ramsay Santé's hospitals, had the opportunity to hear about Ramsay Health Care and its ambitions for Ramsay Santé.

The topics discussed during the Conference were well received.

The Conference was called: "Premières Rencontres Médicales" meaning "First Medical Encounters".

Ramsay Santé launches first newsletter

Ramsay Santé has launched its first Ramsay newsletter "Ramsay.com" and it will distribute to staff and doctors in Ramsay's 10 facilities across France.





Japanese students visit Caloundra Private



Caloundra Private Hospital staff experienced a rare opportunity recently with a visit from five healthcare students from Aishin Memorial Hospital, Sapporo, Japan.

The visit was arranged through *International Health Care Seminar* to allow the four nursing students and one pharmacy student the opportunity to learn and discover more about healthcare in Australia.

The students were treated to an "insider" tour of the hospital including the theatre complex where they interacted with theatre and recovery room nurses and sterilising technicians and were given the opportunity to view the operating rooms in detail.

The students also had some one-on-one time with the hospital's infection control coordinator and educator and had some hands on experience with the Pharmacist where they were introduced to the dispensing and administration of medications in Australia.



Baringa has a close encounter of the furry kind!

Staff & patients at Baringa Private had a surprise visit from a curious Koala. Maybe on the lookout for a "bear-latric" procedure?



Vascular surgeon Mr Sieunarine.

Hollywood in Oz 1st

Hollywood Private Hospital was the first Australian private hospital, and only the second hospital in Australia, to use the 'Zenith p-Branch' graft in an aortic aneurysm repair procedure conducted in January 2012 in the hospital's Angiography Suite.

Vascular surgeon Mr Kishore Sieunarine deployed the Zenith p-Branch graft into the aorta of an 87 year-old male who had a 7cm aneurysm in his lower chest-abdomen region.

Mr Sieunarine said that the fenestrated Zenith p-Branch graft was used because it was appropriate for the patient's age and anatomy and the product was available in a timely manner - which was crucial in this case.

"Most aneurysms are three to five centimetres in size with minimal risk of rupture below five centimetres. As the patient's

aneurysm was seven centimetres the risk of a fatal rupture was increased considerably. The grafts to repair the patient's aneurysm were previously custom-made and can take a minimum of six weeks to arrive but the 'off-the-shelf' availability of the new Zenith p-Branch graft meant that we could act quickly," said Mr Sieunarine.

The successful procedure was conducted through key-hole surgery via a small incision in the groin. The patient received spinal anaesthetic and was fully awake throughout.

"The shape of the Zenith p-Branch graft allowed the anatomy of the aorta to be artificially re-formed so that the pathway of blood in the body can return to normal," said Mr Sieunarine.

Staff Rally against means testing



Staff from local Port Macquarie Private hospitals marched on Rob Oakeshott's electorate office last month in a last ditch effort to appeal to him to vote against means testing the private health insurance rebate. The action came as it became apparent that the local Independent would vote with the government to means test the rebate. They were joined by staff from Baringa Private Hospital in Coffs Harbour.

In response to the rally by the Port Macquarie Private staff, Hospital CEO Paul Geddes said: "Our local private hospitals are major employers and investors in the region, any measure that negatively impacts private health insurance could negatively impact our business."

Legislation to means test the rebate was passed in February 2012 by the Lower House.

New South Wales health minister visits Joondalup

New South Wales Health Minister Jillian Skinner and a delegation from NSW Health visited Ramsay's Joondalup Health Campus (JHC) in Perth earlier this year to find out about the hospital and its contract to treat public patients on behalf of the Western Australian State Government.

JHC has been contracted by the WA Government to treat public patients since 1996. The delegation from NSW was keen to find out how the contract worked and how a privatised

hospital is operated.

The NSW State Government is considering contracting private hospital operators to treat public patients.

JHC is considered a leader in its field, providing a comprehensive range of general hospital services to public and private patients. The hospital is home to the one of the busiest Emergency Departments in Australia with over 80,067 presentations in 2011.



North Shore Private midwives & Director of Clinical Services Sue Engele (far right) with Joanna & baby Xavier.



North Shore delivers NSW's first 2012 baby

North Shore Private Hospital delivered the first baby in New south Wales 2012 with baby Xavier arriving at 12.08am. Xavier is the second child to parents Joanna and Jeremy and arrived nine days early. The family made it to hospital with only minutes to spare. The birth of Xavier followed a record day for North Shore on 29 December with 21 babies born on that day.

New fresh look for Hunters Hill

During the recent Christmas break, Hunters Hill Private Hospital's hydrotherapy pool underwent a much needed makeover. A blue and white theme gave the pool a fresh new look, including the acoustic dolphins which are admired by the physiotherapists and staff alike.



Anne Perkowski, Manager - Physiotherapy Services

Westmead launches Parenting Suites

Westmead Private Hospital is proud to now offer parenting suites to provide couples the opportunity to stay together in hospital after the birth of their baby.

Parenting suites are designed to enhance the postnatal experience by enabling partners to stay and be totally involved in the care of their newborn baby.

Parenting suites are now in several Ramsay Health Care facilities with a range of extra offerings for the couple.



Westmead launches free Pilates Classes

Westmead Private Hospital has introduced free mums and bubs pilates classes following birth at Westmead Private Hospital.

"Mums and Bubs Pilates" is an initiative of Westmead Private Hospital and Westmead Private Physiotherapy Services, and is designed to make exercise as accessible as possible for new mums.

Pilates is recognised for improving core strength, reducing back ache and assisting with continence and pelvic floor dysfunctions. It also reshapes, tones and helps mothers to lose weight following the birth of their baby.

New mums receive three free classes following birth at Westmead Private and the classes are held onsite by highly trained, experienced instructors.

Deluxe maternity suites for North West Private



A new level of Maternity Services opened in Brisbane recently with the launch of six deluxe maternity suites at North West Private Hospital.

The North West 'Deluxe Experience' includes meals specially prepared by Executive Chef, Jeffrey Gear, former personal chef to Prince Charles & Princess Diana.

The large, contemporary rooms with double bed, complimentary mini bar and toiletries are designed to enhance the postnatal experience for couples by enabling partners to stay and be totally involved in the care of their newborn baby.

CEO, Chris Murphy, said the deluxe suites had been very well received by patients & their families and have achieved 100% occupancy on occasion since opening three months ago.



Couldn't wait for Christmas!

Baby Koby George Gibson couldn't wait for Santa. He was in such a hurry that he was delivered in the car park of Westmead Private Hospital in the early hours of the morning (21st Dec). Mother Rebecca had a very fast labour and couldn't get to the hospital quick enough, with dad Patrick delivering the baby in the car park of Westmead Private Hospital. The Hospital's Security Guard - Ali was there to help and called for assistance from the hospital midwives.



GPH donates arthroscopy system to Bali orthopaedic training program

Greenslopes Private Hospital

Orthopaedic Surgeon, Dr Des Soares has coordinated the donation of two arthroscopy systems to the orthopaedic training program in Bali.

Dr Soares delivered and installed the systems at Sanglah Hospital, Bali Indonesia in January when he was a guest lecturer at the Bali Orthopaedic Trauma Symposium, a teaching symposium organised jointly by the Indonesian Orthopaedic Association and Orthopaedic Outreach (the humanitarian arm of the Australian Orthopaedic association).

Dr Soares said that the two arthroscopy systems donated by Greenslopes Private Hospital along with Stryker's donation of cabling and adapters to interconnect the equipment were provided as a gift to the orthopaedic training programme in Bali.

"We are very grateful to Greenslopes Private Hospital and Stryker for their generosity in donating the arthroscopy systems. They will be well used," Dr Soares said.

One arthroscopy system is set up in the orthopaedic theatre and the other has been set up in the orthopaedic department training room with a knee model which allows Indonesian orthopaedic surgeons and trainees to practice on the model and learn the skills for arthroscopy before they undertake live surgery."

Dr Soares performed a demonstration arthroscopy and menisectomy whilst he was at Sanglah Hospital.

Sanglah Hospital is the main public hospital in Bali and hosts the burns unit which was set up after the Bali bombing. It has 15 theatres.



John Flynn supports Currumbin Wildlife Sanctuary



John Flynn Private Hospital and Currumbin Wildlife Hospital have joined together to provide new equipment for use in caring for the sick and injured animals at Currumbin Sanctuary.

The Hospital recently donated a surgical microscope and patient monitors to the Wildlife Hospital.

Hospital CEO Greg Jenke said as the hospital was constantly upgrading theatre equipment to provide the latest treatment options and procedures for patients, the obsolete equipment was quite suitable to be used at the Wildlife Hospital.

Currumbin Wildlife Hospital Snr

Veterinarian, Michael Pyne said "We are extremely grateful for the donation of this equipment, the patient monitors will be used by the sanctuary to monitor the vital signs of unwell animals, and improve the safety of the anaesthetics given during surgery."

"From day one we were able to use one of the monitors to assist us in caring for a young wedge tailed eagle. We will now be able to assess a much wider range of injury and disease that presents in the rescued animals, as well as expanding the scope of what is surgically possible at the sanctuary", he said.



Hollywood Catering staff member Sasha Brasnett at work with the new Chefmax.



L-R: Hollywood's Executive Chef, Javier Ferrandez with Hollywood's Catering Manager, Chris Jowett.

Hollywood launches 'Chefmax'

Patients of Hollywood Private are no longer filling in paperwork to order their meals. Instead friendly catering staff visit their rooms to personally explain the meals and take orders which are then recorded on hand-held tablets and downloaded into the new Chefmax system.

Chefmax not only provides a more personal approach to patient service, it also increases the accuracy of patient dietary requirements resulting in only appropriate meals being offered to patients. Hollywood is the first Ramsay hospital to use the system.

The preparation work in launching Chefmax included the upload of hundreds of patient menus, entering the nutrition details of thousands of ingredients, the classification of different patient diets and the careful recording of allergen information. There was also the system installation, user-acceptance testing, modification of supporting processes and the roll-out of staff training.

Lyn Harding, Director of Corporate Services at Hollywood Private Hospital, said the new initiative required personnel from catering, dietetics, nursing and IT to work together to ensure its success.

"Chefmax has allowed Hollywood Private Hospital to reduce patient diet risks and improve the overall experience in its on-going endeavour to provide amazing customer service," Lyn said.



L-R: Dr Leong Tan with Ben Nicolaou (Clinical Nurse Specialist) & Colin Pearson (NUM).

Pindara's Neurosurgery Unit approaches 1st b'day

Pindara Private Hospital's new neurosurgery unit (2C) is unique to the Gold Coast and stands as a reminder to GPs and patients alike that private medical and surgical services on the Gold Coast are now second to none.

Pindara's 2C is a dedicated neurosurgery unit consisting of a 25 bed ward supported by a 4 bed close observation unit. The unit is run by a team of specialised neurosurgery-trained nurses who are setting new standards of excellence, in clinical care for their neurosurgical patients.

Recruited from various healthcare facilities across Queensland, the 2C team has successfully integrated best practice procedures and standards of care, to ensure the expectations of five of the Gold Coast's leading private neurosurgeons, who now consult at Pindara and the needs of their patients are met.

Neurosurgeon Dr Leong Tan said to the best of his knowledge, the Pindara unit was unique and a first for the Gold Coast. Most hospitals, he explained, do not have wards dedicated to neurosurgery patients.

"The central nervous system is a highly complex body structure unlike any other," Dr Tan said. "Complications if they occur can adversely and irreversibly affect the patient and their future quality of life. Should a complication arise while a procedure is underway the neurosurgeon is able to respond; but if a complication were to occur post-operatively the neurosurgeon is not always present. And it is because of this and the irreversible damage that post-operative complications can cause that makes it so important for us to have a dedicated neurosurgery ward run by specialist-trained neurosurgery nurses who are committed to delivering the level of care our patients require and who are vigilant in monitoring a patient and alerting the doctor at any sign of a possible complication."

Long term, Dr Tan said, the plan was to establish a centre of excellence for training specialist neurosurgery nurses at Pindara. This will help establish the Gold Coast's reputation as a centre for excellence for complex neurosurgical cases.



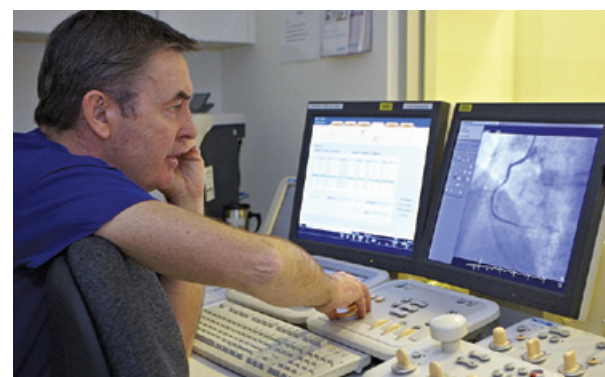
OUR
PEOPLE

Australia Day Honours

Congratulations to the following Ramsay Health Care doctors who received recognition on Australia Day in the Honours list:



Former Hunters Hill Private anaesthetist and current inpatient Dr John Keneally received an AM (Member in the Order of Australia). Dr Keneally was Head, Department of Anaesthesia, Royal Alexandra Hospital for Children 1998-2002 and retired in 2007. Dr Keneally, 68, was recognized for service to medicine as a clinician and academic to the specialty of paediatric anaesthesia and pain management as well as through his advisory roles with public health organizations.



Linacre Private Hospital cardiologist Professor Ian Meredith was appointed a Member (AM) in the Order of Australia, for his services to medicine in the field of cardiology as a clinician and researcher and for his role in public health. Professor Meredith is a founding member of Melbourne Heart Care.



Rachel York

Enrolled Nurse Rachel York from Wangaratta Private Hospital has been successful in her application for a Postgraduate Palliative Care Scholarship, awarded by the Victorian Department of Health Cancer and Palliative Care Integrated Care Unit.

The applications were open to post graduate medical, nursing and allied health professionals working in palliative care in Victoria.

As an enrolled nurse, Rachel did not meet the criteria for application, however, with her application being of a high standard, the board renamed the scholarship as a 'capacity building scholarship', enabling Rachel to meet eligibility requirements.

The scholarship amount received was \$4500, allowing Rachel to commence a Specialist Certificate in Palliative Care at The University of Melbourne in February 2012. The course will take twelve months to complete.

Rachel commenced work at Wangaratta Private in 2009 and completed her Diploma of Nursing in 2010. Participation in Palliative Care studies will give Rachel a greater understanding of palliative care and the needs of our patients and their families. We congratulate Rachel with her success in receiving this scholarship.

Greenslopes Doctor appointed Surgeon General ADF

Greenslopes Private Hospital plastic and reconstructive surgeon Dr Hugh Bartholomeusz assumed the role Surgeon General Australian Defence Force Reserves on 1 December 2011, following his promotion to Air Vice-Marshal in November 2011.

There are estimated to be approximately 30,000 reservists throughout Australia.

Air Vice-Marshal Bartholomeusz was commissioned into the RAAF Reserve in 1972 and since that time has had a long and illustrious career in medicine and the defence force.

He was appointed Director General Air Force Health Reserves and promoted to Air Commodore in September 2007. In June 2010 he received the Medal in the General Division of the Order of Australia.

He is currently head of the Plastic Surgery Unit at Greenslopes Private Hospital.



Shirley McKinnon – a living treasure

Shirley has been recognised for her long-service and affectionately dubbed a 'living treasure', an endorsement widely shared by the visiting medical officers and hospital staff, who currently work and who have worked with her over the past thirty years.

Quietly spoken and gently unassuming, Shirley is held in the highest esteem for her outstanding clinical management and nursing skills. Urologist Dr John Pisko said, over the years Shirley's uncanny nose for 'trouble' had saved many from unnecessary heartache and angst.

Trish Hogan, Pindara CEO, affectionately said, the level of respect doctor's have for Shirley sometimes becomes a problem, particularly when they all request their patients are placed in Shirley's ward.

Shirley's career milestone was celebrated in a surprise event held at the hospital recently.



John Flynn farewells Dr McDonnell

It is with much sadness that John Flynn have said farewell to Dr Frank McDonnell, Palliative Care GP, in February this year. Dr McDonnell was a GP in the local area since 1975 before he came on board at John Flynn campus in 2007 to provide palliative services for the patients at the hospital.

Dr McDonnell is the consummate gentleman and it is often said that "he always does just that little bit extra for his patients".

Dr McDonnell was well loved by the staff, extremely respected by his colleagues at John Flynn and will be missed by all.



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 Iraq, Afghanistan and East Timor, who are benefiting from the services of The Cairns Clinic and the PTSD program.

The Cairns Clinic 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."



MOVEMENTS & APPOINTMENTS



DOUG MCRAE has been appointed CEO of Albury Wodonga and Murray Valley Private Hospitals in Albury. Currently, the Financial and Administration Manager at Baringa Private Hospital and Coffs Harbour Day Surgery in Coffs Harbour, Doug has worked with Ramsay Health Care since October 2008. Over the last three years Baringa and Coffs Day Surgery have demonstrated significant growth in patient numbers and financial performance.

Prior to joining Ramsay, Doug had an extensive career in commercial management both in Australia and New Zealand. He has worked as CFO for companies such as Hewlett Packard in New Zealand and Lindsay Brothers Transport in Australia. Doug's most recent success before joining Ramsay was as the Financial Controller for the very successful stage play "Priscilla Queen of the Dessert".

Doug and his wife will relocate to Albury in March and assume the role of CEO on 1 April 2012 following the retirement of Roger Snell.



MIKE GRAY has been appointed Finance and Administration Manager of Baringa Private Hospital in Coffs Harbour NSW. Mike has worked with Ramsay Health Care for the last 2 years as the Finance Manager for Ramsay's three mental health facilities in Adelaide.

Mike came to Ramsay with a strong background in financial management working in the hospitality arena with Hyatt Regency in Adelaide.

Mike continues to be involved with the Institute of Chartered Accountants Australia where he lectures for the Graduate Diploma CA. Mike commenced at Baringa on 7 March 2012.



CHERYL ADAMS has been appointed to a newly created position in Ramsay Health Care - National Strategic Sourcing Manager. Cheryl, a Ramsay future leader and current strategic sourcing team member brings to the role extensive senior clinical and operational experience particularly in a peri-operative setting. Cheryl has worked with Ramsay Health Care for 10 years and holds a Masters of Clinical Practice and a Masters of Health Administration.



PAULINE BLANE has been appointed Director of Clinical Services for Ramsay Health Care SA Mental Health Services. Pauline has extensive Nursing leadership and health care management experience in both the public and private sector in Australia and overseas.

She holds qualifications in health studies, community care, mental health, dementia care, leadership and management, training and assessment and is currently studying for a OH&S Management Certificate. Pauline is also scheduled to commence the Ramsay Future Leaders program this year.

She has been with Ramsay SA for over a year as the Workplace Health and Safety Manager.



DAVID SACHSE has been appointed to the position of Manager - Ramsay Training Institute, replacing Jody Meier.

David will be based in Brisbane and commences his new role on Wednesday 8 February.

He joins Ramsay from Queensland Health where he has been working in a senior education role for the past three years.

He holds a Masters Degree in Training and Development and also has qualifications in computer science.



Connie Porter has been appointed to the position of Director of Clinical Services at Port Macquarie Private Hospital incorporating Hastings and Coolenbergh Day Surgeries. Connie is currently employed as Director of Clinical Services at Figtree Private Hospital. Connie has previously held positions as the NUM of the St George Private Hospital Birthing Suite, as well as a Clinical Governance role for Sydney South West Area Health Service.

Connie has completed a Masters of Health Services Management. She is also a Graduate of the Australian College of Health Service Executives Management Training Program, which included positions on the RHC Clinical Governance Unit and St George Private Hospital.

Connie will relocate to Port Macquarie.

Ramsay supports Opera in the Alps

Four Ramsay Hospitals recently sponsored Opera in the Alps which is celebrating its 10th year being staged in the picturesque grounds of Mayday Hills Oval at Beechworth, Victoria.

A regional cultural highlight, Opera in the Alps was held in January for a crowd of 3000.

Albury Wodonga, Murray Valley, Wangaratta and Shepparton Private Hospitals pitched together to provide sponsorship of the event for 2012.

Albury Wodonga and Murray Valley Private Hospital CEO Roger Snell said: "Ramsay Health Care takes pride in our regional setting. We are community hospitals not only by location and the medical services we offer the community but through our support of local events and charities in the community in which we live".



Ramsay Cairns under the razor for World's Greatest Shave

Staff members at the Cairns Private Hospital will be lining up to lose their locks to raise money for the Leukaemia Foundation in mid-March.

Michelle Richards (OT), Sam McAulay and Louise Robinson (Medical Unit) are three of the many staff members willing to either shave or dye their hair to raise awareness and money for the cause.

The Cairns Taipans will become hairdressers for the morning when they turn on the shears for the willing participants.

Ramsay Cairns CEO Steven Rajcany said it was very brave of all participants, especially the girls who will voluntarily have their shaved down to a number one.

"The participants are showing a lot of courage to have this done," Steven said.

"It is very heartening that so many people in Cairns want to help others who are going through a hard time with cancer, which often involves losing their hair.

"We are all proud of the staff members who are doing this to help others," he said.



ABOVE L-R: Great Shave participants Louise Robertson, Sam McAulay & Michelle Richards.

Kareena Private relaunches Wellness Program

Kareena Private, a former winner of the prestigious Australian Human Resources award, relaunched their Wellness Program for staff recently.

In 2008 Kareena Private was awarded the Peak Health Management award for the 'Best Health and Wellbeing Strategy'.

The award recognised excellence in the area of corporate health and wellbeing.

Kareena Private excelled in tailoring flexible working arrangements, balancing business needs with employee needs, demonstrating outcomes for the business and employees, delivering

internal communication strategies relating to corporate health & wellbeing and showing that their initiatives aligned to the needs & expectations of Kareena Private employees.

In February, Kareena Private relaunched their Wellness Program for staff, which included a range of activities and initiatives to support staff health, personal development and community contributions.

Kareena Private is dedicated to promoting their employees' health and wellbeing and agreed a relaunch of the Wellness program would be a positive initiative.



ABOVE LEFT: Meryl Mountain with Matt Welsh the 3 times Olympic Medallist. ABOVE CENTRE: Ajith Subramaniam the Catering Manager cooking up a healthy BBQ for staff. ABOVE RIGHT: DCS Sharon Ash, Finance Director Suzanne Nutley & CEO Steven Schultze serving a healthy lunch to Kareena staff.

John Flynn launches Wellness Program

John Flynn Hospital launched their Wellness Program with a Week of Wellness from Monday 30th Jan ending with the Wellness Launch event on Friday 3rd February.

Hospital staff have embraced the new Wellness Program and had a taste of things to come with five minute chair massages provided throughout the hospital, and pilates and body balance taster classes which were held throughout the week.

The program was launched by Gold Coast Suns (AFL) players, Jack Hutchins and Jeremy Taylor.



wellnessprogram

Workforce update

This February we have welcomed over almost 200 RN graduates, 100 EN graduates and 27 newly registered midwives across our Australian facilities. We are set for further intakes mid-year 2012.

Our graduate retention rate remains above 96% over the past 3 years which is a superb testament to our great hospital cultures and supportive clinical teams.

Our Undergrad Plus program continues to enjoy outstanding success with two universities in Victoria and two in Queensland.

Over 1100 students are booked to attend placement in 2012.

State Coordinators Lizzie Ohi (QLD) and Shae Stewart (VIC) have reported in the 2011 report that 96.5% of students had their expectations met during placements. Placements were rated as excellent by over 90% of all students attending our facilities. This is representative of the exceptionally high calibre and attitude of our clinical leaders, educators and our diamond preceptors. For all other states we continue to invite universities to partner with us. We are confident of an additional partnership in WA over the coming weeks.

Our National Scope of Practice Collaborative is soon to release our national competency tools and agreed frameworks for Health Services Assistants (AINs and PCAs). These will be housed on the HR intranet alongside all other tools and



educational items under the Scope of Practice Collaborative link. The National Scope of Practice Collaborative reports to both the Workforce Sustainability Committee and the Workforce Safety and Culture Committee.

We continue to strive towards a sustainable workforce into the future. For more information on the following programs and strategies that we have in place for supporting, retaining and developing our workforce please visit the HR intranet or contact our HR Services Team - hrenquiries@ramsayhealth.com.au.

Liz Spaul

National Workforce Planning & Development Manager

National Scope of Practice Collaborative Update

The first phase of the National Scope of Practice Collaborative project was launched in September 2011. First phase tools included learning tools and decision making frameworks.

The second body of work is now in final draft stages.

The National Health Service Assistant (AIN/PCA) work will soon be released and will include;

1. National Position Paper on agreed practices and scope for RHC HSAs (AINs/PCAs)
2. Preferred and agreed qualification
3. National Competency tool packs
4. National HSA (AIN/PCA) guidelines

Other areas of focus for the 2012 calendar year include other areas of support staff (eg Theatre Techs).

For more info please contact Liz Spaul at: spaulll@ramsayhealth.com.au

National NUM Forum

Winners and nominees of the 2011 Tomorrow Starts Today NUM of the Year Award came together in Sydney On Wednesday February 1st in a national NUM forum.

The interactive workshop focused on exploring all aspects on the NUM role whilst creating potential solutions to overcome challenges of the role.

National Workforce Planning & Development Manager Liz Spaul said the NUM role was one of the most critical roles in the organisation and was a pivotal link to all aspects of patient care and business success.

Findings, outcomes and recommendations from this dynamic forum were presented at the DCS Conference in February.

NATIONAL SAFETY TEAM UPDATE

Occupational Health & Safety

New workplace health & safety laws start 1 Jan

In July 2008, the Council of Australian Governments (COAG) formally committed to the harmonisation of Work Health and Safety (WHS) laws with a commencement date of 1 January 2012. On 1 January Queensland, New South Wales (ACT, NT and CTH) commenced under the new legislation, with Victoria, Western Australia and South Australia expected to follow in 12 months.

Harmonisation aims to:

- ensure uniform, equitable and effective safety standards and protections for all Australian workers
- address the compliance and regulatory burdens for employers with operations in more than one jurisdiction
- create efficiencies for governments in the provision of WHS regulatory and support services
- achieve significant and continual reduction in the incidence of death, injury and disease in the workplace.

The WHS Act includes the following key elements:

- a primary duty of care requiring persons conducting a business or undertaking (PCBU) to ensure, so far as is reasonably practicable, the health and safety of workers and others who may be affected by the carrying out of work
- duties of care for upstream parties such as designers, manufacturers, importers, suppliers and installers
- a requirement that officers of corporations exercise due diligence to ensure compliance (and as per training by the National Safety Manager, Officers now includes Facility Executives)
- provision for worker consultation, participation and representation at the workplace
- provision for the resolution of health and safety issues
- protection against discrimination for those who exercise or perform, or seek to exercise or perform, powers, functions or rights under the WHS Act
- an entry permit scheme that allows union officials to inquire into suspected contraventions affecting workers who are members, or eligible to be members, of the relevant union and to consult and advise such workers about health and safety matters

Whilst the new legislation is quite similar to what was already in place for Queensland, it is a fairer position for NSW and moves away from direct attributable liability for officers and promotes a positive obligation to act in a pro-active way towards safety in our workplaces.

All information relating to Harmonisation can be found at our intranet page @ <http://wwidc95/sites/corporate/ohs/HARMONISATION/Forms/AllItems.aspx>

The updated National Safety Manual (WSSGM) will be released in May 2012 to reflect the new WHS Act and Regulations.

LIBRARY UPDATE

Therapeutic Guidelines, an excellent resource providing concise, evidence-based recommendations for patient management, is now available to all facilities.

This is timely as the Therapeutic Guidelines, Antibiotics, is a requirement for National Accreditation in Standard 3 Preventing and Controlling Healthcare Associated Infections.

eTG can be accessed onsite without a logon at <http://online.tg.org.au/ip> and offsite using a personal Athens logon via the Library website: www.ramsaylibrary.com.au

Further important news is the recent launch of a new Library Catalogue. Now you can search across books and journals simultaneously. Try the Browse

Ebooks link or search from the drop down Specialty/Interest list.

Register for your personal Athens logon at: <https://register.athensams.net/rah> (you will need to be onsite for the form to work). Your logon is needed to access the online point-of-care resources, research databases, eJournals and ebooks.

FUN & FITNESS



Kareena Private rides for Cancer Charity

Premier Surabaya Hospital Golf Day

On the 21st January 2012, Premier Surabaya Hospital (RSPS) held a Friendly Golf Tournament for their medical specialists. Over 30 doctors attended this Tournament at the Graha Family Golf Course Surabaya.



L-R: Jo Griffiths, Practice Manager of the Ortho Centre; Orthopaedic surgeon Dr Allen Turnbull; CCU NUM Michelle McDonnell; Marketing Assistant Catherine Chapman & Kingsway nurse Kobi Gilmore after the 6 hour mountain bike relay.

Premier Bintaro supports Rugby Event



Since 2009 Premier Bintaro Hospital (RSPB) has established a strong relationship with the British International School and been trusted to support both local and international Rugby Events.

On the 3 to 4 February 2012 the South East Asia Rugby Event (Seasac Rugby 7s/Touch 2012) was held and 7 international schools: Alice Smith School, Tanglin Trust School, Bangkok Patana School, Garden International School, United World College South East Asia, Canadian International School and New International School Thailand attended. Over 200 students participated.

RSPB medical team and a standby ambulance provided medical support for the event.

Three employees of Kareena Private Hospital, and the Practice Manager of the onsite Orthocentre practice recently cycled six hours in the 2012 Short Circuit Cancer Charity mountain bike relay.

Sponsored by Kareena Private and the Orthocentre, the team was announced the top fundraising team on the day and was proud to have raised over \$3700 for cancer research.

The Short Circuit Cancer event was first held in February 2011 and raised an incredible \$30,000. This is the first year a Ramsay team has entered the charity bike ride with the event reaching its goal of again raising over \$30,000 from the day.

Over 6 hours, Jo Griffiths, Kobi Gilmore, Michelle McDonnell and Catherine Chapman endured the harsh mountain bike tracks through the Royal National Park.

Despite some team members minimal experience in bike riding (some hadn't ridden a bike in over 10 years) the team pulled together and finished the 6 hour mountain bike relay in good condition.

"The event was fantastic, and the support we received in our fundraising efforts from everyone at Kareena Private was overwhelming. We wanted to show how passionate we were about supporting cancer research and take a proactive approach to the fight against cancer. A special thankyou to everyone who donated, especially the doctors from Orthocentre who made a substantial donation to the team and encouraged our efforts to support cancer charity.

The six hour mountain bike relay was organised by Cancer Council NSW, a community funded community focused cancer charity dedicated to the defeat of cancer.



L-R: Jo, Kobi, Michelle & Catherine getting ready to ride the first leg.

Ramsay App

The Ramsay Health Care marketing team are currently developing a "myspecialist" Smartphone App that will make it easier to find specialists. The App uses GPS technology to locate a medical practitioner and then, using "google map" directions, guides the user to the medical practice. It can also be used as a medical directory allowing users to type in any suburb, town or city across Australia to find contact details of a GP or specialist.

The app will have international applicability for Ramsay's international businesses and will be launched in April 2012.



Tamara Private Hospital represented NSW in the recent fundraising event for Ovarian Cancer Research

Tamara Team participants: Dr Elizabeth Varughese, Dr Ken Apen, Annette Arthur, Chris Cox, Debra Maslen and Jenny and Helen visiting nurses from PNG and raised almost \$7000 towards the total sum of \$82,000 raised by all teams and participants. Thank you to all of those who sponsored our team!