



MARCH 2008

THE CORPORATE NEWSLETTER OF RAMSAY HEALTH CARE

# Pat Grier announces his retirement from Ramsay Health Care

Managing Director and CEO Pat Grier has announced his decision to retire at the end of the current financial year and that Chris Rex, currently Chief Operating Officer, has been appointed Managing Director and CEO, effective 1 July 2008.

Ramsay Chairman Paul Ramsay said Pat's contract was due to be renewed at the end of June and that Pat had advised the Board that he had made a decision to retire then, after 13 years as Managing Director. Pat will remain on the Board as a non-executive Director assisting the Company with its aim to expand its offshore business in the coming years.

"After 20 years with Ramsay, Pat has decided it is the right time to retire and the Board respects his decision," Mr Ramsay said.

"Under Pat's leadership, Ramsay Health Care has grown profitably from a relatively small, privately-owned operation to the country's largest provider of private hospital services, with over 100 hospitals and 8,000 beds across Australia, the UK and Indonesia and more than 20,000 employees.

"Pat has been the architect of the company's special culture known as 'The Ramsay Way' which is central to the success of our organisation. Under his stewardship and guidance, Ramsay Health Care has become a well-respected leader in the private hospital industry in Australia."

Paul said Chris – who will also be appointed as a Director to the Ramsay Board – was an excellent choice to succeed Pat.

"I really believe Chris will make an excellent CEO and I look forward to working with him in his new role from the 1st July. In his 13 years with Ramsay, Chris has played an important role in building Ramsay's management expertise and has been instrumental in setting Ramsay's growth strategy including the



**Above L-R:** Chris Rex (RHC COO), Paul Ramsay AO (RHC Chairman) & retiring RHC Managing Director, Pat Grier.

company's transforming acquisition of Affinity Hospitals and, more recently, our first major offshore acquisition of Capio UK."

Commenting on his decision to retire, Pat said: "This has been a tough decision but I feel that it is the right time for me to retire."

"Ramsay is in terrific shape and we are well positioned for the future. We have a well-planned growth strategy to create a world class company and Chris is the right person to lead the company through this exciting new growth phase."

...more on Chris' appointment page 2

Pat is recognized as one of the country's leading Chief Executive Officers for his record of delivery to investors & his stewardship in growing Ramsay Health Care. Pat's achievements are enduring & Ramsay Health Care will continue to benefit from his legacy.

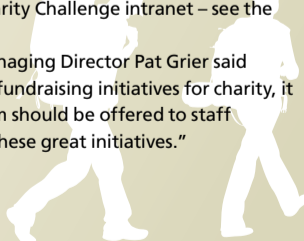
## Join the Ramsay Charity Challenge!



Ramsay Health Care has launched the Ramsay Charity Challenge – a unique opportunity offered by Ramsay Health Care to employees who participate in initiatives that raise money for charity. Ramsay will contribute up to 20% of the funds you raise toward the charity of your choosing (must be registered). Of course there are terms and conditions around the approval of the funds and these are contained on the new Ramsay Charity Challenge intranet – see the Ramsay intranet.

On launching the initiative Ramsay's Managing Director Pat Grier said "With a large number of staff undertaking fundraising initiatives for charity, it was thought that a fair and equitable system should be offered to staff seeking financial support from Ramsay for these great initiatives."

...see page 4 for further details



## Ramsay UK says g'day!

The rebranding of the Capiro UK hospitals to Ramsay Health Care UK happened recently on Australia Day and our UK colleagues got right into the spirit of it!

...see page 3 for further details

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# From PAT'S DESK

As announced to the market recently, I have decided to retire from Ramsay Health Care after over 20 years with the Company and 13 years as the CEO.

This has been a very tough decision for me but I feel very strongly that it is the right time to step aside and hand over the reins to Chris Rex, Chief Operating Officer, in July this year.

Ramsay is in terrific shape and we are well positioned for an excellent future. Our hospitals are going exceedingly well, our brownfield expansion program in many of our hospitals is well advanced and we have a clearly defined growth strategy to create a world class health care company and Chris is the right person to lead the company through this exciting period of our next growth phase. Of course, Chris will be backed by a great Executive team in Bruce Soden and Craig McNally, both of whom have also been with Ramsay for a very long time and also excellent head office and hospital management.

I am delighted to have been invited on to the Ramsay Board as a non-executive Director and hope to be able to continue to assist the Company particularly with its aim to expand our offshore business in the coming years.

I have enjoyed every minute of being part of Ramsay Health Care and take a lot of fond memories and close friendships with me. It has been a truly fantastic journey and I really thank you all for making my time at Ramsay Health Care such a pleasure and such a rewarding time.

There have been many key milestones in our growth story – the acquisition of the DVA hospitals, becoming a public company, the acquisitions of Alpha, Benchmark, Affinity and more recently Capio UK but most importantly Ramsay has led the way in reforming the private hospital sector and developing the balanced health care sector of Australia.

Most of all, I have continue to be amazed at The Ramsay Way culture and how far this permeates into our organization. I am very proud of the fact that the management principles and culture that we started with many years ago continues today and now extends across to staff in our newly acquired facilities in the UK.

I want to thank Paul Ramsay for all the great support he has given me over the years – it has been a pleasure working with him and also Michael Siddle and the very cohesive Ramsay Board.

Finally I want to stress my support for the appointment of Chris Rex as the next CEO and I know he will do an excellent job.

In other news, we have some exciting items announced for staff in this bulletin including a new Charity Challenge initiative and the return of the Ramsay Health Care Triathlon Pink in October this year.

The Executive have spent a lot of time in England over the past few months bedding down our new facilities and introducing them to Ramsay Health Care. We have been delighted by their enthusiasm at getting into The Ramsay Way spirit. Over the coming months, as we continue to integrate the Ramsay Health Care UK hospitals to our organisation some of the Executive will continue to spend some time in the UK. We hope to be able to continue to share stories with you from the UK in the upcoming editions of The Ramsay Way newsletter.

Congratulations on all the new Executive appointments in Ramsay recently – it is very pleasing to see that we have been able to recruit internally for these positions. It is important that we promote from within our own organisation where we can. The Future Leaders course is all about this and that course is going extremely well in all States from what I hear.

Pat Grier  
Managing Director

# Chris Rex appointed Managing Director & CEO Ramsay Health Care



Chris Rex, currently Chief Operative Officer (COO) of Ramsay Health Care, has been appointed as Ramsay Health Care's Managing Director and Chief Executive Officer and will assume this role from 1 July 2008. He will also be appointed to the Ramsay Health Care Board.

Announcing the appointment, Chairman Paul Ramsay, said Chris was an excellent choice to lead the Company through its next phase of development and had the Board's full support.

Mr Ramsay said: "Over the past 13 years Chris has played a pivotal role in building Ramsay's management expertise and has been instrumental in setting Ramsay's growth strategy including the company's transforming acquisition of Affinity Hospitals and, more recently, our first major offshore acquisition Capio UK.

"Chris is internationally recognized as a leading health care executive. He has also played a key role in developing the Company's excellent record in hospital management and his ability to run hospitals efficiently and effectively is widely acknowledged."

As COO, Chris has been responsible for hospital operations, human resources, corporate support services and health fund negotiations.

He has been instrumental in setting Ramsay's growth strategy, a strategy which has seen the company's revenues expand more than 10-fold over the past decade.

Prior to joining Ramsay Health Care in 1995, Chris worked as a manager in the public health service in the United Kingdom and subsequently moved into the private sector where he worked for BUPA the UK's largest Health Insurer. In 1988, he moved to Australia, as General Manager of Macquarie Hospital Services.

Chris is a Board member of the Schizophrenia Research Institute, a non-profit, NHMRC accredited, independent research institute undertaking world-class studies to understand the causes of schizophrenia.

Chris said: "It has been a wonderful opportunity and experience working with Pat. He leaves the Company well positioned for growth and I look forward to working with the Board and the management team as we head into our next phase of growth."

## Second chance of life Pioneering surgery performed at Lake Macquarie Private

On 23 January 2008 Toronto man, John Taylor was admitted to Lake Macquarie Private Hospital with the life threatening condition of three "untreatable" abdominal aortic aneurisms.

Newcastle Vascular Surgeon Dr Paul Myers supported by the experienced vascular team at Lake Macquarie Private Hospital performed a procedure never before performed in Australia. Worldwide it had been tried for the first time only one week earlier in Hong Kong.

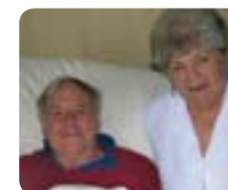
The procedure involved a stent which had been custom made for Mr Taylor in Brisbane. Mr Taylor's aneurisms were not treatable by any of the available endovascular stenting methods.

The tailor made stent, featured a metal alloy framework and covered with fabric to seal off the aneurism. It had to be designed to enable the aneurism to be treated while preserving the arterial blood supply to his pelvis and legs, without which the pelvic organs

and legs would have developed gangrene.

Five years ago about 70% of people were suitable for stenting but many were not. This latest procedure would find at least 95% of patients would benefit.

Mr Taylor's recovery was uneventful and can now look forward to leading a normal life.



Above: Mr Taylor with his wife after the surgery.



Right: Prof. Paul Myers



# News from Ramsay UK



## Oaks Hospital mascot named

Philip Windscheffel, Supplies Assistant/H&S Co-ordinator has won a competition to name the new Oaks Hospital Mascot.

Staff were asked to come up with a unique and catchy name for the giant kangaroo and Phil came up with "Edna".

Judge Paul Ramsay chose the winner whilst holidaying with friends at Byron Bay in Northern NSW. Mr. Ramsay said "We had a lovely time deciding on a name and we loved them all. It was a hard decision, however we decided the winner should be "Edna".

Mr Ramsay sent his congratulations to the winner and gave a very honourable mention to Jo Hutchinson, Business Development Manager - Oaks Hospital, who suggested the name "Danny La Roo". He thought this was marvellous!

Edna made her debut as part of the rebrand celebrations when she thrilled a paediatric patient with a visit and presented the youngster with a miniature 'Edna' as a gift to mark the occasion.

The Oaks are delighted with Edna's arrival and it is hoped that she will become a very important ambassador at events in and around the local community.



Above L-R: Edna meets Paul Ramsay & Ramsay UK CEO David Hillier.



## Ramsay UK physio represents Ramsay Health Care in the USA

Senior Physiotherapist Di Tass (above) recently represented Rivers Hospital and Ramsay Health Care at a prestigious international event in the USA.

Di was encouraged to submit a piece of work by breast cancer surgeon Mr Howard Bradpiece, which resulted in an invitation to present at the 30th annual San Antonio Breast Cancer Symposium (SABACS) in Texas.

This event is a four-day meeting for the dissemination of knowledge on breast cancer and is generally regarded as the gold standard of breast cancer symposia, being attended by over 8,000 delegates.

Di is the first Physiotherapist in the Conference's 30 year history to present at the event – a huge compliment to the quality of her work as a breast specialist. Di explains: "I have worked in oncology, specifically breast cancer, since 1988 and have been able to concentrate on the clinical role since retiring as Physio Manager at Rivers in August."

Di's two-hour poster presentation discussed 'the physical therapist's role in minimizing impaired shoulder movement after axillary dissection' and was very well received. Di continues: "I was delighted there was so much interest from delegates from all over the world, including Japan, South Africa, Sweden, Germany and of course the USA and UK."

## Ramsay UK Hospitals in finals of Nurse Review Awards

Ramsay UK hospitals have featured very highly in the Review of nurses' employers undertaken by the Nursing Times – one of the UK's main nursing bulletins. This is an annual survey which is highly and widely regarded by the nursing profession and also can influence choices about career and employment.

## UK says 'g'day' to the Ramsay brand

Units throughout the UK officially rebranded to Ramsay Health Care UK on 26 January – Australia Day – with a range of activities...and of course lots of dressing up!

Staff enjoyed Aussie 'treats' ranging from giant koalas and kangaroos, Ramsay cakes, Aussie lunches, BBQs, diggeridoo contests, bush tucker trials, guest appearances from a cardboard Kylie and Jason and even a Rolf Harris look-alike.

Up and down the country, the hospitals and treatment centres held a range of events to launch the official rebranding as Ramsay Health Care UK. The celebrations were purposely planned to coincide with Australia Day – in honour of the new Australia owners – and many of the facilities went to great measures to obtain Australiana products and hold Australian-themed events.

Ramsay UK CEO David Hillier said the date provided the opportunity for some fun plans to be made, ranging from Aussie BBQs to 'Bush Tucker Trials' with real creepy crawlies!

"The launch went extremely successfully with a lot of media coverage all over the country, and importantly, now all the Ramsay UK hospitals have been rebranded Ramsay Health Care UK."

On the rebrand, the Ramsay UK Design team worked extremely hard with all units on rebranding items such as signage, patient information and stationery ready for the official launch day.



# North West launches Student Midwife Scholarships

In a novel idea to assist with the recruitment of midwives, North West Private Hospital has launched a scholarship for student midwives which will be known as the Kath Harris and North West Private Scholarship for Student Midwives.

Three scholarships, each to the value of \$4600 have been awarded to successful applicants, Leanne Cockburn, Kristin Ward and Donna Shipley.

North West CEO Jane McGrath said midwifery was an essential nursing specialty but was experiencing a natural attrition rate that was producing significant shortfalls in the working population.

"North West is committed to the recruitment, training and retention of new midwives. We need to ensure a growing workforce and to support our core business of obstetrics," Jane said.

"We hope that the Kath Harris and North West Private Scholarship for Student Midwives will encourage the growth of new midwives into the profession."

Kath Harris was a committed and valued midwife in the North West

Maternity Unit from 1987 until her passing in May 2007.

"The ideals that embodied Kath's practice and dedication to the specialty of midwifery are those that we aim to inspire in the recipients of these scholarships. This is why we have chosen to name this inaugural scholarship in memory of Kath."

The three successful applicants must already have been accepted into an accredited tertiary midwifery program. The successful applicant will enter into an agreement with North West to remain a full time employee of North West Maternity Unit for a period of no less than 12 months after successful completion of the programme.

The successful applicants for the 2008 scholarship were awarded by Mr Mike Harris, Kath's Husband, to Leanne, Kristin and Donna.

"We congratulate the successful applicants and hope they develop a passion for midwifery and stay practising in this nursing specialty well into the future," Jane said.



Above L-R: Kristin Ward is presented her scholarship by Mike Harris & David Harris (husband & son of the late Kath Harris).



Left L-R: The other proud recipients: Leanne Cockburn & Donna Shipley.

# Ramsay Charity Challenge launched!



Together with **Charity Moves**, Ramsay Health Care is pleased to launch Ramsay Charity Challenge – a unique opportunity provided to Ramsay Health Care staff who wish to participate in giving something back to the community.

Ramsay Health Care recognises that many employees already participate in charity challenge events and raise funds for their own selected charitable causes. The Ramsay Charity Challenge will assist staff to be able to accomplish this in the best possible way, at the least possible cost by providing you with top up funds (up to 20% of the funds you raise) toward the charity you choose. Terms and conditions will apply.

Keep reading to see how you and your Ramsay colleagues may be able to participate in a Ramsay Charity Challenge and raise much needed funds for the charity of your choice!

## How it works...

### Taking part is simple!

1. Select an adventure that you would like to participate in and a charity to support.  
Your selected beneficiary must be a registered charity.
2. Contact Charity Moves on 0404 083 915 or by email: [helane@charitymoves.com.au](mailto:helane@charitymoves.com.au)  
To register your interest go to and Charity Moves will assist you with your travel and accommodation itinerary as well as provide you with a kit of fundraising ideas.
3. The application form for Ramsay Health Care to contribute up to 20% additional funds to your selected charity at the end of your fundraising adventure is available on the Ramsay Intranet. This application form will be submitted to the Corporate Sponsorship & Community Relations Working Group for approval.
4. Start your fundraising activities
5. Head off on your adventure!  
The **Charity Moves** team will help you to reach your goal and create a fundraising plan. We will contact you regularly or you can call us to ensure you are on track to meet your goal. Everyone who joins the adventures has an unforgettable experience; it's a great reason to get fit and you are rewarded with an unforgettable adventure. It's so much more than a holiday it is a life-changing experience for participants - while benefits go to many charities and benefit many people.

## The Benefits...

1. The whole experience of raising funds for a charity through a unique adventure will be extremely rewarding.
2. Charity adventures promote fitness and wellbeing as well as a sense of satisfaction in completing the activity.
3. Supported at a corporate level, the Ramsay Charity Challenge enables employees to join forces on a selected fundraising adventure and therefore you are better able to meet fund raising targets.
4. Ramsay Health Care's contribution of up to 20% of the funds raised maximises the benefits of your efforts to the charity of your choice.
5. A central coordination point for all Ramsay Staff through Charity Moves, should assist to reduce the cost of travel thereby maximising the returns to your charity.
6. Ramsay Health Care will report your achievements to other staff through the staff newsletter.

## Registration

To find out more just contact **Charity Moves** on 0404 083 915 or by email: [helane@charitymoves.com.au](mailto:helane@charitymoves.com.au)

To ensure that you will be eligible to receive the 20% top-up funding from Ramsay Health Care, you must seek approval of your Charity Challenge initiative from the Ramsay Health Care Corporate Sponsorship & Community Relations Working Group. Please fill in the form on the intranet and forward it as indicated.

## Rules

1. The charity you decide to raise funds for must be a registered charity and have the Charity's approval.
2. The Charity Challenge you choose to undertake must be approved by Charity Moves as a suitable adventure challenge.
3. You can participate in a charity challenge as an individual or as a group
4. Ramsay Health Care will provide up to 20% top up funds for the fundraising component of your Charity Challenge and this will be provided in a lump sum on advice from Charity Moves of the total sum raised.
5. To be eligible for the 20% top up funds you must be a current employee of Ramsay Health Care. In a group situation where some of the participants are not employees of Ramsay Health Care, the top up funds will be provided on a pro-rata basis.
6. Travel insurance is compulsory.

## Testimonials

**TRACEY TOBIAS**  
**CHIEF EXECUTIVE OFFICER**  
**LINACRE PRIVATE HOSPITAL**  
**Great Wall of China raising money for SIDS and Kids**

In May 2006 I embarked on the SIDS & Kids – Great Wall of China Challenge. I started in Beijing where my challenge was to walk the Great Wall through rugged mountainous scenery. This was absolutely beautiful, however as you can imagine, well outside my comfort zone. I was doing this to raise awareness and funding for the work of SIDS and Kids.

SIDS and Kids provides bereavement support to anyone impacted by the death of a child less than 6 years regardless of the cause, supports research into sudden infant death and conducts a Safe Sleeping campaign educating the community to reduce the incidence of SIDS.

This charity challenge enabled me to achieve a personal dream of trekking along the Great Wall of China, and enabled me to raise over \$10,000 for a very valuable cause. The sense of personal achievement I experienced by completing the 2 different components of the challenge was enormous. I had the opportunity to meet a wonderful group of like minded

people who were also embarking on the challenge, and to create great friendships with local Chinese.

The support I received from Ramsay in undertaking this challenge was amazing, both financially and personally.

**PAUL DOLAN**  
**DIRECTOR OF CLINICAL SERVICES**  
**NORTHSIDE CLINIC**  
**Cycling in Laos for Oxfam Community Aid Abroad**

"Charity Challenges for me are about a great bunch of people coming together for a common cause – to make a positive impact in our world. It is about participating in an adventure that challenges you physically, mentally and spiritually.

I have been on 4 cycling Challenges for Oxfam Community Aid Abroad and each Challenge had such a positive impact on me that it spurred me on to do the next one. I have had the good fortune to see some amazing countries and learn about, as well as respect many different cultures. It truly has been a life enriching experience.

Challenge yourself, see the difference that one person can make and watch the people smile."

## Calendar for 2008 - 2009

Dates	Challenge	Duration
<b>2008</b>		
June	Great Wall Trek	8 days
July	MacDonnell Ranges Cycle	5 days
October	China Cycle	11 days
November	Everest Trek	13 days
November	Vietnam Cycle	15 days
<b>2009</b>		
April	Kokoda Trek	11 days
April	Gallipoli Trek	13 days

First 10 registrations are FREE! Save \$500

Don't forget you can create your own adventure! Contact Charity Moves for further information.



[www.charitymoves.com.au](http://www.charitymoves.com.au)

# Albert Road Clinic opens new Adult Outpatient Program



**Above L-R:** Bronte Kumm, Ramsay State Manager – Victoria; Ann Woon, Medical Director; Pat Grier, Managing Director, Ramsay; Petra Snelleman, CEO ARC; Kuruvilla George, Chief Psychiatrist; John Tiller, Professor of Psychiatry ARC & Head of Department of Psychiatry, University of Melbourne.

**Below right L-R:** ARC therapists in "Arch" Angela Hain & Fionnualagh Currie in the group room showing furnishing & with the group art work

Albert Road Clinic (ARC) celebrated the opening of its new Adolescent Services Day Program late in 2007.

Titled "Arch" to acknowledge the history of the previous program located at the adjacent Albert Road Centre for Health (ARCH) and to harmonize thematically with the "Pathways" Inpatient Unit title, the program offers three days per week group attendance to adolescents aged 14 to 21 years with significant psychological difficulty either post-hospitalization or as an alternative to hospitalization.

The program includes skill development in the areas of distress tolerance, mindfulness, affect regulation, interpersonal relationships, and CBT, and also offers space to consider issues related to identity development, problem solving, stress management, resilience, relapse prevention, and wellness and includes school liaison.

ARC's two therapists, Fionnualagh Currie and Angela Hain, are delighted with the enthusiastic response to both their program content and their location in the newly, and purpose refurbished, area on the ground floor of the Clinic. The inaugural group established their presence in the space by creating a group art work.

Pat Grier Managing Director of Ramsay Health Care and Professor & Chief Psychiatrist Kuruvilla George, officially open the new Adult Outpatient Program on the Lower Ground Floor of Albert Road Clinic in December.



# New improved pool at Murray Valley

The existing pool at Murray Valley Private Hospital has undergone significant renovations to enable it to be used for hydrotherapy for rehabilitation patients. The pool depth has been altered, along with the gradient of the floor.

A patient lifter, stainless steel hand rails and stairs have been installed and the entire pool and concourse area has been tiled, staff change rooms have been remodelled, and new patient change facilities have been built. The original roof of the pool building contained asbestos, and this has also been replaced, along with new insulation in order to improve the humidity in the pool area.

A large proportion of this redevelopment was funded through a Rural Private Hospital Grant, with additional funds made available by Ramsay Health Care. The pool will open for hydrotherapy from the 25 February 2008.



**Above L-R:** MVPH staff - Marilyn McKenzie-McHarg, Physiotherapist; Kerrie Gallaway, Facilities Manager & Ian Gutheridge, Maintenance Manager

# St George Private helps out Cambodian kids

Geraldine Cox, "Big Mum" from Sunrise Children's Villages in Cambodia paid a visit to St George Private Hospital on Valentine's Day to thank CEO Tracey Burton and staff for "sharing the love" and helping the 200 orphans she cares for in Cambodia.

This past Christmas, St George Private Hospital made a heart-felt donation on behalf of their doctors and bought calendars for all staff as part of their Christmas gift. The donation paid for 3 meals a day for 300 children for a month.

Tracey said: "This year at Christmas, rather than focusing on presents, we focused on giving. The generosity of the staff giving to support the local charity of the Salvation Army, coupled with our gifts to Sunrise and the children in Cambodia really added another dimension to Christmas and highlighted what a difference we can make when we work together".

During her Valentine's Day visit with staff, Geraldine said "the donation made by St George Private was unique, the only one of its kind we've ever received!"

"I just wish that more organisations had the heart, vision, leadership and generosity that the Private hospital has. It's truly a rare thing," Geraldine said.

St George Private staff raised a further \$1300 for the charity during Geraldine's visit, part of which was raised by raffling two beautiful quilts which were made by women with HIV/Aids in Cambodia. The money raised from the quilts will go directly to the women who are making quilts to help support themselves and their children, many of whom also have HIV/Aids.

Geraldine is well known internationally for her enigmatic personality and work with orphan children in Cambodia over the last 10 years. Sunrise Children's Village



**Above L-R:** St George Private Hospital CEO Tracey Burton with Geraldine Cox & one of the quilts made by women with HIV/Aids in Cambodia.

supports over 200 children at two orphanages and a further 800 children through partnership organisations. For further information visit:

[www.sunrisechildrensvillage.org](http://www.sunrisechildrensvillage.org)

# The new Dudley Clinic is a winner with patient satisfaction

Mental Health services were launched at Dudley Private in early 2007. The Dudley Clinic caters to patients with a range of general psychiatric disorders. In the first year of operation the unit has surpassed all expectations.

In the most recent Inpatient Mental Health Services patient satisfaction survey conducted by Press Ganey, the Dudley Clinic scored 84.8. These results are an impressive 12.4 points higher than the mean of all other Mental Health facilities and 10 points higher when compared to Ramsay Mental Health peers. The overall result is two standard deviations above the peer group norm.

The Nursing Unit Manager, Ms Lynnda Livesey, said the "Dudley Clinics' overall performance places it in the top of all Inpatient Mental Health peers highlighting the energy, commitment and dedication from staff and management to provide this excellent service to people west of the Great Dividing Range".

The consultant Psychiatrist Dr Graham Blom and CEO Peter Ridley, celebrated the success with the team with a wonderful meal of local Orange cuisine and wine.



**Above:** Armidale Private physio Anne Pine with students in a taping class.

# Physio helps out in Bhutan

Armidale Private Physiotherapist Anne Pine recently went to Bhutan to undertake some aid work, taking some resources from the Hospital with which to conduct classes with health and physical education students.

Anne spent two weeks presenting SMAC, the sports injuries awareness course from Sports Medicine Australia and six workshops on Fair Play in Sport.

She said: "The students were a delight and we had great fun. It is a beautiful country, with wonderfully kind and gentle people trying very hard to develop themselves to have a meaningful presence internationally."

"There are still many very third world issues to deal with and they will need help, such as the University of New England gives their education programme, for some years to come. It was a privilege to be part of it and I was grateful to Ramsay Health Care for donating some of the taping materials we used."

## LIBRARY UPDATE

One of the Library's most popular resources continues to be Dynamed. This is an evidence-based point-of-care resource of the highest quality, providing over 2,700 concise, clinically-organized summaries, current guidelines and patient information sheets. If you haven't already visited Dynamed, you may like to now. It is linked to the Library Intranet (<http://ramsay/corporate/library/default.asp>) and Internet (<http://www.ramsaylibrary.com.au/>) sites.

The Library Bulletin is available to all staff members and consultants on request. If you would like to subscribe please email the Library at [library@ramsayhealth.com.au](mailto:library@ramsayhealth.com.au)

# AWPH wins tender for major healthcare project

Albury Wodonga Private Hospital staff were thrilled to recently hear the news that their tender for a Clinical Handover Initiative has been successful.

As one of only three successful tenders to the Department of Health and Ageing and the Australian Commission on Safety and Quality in Health Care, the hospital has received close to \$120,000.00 for the 12 month project.

Project team managers MaryEllen Mickle and Sally Squire say that they have a great multidisciplinary team working on the project including nurses, doctors, representatives from their tertiary partners at La Trobe University and Liz Spaul, Ramsay Victoria's Workforce Planner.

The key objective of the project is to facilitate communication between all healthcare providers and to ensure

patient safety by the development, implementation and evaluation of formalised communication tools and education process for clinical handover. Communication training and patient assessment workshops are essential elements.

The project has been titled the PACT project and it focuses on the following steps:

- P** – Patient Assessment
- A** – Assertive Communication
- C** – Continuum of Care for patient safety
- T** – Team work with trust

The team look forward to a great year and also the possibilities of extending the education tools and programs to other Ramsay hospitals



**Above L-R:** Eileen Clark - Senior Lecturer La Trobe University; Sally Squire - Staff Development & Education Manager/Project Manager; Anne Heyme - Nursing Unit Manager; MaryEllen Mickle - Quality & Safety Manager/Project Manager; Eileen Petrie, Lecturer, La Trobe University.

**Absent:** Robin Haberecht - Director of Clinical Services; Liz Spaul - Victorian Workforce Planning Coordinator.

## Westmead's theatre expansion opened!

The Operating Theatre expansion at Westmead Private Hospital was officially opened by the Deputy Lord Mayor, Parramatta, Councillor Pierre Esber in December 2007.

Westmead Private Hospital is a tertiary level, 140 bed teaching hospital offering a full range of surgical services.

CEO Carol Bryant said Westmead Private had outgrown its current operating theatre capacity and hence the expansion was essential.

"In this Stage 1 of development we have built three operating theatres and commissioned one in December 2007. The other two will be commissioned when our Stage 2 expansion is completed, which will include additional beds," Carol said.

The Stage 2 expansion is expected to begin in 2008 following the finalisation of a land purchase.



**Top right:** First patient through the new theatre at Westmead Private - Mr Barry Eaves who underwent a Posterior Lumbar Internal Fixation under Dr Andrew Kam (Neurosurgeon), pictured with (L-R) Carol Bryant - CEO, Rebecca Bourke - Critical Care Manager



**Bottom Right:** Deputy Lord Mayor, Parramatta, Councillor Pierre Esber officially opens the new theatre.

## Wangaratta Private donates to Foodbank Relief Program

The staff of Wangaratta Private Hospital rallied together recently and donated non-perishable food items to the drought affected farming community of Wangaratta.

Trevor Barker, the Drought Project Coordinator for the Relief Foodbank welcomed the donation.

On receiving the donation Trevor said: "The impact of drought on families both on farm and other families who rely on farm income has been severe. Right across Victoria the impact on Emergency Relief Agencies has been high with an increase of over 46% in Emergency Relief provided as a result of the drought."

Last year Vic Relief Foodbank distributed over \$11m worth of food and material aid to Victorians in need and he congratulated the staff at Wangaratta Private Hospital for their generous and welcome support at this time of the year."



**Above R-L:** Trevor Barker (Drought Project Coordinator for Vic Relief Foodbank), Sheryl Keir (Director of Clinical Services) & Eric Churchill (Manager Hotel Services).



## Frances Perry celebrates 10 years

Frances Perry House also celebrated 10 years as a private hospital with a Ball held on Friday, 22 February. Frances Perry is widely recognized in the Melbourne community as an excellent provider of women's health and general surgical services. Staff and doctors at the hospital are currently looking forward to the move into new premises mid year. This will be another exciting step in the development of Frances Perry House

**Top left:** (standing L-R) Louise Rathjen, Dr Kym Jansen, Dr Jenny Dowd, Rosie Carolane & Dr David Carolane. (seated L-R) Paul Keogh, Megan Burgmann (DCS), Michael Rozek (CEO), Caron Rozek, Phil Brumby & Virginia Brumby.

**Bottom left:** (standing L-R) Anne Maree Fitzgerald, John Fitzgerald, Jo Perillo, Michael Herrmann, Louise Rathjen, Thea Herrmann & Gabrielle Byrnes. (seated L-R) Roger Crone, Simone Quinton, Elizabeth Marron, Chris Scott & Barry Kuch

## Hearty milestone for surgeon & hospital

Lake Macquarie Private Hospital performed surgery on the hospital's 5000th heart patient in December 2007.

Senior surgeon Dr Alan Boyd and his team performed the surgery and this was very fitting as Dr Boyd also performed the first operation at the hospital in September 1994.

The original surgical team is also still at Lake Macquarie.

Dr Boyd told the Newcastle Chronicle that the surgery went very well. He said between the first and the 5000th procedure, the actual operation had not changed very much.

"It's pretty much the same," Dr Boyd told the reporter.

"Coronary artery bypass surgery is different to other operations. It was pretty refined when we started."

However, things that have changed include the equipment

and patient demographics - the equipment is more refined and the patients are getting older.

"I think there's absolutely no doubt that the patients we do these days are more high risk than the previous ones. And mainly we operate on older people than we used to."

The 5000th heart operation was performed on Steve Tomkins.

To mark the milestone Lake Macquarie Private Hospital donated \$5000 to charity, and to celebrate, the hospital is hosting a "Picnic with a Heart" to be held at the Newcastle Foreshore on the 20th April 2008. Former By-Pass patients will be invited as guests.

*Courtesy of Newcastle Morning Herald*



**Above:** The crew behind the operation - (front) Dr Alan Boyd & Dr Russell Bissett; (middle) Sharon Scotman, Fiona Lindsay & Ray Swart; (back) Michael Jonker, Lisa Rosevear & Martina Hotzl - Picture by Andrew Sawatske

# Hollywood keeps on growing

Hollywood Private Hospital's \$128.5 million building program is progressing nicely with a number of projects underway. The final project is on track for completion in late 2009.

The new theatre staff changing rooms, dining room and offices and an increased sterile supply department project commenced in December 2006 and was completed in December 2007.

Construction of theatres 5 and 6 started in July 2007 and is nearing completion. They should be operational by mid March 2008. The gastroenterology unit is being expanded to accommodate three procedure rooms and 20 beds. The project is going well and completion is expected in May 2008.

A multi-storey car park is under construction at the eastern end of the hospital campus and is due for completion in July 2008. This will comprise of three levels plus ground floor with a total capacity in excess of 600 bays. Once the car park has finished, building of the



Above: Hollywood's multi-storey car park nearing completion.

second specialist medical centre will commence immediately. The project completion date is September 2009.

There are a couple of projects that are expected to commence shortly, one of which is the much anticipated new ward block including 130 beds, a 30-day oncology unit, two new theatres and a chapel.

Hollywood has just launched a building program website aimed at keeping the public and staff in the loop with a complete update on building progress at the hospital.

# Armidale turns 10!

Armidale Private Hospital has just celebrated its 10th birthday on 29th January 2008. Staff and VMOs attended a cocktail party to mark the occasion.



Above L-R: Annette Arthur, CEO; Mary Single, DCS & Dr Robin Diebold, MAC Chairman.

# Barnesy says 'Keep the Beat'

The Intensive Care Appeal is just around the corner and this year the Foundation is extremely excited to have Rock Legend Jimmy Barnes as the face of the Appeal. Jimmy Barnes is no stranger to intensive care having undergone open heart surgery to replace a faulty aortic valve and then being re-admitted with Dressler's Syndrome – an inflammation of the sac around the heart. Fitting with Barnesy's time in intensive care the theme for the Appeal is Keep the Beat.

Intensive Care Day is taking place on Friday the 18th of April. The theme for the day is KEEP THE BEAT – ROCK ON! The Foundation invites all Intensive Care Units across Australia and New Zealand to partake in the day's festivities by dressing up as your favourite rocker, playing music from your favourite rock band or wiggling out with a crazy rock inspired hairdo; Think AC/DC, The Rolling Stones, Cold Chisel, Kiss, to name a few. Make sure you take photos of your celebrations for inclusion on the Foundation's website and in the June newsletter.

The aim of the Appeal is to raise the profile of intensive care in our community as well as a means of fundraising. This year the Appeal merchandise will consist of children's wristbands, key tags and the new addition of a four-coloured pen with a safety pull-apart lanyard. Appeal merchandise will be available in Intensive Care Units across Australia and New Zealand, ANZ branches in Australia and Jesters Pies Stores in New Zealand.

If you would like to help out during the 2008 Appeal by selling merchandise or holding celebrations on Intensive Care Day please contact the Foundation on **03 9340 3444** or **info@intensivecareappeal.com**

Support from our Intensive Care Co-operative members ensures that every dollar raised during the Appeal goes towards funding intensive care research projects as well as the education of health professionals responsible for intensive care – for 2008 the Foundation funded six clinical research projects.

Application forms and guidelines for 2009 research grants can now be accessed on the Foundation's website:

**www.intensivecareappeal.com**

– the deadline for submissions is 30th May 2008.

**Intensive Care  
FOUNDATION**

making miracles happen



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Your Health & Community  
Services Industry Fund

## EMPLOYEE NEWS

### Change to Salary Packaging provider



Ramsay Health Care has recently announced the termination of our ongoing relationship with Paradigm TSM, who has been our salary packaging provider for the last 3 years. We have introduced a new company, **SMB**, to provide salary packaging services to our employees. SMB will provide all the same services as Paradigm, but with increased service levels. All employees who have existing salary packaging arrangements with Paradigm will receive a letter notifying them of the change of provider. All new enquiries for salary packaging should be directed to SMB.

Mark Stackpoole

SMB Salary Packaging | Relationship Manager

Ph. 03 9813 0790 | M 0431 508 888

E marks@smb.com.au | W <http://www.smb.com.au>

The intranet has already been updated with information regarding our new salary packaging providers and employee benefits boards will shortly be dispatched to all sites with updated information.

All enquiries can be directed to Group HR – [hrenquiries@ramsayhealth.com.au](mailto:hrenquiries@ramsayhealth.com.au)

### Australian Hospital Nursing Schools Initiative

We have been advised by the Federal Department of Health and Ageing that the Australian Hospital Nursing School (AHNS) Initiative, which was announced by the previous government as a strategy to train more Enrolled Nurses, has been cancelled by the new Federal Government.

Ramsay had lodged expressions of interest to develop 8 hospital based nursing schools under this program.

In place of the AHNS, the Minister for Health and Ageing, Nicola Roxon, has announced funding for a Registered Nursing re-entry program. Ramsay is keen to participate in this program when final details are released shortly.

### Future Leaders update

The Ramsay Future Leaders course which aims to develop executive leadership and management skills in people with the identified potential to be the next generation of hospital CEOs and Directors of Clinical Services, has now been going for six months and receiving excellent feedback from participants.

The program has been developed by the Ramsay Future Leaders Steering Committee in partnership with the Proteus Leadership Centre (a Registered Training Organisation).

The program runs over 12 months with the current intake due to graduate in June 2008.

Group HR Manager Gavin O'Meara said participants are expected to complete various individual and group projects, assessment tasks and presentations.

All participants will also be invited to participate in the Quarterly Executive Meetings and dinners and other professional development opportunities offered to current Executives.

Participants are allocated a Sponsor (CEO or DCS from their own hospital) as well as a Mentor from another Ramsay hospital.

### Uniforms - bulk order period now on

The first bulk order period for 2008 for top-up of uniforms is now open (27/2/08 – 17/3/08). The orders placed during this order period will be delivered in July so please remember to think about what you need in the way of cardigans, jumpers and vests when placing your order. The second bulk order period will commence in August for dispatch in December 08. Reminder that New Starts can order all year round.

New order forms are now available on the Ramsay Intranet and the new catalogue including some new garments for the Ramsay range will be available via the Ramsay intranet later this week. There are some updates to the existing catalogue so please check the catalogue for further details, or with your hospital's uniform coordinator.

## MOVEMENTS & APPOINTMENTS



### Sue retires

National Safety Manager Sue Peters has announced her retirement as at the end of June 2008. Speaking on her behalf Group HR Manager Gavin O'Meara said: "While this is a great loss, Sue has pointed us in the right direction and the Safety team have done a great job over the last 18 months to provide us with a platform for achieving even better safety performance. Sue has worked tirelessly to improve the safety of Ramsay Health Care and instill a better understanding of the benefits of a safe work environment on all of us." Sue's position has been advertised.



### Virginia moves

Virginia Brumby has recently moved from her position as Commercial Manager at Frances Perry House to the position of Finance Manager at The Avenue Hospital in Melbourne.

### Maree Mendola

Maree Mendola has been seconded to the position of Director of Clinical Services at Mitcham Private Hospital, commencing Monday 25 February. Maree will assume the role for a 6-12 month period whilst Linda Allen continues in her current Agency & Casual Workforce Project Manager role.



### Chris takes on Caboolture

Chris Murphy (St Andrew's Ipswich) has now also taken responsibility for Caboolture Private Hospital replacing Jane McGrath. This will allow Jane, who has been responsible for both sites until now, to focus on North West Private Hospital.



### Peter moves to Strathfield & Macarthur

Peter Ridley has been appointed as the new CEO of Strathfield and Macarthur Private Hospitals in Sydney. Peter replaces Vanessa Childs, who has accepted a long-term placement working for our newly-acquired company in England, Ramsay UK. Peter has done an excellent job as the CEO / DCS of Dudley Private Hospital since March 2004.



### Linda at Mitcham

Linda Edgerton has been appointed CEO of Mitcham Private Hospital in Melbourne. Linda replaces Michael Rozek who is now CEO at Frances Perry.

## PRODUCTION & MATERIAL

The Ramsay Way is produced by the Ramsay Health Care Marketing Department.

Editor: Carmel Monaghan

Creative Director: Craig Emery

For feedback, enquiries & material submission please contact:

**Marketing Department**

[marketing.rhc@ramsayhealth.com.au](mailto:marketing.rhc@ramsayhealth.com.au)



# Fun & Fitness

## Shae set to compete in World Triathlon Championships



Shae Thomas, a graduate nurse at Warringal Private Hospital, is ranked in the top ten triathletes in her age group (20-24) in Australia and is in training to compete in the World Age Group Triathlon Championships in Canada later this year.

Ramsay Health Care, through Warringal Private Hospital is assisting Shae to get to Championships with assistance provided to purchase a new competition bike.

Warringal CEO Dane Huxley said Shae was an outstanding graduate nurse who demonstrated quality nursing skills and a commitment to both her work and a healthy lifestyle.

"I have no doubt that Shae will be a great competitor for Australia in Canada and a worthy recipient of support from Ramsay Health Care. She will go with the good wishes of all the staff here at Warringal Private."

Ramsay Health Care



# TRIATHLON pink

All Female Triathlon Series

## Ramsay Health Care Triathlon Pink - October 2008



Building on the success of last year's Ramsay Health Care Triathlon Pink, planning has already begun for expanding this event to other States. This year, Triathlon Pink will come to the Gold Coast and Perth, as well as Sydney and Melbourne. All events are proposed to be held in October – so get into training early!