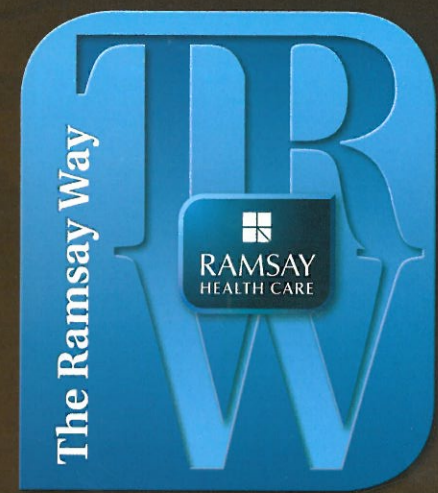




*Robin Hebecht, Director of Clinical Services at Albury Wodonga Private Hospital with Catheter Laboratory Manager Grant Hill... see page 6*



SPRING 2011

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<b>1</b> RAMSAY HOSPITALS TOP PATIENT SURVEY	<b>2</b> CEO'S MESSAGE	<b>3</b> LAKE MAC IN AUSTRALIAN 1ST	<b>5</b> RAMSAY UK	<b>8</b> OUR COMMUNITY	<b>10</b> OUR PEOPLE	<b>12</b> HR UPDATES
	<b>2</b> NEW UNIFORM LOOK	<b>4</b> DEVELOPMENTS UPDATE	<b>6</b> WORLD 1ST VACCINE TRIAL	<b>9</b> RAMSAY INDONESIA	<b>10</b> MOVEMENTS & APPOINTMENTS	<b>15</b> WELLNESS UPDATE
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*L-R: Ramsay Health Care's Queensland State Operations Manager Lloyd Hill & Queensland Health Minister Geoff Wilson at the Turning of the Sod*

## RAMSAY COMMENCES WORK ON NEW PRIVATE HOSPITAL AT SUNSHINE COAST

Queensland Health Minister Geoff Wilson joined with Ramsay Health Care's Queensland State Operations Manager Lloyd Hill on 1 September in turning the first sod of the first stage of development of a world class healthcare campus on the Sunshine Coast University Hospital site at Kawana.

The sod turn marks the commencement of work on the new private hospital to be built and operated by Ramsay Health Care and to be collocated on the campus of the \$2.03 billion Sunshine Coast University Hospital.

Mr Hill said that Ramsay Health Care was very excited to be starting construction.

"We are delighted to be part of this project with Queensland Health. This new hospital will not only bring much needed health services to one of the fastest growing regions of Australia but will also deliver great benefits to the local economy, bringing jobs and improved healthcare services to the Sunshine Coast," Mr Hill said.

Over 250 jobs are expected to be created during the construction phase and, when it is opened, the hospital will employ over 600 staff from a range of disciplines including nursing and hospital administration.

The new \$150 million private hospital will have an initial capacity of 200 beds, six operating theatres, a day surgery centre, a day chemotherapy unit and an 8 bed intensive care unit.



# RAMSAY HOSPITALS TOPS FOR PATIENT SATISFACTION



## MEDIBANK PRIVATE MEMBERS' EXPERIENCE SURVEY RESULTS

**Overall National Award:**  
Glenferrie Private Hospital, Melbourne - Bronze

**Rural & Regional Hospitals (National):**

- ✓ Armidale Private Hospital, Armidale - Gold
- ✓ Shepparton Private Hospital, Shepparton - Silver (equal)
- ✓ Nowra Private Hospital, Nowra - Silver (equal)
- ✓ Baringa Private Hospital, Coffs Harbour - Bronze (equal)
- ✓ Warners Bay Private Hospital, Warners Bay - Bronze (equal)

**Victoria**

- ✓ Glenferrie Private Hospital, Melbourne - Gold
- ✓ Frances Perry House, Melbourne - Silver (equal)
- ✓ Beleura Private Hospital, Mornington Peninsula - Silver (equal)
- ✓ Shepparton Private Hospital, Shepparton - Silver (equal)
- ✓ Peninsula Private Hospital, Frankston - Bronze

**NSW**

- ✓ Armidale Private Hospital, Armidale - Gold
- ✓ Nowra Private Hospital, Nowra - Silver
- ✓ Baringa Private Hospital, Coffs Harbour - Bronze (equal)
- ✓ Warners Bay Private Hospital, Warners Bay - Bronze (equal)

Ramsay Health Care hospitals have excelled in the latest Medibank Private Members' Experience Survey with Glenferrie Private in Victoria and Armidale Private in Armidale taking out top honours.

Glenferrie Private Hospital in Victoria came third in the nation for overall satisfaction of Medibank Private members with a hospital and first place in Victoria. This is the second year running that Glenferrie has been rated the best private hospital in Victoria.

Armidale Private Hospital took out first place for a rural and regional private hospital and first in New South Wales also for the second year running.

Overall nine Ramsay hospitals featured in the top three hospitals by category across the country.

Medibank Private's Hospital Experience Survey analysed 22,668 responses covering 140 private hospitals in the largest and most authoritative survey of its type in Australia. The Survey covers every stage of the hospital experience, from pre-admission to discharge and follow up with respondents sharing their thoughts on everything from the standard of medical treatment provided to privacy levels, cleanliness and food quality.

In a remarkable achievement, Ramsay's rural and regional hospitals took out gold, silver and bronze in the rural and regional section of the Medibank survey with Armidale taking out gold, Shepparton & Nowra equal silver and Baringa & Warners Bay equal bronze.

And in the State categories, Ramsay Health Care hospitals in New South Wales and Victoria also glittered the survey taking out gold, silver and bronze in the overall State Awards.

Ramsay Chief Operating Officer Danny Sims said these hospitals and the staff of these hospitals should be extremely proud of these results. "It is a wonderful achievement and I am very proud that our hospitals are achieving such high levels of patient satisfaction," Danny said.

*Handwritten notes in blue ink:*  
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