

The Ramsay Way

Ramsay Health Care Corporate Newsletter



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Ramsay sites reach new cardiac milestones with TAVI

Seven Ramsay hospitals are now offering transcatheter aortic valve implantation (TAVI) to certain cardiac patients. TAVI is a minimally-invasive alternative to open heart surgery for eligible patients with aortic stenosis.

The potentially life-changing procedure is now available at St George, Lake Macquarie, North Shore, John Flynn, Peninsula, Greenslopes and Sunshine Coast University Private Hospitals.

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Ramsay Australia hospitals wage million-dollar war on waste

Ramsay Health Care has created a new \$1 million Environmental Sustainability Fund to support hospitals to undertake projects that reduce carbon emissions.

During this financial year, Ramsay sites can apply for funding of up to \$100,000 per project to undertake initiatives like:

- Energy efficient lighting
- Building management systems to improve energy efficiency
- Upgrading plumbing with water efficient appliances such as taps, shower heads and toilet cisterns
- Alternative energy options such as solar power
- Efficient motors that vary speed and energy use based on demand

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RAMSAY AUSTRALIA CEO MESSAGE

In this edition of *The Ramsay Way* you will read about a number of exciting new developments at our Australian facilities which have either been recently completed or are in progress. We have made significant investments to upgrade and increase capacity at many of our sites through new mental health beds, operating theatres, day surgery facilities, additional medical/surgical wards with private accommodation, and more. Our largest project currently under construction is a \$56 million redevelopment of North West Private Hospital, which will help to service the population boom occurring on Brisbane's northside. These brownfields help us to continue delivering excellent consumer-centred care, at a time when our patients are more engaged with their health care options than ever before.

We are fortunate to partner with a large network of highly qualified and sought-after medical specialists, who continually bring new expertise and surgical techniques to our facilities. To support our doctors who provide these services to our patients, we are pleased to make investments in new technology such as Peninsula Private Hospital's new robotic surgical system, which is a first for the southern hemisphere.

Our hospitals are always striving to embrace new ways of doing things, and this involves using technology to improve the patient experience. To this end, Hollywood Private Hospital has recently introduced autonomous mobile robots to pick up and drop off food carts within the kitchen and ward area. Each so-called "TUG" has a detailed 3D map of the hospital stored in its memory, reduces manual handling risks and improves productivity in the hospital.

I also enjoyed brainstorming and collaborating with other Ramsay staff in the recent Corporate Social Responsibility workshop held in Sydney. This session was held as part of our ongoing plan to build a powerful new global sustainability strategy aligned with our company values. It was really interesting to hear what ideas our employees have about future initiatives and programs to turn strategy into reality and I look forward to sharing more with you in the near future.

Lastly, I always enjoy hearing about the wonderful achievements of teams and individual staff members at our facilities. It is fantastic to see our people being recognised for their hard work and dedication, whether it is for hospital-related activities or undertakings in their local communities.

Danny Sims
CEO, Ramsay Australia



New mental health unit opens at Northside Group Macarthur Clinic

A new 23-bed wing has opened at Northside Group Macarthur Clinic as part of a major re-development of the south Western Sydney mental health facility.



The \$8 million specially-designed ward was constructed to further enhance the clinic's capacity to provide excellence in evidence-based clinical care.

Northside Group Macarthur Clinic CEO Anne Mortimer said: "The south-west Sydney corridor is the fastest growing geographical region in Sydney. The creation of this new unit will assist us to meet the current and future demands of this rapidly growing population."

Additionally, all shared rooms inside the existing building were converted to single bedrooms with ensuites, transforming the clinic into an all single room 48-bed facility.

The rooms all have new carpet, paint and furniture to improve the patient experience.

"We are making sure the clinic has a high comfort level for our patients and that is why we wanted these single ensuite patient rooms," Ms Mortimer said.

The re-development also includes a refurbishment of the day service area and nursing office, an expansion of the dining room, new artwork throughout the entire clinic and an expanded and refurbished outpatient waiting area.

Patients will now have access to three new courtyard areas which bring additional light into the facility.

"It was refurbished using a lot of greenery to create an optimistic and therapeutic environment. It allows for additional pockets of tranquillity for patients," Ms Mortimer said.

The clinic opened six years ago and offers patients a holistic program to help treat general mental health conditions including depression and anxiety and personality and trauma related disorders.

"It has served the community exceptionally well. Staff and doctors are really positive about the changes and look forward to continuing to deliver excellent mental health care and treatment to the Macarthur region," Ms Mortimer said. ■





\$56 million development to boost North West Private Hospital capacity

Construction is in full swing on a major \$56 million health care development at North West Private Hospital.

The project will include 61 additional beds, two new operating theatres, four intensive care beds, two coronary care unit beds and four oncology chairs.

There will also be a new front-of-house, lobby and reception area with a retail precinct, an outpatient rehabilitation gym and an expansion to the back-of-house area.

North West Private Hospital CEO Chris Murphy said: "We are really excited at the prospect of increasing our capacity to cater for the ongoing population boom on Brisbane's north side."

"The whole process so far has been well managed and we have already reached a number of significant milestones in the building phase."

Slabs have been poured for a new multi-deck carpark, which will allow patients, staff and visitors to park their vehicles on-site for free.

The old main entrance of the hospital has been demolished to make way for the new-look area.

"The large awning was removed, and the entrance was sealed off. The works are close to our hospital operations, but they are not having any significant impact which is great," Mr Murphy said.

The redevelopment is expected to be completed in the second half of 2020.

In a separate project, a new \$10 million building will also be constructed on site to house private consulting suites.

While construction is in progress, all patients have access to a free courtesy bus which operates Monday to Friday from Chermside Shopping Centre. ■■



Dr Rachelle Haikings, Dr Mark McCullen, Renee Sheppard and Professor Darrell Crawford

\$7 million day surgery expansion to help patients receive treatment faster at Greenslopes Private

Patients who need to undergo minor procedures now have the potential to access their treatments faster, thanks to a \$7 million day surgery expansion at Greenslopes Private Hospital.

Two new operating rooms and seven recovery bays have been built as part of the Gastroenterology and Day Procedure Unit, located on the lower lobby level of the hospital.

Greenslopes Private Hospital CEO Chris Went said: "The refurbishment increases our capacity to care for patients who require minor procedures such as colonoscopies, endoscopies, bronchoscopies and plastics procedures."

"The new rooms and recovery bays are a wonderful addition to the unit and will provide patients with greater comfort and medical services," Ms Went said.

Professor Darrell Crawford was one of the first medical specialists to use the new fully integrated gastroenterology suites.

"The inclusion of these additional facilities gives patients and their referring doctors improved access to endoscopic

procedures and reduces overall waiting times. As a result of these rooms, we have a significant increase in our capacity to provide endoscopic services," Professor Crawford said.

The redevelopment, which is the first stage of a much larger upgrade, also included the relocation of the of the biomedical engineering department to make way for the new procedure rooms. The admissions area was also refurbished during the construction process.

Nurse Unit Manager Renee Sheppard said: "It was pleasing to note that the team continued to receive positive comments in relation to their customer service throughout the redevelopment process, despite the limited space."

Further planned construction has been made easier with the installation of a new high voltage transformer to supply more power to the area. ■■

Kareena Private Hospital development on the home stretch

Internal construction is underway on a \$12 million project to expand accommodation facilities for patients at Kareena Private Hospital.

Kareena Private Hospital CEO Steven Rajcany said: "We are adding a new ward which includes 37 new beds to meet the increasing demand for surgical services in Sydney's Sutherland Shire.

Surgical cases have increased by seven per cent in the last year; orthopaedic surgical cases have gone up by 16 per cent.

"New doctors are coming to the Shire to offer new services, so we've been able to commission new theatres and subsequently we have had an increase in demand for services," Mr Rajcany said.

Existing shared rooms inside the hospital will also be converted into private rooms, which will bring the hospital's bed capacity to more than 160.

Construction started in October last year and is on track to finish well before Christmas, after the concrete slab for the new ward was laid.

"From this point on, they are really moving forward quite heavily. There was a huge amount of excavation that had to be done to get the slab down and that is all completed now," Mr Rajcany said.

Currently, the hospital offers a wide range of surgery in various specialities including orthopaedics, general, urology, plastics and ear nose and throat.

The changes are expected to attract new surgeons to the hospital, with the capacity to offer more theatre time and more inpatient beds.

"Already six new surgeons have started using the hospital because they have seen the development progressing," Mr Rajcany said.

Once construction has finished, there will be 15 new full-time positions across nursing, allied health and support.

Further development is planned at the hospital, including another theatre, expansion of the day surgery and extra beds. ■■



Nowra Private Hospital set for \$10 million re-development

Development approval has been received for a major redevelopment at Nowra Private Hospital, which will include a new ward to keep up with growing demand.

The project will include the construction of 14 new private rooms with attached ensuites at the southern end of the building.

An extra operating theatre and anaesthetic bay will be built to accommodate the recruitment of new surgeons to the hospital.

It will become the fourth operating theatre at the site and will provide surgeons with dedicated theatre sessions to help progress their practices.

A new day surgery admissions area will be built to accommodate six new recovery chairs for day surgery patients to use.

200 staff are currently employed at the hospital and the re-development will include a new lounge area for them to use.

There will also be a slight upgrade to the hospital's reception area, a new central sterile services department (CSSD) and

a new entry to the hydropool to modernise the facility which was built back in the 1970s.

Currently 50 per cent of all surgical cases in the district are performed at the site but the renovation will give the hospital the capacity to install extra beds in the future to deal with the growing health needs of the local population.

The development is expected to be completed in early 2020. ■■



Hollywood Private Hospital CEO Peter Mott and Ramsay Australia CEO Danny Sims.

Ramsay Health Care Australia CEO tours Hollywood Private Hospital developments

Ramsay Health Care Australia Chief Executive, Danny Sims, recently toured Hollywood Private Hospital to see first-hand the developments underway.

During his visit, Mr Sims was shown the comprehensive cancer centre, which is due to open in March 2020 giving Western Australians better access to leading edge cancer treatments and extensive clinical trials.

Remarkably, more than 750,000 cubic kilograms of concrete and 662,000 kilograms of steel have been used on the project so far. This includes 1.8 metre thick concrete walls and ceilings where two radiation bunkers are being built.

The comprehensive cancer centre will form part of the new Hollywood Consulting Centre, a broader project that will see the establishment of four new endoscopy suites, 37 new consulting rooms and a 280 bay multi story car park.

Mr Sims was also shown the mental health expansion, which will include the establishment of 31 inpatient beds and a new mental health day hospital due to open in July 2020. ■■

New health gateway installed at St George Private Hospital

Patients at St George Private Hospital will have better access to specialists with the installation of a new link bridge.

The new 75 metre bridge has been installed over South Street between the private hospital and the new St George Specialist Centre.

Construction of the bridge took 36 consecutive hours, using 45 tonnes of steel, equal to approximately 35 medium sized cars.

National Business Development Manager, Alex Belcastro, said: "The council and community support for the construction of the centre and bridge has been wonderful and is much appreciated by Ramsay as we continue to invest in the community's largest private hospital."

The installation of the bridge is part of a larger project worth \$25 million, which includes the construction of a new six level specialist centre and a multi-deck carpark, with an additional 92 car spaces.

There are 34 consulting suites available in the new specialty centre, which have already attracted a strong orthopaedic surgeon presence, a neurosurgeon and a bariatric surgeon.

St George Private Hospital CEO, Peter Ridley, said: "We look forward to welcoming a new pool of established medical specialists to the area, which will improve the experience for patients and their carers."

The landmark building was constructed to expand health services in the region and reinforce Kogarah's reputation as a key health and educational precinct.

"This project is imperative to the public and private hospitals' ability to retain and attract doctors to the area," Mrs Belcastro said. ■■



Plans for Peel Health Campus ED upgrade unveiled

Plans for the \$5 million upgrade to the Peel Health Campus (PHC) Emergency Department (ED) have been unveiled by the Western Australian Premier, the Hon. Mark McGowan MLA.



The Premier was joined by the WA Minister for Health, the Hon. Roger Cook MLA, Ramsay Health Care Australia Chief Executive Officer, Danny Sims, and other dignitaries on a tour of the ED to see first-hand the planned improvements.

Work on the ED upgrade will get underway early next year and will include an expansion of the current waiting room and a reconfiguration of the triage area to improve patient privacy and comfort, and to facilitate early senior medical review.

A new fast-track ambulatory area and an additional seven short stay beds will help improve patient flow, while new holding bays will be built to enhance privacy for patients waiting to be admitted.

Newly appointed PHC Chief Executive Officer, Andrew Tome, said the upgrades would provide a more comfortable patient experience for the 43,000 patients who present to the hospital's ED every year.

"Not only will the upgrade improve patient flow, and in turn, efficiency, it will enhance patient confidentiality and privacy, and improve overall patient comfort and satisfaction," Mr Tome said.

Minister Cook said the refurbishment of the ED would "optimise the use of Peel Health Campus and sustain the provision of high quality patient care".

"It will help our health staff who already do a wonderful job better provide care and attention to our patient's need," the Minister said.

In addition to these works, a 225 bay car park expansion is now underway at PHC and is due for completion by November 2019.

The car park project forms part of a \$4.4 million investment by the WA Government, which also includes an improved nurse call system, increased security systems and a range of building maintenance projects. ■■



WA Minister for Health, the Hon. Roger Cook MLA, Member for Murray-Wellington the Hon. Robyn Clarke MLA, Member for Mandurah the Hon. David Templeman MLA, with Mandurah patient Tom and the Premier, the Hon. Mark McGowan MLA (far right)



RHC Australia CEO Danny Sims, WA Premier Mark McGowan, PHC Director of Medical Services Dr Margaret Sturdy, WA Health Minister Roger Cook and newly appointed PHC CEO Andrew Tome.

Cairns Day Surgery delivers eye surgery through experienced FIFO doctors

Retinal surgery is now available at Cairns Day Surgery, following the arrival of two new experienced surgeons in the region.

Both doctors will periodically travel to Cairns from Brisbane to consult and operate, saving patients the burden of needing to travel to larger metropolitan areas.

Ramsay Cairns CEO Ben Tooth said: "I'm extremely supportive of the increased specialised services to the region for patients who otherwise would have to travel to receive this care."

Retinal surgeon Dr Mark Donaldson started at the facility this week and joins the team with more than 19 years' experience. He specialises in the treatment of diseases and disorders of the retina, vitreous and macula including retinal detachment, tears and vein occlusions.

Dr Michael Hogden is the second specialist joining the surgery, which will help expand the ophthalmology services at the facility. The vitreoretinal surgeon received his training in Queensland before pursuing additional retinal training in New York, the United Kingdom and North America. His main speciality areas include retinal detachment and tears, complex cataract surgery requiring vitreoretinal intervention and inherited retinal disease.

The surgery has also installed the latest high-resolution microscopes from Zeiss and a state-of-the-art high-speed vitrectomy machine and lasers from Alcon.

Both surgeons will provide a monthly service. ■■



3D printed sternum implantation at North Shore Private Hospital

A truck driver with a rare form of cancer has become the first person in New South Wales to receive a 3D printed sternum.

Walter Santos was driving when he felt severe chest pain that travelled upwards to his arm pits.

Scans later revealed a small bulge had developed in his chest which turned out to be cancer.

North Shore Private Hospital cardiothoracic surgeon Dr Michael Harden examined the tumour and realised it could be removed, but it meant removing the sternum bone and tissue on which it was growing.

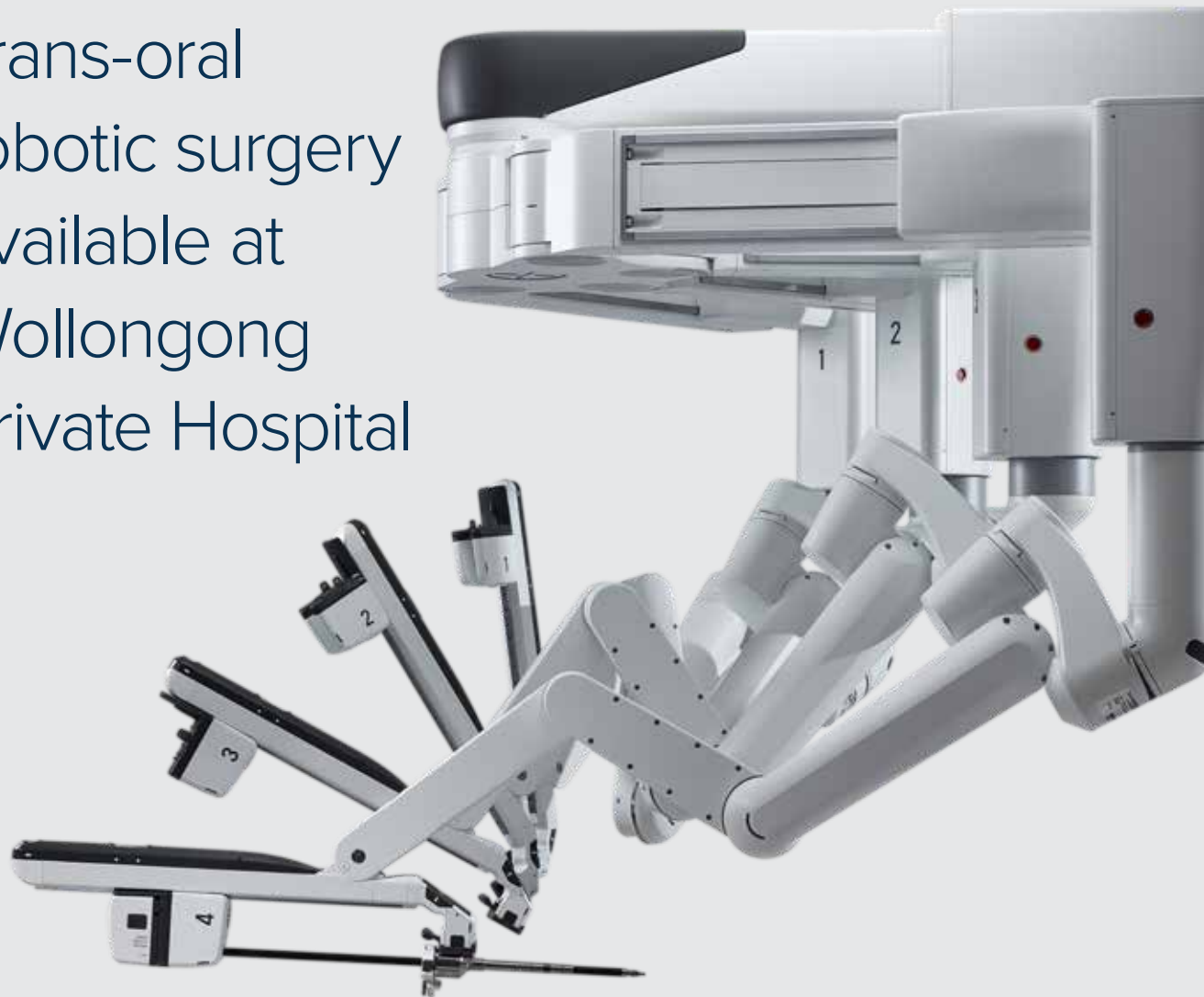
New technology meant the sternum could be replaced with a 3D printed custom-made prosthetic, which Dr Harden had only read about overseas.

Dr Harden said: "We followed the rabbit down the hole and found 'Anatomic,' which is an Australian-based company manufacturing the implants."

The surgery involved two cardiothoracic surgeons, two plastic surgeons and an anaesthetist working together in theatre for 14 hours.

"What I'm very pleased about is being able to do something which is going to give the patient the best results," Dr Harden said. ■■

Trans-oral robotic surgery available at Wollongong Private Hospital



Since installation of the da Vinci Xi Surgical System at Wollongong Private Hospital in 2018, 11 surgeons have been able to complete more than 100 urological, colorectal and gynaecological procedures.

Wollongong Private Hospital has now further expanded its robotic capabilities to offer Illawarra patients the option of robotic assisted head and neck procedures. The system will now be used for the removal of malignant or benign tumours of the throat, tongue and tonsils, as well as complex tonsil cases.

Previously, patients would have been required to undergo open surgery – an invasive procedure which requires a large incision from the lip to the neck in order to split open the jaw to allow access to the mouth and throat.

Now, using the da Vinci Xi, surgeons can complete a far less invasive procedure – through transoral robotic surgery (TORS) – with no incisions necessary to remove tumours of the oropharynx.

Dr Stephen Pearson, ENT Surgeon, successfully performed the region's first robotic assisted tonsillectomy in June 2019. ■■



Dr Stephen Pearson and patient, Emma Wallace – the first patient to undergo a robotic head and neck procedure at Wollongong Private Hospital.



Peninsula Private leads southern hemisphere with new spinal surgery technology

In a first for the southern hemisphere, surgeons at Peninsula Private Hospital are using a new robotic surgical system called ExcelsiusGPS.

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The ExcelsiusGPS Robotic Navigation platform by Globus Medical is the first technology to combine a rigid robotic arm and full navigation capabilities for precise trajectory alignment in spine surgery. The system is designed to improve accuracy during spinal fusion procedures.

Orthopaedic surgeon Dr John Choi said: "It provides additional protection when navigating around the spinal cord and has the most advanced capability among the commercially available robots."

The robot is a navigation device which allows accurate placement of spinal hardware, by continuously displaying surgical instruments and implants on a screen, for the surgeon and staff to monitor.

Patient scans are taken on the day of surgery and uploaded to the device, which guides a robotic arm to a specific region of the spine.

"It takes away the need for regular CT scans and X-rays during surgery, which reduces the radiation risk for all staff and patients. It actually makes the operating room safer," Dr Choi said.

Currently free-hand surgical techniques are 97 per cent accurate, however the robot increases the precision to 99.7 per cent.

The technology is minimally invasive and has the potential to decrease blood loss and muscle damage in patients and it can lead to smaller scars.



"It comes down to a few things: precision, accuracy and reproducibility in the outcomes, patient time in the operating room and reducing errors," Dr Choi said.

Peninsula Private Hospital received the technology after a two-year pursuit to deliver more robotic surgery at the facility.

Already the robot has been used in 29 cases at Peninsula Private and staff are now involved in a study to compare the results against international data.

"It is a personal milestone for me to bring this program to Australia. Secondly, it is great to be involved in leading the innovation in this space to continue to develop our craft for patients," Dr Choi said.

The robot is available to all patients including adults and the elderly. It will be used during keyhole surgery and larger open surgery cases. ■■



Jules Allan, Director of Workforce and Support Services and Peter Trusler, Catering Manager.

Hollywood deploys fleet of fully autonomous robots

Move over R2-D2 and C-3PO.

Here come Peaches, John Dory, Honey, Ginger, Olive, Alfredo and Basil – Hollywood Private Hospital's fleet of seven new fully autonomous robots, the first of their kind to be deployed in Western Australia.

Collectively the robots will travel approximately 350 kilometres a week around the hospital's 10 hectare campus delivering more than 15,000 meals and transporting other food supplies to make up about 360 pantries.

To put it into context, their weekly mileage will be the equivalent of a trip from Perth to Bunbury and back

Spending their days making deliveries, these high tech robots, are freeing up Hollywood food services staff who are now better able to focus on improving the patient experience.

With a detailed 3D map of the hospital stored in their memory, the robots are monitored 24 hours seven days a week by a control centre in Pennsylvania (USA), where they were first developed.

Lasers and scanning devices are used to detect obstacles and Wi Fi ensures they maintain an accurate position on their journey.

Hollywood Private Hospital Director of Workforce and Support Services, Jules Allan, said the "TUGs", as they are technically known, were multi-talented.

"These four foot high TUGs are capable of carrying up to 545 kilograms, which increases efficiency and significantly reduces the amount of manual handling our staff have to do," Mrs Allan said. "They can 'speak' some 70 phrases, ride in hospital lifts, open doors and they can even react to emergency alarms."

Mrs Allan said the TUGs were already proving to be popular among patients and visitors, who are spotting the robots moving around independently on the wards and in other public areas.

"People are interested in their names and the way they are decorated. Apparently John Dory is getting the biggest reaction with staff and patients finding it amusing when he is transporting fish!," Mrs Allan said.

Mrs Allan said a TUG naming competition was held at Hollywood, which resulted in staff calling the robots after food.

Hollywood Private Hospital Chief Executive Officer, Peter Mott, said the hospital would continue to invest in technology to enhance efficiency and improve patient outcomes.

"In recent years, we have also commissioned the da Vinci XI surgical robot, the most advanced surgical robot in the state," Mr Mott said.

"Last year we opened four ultra-high definition operating theatres.

"With four times the resolution currently used in most operating theatres in Australia, the new \$20 million fully integrated ultra-high definition operating theatres provide more detailed images."

Mr Mott said a new comprehensive cancer centre, due to open at Hollywood in 2020, would also be fitted with the latest technology aimed at improving patient care. ■■

CREATING A SUSTAINABLE SOCIETY

Ramsay staff redefining global strategy to create a sustainable society

A cross-section of Ramsay Health Care staff from around Australia are helping to redefine the company's global corporate social responsibility (CSR) strategy.

Ramsay has a vision to be one of the most respected and successful health care companies in the world. We want to contribute to a sustainable society by caring for the environment, our staff and our communities, as well as through responsible leadership and quality and safety.

Ramsay has engaged a team who are experts in the area of corporate social responsibility to design a Sustainability Flagship Program.

About 35 employees recently participated in a workshop in Sydney, where they discussed key challenges and priorities and brain-stormed innovative solutions.

Attendees included nursing staff, representatives from environmental services, catering, allied health, IT, workplace health and safety, as well as hospital CEOs, and more.

Staff worked in teams to co-design tangible and actionable sustainability initiatives. They focused on ideas that were big enough to make a difference but small enough to be actionable.

Topics ranged from waste management and helping minority groups to staff engagement and wellness.

Similar workshops are being held in France, the United Kingdom and the Nordics, where Ramsay also has operations.

The next steps will be to consolidate the outcomes of the workshops, design a global flagship program and roll out the strategy on an international scale.

If you are a Ramsay Australia staff member, we'd like to hear about your ideas. ■■

Ramsay hospitals wage million-dollar war on waste

Ramsay Health Care has created a new \$1 million Environmental Sustainability Fund to support hospitals to undertake projects that reduce carbon emissions.

During this financial year, Ramsay sites can apply for funding of up to \$100,000 per project to undertake initiatives like:

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- Building management systems to improve energy efficiency
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- Alternative energy options such as solar power
- Efficient motors that vary speed and energy use based on demand

Chief Operating Officer Kate Munnings said: "This initiative is a great opportunity for hospitals to demonstrate their commitment to care for the environment – by helping to reduce unnecessary waste and to minimise consumption."

"We have a responsibility to continuously seek to improve our environmental performance in ways that are sustainable, practical, meaningful, cost-effective and innovative. The 2020 Environmental Sustainability Fund will further enable Ramsay Health Care to fulfil this commitment."

Chief Risk Officer Chanelle McEnallay said: "Our maintenance managers are really excited about the opportunity to secure funding for sustainable projects that will better meet our customers' expectations and lead to better outcomes for all."

Ramsay has joined Baxter Healthcare's PVC Recycling in Hospitals program, which involves collecting intravenous

fluids bags, oxygen masks and tubing and converting them into garden hoses and outdoor playground mats. The initiative also includes repurposing aluminium products into items such as bike frames.

In the first 12 months of the program, sites converted more than 60,000 kg of PVC intravenous bags and 29,000kg of aluminium bottles into useable products. 24 Ramsay facilities currently participate in the scheme – and this figure is set to increase with more sites looking to join in the near future.

Last financial year, Ramsay Health Care diverted 28% of its total waste from landfill. This means the equivalent of more than 3,700 tons of waste was re-directed to some form of recycling.

Items on Ramsay's recycling list include batteries, Kinguard sterile wraps, paper and cardboard, electronic waste, operating theatre plastics, ink cartridges, green waste and grease trap waste.

Australia has been identified as one of the driest countries in the world and the recent droughts have been a stark reminder of the need to conserve water. Ramsay sites have taken measures to save this precious resource by installing water efficient taps, toilet cisterns and water tanks for garden use. Facilities have also replaced some gardens and grass with drought tolerant plants.

For the first time, Ramsay Health Care has been able to collect accurate water usage data for all its Australian sites, which will assist in demonstrating how its hospitals are managing water consumption.

All eligible applications for the 2020 Environmental Sustainability Fund will be considered and approved on a 'first-come, first-served' basis. ■■





‘Know My Midwife’ program enhances maternity experience

The first phase of the rollout of Ramsay’s Know My Midwife (KMM) program is now complete, with feedback from mums and midwives overwhelmingly positive.

The KMM program was borne after extensive consultation with, and collaboration between, Ramsay’s maternity sites to develop a national, standardised model of midwifery that provides holistic care and support to mums during and after their pregnancies.

Working in conjunction with obstetricians, specially-trained Ramsay midwives in the KMM program offer mums an enhanced maternity experience, including additional ante- and post-natal check-ups, a 20-week screening, and other supports.

Pindara Private Hospital on the Gold Coast is among the first group of Ramsay sites to offer the KMM program, which has been introduced as part of Ramsay’s commitment to continuous improvement through the sharing and standardising of best practice.

Johanna Stevenson, Maternity Nurse Unit Manager at Pindara Private, says the addition of the Medicare-funded KMM program to the hospital’s maternity services has been exceptionally well received by parents-to-be, obstetricians and staff.

“It is a great privilege and joy to be a midwife, and to offer care during this special time in a new or expectant mum’s life,” says Johanna.

“The KMM program enables us to meet expectant mums early on in their pregnancy so we can develop meaningful, trusted and supportive relationships with them, and offer them a more personalised care experience both during and after their delivery.”

As a measure of the program’s success, Pindara Private has had to increase the number of KMM clinics it runs across the week to cater to the demand from families and referrals from obstetricians.

Other Ramsay hospitals which have introduced the KMM program include Cairns Private Hospital, Frances Perry House, Glengarry Private Hospital and Peninsula Private Hospital. It is envisioned that by 2023 the KMM program will be available to patients across all Ramsay maternity hospitals across Australia. ■■

Creating more value in maternity services

A group of experienced and enthusiastic maternity staff recently came together at a workshop in Sydney to share their experiences and ideas, with the aim of ensuring Ramsay’s maternity services continue to deliver innovative, high-quality and family-centred care.

Part of Ramsay’s ongoing commitment to continuous improvement, the operational improvement meeting introduced maternity staff to a set of values, beliefs and actions that emphasise adding value to, and removing waste from, our processes.

After much discussion and debate over the two-day workshop, key performance indicators (KPIs) across three areas of maternity – special care nursery, wards and birth suites – were identified. The development and measurement of these KPIs will now become an important part of the way performance and improvement is measured across Ramsay’s maternity services.

Feedback from the session was overwhelmingly positive, with many of the attendees finding great value in the opportunity to meet with maternity colleagues from other hospitals from around the country, and to share their knowledge, experience, challenges and ideas.

Gaylene Hardwick, Maternity Nurse Unit Manager at John Flynn Private Hospital on the Gold Coast, is excited about

the future of maternity services at Ramsay and is keen to share her new mindset and practical tools with her maternity colleagues.

“The workshop was a fantastic experience and really changed my way of thinking. The group format of the workshop really worked well – it enabled us to look at a service from different points of view and challenged us to think about the process and how we can add value not only to our patients, but also our staff,” Gaylene said.

“Midwives are passionate and dynamic people but sometimes it can be hard to harness this energy if you don’t have the right tools and mindset. We now have a shared language and practical tools so we can make some really positive changes.”

Ramsay Health Care will continue to focus on creating more value and better experiences for our customers and staff. ■■

Ramsay sites reach new cardiac mi

About aortic stenosis

Aortic stenosis is the thickening and stiffening of the aortic valve, which plays a crucial role in controlling the flow of blood in and out of the heart. Aortic stenosis is the most common valvular heart disease in the world, affecting approximately 7 per cent of all people aged over 65 years.

About TAVI

Transcatheter aortic valve implantation (TAVI) is a minimally-invasive alternative to open heart surgery to replace a patient's aortic valve. The procedure, which typically takes under an hour, allows surgeons to implant an artificial valve into the heart using a catheter, which is inserted through a small incision in the groin.

Sunshine Coast patients access TAVI locally for first time

Sunshine Coast residents no longer need to travel beyond the coast to receive potentially life-changing heart treatment, with transcatheter aortic valve implantation (TAVI) now offered at Sunshine Coast University Private Hospital (SCUPH).

A local 83-year-old woman has become the first patient to undergo the new minimally-invasive procedure at SCUPH.

Interventional Cardiologist Dr Peter Larsen said: "It is keyhole surgery using the latest technology, performed by our Heart Team. The surgery allows patients to avoid the need for lengthy operations and the prolonged stay in hospital afterwards."

Dr Larsen's patient, Mrs Norma Wilson, had been experiencing severe aortic stenosis, which is the narrowing of the aortic valve opening, causing breathlessness. Due to her age she was considered a high risk for surgery.

"Instead she was brought to the cardiac catheter operating room and we were able to perform a TAVI, and she went home the next day," Dr Larsen said.

Over the last 18 months, the hospital has been working to develop a new 'Heart Team' to deliver the new procedure made up of interventional cardiologists, cardiac surgeons, vascular surgeons, an anaesthesiologist, geriatrician, TAVI coordinator and radiologists.

The Heart Team has undergone rigorous training and accreditation, to ensure local patients would receive optimal treatment when undergoing TAVI.

The availability of the treatment represents a major win for Sunshine Coast patients who were previously required to travel to Brisbane or interstate for treatment, often with significant out-of-pocket expense.

Sunshine Coast University Private Hospital CEO, Oliver Steele said: "It is quite ground breaking for the region, that patients can get this treatment close to home rather than having to travel more than an hour." ■■



Stroke prevention device arrives at North Shore Private Hospital

North Shore Private was the second hospital in Australia to use a stroke prevention device called the Sentinel Cerebral Protection System (Sentinel CPS) during transcatheter aortic valve implantation (TAVI).

During a TAVI procedure, embolic debris such as calcium or tissue can break loose, travel through the bloodstream towards the brain and potentially cause neurological and neurocognitive damage, such as stroke.

Sentinel CPS is used to filter, capture and remove this debris or tissue. The system is percutaneously delivered with an embolic filter to the brachiocephalic artery, and a second embolic filter delivered to the left common carotid artery.

At the completion of the procedure, the filters and debris are recaptured into the catheter and removed from the patient.

Professor Ravinay Bhindi and Dr Peter Hansen completed the first procedure using the Sentinel CPS at North Shore Private Hospital.

Clinical evidence from the SENTINEL IDE trial (presented at the SENTINEL FDA Advisory Panel in 2017) found a stroke reduction of approximately 40 per cent at 30 days but underpowered for significance at 30 days; a reduction in peri-procedural 'all stroke' to day three; and about 99 per cent debris capture and retrieval verified by an independent core-lab. ■■



Milestones with TAVI procedure

John Flynn Private Hospital achieves 100th TAVI procedure

John Flynn Private Hospital has reached a significant cardiac milestone, completing its 100th transcatheter aortic valve implantation (TAVI) procedure.

Nurse Unit Manager Vanessa Beattie said: “The demand for the procedure has been growing since we started offering it three years ago – and we are so ecstatic to reach this milestone.”

The procedure usually requires a much shorter recovery time and can be performed when open heart surgery is not a viable option for high risk patients.

John Flynn Private Hospital facilitates approximately six TAVI procedures each month and this figure is expected to increase in the near future.

A dedicated nurse co-ordinator has streamlined the program to enable the hospital to provide patients and their families with a better understanding of the procedure.

“Our results have been equal to the national average or even higher in terms of timeline to procedure, outcomes and patient satisfaction,” Ms Beattie said.

The medical team who performed the 100th TAVI procedure was comprised of Dr Guy Wright-Smith, Dr Shailesh Khatri and Dr Ben Anderson. ■■



TAVI heart treatment begins at St George Private Hospital

Transcatheter aortic valve implantation (TAVI) is now on offer to eligible patients at St George Private Hospital.

85-year-old Cornelis Witjes was one of the first people to undergo the minimally-invasive heart procedure at St George Private Hospital.

The retired architect was diagnosed with a heart murmur when he was 45 years old, but it wasn't until recently that he started to struggle with physical activity.

His GP referred him to interventional cardiologist Dr James Roy for management of aortic stenosis. Further testing revealed an additional diagnosis of coronary artery disease.

Dr Roy said: “Cornelis was offered open heart surgery or the TAVI procedure and he chose the latter non-invasive option. He was able to go home two days after the operation.”

Dr Roy and fellow interventional cardiologist Dr Mark Sader completed the first procedures together at St George Private Hospital, alongside anaesthetist Dr Pamela Salerno and cardiothoracic surgeon Dr Sheen Peeceeyen.

“This is a great milestone for the hospital and, more importantly, for patients who are interested in exploring TAVI as a potential treatment option.”

“We are very lucky to have a dedicated team of very experienced and senior cardiac nurses both assisting with the procedure and in-patient after care,” Dr Roy said.

It is estimated St George Private Hospital will complete more than 50 TAVI procedures each year. ■■



PSYCHS ON BIKES TAKE MENTAL HEALTH CARE TO THE BUSH



Ramsay Health Care is helping mental health professionals to take their skills to rural Australia, by supporting an organisation called 'Psychs on Bikes'.

The group is made up of mental health medical staff who motorbike around Australia, providing free assistance to men in the bush. So far, they have been able to help 1,000 men in rural areas.

Psychs on Bikes has notched up its 40,000th kilometre after riding from Ramsay's facility, The Adelaide Clinic, to Darwin in August.

Psychiatrist Dr Joseph Dunn said: "We try to achieve some great outcomes in the community while having a really good time along the way."

The group started eight years ago when Dr Dunn, his son and two other colleagues decided to ride across the Nullarbor Plain. They soon garnered additional support from the Australian College of Mental Health Nurses.

Now the group takes on two major rides each year and a few smaller rides in between, providing free health checks for men at each stop.

"When you get out to the bush, suicide rates nearly double than those in the city. So naturally we wanted to help men in the bush. We want to break down the barriers around mental health," Dr Dunn said.

Psychs on Bikes now has 250 members and is made up of psychiatrists, psychologists and mental health nurses. Normally, 15 riders and a support car will head off on each of the trips.

"Once people know about us and start to get involved with the idea and realise our purpose, they are really rusted on," Dr Dunn said.

"It is very rewarding. We are actually getting more and more requests for us to visit communities. While we are in each of the towns, we try to make an effort to engage with local health professionals."

The organisation is growing in influence and has recently welcomed former politician, Brendan Nelson AO, as its patron.

Ramsay Health Care has been a supporter of Psychs on Bikes since the organisation was established in 2011. ■■

New alcohol and prescription drug program in Brisbane

Patients can now be referred by their GPs to a new alcohol and prescription drug program in Brisbane.

New Farm Clinic has recently introduced a two-week inpatient program run by an experienced multidisciplinary team.

The program is designed to assist patients to stop substance misuse including teaching:

- Strategies to strengthen motivation to change
- Relapse prevention strategies to cope with cravings and triggers
- Thinking skills and managing stress
- Psychoeducation about substance use
- Managing depression and anxiety

To support patients with the transition home after their inpatient stay, New Farm Clinic also offers an Alcohol and Prescription Drug Day Program specifically designed to prevent relapse.

The Day Program is abstinence based and focuses on two stages of recovery.

Stage one addresses coming to terms with living drug and alcohol free and includes relapse prevention techniques. Stage two focuses on the underlying issues relevant to

the development of emotional wellbeing and ongoing abstinence.

Psychiatrist David Storor designed and runs New Farm Clinic's Alcohol and Prescription Drug Program. Dr Storor has over 30 years' experience in alcohol and drug services and is a Senior Lecturer in Mental Health at the University of Queensland. ■■

Mental health expansion opens at Berkeley Vale

Mental health bed numbers at Berkeley Vale Private Hospital have more than doubled, following an expansion to the facility.



The adult mental health development includes 12 new beds, along with two new group rooms, a new occupational therapy room with ADL kitchen for rehabilitation and a new dining room.

Berkeley Vale Private Hospital CEO Lorrie Mohsen said: "Rehabilitation at Berkeley Vale Private Hospital is strong with skilled and experienced staff and with the extended services in mental health we will continue to deliver and invest in these much-needed programs."

The hospital offers comprehensive inpatient care for people with a range of mental health disorders including anxiety, psychosis, post-traumatic stress disorders and personality disorders.

It also offers an outpatient program and is experienced in the use of electroconvulsive therapy and repetitive transcranial magnetic stimulation.

Ramsay's Operations Executive Manager of the Eastern Region Malcolm Passmore said: "What we can offer private mental health is a program that encompasses not only psychiatry, but also access to psychologists and an extensive allied health team."

Half of all Australian adults will experience mental ill health at least once in their life; the extra services will help service the increasing demand for services on the Central Coast. ■■



\$8 million mental health development at The Southport Private Hospital

Construction has just begun on a new \$8 million mental health ward at Southport Private Hospital to cater for a growing demand for services on the Gold Coast.



The number of available beds for patients who are admitted to the facility will double from 24 to 48.

The Southport Private Hospital's Executive Officer, Athol Webb, said: "Since Southport Private Hospital was opened in June 2017 we have seen continued growth in demand for the mental health care and rehabilitation services. So, we are very excited about this extra capacity which will allow us to continue to provide care for all those who need specialist intervention and assistance."

As a result of the expansion, The Southport Private Hospital will be able to provide specialised care for patients with eating disorders, addiction, post-natal depression and anxiety disorders – in addition to the general mental health treatment it currently offers.

"The additional beds and therapy areas will enhance our current services to meet increasing demand and contemporary, evidence based practice. What we're offering is more choice and a great standard of care for our patients," Mr Webb said.

Additional psychiatrists will join the team at The Southport Private Hospital to help with the roll-out of the targeted treatments.

Director of Psychiatric Services at The Southport Private Hospital, Dr Lee Williams of Ascent Psychiatry, said: "It's incredibly important that we have the right skill set when we offer these services."

The redevelopment will also include space for group therapy, art and music therapy, a gym and a sensory modulation area, which is a space where the environment can be controlled to reduce levels of distress.

"It will have low level lighting, strategic sight, sounds, smells, movement and items such as weighted blankets and massage chairs to complement existing therapies and further reduce stress and anxiety," Mr Webb said.

Director of Community Psychiatric Services and the Day Programs Dr Philip Muller, also of Ascent Psychiatry, said, "This expansion marks a significant milestone for private mental health services on the Gold Coast and will serve as the counterpart to Ramsay Health Care's growing commitment to community psychiatry."

It is expected the works will be completed by February 2020.

"We look forward to the expansion, and the ability to offer additional, much-needed services to our patients," Dr Williams said. ■■

New developmental trauma program at Albert Road Clinic

Albert Road Clinic has introduced a new dedicated inpatient treatment program to help people with a history of trauma.

The developmental trauma program aims to assist people to gain awareness and understanding of how they have been impacted by traumatic events, develop skills and tools to maintain healthy relationships, and reduce unhelpful behaviours and adopt more helpful means of coping.

The program is also designed to provide patients with tools and skills to reduce symptoms and associated distress, reclaim their sense of identity and ability to live in accordance with their values, and develop self-efficacy and a sense of personal empowerment. ■■



Ramsay Pharmacy launches new Tunstall Square store with help from snowboarding pharmacist

The grand opening of Ramsay's new Tunstall Square pharmacy in Melbourne offered live entertainment, activities and incentives which drew in local residents to experience the store first-hand.

The launch on Saturday 8 June included 20 per cent off storewide on the day, a chance for the first 100 people to book complimentary flu shots, and great prizes including a Byron Bay health retreat.

Doncaster local Ivy Sun, who is a passionate pharmacist and snowboarder, also took up residence to give tips and advice to the community.

Ivy, who moved to Australia from China as an international student, became a pharmacist about four years ago. During this time she said the biggest change in the industry was when pharmacists were given more responsibility to support the needs of communities.

"One of the biggest shifts was when pharmacists were given authority to administer vaccinations in 2017, and in 12 months I think I gave more than 1,200 flu and whooping cough vaccinations. This made getting vaccinations more convenient for the community, meaning more people were safe-guarded from illnesses," Ivy said.

Ivy began working for Ramsay at the Tunstall Square's temporary store in December and has already felt she has built strong community connections.

"The Doncaster community is lovely and we've had some beautiful customers. I was amazed to receive so many Christmas gifts in December! It shows that as a pharmacist, we can really connect with our customers and that is what Ramsay aims to do with this new store," she said.

Ivy, who believes in helping customers in a holistic way, such as recommending supplements along with medications, says she herself enjoys living a healthy and active lifestyle, with a main passion snowboarding, with favourite areas Mt Buller and Falls Creek.

Passionate about helping the community, Ivy continues to up-skill across multiple study areas, including diabetes and chronic pain management.

Ivy will be instrumental in delivering Ramsay's unique PainWISE program, which supports the one in five Australians who usually visit their doctors to address their chronic pain.

Along with PainWISE, the pharmacy will provide support learning programs and support in medication management, blood glucose testing and diabetes and post discharge support.



Ramsay Pharmacy supports Cairns Private Hospital's annual GP Conference

More than 100 GPs have attended Cairns Private Hospital's annual GP Conference, which was proudly sponsored by Ramsay Pharmacy Cairns Group.

The two-day event consisted of presentations, workshops and round-table discussion groups, featuring specialists from across Cairns Private Hospital, Cairns Day Surgery and The Cairns Clinic.

Retail Pharmacy Manager Hayley Foruria said: "It was a great networking opportunity and a chance to promote the Ramsay Pharmacy brand and our pharmacies in Cairns."

Ramsay Pharmacy representatives educated GPs about topics such as probiotics, skin care products, Jobst (supplier of compression stockings) and Impromy (weight loss program).

They also set up a trade table display, handed out sample bags containing an assortment of pharmacy items and information, and gave away prizes from Avene, LRP, Bioceuticals and Ethical Nutrients.

Pharmacist Alex Yeung, from Ramsay Pharmacy Cairns Medical Centre, said the conference was "a unique opportunity to create strong relationships with GPs and help them to better understand the services available in their local community."



End of an era for Westmead obstetrician

An obstetrician who has welcomed thousands of babies into the world has attended his final delivery at Westmead Private Hospital.

Dr Andrew Pesce has retired from private obstetrics almost 20 years after he started practising at the Sydney facility.

Dr Pesce said: "It has been a wonderful part of my life; it is not over yet, but it will certainly be very different."

The esteemed specialist was inspired to become a doctor by his own GP, who offered personalised care to all his patients.

Dr Pesce said he enjoyed every aspect of medicine, but his decision to choose obstetrics was made on the feeling of being able to help someone.

"As part of the training, you basically had to be with a woman in labour for six different births, and you sat with her, and looked after her. For the first time, I felt like I was doing something positive for someone," Dr Pesce said.

In 1984, Dr Pesce became an intern and started his obstetrics training three years later as a registrar in the Westmead area.

He joined Westmead Private Hospital when it opened in 2000 and since then has delivered more than 7,000 babies.

"You need to treat your patients the same way you want your wife or daughter to be treated if they were pregnant. That has always been my yard stick."

Dr Pesce has been heavily involved in the medical industry while juggling his own career, including previously holding the position of President of the Australian Medical Association.

He was also Clinical Director of Women's Health at Westmead and Chairman of the Westmead Medical Staff Council.

"I have been very busy for a number of years. But I love writing so that is going to be one of the non-medical interests I will pursue," Dr Pesce said.

He is still practising private gynaecology services, seeing patients in rooms at Westmead Private Hospital. ■■



Mum's the word: dedicated theatre opens to Greenslopes maternity patients

Women who give birth via caesarean section at Greenslopes Private Hospital will now be able to use a purpose-built obstetrics operating theatre.

The new family-friendly space has been designed specifically for expectant mothers, to create a more seamless transition when relocating from the maternity ward to the operating room.

Greenslopes Private Hospital CEO Chris Went said: "We are really pleased to be providing our maternity patients with their own dedicated theatre. Historically, caesarean deliveries have occurred in a different operating room located in the middle of our large theatre complex."

"The opening of this facility will also streamline scheduling processes when it comes to c-section deliveries, which is especially important during emergency situations."

The new maternity theatre is conveniently located adjacent to the birthing suites and all of the associated amenities on offer to the entire family.

A Greenslopes Private Hospital cardiologist with a keen eye for photography has helped to beautify the operating room. A seascape photo, taken by Dr Anders Taylor, will be printed on a wall to ensure a more relaxed, calming environment for expectant mothers. ■■



Family's generosity provides photographic memories at Mitcham Private Hospital

A new camera kit has been donated to Mitcham Private Hospital to be used for creating photographic memories for families who experience stillbirths.

The gift came from Heartfelt, a volunteer organisation of professional photographers from Australia and New Zealand who provide their services to grieving families free of charge.

Heartfelt received the camera kit donation from a woman called Bec Greenshaw, who lost her baby six years ago when she was 38 weeks pregnant.

Bec was not sure about getting the photos taken until she received them. Her brother, Gary McCabe, said the pictures have now become her most cherished memories.

"The photos keep his memory alive, through being able to see his face and features," Mr McCabe said.

The family has already donated cameras to two other hospitals through the Heartfelt organisation.

"It can be really hard to comprehend whether a family wants a visual memory, but at least you can give them the choice, so they don't regret it down the track," Mr McCabe said.

Heartfelt founder and president Gavin Blue said: "Creating images for families showing their love of their child is the core of what we do."

Since 2009, the volunteer service has provided photographs for 9000 families in Australia and New Zealand. ■■



A new level of cancer care at Greenslopes Private Hospital

The Cancer Wellness Program at Greenslopes Private Hospital has continued to grow rapidly since it was funded and launched by the Gallipoli Medical Research Foundation (GMRF) in 2017.

Over the past 12 months, the program has provided support and advice to more than 460 patients, their carers and support networks.

Program Coordinator Amanda Lucas facilitates a range of seminars and activities which complement the hospitals existing oncology departments with a holistic approach to cancer care to optimise patients health and wellbeing during their cancer journey.

“We have focused primarily on monthly education sessions which provide our patients and their carers’ with practical tools and emotional support to assist in managing their cancer treatment and mental wellbeing,” Ms Lucas said.

The program covers a variety of topics relevant to patients undergoing cancer treatment, such as:

- Finance, superannuation and legal services
- Exercise and nutrition
- Survivorship
- Caring for carers
- Stress Management, essential oils, mental health self-care
- Journaling and yoga

“Many want to learn about the traditional, ancient and practical therapies out there, but in the safety of a hospital

setting, knowing the presenters we find are trained and professional,” Ms Lucas said.

The feedback from the program has been overwhelmingly positive, with patients feeling empowered in navigating cancer treatment, and supported by health professionals and a community of fellow cancer patients.

The growth and success of the program has prompted GMRF, together with Greenslopes Private Hospital, to look to the future and plan for an expanded program with the capacity to support even more patients and families.

“The first two years of this program have been a great success. However, we are still not getting to everyone on the program; more can be done to support the patients, their families and carers. The Cancer Wellness Program has the potential to develop into a flagship program that other centres can look to.”

Plans for expansion include more regular seminars and activities such as craft and yoga as well as an online platform for patients and their support networks to access to important information. ■■

Oncology Nurse Clinic available at The Border Cancer Hospital

A new avenue for support, advice and nurse-led treatments is now available for patients of The Border Cancer Hospital.

The pilot Oncology Nurse Clinic was launched in May and is designed to assist cancer patients in recognising and managing their symptoms early in order to avoid having to attend the emergency department or delay their cancer treatment.

Medical Oncologist Dr Craig Underhill, who is the Clinical Director Cancer Services, Albury Wodonga Health, said the innovative clinic was established in order to improve oncology patient care, services and outcomes, with funding from the Department of Health and Human Services Victoria pilot grant scheme.

“Staffed by Oncology Clinical Nurse Specialists, the clinic functions as a telephone/walk-in service for self-referred day oncology patients, providing symptom assessment and management of systemic anti-cancer treatment related toxicities,” he said.

“A telehealth site is being explored as part of the phase two of the pilot, which would enable the clinic to expand its services to assist remote patients.

“This pilot project has specific inclusion conditions, and as such some patients will not be appropriate for the clinic. If you are unsure of a patient’s suitability, please phone the Oncology Nurse Clinic to discuss.”

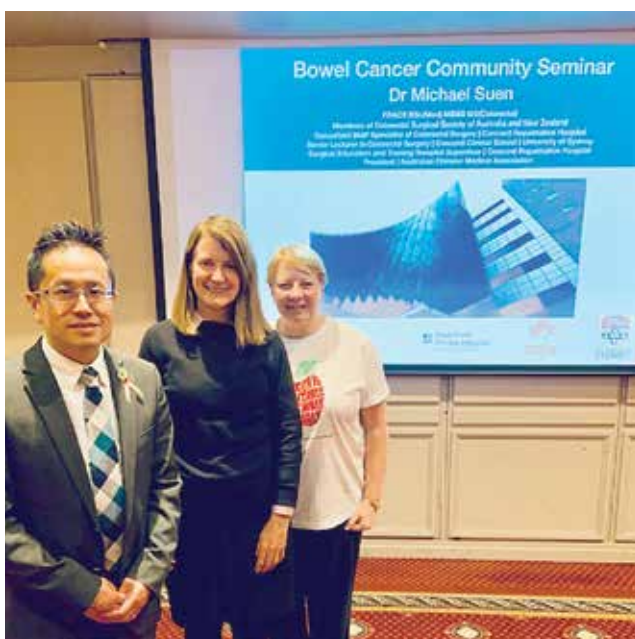
The eligibility criteria includes self-referrals from patients of the Albury Wodonga Regional Cancer Centre who are receiving anti-cancer therapies (or have done within the last three month) such as chemotherapy, immunotherapy, targeted therapy (tablets) or hormone therapy treatment, and are experiencing symptoms and side effects related to their therapy.

It is not suitable for radiotherapy only patients, or those seeking scripts, referrals or treatments that relate to their Oncologist appointment.

Patients who need to add, change or cancel their treatment, or want further advice about interventions identified during an appointment with their doctor should contact the Day Oncology nurse unit manager on 02 6064 1481.

Staff at the clinic are also unable to assist patients to complete administrative tasks such as transport forms, or provide advice or support for planned private patient admissions.

The Oncology Nurse Clinic is open 9am–4pm Monday to Friday (closed NSW public holidays) at Albury Wodonga Regional Cancer Centre’s Border Cancer Hospital. Patients are encouraged to phone the clinic on (02) 6064 1583 before presenting in person. ■■



Getting to the bottom of bowel cancer awareness at Strathfield Private Hospital

Strathfield Private Hospital has held two successful events to raise awareness of Australia’s second most common type of newly diagnosed cancer during Bowel Cancer Awareness Month.

The hospital hosted a bowel cancer community seminar at the Burwood RSL Club on 19 June in conjunction with colorectal surgeon Dr Michael Suen.

This was a forum for members of the public to learn about bowel cancer screening, diagnosis and treatment options. Members of the public travelled across Sydney to attend the event which was described by attendees as highly informative.

Dr Suen, who has expertise in bowel cancer prevention and minimally invasive bowel cancer treatment, is encouraging more people to get screened.

“90 per cent of bowel cancer cases can be treated successfully if they are detected early,” he said.

Dr Suen said a few of the common reasons why people do not take the test include a lack of knowledge about bowel cancer, a belief that ‘they don’t have the time’ to do the screening, and a lack of understanding of the instructions to complete the test.

Staff also set up an information booth at Strathfield Private Hospital, where 35 members of the public interacted with clinical nurse consultant (stomal therapy) Maureen O’Shannessy and dietitian Simone Launt-Peters about the topic of screening and healthy eating habits. ■■

Precise skin cancer treatment available at Hunters Hill Private Hospital

A well-regarded technique to treat common skin cancers is now on offer at Hunters Hill Private Hospital.

Mohs micrographic surgery (Mohs surgery) is considered effective for removing Basal Cell Carcinoma and Squamous Cell Carcinoma, which are the two most frequently occurring skin cancers.

Hunters Hill Private Hospital dermatologist Dr Tai Phan said: "Mohs surgery is ideal for removing skin cancers which are in cosmetically sensitive locations – such as the face and neck – where you don't want to leave major scarring."

The procedure involves removing the cancer and taking away microscopic layers of the patient's skin around the growth.

Skin samples are then examined immediately, while the patient waits, to determine if the cancer has been completely removed.

"Often more aggressive cancers are a lot larger than they appear on the surface, so this procedure is much more accurate in ensuring the cancer is fully removed on the same day," Dr Phan said.

During standard removal excisions, surgeons usually remove an additional 3–4 millimetres of skin around the cancer to help ensure it doesn't return.

Dr Phan is able to reduce that to just 2–3 millimetres using Mohs surgery, which helps to decrease scarring while maintaining high cure rates.

"With Mohs, we can achieve a very high cure rate. I can examine all the cancer margins through a microscope so I'm confident when the cancer is completely removed," Dr Phan said.

The experienced surgeon has completed more than 3000 of the procedures since he was trained in the surgery during a fellowship in Canada in 2015.

He decided to bring the procedure to Hunters Hill Private Hospital in March, to offer residents on the North Shore better access to skin cancer treatment.

"So far we've done 32 procedures. It has been a really exciting process, to establish a laboratory here and start offering the surgery," Dr Phan said.

Approximately two in three Australians will be diagnosed with skin cancer by the time they are 70. ■■



Albury Wodonga performs 3000th cath lab case

Albury Wodonga Private Hospital has celebrated its 3000th cardiac catheter laboratory case.



The milestone procedure was completed in June by local cardiologist Dr Jan Du Plooy who works alongside pacing technician Steve King, Nurse Unit Manager Kate Sutton and nurses Peta King, Linell Kusz, Fleur Pressnell, and Bev de Jong.

The cath lab is used to perform procedures which assist in the diagnosis, early intervention and management of acute cardiac conditions.

The cath lab has been through several changes in the past ten years, including the introduction of diagnostic angiograms, pacemaker implants and stenting. In 2015, the cath lab underwent a major upgrade which led to improved pictures, with much lower radiation doses.

The cath lab is utilised by a number of local and visiting cardiologists in the Albury Wodonga Region. ■■

Four Ramsay hospitals trial free online news access

Patients have free online news access at four Ramsay Health Care sites in Queensland and New South Wales, as part of a new pilot program.

News Corp Australia papers will be available online via the WiFi network at Pindara Private Hospital, John Flynn Private Hospital, St George Private Hospital and North Shore Private Hospital to improve the patient experience.

Patients can access local and interstate news through the *Daily Telegraph*, *Herald Sun*, *The Courier Mail*, *Gold Coast Bulletin*, *The Advertiser*, *NT News* and *Mercury*.

The catalyst for the new trial has been Ramsay Health Care's commitment to improving the patient experience at all of its hospitals.

As health services continue to grow, Ramsay is also rolling out new digital channels and smart buildings, to ensure patient needs are at the forefront of care.

The trial has been made possible following a nation-wide upgrade to the WiFi network across all Ramsay's facilities.

There are now more than 5,000 WiFi access points, which are 600 per cent faster; more than 230,000 WiFi connections are made each month.

Hard copy papers will still be provided to patients who prefer them.

Hospitals interested in the new online newspaper subscriptions, can email: SimpsonLynne@ramsayhealth.com.au ■■



Cost savings for emergency patients on the Gold Coast

Emergency department patients no longer have to pay out-of-pocket costs for medical imaging services at John Flynn Private Hospital and Pindara Private Hospital, thanks to a partnership with South Coast Radiology.

The new initiative means people who seek urgent treatment through the ED at either facility could save hundreds of dollars on diagnostic imaging services.

Pindara Private Hospital CEO Mark Page said: "Affordability of health care is always at the forefront of our minds. We believe this initiative will be of great benefit to patients who will now save what could have previously been many hundreds of dollars in emergency imaging costs."

John Flynn Private Hospital CEO Greg Jenke said: "The new initiative is on top of a pre-existing arrangement to bulk-bill all pathology with a relevant Medicare item number for emergency department patients at the facilities."

The decision was made in an effort to reduce costs for patients, while increasing accessibility to health care, said South Coast Radiology.

Plans are now underway to achieve similar outcomes for inpatients at the hospital.

South Coast Radiology CEO Warren Berry said: "To achieve this we are undertaking a series of negotiations with all major private health insurance providers which we hope will prove successful." ■■

ORIGINS Project update from Joondalup

The ORIGINS Project has just published its 2019 Annual Performance Report, outlining some impressive achievements.

The decade-long project, which is deemed the largest study of its kind in Australia, is a partnership between the Telethon Kids Institute and Joondalup Health Campus, with crucial funding from the Paul Ramsay Foundation.

The aim is to reduce the rising epidemic of non-communicable diseases by providing a healthy start to life.

Joondalup Health Campus Head of Paediatrics, Professor Desiree Silva is the co-lead investigator of the Project and says that at its core, ORIGINS aims to improve the health and quality of life of the next generation.

“We are creating comprehensive data and biobanks for 10,000 families over the period of antenatal care to five years of age,” she said.

“The project is using new science and technologies to collect and analyse the data and specimens to answer a range of critical research question.”

Of the 10,000 families the Project will ultimately recruit, the team has already signed up more than 2,000 families.

Of those, almost 500 have already attended their one-year clinic appointment.

This includes more than 2000 mothers, 700 fathers and more than 1,500 ORIGINS babies.

Of those, almost 500 have attended their one-year clinic appointment.

Other achievements include:

- 12 sub-projects have been launched off the main project, looking at multiple aspects
- 25 research papers published linked to data and knowledge within the Project
- Researchers have presented at more than 30 conferences and community events
- More than 750 local, national and international researchers, clinicians and consumers involved
- More than 3 million data points collected from participant samples and questionnaires

Currently, the ORIGINS team, working within sub-project SYMBA, are collaborating with local GPs to identify and



engage with pregnant women, who are less than 18 weeks gestation and have a history of allergic disease, including in the father or siblings, for the SYMBA study.

This study is investigating the impact of the mother's gut health during pregnancy on the outcomes of the child, particularly for the development of allergies.

Mothers do not need to be birthing at Joondalup Health Campus to be included in the study. To refer a patient, or to find out more, contact: symbastudy@telethonkids.org.au.

To download the Annual Report simply visit originsproject.telethonkids.org.au/about-the-origins-project/



New training to help Tamara patients with Parkinson's disease

Staff at Tamara Private Hospital are now better prepared to treat patients with Parkinson's disease (PD) after recently completing training in the "PD Warrior" program.

The upskilling will allow staff to deliver the program, which aims to help slow symptoms down so patients can live, move and feel better.

Tamara Private Hospital CEO Darren Ninness said: "It will enhance the ability to treat existing patients with Parkinson's disease, while opening up the opportunity to increase allied health services offered at the hospital for patients across the New England North West region of New South Wales."

An allied health team from the hospital was lucky enough to receive funding through the Ramsay Health Care National Scholarship Program to complete the training course in Tamworth, rather than travelling to Sydney.

Ramsay Australia offers scholarships for employees to support study in areas where additional qualifications are considered an important workforce requirement.

Ten staff were involved in the training, including occupational therapists, physiotherapists, allied health assistants and an exercise physiologist.

The course included 15 hours of online training and video modules to learn the core exercises and understand the research, followed by a one-day practical training session with an instructor at the hospital's rehabilitation gym.

Volunteer patients and their carers were invited to attend for half a day, to allow staff to practise their assessment skills, coaching methods and delivery of the group program.

Parkinson's disease is the second most common neurological disease in the country and affects 100,000 people Australia-wide.

Tamworth has an active Parkinson's disease support group but there are limited specific treatment options to complement the medication therapy; it is hoped this program will help to fill the gap. ■■

New research to improve end-of-life care at Hollywood Private Hospital

New research is probing end of life care at Hollywood Private Hospital to ensure patients and their carers receive the highest level of support.

Over a two-year period, a dedicated research team assisted by Hollywood nurses examined what sort of care was provided to the patient during their final days in hospital.

Research Ethics Committee Chair Terry Bayliss said: "The research also looked at how the hospital communicated and cared for the needs of bereaved family members and carers at the time."

100 medical records were reviewed for clinical information including demographics, cause of death and care type.

These records were then compared against a validated audit tool developed by the Australian Commission on Safety and Quality in Health Care.

"That basically looked at all aspects of the care and what happened with the care of the deceased person after death," Dr Bayliss said.

Another key part of the study involved surveying and interviewing clinical staff and bereaved family members to gauge their perceptions of end-of-life care.

The research was partly prompted by an Australian Commission on Safety and Quality in Health Care review of end-of-life care at all Australian hospitals. As a result, the commission's National Safety and Quality Health Service Standards now includes measures to address gaps in processes around end-of-life care.

Results of the study are due to be released in the next few months, but early indications suggest end-of-life care may be improved by collaborating more with family members, and supporting staff to improve communication and documentation of care.

Hollywood Private Hospital's Director of Clinical Services Karen Gullick said: "The implications from the research are for the whole hospital – not just for palliative care – because people do pass away in other areas and we need to make sure we provide a consistent standard of care across the whole hospital."

The study was made possible through:

- A donation received from Brigid and Ronald W. Woss AM, in appreciation for palliative care provided to his father
- An industry collaborative grant from Edith Cowan University
- A grant from Western Australian Nurses Memorial Charitable Trust

The research is a first for Hollywood Private Hospital and is being conducted in collaboration with the School of Nursing and Midwifery at Edith Cowan University.

"The university research team has been absolutely pivotal in this research; we couldn't have done it without them. Because of the grants, we have been able to provide some of our staff with the opportunity to work alongside the university experts, as research assistants. In that way we have been able to begin building our research culture amongst our nursing staff,"

Ms Gullick said. ■■



New Aboriginal Liaison Officers: Tina Garlett, Justin Martin and Tammy Symmans.

Joondalup and training provider enhance Aboriginal employment

A relationship between Joondalup Health Campus and Indigenous healthcare training provider Marr Mooditj is helping to maximise Aboriginal and Torres Strait Islander employment.

The relationship between the two organisations started ten years ago and the hospital currently employs some of the graduates and takes students on placement.

Last week, 21-year-old Kayla Dickie of Marangaroo was working at JHC to fulfil requirements for completing her Certificate IV in Primary Health, which will give her the equivalent of an Assistant in Nursing (Advanced Skill) qualification.

She has just completed her three week placement at the hospital, where she has spent time working with the Aboriginal Liaison Team, on a medical ward and in the Emergency Department.

“It’s been really good, I’ve enjoyed the variety of work and have learnt a lot,” she said.

JHC Aboriginal Liaison Officer Tammy Symmans helped teach Kayla during her first week, providing valuable tips

and also genuine understanding, having herself been in the first group of nurses to graduate from Marr Mooditj ten years ago.

“I’d completed a Certificate IV – Health Science Foundation and then went on to complete my enrolled nursing qualification,” she said. “I was a single mother at the time and living up in Geraldton. It was hard work but I kept going and I’m so glad I did.”

On graduating, Tammy worked for sister Ramsay Health Care site, Hollywood Private Hospital, for several years, before moving on to work for Brightwater Aged Care and most recently joining JHC as one of three newly-recruited Aboriginal Health Officers.

She says that helping Kayla has taken her right back to her days as a student and she’s really enjoyed giving back to the next generation.

Kayla said that in high school she always thought she wanted to go into nursing, but a passion for netball side-tracked her career goal for several years.

Now the Marr Mooditj student is back on track after a chat with her Mum.

“Mum said I either should go into mental health work on into primary health – and so that’s what I did and here I am,” she said.

Although she isn’t yet sure what she wants to do when she graduates, Kayla says she is enjoying the learning journey and has appreciated the support of Tammy and other staff who have made her feel welcome and valued.

“It’s been good place for me to get experience in a hospital setting and I’ve learnt heaps,” she said.

Laser device treats enlarged prostates and kidney stones at John Flynn Private Hospital

A minimally invasive procedure using a laser device to treat enlarged prostates and remove kidney stones is now available at John Flynn Private Hospital.

The 100-Watt high-powered Cyber Holmium Laser Quanta System was proposed by urologist Dr Martin Elmes for placement at the facility.

The system’s multi-application laser platform can be used to perform:

- Holmium Laser Enucleation of the prostate (HoLEP), which is a technique for the treatment of benign prostatic hyperplasia (BPH) to remove obstructing prostatic tissue causing increased urinary outflow obstruction in men.
- Lithotripsy, which is the treatment/removal of kidney stones.

The device offers a ‘vapor tunnel’ which creates an ‘invisible basket’ to help reduce stone movement while lasering.

The laser device follows the exact anatomical plane in a prostate with ultimate precision, allowing complete resection of obstructing tissue while preserving the outer capsule, erectile nerves and urethral sphincter.

Dr Elmes said benefits of the HoLEP procedure with the laser device can include “minimal bleeding as there is less cutting required, speedy recovery time, minimal re-operation rate, and lower chance of erectile dysfunction.”

BPH is the most common cancerous prostate disease, affecting 50 per cent of men between 51 and 60 years old and 90 per cent of men over the age of 80.

“Men experience varying symptoms of BPH with different degrees of bother, including increased frequency and urgency of urination, difficulty starting, maintaining and finishing urination. They may also experience urine infections,” Dr Elmes said.

So far, more than 50 men have undergone treatment at the hospital using the new laser device.



Mark Harrison (GP Liaison and Business Relationship Manager LMPH and WBPH), Sharon Rewitt (Deputy CEO WBPH), Leah Gabolinscy (CEO LMPH and WBPH) and Chad Griffith (Event Organiser Lake Macquarie Running Festival).

Ramsay supports iconic community running event in Newcastle region

Ramsay Health Care has become the naming rights partner for the Lake Macquarie Running Festival – one of the oldest running events on the Newcastle athletics calendar.

The festival, which attracts up to 3,000 participants each year, celebrated its 35th anniversary in 2019.

Ramsay's Newcastle Region CEO, Leah Gabolinscy, said: "Ramsay Health Care is privileged to partner with the Lake Macquarie Running Festival as a naming rights sponsor."

"We have been a part of the community for more than 40 years, through our operation of Lake Macquarie Private Hospital and Warners Bay Private Hospital which incorporates Lakeside Clinic," Ms Gabolinscy said.

"With our ongoing commitment to the region's health and wellbeing, we look forward to a long-term partnership with this iconic event."

The Ramsay Health Care Lake Macquarie Running Festival was held on Sunday 25 August on the foreshore of Warners Bay

Esplanade, and included events such as the Pure Performance 21.1km Half Marathon, Coal Services 10.5km Fun Run and Yogurtland 4km Kids Scamper.

Ramsay staff, family members and doctors were offered a reduced price entry into the event.

Event organiser Chad Griffith said: "We couldn't continue to run events of this size without the support of sponsors and volunteers."

"We have been part of people's running calendar since 1983 in Lake Macquarie, and we've seen other events come and go, but the Lake Mac Run has stood the test of time," Mr Griffith said.

"People love running along the beautiful shores of the lake and we've got one of the fastest courses going around, so the times are always quick." ■



Geoff Robson – Team Leader, Housekeeping; Colin Hutchinson – Maintenance Officer; Greg Hamilton; Michael Cunninghame – Maintenance Manager; Sue Rafferty – Housekeeping; Rod Simon – Theatre Assistant.

Warners Bay staff lose their locks

Staff at Warners Bay Private Hospital have shaved their heads to honour a colleague who recently underwent cancer treatment.

Greg Hamilton has been an assistant in nursing (AIN) at the hospital for the last eight years but was diagnosed with stage 4 prostate cancer at the start of 2019.

A friend of Greg's, Housekeeping Team Leader Geoff Robson, instigated the charity head shave to raise money for Greg while he was going through treatment.

Mr Robson said: "Greg is a very well-loved part of the rehabilitation team at Warners Bay, so we wanted to do something to support him during this tough time."

He managed to recruit four other staff members, Michael Cunninghame, Sue Rafferty, Rod Simon and Colin Hutchinson, who all lost their locks for the cause. Colleagues



Sue May and Dawn Redman also gave their time to promote the event for Greg.

The team raised an impressive \$6,000 for the grandfather to put towards his treatment. Doctors recently gave him the all clear to return to work, after six months of chemotherapy treatment.

Mr Hamilton said: "I'm overwhelmed and humbled by everyone's generosity and it feels great to be back at work with everyone." ■



Socks 4 Docs

Staff and doctors at Hillcrest Rockhampton Private Hospital have donned crazy socks for a morning tea to shine the spotlight on the mental health of all doctors and health practitioners.

Crazy Socks 4 Docs, which is held on the first Friday in June, was started as an attempt to address discrimination faced by health professionals and to reduce suicide rates among doctors.

Doctors experience the full range of mental health issues – anxiety, depression, burnout, fear, anger.

Hillcrest Private Hospital CEO Fiona Hebbard spoke about the importance of raising awareness and encouraging conversations about mental health to help reduce the stigma for doctors experiencing mental illness.

Dr Hillary Vincent provided a basket of crazy socks and chocolates which were shared throughout the day. Prizes were given to staff/doctors with the craziest socks and everyone shared in the 'socks and chocs' initiative.

Medical ward nurse unit manager Caroline Dayas said it was also nice to put a smile on the patients' faces.

Doctors can seek help from a number of services including: Doctors' Health Advisory Service (dhas.org.au), Medical Benevolent Society (mbansw.org.au) or Lifeline (13 11 14). ■



Left to right: Amarri (3), Justine, baby Kalea (1), and friends Lauren McCourts and Jason Marrs

Miracle mum completes HBF Run for a Reason

Just over a year ago Justine McFarlane could barely walk from one end of the house to the other unaided, but recently the 38-year-old mother-of-four completed the HBF Run for a Reason, finishing the four kilometre prams and walkers route in just over 40 minutes.

In 2018, Justine nearly died during the birth of her fourth child when she lost nearly 80 per cent of her blood due to complications that arose during her pregnancy.

The Joondalup Health Campus midwife says she was incredibly proud to have made it to the finish line of the event on Sunday, with her older daughter Amarri (3), baby Kalea (1) and friends Lauren McCourts and Jason Marrs, as part of the Ramsay Health Care team.

“A year ago I was recovering from my third surgery at JHC, following the fight of my life. Today I am doing this event surrounded by my family, friends and colleagues and for that I am so thankful,” she said. “I’m so grateful and proud to have been able to be a part of it this year! Go Team Ramsay!”

Justine developed several serious conditions during her pregnancy which were identified early on and a plan was in place to manage the risks she faced.

“I had been booked for a caesarean at 38 weeks, but I ended up with an emergency caesarean at 35 weeks after suffering a placental abruption, where the placenta separates early from the uterus, causing massive internal bleeding,” she said.

“The doctors, midwives and a multitude of other staff worked really hard to stop the bleeding and, being a midwife by training, I knew exactly the danger that both I and my baby were in – which was incredibly scary.”

“In fact, it was such a traumatic experience that, although I came through it physically, I ended up with post-natal anxiety as I started to process everything.”

“To get through this and mentally unpack it has involved immense support from my family and friends – as well as professional support – and what I’ve learned is that it is so important to talk about how you really feel. Don’t pretend that things are okay if they are not.”

“Talking to other women who had been through similar experiences definitely helped – as well as counselling – and I only hope that in sharing my story, I’ll help to raise awareness and perhaps this will save a life or help one of the readers of The Ramsay Way.”

Ramsay Health Care was named the largest corporate team in the HBF Run for a Reason again this year, with more than 600 staff signed up.

Operations Executive Manager (Western Region) Kevin Cass-Ryall said the company would donate the \$1000 prize money to the national charity Lifeline.

“Lifeline provides an amazing service to Australians experiencing personal crisis with a 24 hour telephone support line and suicide prevention services,” he said.

“We live in a time where we are all under so much pressure that it’s little wonder that so many of us need mental health support – and there is no shame in that, the important thing is to make that call, ask for help.”

Lifeline can be contacted on 13 11 14. ■■



13th charity trip for Strathfield Private Hospital nurse

A theatre nurse at Strathfield Private Hospital has volunteered as part of an Interplast program to provide medical training and life-changing surgery at Da Nang Hospital in Vietnam.

Interplast aims to ‘repair bodies and rebuild lives’ by sending teams of volunteer plastic and reconstructive surgeons, anaesthetists, nurses and allied health professionals to 17 countries across the Asia Pacific region.

The mission to Vietnam was the 13th charity trip for Annie Porter, who works as a registered nurse in the theatre complex at Strathfield Private Hospital.

The Interplast team, which consisted of two surgeons, a hand therapist and a nurse, took 150kg of surgical equipment from Australia to be used in clinics, surgery and for post operative care.

Ms Porter said: “I am fortunate to be involved in this program, imparting my knowledge and nursing skills to local nurses. It is also very humbling to experience the immense gratitude from staff and patients.”

The local staff and volunteer team worked together to achieve the best outcome for patients. The majority of operations performed were to release burn contractures which can be very debilitating.

“Ramsay Health Care and Strathfield Private Hospital encourage me to continue my professional development and are proud supporters of my missions,” Ms Porter said. ■■

Remembering a kind and passionate hospital pioneer

On behalf of the staff at Waverley Private Hospital, we would like to pay tribute to Dr Peter Castran – a founder of our hospital – who has passed away at the age of 93.

Dr Castran earned his degree at Melbourne University after moving from Canada in 1948.

He spent time working at the Royal Melbourne, Royal Women’s and Royal Children’s Hospital – where he met his wife Lorna while she was nursing.

The couple took a risk and moved to Mount Waverley to set up the Mount Waverley Clinic. The roads were unmade, and most days came with the challenge of trying to drive through muddy streets.

Dr Castran was a true family doctor committed to ensuring patients received the highest quality care. He made patient

house calls at all hours and delivered more than 10,000 babies throughout his career.

It was during this time, he was instrumental in helping to set up Waverley Private Hospital, which opened in 1972 and has now grown to a 98-bed facility.

In his personal life, Dr Castran has been described as a kind and compassionate father and husband who was proud of his three sons, wife, grandchildren and great-grandchildren. We would like to extend our deepest sympathies to Dr Castran’s friends and family during this time. ■■



PHARMACY ANNOUNCEMENT

Under the leadership of Peter Giannopoulos, our Pharmacy business in Australia, Ramsay Pharmacy Group (RPG), has grown significantly since its inception in 2007 to become a key Ramsay business unit, with a network of 36 hospital dispensaries and 59 retail pharmacies, more than \$400 million in revenues and 13 franchisees. It provides increasing services to our patients within our RHCA hospitals and in the community. Meanwhile, the complexity but also the strategic opportunities associated with the pricing and delivery of pharmacy services in an innovative manner have increased in the current regulatory and political environment.

To better meet the needs of a growing and more complex business, Peter Giannopoulos has been appointed to the new role of Ramsay Chief Pharmacy Officer. This will allow us to focus on strategy and policy to support further strong growth of the Ramsay Pharmacy Business. Peter has overseen the growth of RPG from the original integrated hospital dispensary business model to the current network of hospital and community pharmacies.

Greg Kennedy will step up as Acting CEO of the Ramsay Pharmacy Group, while the future operational leadership requirements for the business are assessed. Greg was previously COO for the Pharmacy business and joined Ramsay from Coles at the end of January 2019. In his first few months, Greg has implemented a number of great disciplines and new growth initiatives across the network.

JOHN O'GRADY

has retired from his role as Group General Counsel and Company Secretary, after 12.5 years with Ramsay Health Care.

Chairman Michael Siddle said John O'Grady has made an enormous contribution to Ramsay during his tenure.

"He has been closely involved in the growth of the company, including our overseas acquisitions, since 2007, and has provided invaluable guidance to the Board and the executive team on both corporate governance and legal matters," Mr Siddle said.

"John has always been warm and approachable and is a strong advocate of The Ramsay Way culture. He is highly regarded by his colleagues and will be sadly missed. The Board thanks him for his strategic guidance and commitment and we wish him well in his retirement."

John said he was looking forward to seeing more of his family and undertaking some adventure travel.

HENRIETTA ROWE

has been appointed as Group General Counsel and Company Secretary following the retirement of John O'Grady. She will be responsible for the Group legal and secretariat functions.

Henrietta comes highly experienced in a wide range of corporate legal affairs, including mergers and acquisitions, capital management, executive remuneration and contractual advice, as well as corporate governance. She was previously with the Commonwealth Bank of Australia and prior to that at Herbert Smith Freehills.

She holds a Bachelor of Economics (Social Sciences) (Honours) and a Bachelor of Laws (Honours) from the University of Sydney and is a Fellow of the Governance Institute of Australia.

PRUE BUIST

(current DCS at St George) has been appointed to the new role of CEO of Nowra and Southern Highlands Private Hospitals. Prue has most recently been the Director of Clinical Services at St George Private Hospital but the retirement of Nowra Private Hospital CEO Kate Jerome led to a review of the overall leadership of the NSW South Coast hospitals. A decision was made to cluster the management of Nowra and Southern Highlands Private Hospitals to harness the benefits and synergies this structure brings. In addition to the CEO role, Prue will also temporarily assume the DCS role at Nowra until this position has been filled.

KATE JEROME

has retired from her position as Chief Executive Officer and Director of Clinical Services at Nowra Private Hospital. Kate commenced at Nowra Private Hospital in September 1991 as the Deputy Director of Nursing and, in 1995, moved to MacArthur Private Hospital. She returned to Nowra in 2000 as the CEO/DCS.

Kate has had an outstanding career and her contribution to Nowra Private Hospital and Ramsay Health Care over a long period of time has been significant. Kate's leadership of the hospital has ensured growth of the business while providing high quality clinical services to meet the needs of the Nowra and broader community.

Kate is sad to be leaving Ramsay and Nowra, which have both been a significant part of her life for almost 28 years, but is also looking forward to the next part of her life in retirement.

NEWCASTLE REGION

Leah Gabolinscy has been appointed as Chief Executive Officer of Warners Bay Private Hospital, in addition to her current role as CEO of Lake Macquarie Private Hospital. This new structure for the Newcastle region follows six months of work to create synergies across the Lake Macquarie and Warners Bay facilities. Leah will be supported by Sharon Rewitt, who has been appointed as the Deputy CEO at Warners Bay Private Hospital. Sharon will still be responsible for the day-to-day management of the facility. Lee Sexton, who is currently the Finance Manager at Lake Macquarie Private, will now be responsible for both Lake Macquarie Private and Warners Bay Private with continuing support from Andrew Wilson. The past 6 months have already resulted in a few great initiatives across the two hospitals and we are excited about the possibilities that the future holds following the formalisation of the regional structure.

NORTH SHORE GROUP

Richard Ryan has been appointed to the position of Chief Executive Officer for the newly-created North Shore group of hospitals which includes North Shore Private, Hunters Hill Private and Castlecrag Private. He will be supported by Naomi Beveridge as Commercial Manager across the group. Sue Engele will remain as the DCS at North Shore Private, Natasha Cassidy will be DCS and Site Manager for Hunters Hill Private and Paula Best will be DCS and Site Manager for Castlecrag Private. Grant Frecklington, who has shown strong leadership at Hunters Hill and Castlecrag over the past year, is joining the team at St George Private Hospital as the Director of Clinical Services.

MARGARET STURDY

is taking on an exciting external opportunity after spending six years at Peel Health Campus as the Chief Executive Officer and Director of Medical Services. Marg's new role outside Ramsay Health Care will support junior doctor development in Western Australia.

Marg will be staying on at Peel Health Campus part-time in a dedicated Director of Medical Services role, to provide a more "hands on" presence in medical governance and to provide medical leadership support for the incoming CEO. Marg is very excited about her new role and the anticipation of concentrating on the DMS role, which is her passion.

ANDREW TOME

has been appointed as Chief Executive Officer of Peel Health Campus (PHC). Andrew joined Ramsay Health Care in 2015 as the Director of Finance and Corporate Services (DFCS) at PHC and was appointed to the DFCS role at Hollywood in 2017.

Andrew will be joining Karol Edge, the Director of Clinical Services, Renee Durrant, the Director of Finance and Corporate Services, and Marg Sturdy who is staying on at Peel in a part time role as the Director of Medical Services.

SHARON WADE

has been appointed as Director of Finance and Corporate Services at Hollywood Private Hospital.

Sharon is a commercially astute senior manager with more than 25 years' experience in finance and operational management. She has been at Hollywood for more than seven years, and in her current role as Finance Manager since October 2014.

YVONNE HART

has been appointed on a permanent basis as the Director of Clinical Services of Kareena Private Hospital and Kingsway Day Surgery. Yvonne has been in the role since October 2018 covering maternity leave for Laura Davies who has since decided to relocate with her family back to the UK.

EMMA PROSSER

has been appointed as the Director of Clinical Services at the Sunshine Coast University Private Hospital (SCUPH). Emma was most recently the Regional Director of Clinical Services at Albury Wodonga Private Hospital. She commenced her career with Ramsay Health Care 10 years ago as a registered nurse at Nambour Selangor Private Hospital. Emma left Queensland to further her career with Ramsay, relocating to Albury Wodonga Private Hospital, where she has been an integral part of the executive team since July 2017.

Emma replaces Duncan Apelt, who worked for Ramsay Health Care for almost 10 years, commencing at John Flynn before rising to the role of Assistance Director of Clinical Services at Greenslopes. In the almost four years he spent at SCUPH, Duncan helped ensure compliance with our public contract as well as launching cardiac surgery, expanding the hospital's cath labs and bringing on line a range of new services for the Sunshine Coast.

AWARD WIN FOR GLENGARRY PRIVATE HOSPITAL CHEF

'Hospital food' and 'award-winning' aren't usually two phrases that go together – but the sous chef at Glengarry Private Hospital changed all that.

Greenwood local Vivek Shetty took out the top gong at the WA Institute of Hospitality in Healthcare's annual awards night for his outstanding leadership.

Catering Manager Ashok Kumar nominated Vivek for the award and described him as a passionate and creative kitchen professional who brought style and memorability to the hospital's menu.

"He has 13 years' culinary experience in international five-star hotels and cruise lines – but more importantly, he genuinely is driven to ensure patients get an amazing food experience whilst in hospital," he said.

"Vivek strongly believes that catering staff should be delivering meals that are tasty as well as nutritious whilst in hospital. He led the change and made it work – he is hugely deserving of this award."

Ashok said it was his leadership as much as his cooking ability that he had been noticed for around the hospital.

"Vivek started at the hospital as our sous chef at a time when the site was going through a lot of change and our kitchen, which produces hundreds of patient meals each day, really needed strong leadership."

"He took lots of responsibility and created structure in the team – and those amazing leadership qualities helped us in our goals to deliver food of an exceptional



quality, service-with-a-smile and as, a manager, to drive employee engagement."

Vivek instigated a fundraising drive to start an employee-run herb garden for the hospital kitchen: "The whole kitchen team got involved in raising funds and this was one of his ideas for team building – and it really worked," said Ashok.

"Most importantly, patients absolutely love the food we serve – which isn't something you would normally associate with hospital food, but this is something that Vivek prides himself on delivering."

CEO Leonie Gardiner said Vivek has built a reputation for always being ready to go the extra mile.

"He always comes to us with lots of ideas to keep employees engaged and feeling proud to work at a Ramsay Health Care hospital," she said. "We are enormously proud of him, very fortunate to have him working for us and I am personally so pleased that his talent has been acknowledged with this award."



JOONDALUP 'LEGEND' WINS CUSTOMER SERVICE AWARD

Joondalup Health Campus' Patient Transport Supervisor, Nick Jones, was announced a winner at the WA Institute of Hospitality in Healthcare awards held on Friday 5 July.

Named winner in the category, "Exceptional Customer Service", Nick said he was surprised and humbled.

His manager and nominee, Head of Enviro Services Andrew Lindsay, said it was a proud moment and extremely well-deserved for Nick, who has worked for the hospital for more than 20 years.

"Nick is so well-known throughout the hospital for going above and beyond," he said.

He added that Nick exemplifies the organisation's motto, The Ramsay Way, which was inspired by its late Founder Paul Ramsay, who passed away in 2014.

"The Ramsay Way was developed by Paul 25 years ago and it is all about people caring for people – and Nick does that every hour of his working day," he said.

"He is absolutely unwavering in his resolve and willingness to make sure staff and customers are well treated – and this is at the heart of everything he does.

"You see him taking patients from one area of the hospital to the other and he is invariably kind and good-humoured," he said. "His affable nature is so highly infectious and he has this enthusiastic spirit that has seen him befriend many co-workers across every discipline.

Chief Executive Officer Kempton Cowan described Nick as 'a legend in the hospital'.

"The late Paul Ramsay would be so proud to know that we have Nick still working with us," he said.



John Shannon, Physiotherapy Manager and Helen Gordon, Physiotherapist.

TOP HONOURS FOR 84-YEAR-OLD BELEURA PRIVATE HOSPITAL PHYSIO

A physiotherapist with more than six decades of experience has been honoured with a Medal of the Order of Australia.

After graduating in 1956, Helen Gordon's first job involved making regular trips to small

towns along the Hume Highway to visit polio patients.

She helped them to manage their condition through splinting and plaster casting, which helped in correcting deformities and muscle imbalances.

With her family by her side, she moved on in 1970 to Mount Eliza on the Mornington Peninsula where she treated stroke patients and amputees in the local geriatric centre.

Five years later Ms Gordon made history by becoming the first hospital physiotherapist at Frankston Hospital.

In 1998 she joined Beleura Private Hospital, where she forged a reputation as an experienced and compassionate physio among staff, patients and their families.

At 84 years of age, there is still no slowing down for Helen, who has been running local exercise and education classes for the Mornington U3A Seniors Group.

Gardening has been a passion of hers too; she has facilitated several courses which teach how to garden successfully without causing an injury.

She still works at the hospital one weekend a month and covers weekdays shifts as required.

Mrs Gordon said: "Age is only a number – if you enjoy what you are doing and feel capable of maintaining a good standard of what you do – keep going!"

YEARS OF SERVICE AWARDS AT PINDARA PRIVATE

A celebration has been held to recognise the contributions of long-term staff members at Pindara Private Hospital.

More than 100 employees were honoured for providing ongoing service to patients, families, visitors and colleagues for five, 10, 15, 20, 25 and 30 years.

A special mention must go to Jo-Anne and Peter who each celebrated 30 years of service; their commitment to the Pindara community is greatly appreciated.



Aussie actor Samuel Johnson OAM inspires cancer patients and staff at Greenslopes Private Hospital

Love Your Sister co-founder and Gold Logie winning actor, Samuel Johnson OAM, has given an emotive speech to cancer patients, their carers and staff at Greenslopes Private Hospital – 10 years after the opening of the facility's day oncology unit.

Samuel delivered a keynote presentation to a packed conference room around the work of Love Your Sister and his passion to improve treatment outcomes for cancer patients in Australia.

"I don't want to agitate for change; I want to be part of the solution," he told the audience of patients, carers, nurses and hospital staff members.

Samuel is currently undertaking a national fundraising tour on behalf of the Love Your Sister charity, raising \$10 million to fulfill a promise he made to his late sister Connie Johnson who lost her battle with breast cancer in 2017. He also brought along his Gold Logie and Dancing With The Stars trophies to Greenslopes for attendees to snap some photos.

Greenslopes Private Hospital (GPH) hosted a number of fundraising initiatives in the lead-up to the Love Your Sister event. Almost \$4,000 was raised and presented to Samuel and his team.

As part of the visit, Samuel also toured the Cyril Gilbert Cancer Centre where he spoke at length with oncology patient John Peacock and his wife Lynette.

The actor told The South East Advertiser newspaper: "Greenslopes, no word of a lie I had one of the most significant days of my life out there. I'm still processing that."

"The spirit of the staff and patients, the unity, the camaraderie ... just ultimately the togetherness of it all. It takes me to the

coalface and reminds me why I do what I do. It hits home hard when you go and stare this problem in the face."

Greenslopes Private Hospital offers holistic and personalised cancer care to patients – including diagnosis and imaging services, surgery, radiation therapy, chemotherapy, research and wellness education classes.

GPH CEO Chris Went said: "The availability of these treatments and services, and visits from people like Samuel Johnson, provide hope to our patients." ■■

