

# The Ramsay Way

Ramsay Health Care Corporate Newsletter



**Ramsay**  
Health Care



## Ramsay nurses and midwives to debut stretchy, stylish new scrubs

In an exciting first for Ramsay Health Care, all nurses and midwives in Australia will soon be wearing specially designed scrubs that are stylish, comfortable, practical and durable.

Ramsay Health Care decided to refresh its uniform options after listening to feedback from nurses and midwives in a recent employee survey.

Ramsay's Chief Nurse and Clinical Services Director, Dr Bernadette Eather, said: "Our nurses and midwives told us that wearing scrubs was a key change that Ramsay could make which would improve their day-to-day working lives," Dr Eather said.

"While some nurses and midwives currently wear scrubs in our operating theatres, ICUs and Emergency Departments, they requested the use of scrubs be expanded to all nurses and midwives in the hospital, and we agreed.

"We established a working group, affectionately known as the 'Scrub Club', which carefully considered the requirements for the new scrubs and landed on new scrub uniforms that look stylish and professional, while also offering great comfort and practicality.

"We have a range of options available to suit our nurses' and midwives' personal preferences including different collar options, different pant styles and a scrub dress that can be worn with scrub pants for those wanting more coverage, or on its own instead of a top and pants.

"Importantly, the team carefully considered the number and placement of pockets, which to some may seem trivial, but to nurses and midwives, we know the value of having as many pockets as practical to make work life easier."

The uniforms come in a range of sizes and are made with stretchy, durable, easy to care for, wash and wear fabric.

"The new uniform is practical and comfortable so our nurses and midwives can focus on the important work they do, providing quality care to their patients," Dr Eather said.

"Once the transition plan for nurses and midwives to move to scrubs has been finalised, we will commence work on developing scrubs for other staff categories including allied health teams."

Ramsay Health Care Australia CEO, Carmel Monaghan, said the new uniform was one of many initiatives Ramsay was rolling out to support their nurses and midwives. ■■



## Ramsay expands into the community with Australia's fastest growing national psychology business

**Ramsay Health Care has moved its mental health service provision beyond hospitals and into the community, opening 12 psychology clinics across Australia in the past year with plans to establish a total of 30 clinics and more than 200 psychologists across the country within the next two years.**

Ramsay Psychology, now located in Victoria, New South Wales and Queensland, is the fastest growing and most expansive psychology business in Australia.

Ramsay Australia CEO Carmel Monaghan said the service built on Ramsay's reputation as a leading acute mental health provider and would give people more options to access a broader range of mental health services.

"Ramsay has been a leading provider of acute mental health services for almost 60 years since Paul Ramsay opened his first psychiatric hospital in Sydney. Our facilities provide a range of services for people suffering with eating disorders, PTSD, depression and addiction issues providing excellent outcomes.

"With this strong background and experience and given the growing need for mental health care accelerated by Covid, we saw a need to extend our mental health

service provision beyond the hospital walls and into the community.

So far the service has been overwhelmed with almost 10,000 consultations since the clinics commenced opening during the past year.

Most of the clinics are opening in and around Ramsay's current acute hospital services which allow for smooth transition from acute care, continuity of support and improved long term outcomes for patients.

"Taking our expertise into the community allows an individual with a mental health need to access help before their situation escalates and reduces the risk of an inpatient admission.

"Our community practices can provide care for all mental health concerns including those associated with mood, anxiety, substance misuse, eating disorders and PTSD.

Our practices can also provide psychometric testing for cognitive impairment, attention deficit disorder and other behavioural disorders.

The prevalence of anxiety, depression and eating disorders is growing in young Australians, exacerbated by Covid but also generated by uncertainty of the future, school and social media pressures. The growing numbers in this age group are also due to the availability of better diagnostic tools identifying early onset of these disorders and greater societal and community acceptance to reach out for care and treatment earlier.

Ramsay is also focused on other innovations in the psychiatry / mental health space including the new women's mental health unit in Wollongong and Specialist Women's Mental Health Service in Victoria and more child and adolescent mental health facilities and specialty units. ■■







## MESSAGE FROM THE CEO

The countdown is on for the arrival of Ramsay's highly anticipated scrubs for all nursing and midwifery staff across Australia. We created a range of specially designed scrubs that are comfortable, practical and durable, after receiving employee feedback that this uniform would make a big difference to their day-to-day roles. Now that we have finalised the transition plan for nurses and midwives to move to scrubs, we will work on developing scrubs for other staff categories.

I was recently invited to attend the federal government's Jobs and Skills Summit on behalf of Ramsay Health Care. This was an opportunity to be part of a meaningful conversation about how to grow and sustain our health workforce. It is a global challenge being felt acutely across our industry and one that requires collaboration from governments, unions and the private and public sectors.

Ramsay has already been investing heavily over the past 18 months on a variety of initiatives to attract, retain and upskill our health workers. In this edition of The Ramsay Way, you can read about some of these initiatives such as our National Scholarship Program and the new Undergraduate Cadetship Program which is generating unprecedented interest.

Despite the severe disruptions caused by workforce shortages, Covid-19 and inflationary pressures, our people have continued to show resilience. Our 'people caring for people' philosophy has held us in good stead and every day I hear anecdotes of staff supporting their colleagues and providing excellent care for our patients.

We have been rapidly expanding our services in the out of hospital space to complement our existing in-hospital offering. Our network of community psychology practices is now the fastest growing and most expansive psychology business in Australia, while our home hospital service is expected to more than double the number of patients it helps over the next year. We also continue to pave the way in terms of surgical firsts, clinical trials and research projects to advance patient outcomes.

Last but certainly not least, Ramsay is proud to have committed to achieving net zero greenhouse gas emissions across our value chain by 2040. In this edition, you can read about some of the ways we are making inroads to care for the planet, including through our programs to install solar power, reduce single-use plastics and recycle PVC items.

Warm regards,

**Carmel Monaghan**

**Chief Executive Officer, Ramsay Health Care Australia**

## HOSPITAL NEWS



Peninsula Private Hospital welcomed the first student nurses in Ramsay Health Care's Undergraduate Cadetship Program

# Nursing cadets get a head start with Ramsay

More than 350 cadets have been recruited for Ramsay's new Undergraduate Cadetship Program, which is designed to support enrolled and registered nursing and midwifery cadets during their undergraduate studies.

Ramsay's Chief Nurse and Clinical Services Director, Dr Bernadette Eather, said there had been widespread interest from every state Ramsay operates in since the program was announced in May 2022.

"The program supports our new cadets in obtaining their qualifications, through providing them with valuable hands-on clinical experience, support and supervision, and provide also provide them with the opportunity to be employed in a Ramsay facility as an assistant in nursing, midwifery, personal care assistants or in a support service role,"

Dr Eather said.

Positions on offer for cadets include assistants in nursing and undergraduate enrolled nurse or registered nurse roles in a range of areas including operating suites, maternity, mental health, cardiac services and rehabilitation.

As well as a job within a Ramsay hospital while they study,

cadets can complete their placements during their course at a Ramsay hospital and will receive a guaranteed graduate interview when they finish their studies.

Dr Eather said the cadetship program will help develop leading nurses of the future.

"Ramsay Health Care nurses are committed to providing excellent health care for their patients, and we're committed to helping them grow their skills and excel in their nursing careers, starting from when they are undergraduate."

Ten students from Chisholm Institute were the first to join the Cadetship Program, joining Peninsula Private Hospital in August. Manager Allied Health and Nursing at Chisholm, Chad Eduati, said the cadetship program was a win for students.

"This is a fantastic opportunity for all Chisholm Diploma of Nursing students. Ramsay will provide our students with a great insight into so many diverse nursing speciality areas. We look forward to hearing from our inaugural group about their placement experiences." ■■

## Head of Ramsay Psychology appointed to Black Dog Institute Board

**Ramsay Health Care's Service Line Director for Mental Health Strategy, David McGrath has been appointed as a new Board Director for the Black Dog Institute (BDI).**



The Black Dog Institute is Australia's only medical institute investigating mental health, with the aim of creating a mentally healthier world for everyone.

Mr McGrath said it was a "tremendous compliment" to be asked to join the BDI Board.

"I am humbled by the quality of the individuals on the board and the quality of what the Black Dog Institute already achieves," Mr McGrath said.

"In an earlier role with NSW Health I was a funder of some of the activities undertaken by BDI and also utilised their expertise in policy work. Since joining Ramsay I have worked with them to understand the digital mental health landscape and improve responses to mental health issues in the digital world."

Mr McGrath has a long history working to improve mental health services available to Australians, including as an advisor to the World Health Organisation.

"Mental illnesses are significantly prevalent illnesses in our community, with extended impacts on families and friends making mental illness one of the most destructive

forces on social good," he said.

"The experience of individuals with a mental illness is poorly understood by the wider community and as a result their rights are often infringed. I am keen to improve our responses to these disorders to reduce the impact on individuals and families and build a system response that recognises the rights of people with a mental illness, the same rights as those seeking treatment for a broken arm or asthma.

"Working with both Ramsay Psychology and BDI will offer insights into research that will drive future clinical practice in mental health, and stimulate improvements in treatment responses, while simultaneously allowing the experiences of the clinical landscape to be a factor in research design and funding bids."

Mr McGrath was one of three new Directors appointed to the Board this month, with Black Dog Institute Board Chairman Peter Joseph AM saying: "These are excellent appointments – I am thrilled that Directors of such high calibre are joining the Black Dog Institute Board.

"Each of these stellar individuals brings specific skills and expertise that will drive our strategic vision forward. Critically, they also embody the culture of science, compassion and action that is central to everything we do." ■■



# Ramsay grows home hospital care through innovative models



Ramsay Health Care is leading the development of virtual health solutions in Australia’s private health sector, ensuring quality in-home care and achieving excellent clinical and patient-reported outcomes.

In the last year, Ramsay Health Care’s home hospital service – Ramsay Connect - has reduced bed days by over 30,000 being the equivalent of a 104-bed virtual hospital and delivered \$16m in savings to health insurers.

Ramsay’s home hospital service, Ramsay Connect, established in 2020 as a joint venture with Remedy Healthcare, is spearheading the shift to mainstreaming home-based modalities of care across the country.

Ramsay Health Care CEO, Carmel Monaghan, said the ability of Ramsay Connect to facilitate hospital care and rehabilitation at home services was assisting 3000 patients annually and this number was expected to more than double over the next 12 months.

“More funders – both government and health funds - are recognising the benefits of providing care in the home to support people with both acute and chronic conditions,” Ms Monaghan said.

“Our hospital-in-the-home service continues to expand to support more complex patients with the help of remote monitoring technology and expert clinical teams.”

Ramsay Connect has also invested in developing a specialist nurse-led virtual care service, which strengthens the integration of hospital and community/primary care for patients.

“The service is designed to rapidly identify deterioration and respond accordingly to prevent hospitalisations for patients with complex conditions such as heart failure, chronic obstructive pulmonary disease and diabetes. It improves accessibility and equity of access for patients through provision of technology and access to virtual care teams via videoconference, chat and education platforms.

“We are really pleased with the progression of this nurse-led virtual care program and we have some excellent early results in avoiding hospitalisations and improving a person’s quality of life,” Ms Monaghan said.

The service uses remote monitoring technology, patient-reported experience measures (PREMs) and patient-reported

outcome measures (PROMs) to make data informed decisions for the entire clinical team.

“Our Ramsay Connect Specialist Nurses works with doctors, allied health staff and clinical leaders across multiple settings to help patient’s access the care they require outside hospital, where it is safe and effective to do so.”

“We are working in collaboration with funding partners to address some of the barriers they alone cannot overcome, to ultimately ensure we improve accessibility to the right care, in an integrated manner for an overall benefit to both the patient/customer and the healthcare sector. Pleasingly, this includes private insurers, public health districts and primary health networks. It’s an excellent example of the healthcare sector working together to address some of our collective challenges.”

Ms Monaghan said while it was good to see private health insurers, government and providers starting to look at these future outcomes-based funding mechanism for hospital in the home models, there were some gaps in equity of access for consumers.

“Some health funds are not funding these services because they operate their own services. While we support other services, we think health funds should offer patients choice and not lock their member in to services they own. The service offered by a health fund may not be in the best interest of patients who can be better managed across a continuum of care from hospital to home.”

In addition to hospital in the home, Ramsay has 60 community pharmacies and continues to expand.

“These pharmacies are linked to our network of hospitals and we have discharge medications for patients and can make available medical aids,” Ms Monaghan said.

“Given the high rates of medicine misadventure and the increased risk of falls after surgery, these pharmacies are providing important services to patients in prevention.”

Ramsay also has more than two dozen Ramsay Health Plus clinics for outpatients who require physiotherapists, exercise physiologists, nutritionists, dietitians and other allied health workers, including some in community settings.

Ramsay’s strategies to deliver health care in community/home settings are patient centric and give control of medical decision making to doctors and clinicians.

## Ramsay Health Care opens new clinic and expands hospital to offer more for the people of Ipswich

Ramsay Health Care has boosted the services it offers people in and around Ipswich with the launch of a new allied health clinic, Ramsay Health Plus, and the expansion of rehabilitation services at St Andrew’s Ipswich Private Hospital.

The new Ramsay Health Plus clinic, located at 14A Pring Street, Ipswich, is an extension of services from St Andrew’s Ipswich Private Hospital. The clinic features a team of Physiotherapists and Exercise Physiologists who help patients with managing ongoing chronic and acute health conditions, optimising their health and fitness and returning to work, sport or recreation.

St Andrew’s Ipswich Private Hospital CEO, Claire Thurwood, said the new Ramsay Health Plus would help people throughout the community to receive treatment outside the hospital setting.

“People may choose to come here as part of a readmission program, after surgery or for treatment independent of any hospital services,” Ms Thurwood said.

“Treatment is available to anyone in the community, and you don’t need a doctor’s referral to access Ramsay Health Plus.”

Ms Thurwood said Ramsay has also recently invested in a \$44 million development of St Andrew’s Ipswich Private Hospital which will deliver a Comprehensive Cancer Centre, renal dialysis services and expanded radiology services, and two new integrated operating theatres. The expansion will also include a new day rehabilitation program space purpose built for the needs of patients.

“At Ramsay Health Care we’re committed to our Ramsay Cares strategy which focuses on investing in our local region and supporting the health and prosperity of our communities,” she said.

“This expansion is another step towards Ramsay Health Care being able to provide all the services the community of Ipswich needs, eliminating the need for the to have to travel to Brisbane for health care.”

The Ramsay Health Plus clinic offers individually-designed treatment programs for a range of health care concerns including:

- pre and post-surgery rehabilitation
- injuries and pain management
- cancer treatment rehabilitation
- pregnancy and post-natal women’s health services
- balance and falls prevention
- management of neurological conditions, cardiac and respiratory diseases
- general health and wellbeing.

Ramsay Health Plus opened on 4 July.







## New pharmacist role makes positive change to patient care

Ramsay Pharmacy has created a new role in its community pharmacy franchise network to help customers: the Professional Care Pharmacist.

The Professional Care Pharmacist (PCP) is an innovative role providing a new career pathway and an enhancement to the still critical and important role of pharmacist in dispensing and providing medicine and healthcare advice and information to customers.

PCPs within the Ramsay Pharmacy team support the Pharmacist Manager in providing clinical leadership for the suite of professional pharmacy services including vaccination services (COVID-19, influenza, whooping cough).

Five PCPs commenced in late 2021 to cover a network of 23 of the Ramsay community pharmacies, initially in Queensland.

Ramsay Pharmacy CEO, Greg Kennedy, said: “Already within this short time they are having a profound impact on our community customers’ health through a focus on non-dispensing roles including medication review and optimisation as well as promoting medicine adherence – all in the name of reducing medication-related hospital admissions.

“Since our first PCP commenced in late 2021, there are an additional 250 customers receiving a medication review within our community pharmacies across these 23 pharmacies per month, with current evidence indicating these interventions are effective at increasing patients’ understanding of their medicines. It shows the fundamental expertise of a pharmacist and the benefit they can deliver to our customers.”

“In addition to the national COVID-19 vaccination program, our PCPs have played an important role along with our other 270 pharmacist vaccinators during the 2022 influenza season,” Mr Kennedy said.

## Ramsay Pharmacy vaccinates ‘a small city’ as it marks one year of COVID immunisations

Ramsay Pharmacy is celebrating one year since it administered its first COVID-19 vaccine dose as part of the national COVID-19 vaccination program, revealing it had delivered 60,000 doses in that time – the equivalent of immunising a small city.

Ramsay Pharmacy Chief Operating Officer, Michelle Lynch, said the Malouf Pharmacy Southside in Gympie was the first Ramsay/Malouf pharmacy to administer this important vaccine.

“The Malouf Pharmacy team at Southside is proud to assist in protecting the community of Gympie from COVID-19,” Ms Lynch said.

“In fact, the team at Southside has administered 10 per cent of all COVID-19 vaccines administered within Ramsay and Malouf Pharmacy franchise community pharmacies over the last 12 months.

“The uptake of this service from the community in Gympie demonstrates the ease of access and need for high-quality and convenient vaccination services, particularly within our regional communities.

“Across the network our pharmacies have delivered 60,000 doses of the vaccine – similar to vaccinating a small city, that’s no small feat.”

Across the Ramsay Pharmacy and Malouf Pharmacies group, more than 270 new pharmacist vaccinators were trained to administer vaccines, to ensure the community pharmacy network could deliver this critical service.

A fleet of new Professional Care Pharmacists, also accredited to vaccinate, started from late 2021, offering complex clinical guidance and leadership to the pharmacy teams.

Ms Lynch said the upskilling of staff to deliver the COVID-19 vaccinations will benefit the local community in other ways as well.

“Ramsay Pharmacy’s participation in the COVID-19 vaccine rollout has increased our capacity to administer other vaccines such as whooping cough and influenza,” she said.

“During the 2022 influenza season, Ramsay Pharmacy administered an all-time record number of vaccinations with an increase of 50 per cent of influenza vaccines compared to the 2020 season. The flu vaccine reduces the chance of influenza infection by 40 to 60 per cent in every person that received a vaccine.

“We’re proud to be helping protect the wellbeing of Sunshine Coast locals.”





# First patients treated in Public Private Partnership tackling adolescent mental health

Adolescents and youth in South Western Sydney now have access to more mental health services with the first beds and day program spaces becoming available for patients at Ramsay Clinic Macarthur as part of a new \$3 million Public Private Partnership between NSW Health and Ramsay Health Care.



Ramsay Clinic Macarthur CEO, Natalie King, said her team worked collaboratively with the South Western Sydney Local Health District team to determine the best way to support youth and adolescents in the South Western Sydney area.

“We now have three inpatient beds and three new day programs at Ramsay Clinic Macarthur for 14-24-year-olds experiencing complex trauma, eating disorders and certain mood and anxiety disorders,” Ms King said.

“The inpatient beds are now available and we expect them to be in high demand for the 12 month trial period.

“We have also commenced new day programs, two of which use Targeted Dialectical Behavioural Therapy (DBT) specifically developed for the youth (18-24 years) and adolescent (14-17 years) age groups.

“Unfortunately recent data shows youth and adolescents are overrepresented in emergency department admissions for complex disorders including deliberate self-harm.

“DBT is a form of cognitive behaviour therapy, using conversations to help people who experience very strong emotions.

“Through individual sessions with a trained mental health clinician, and including a parent/ carer for adolescents, we discuss strong emotions and their impacts with an aim of reducing unhelpful behaviours and feelings.

“We have also established a new Eating Disorder Support day program for public youth and adolescents (aged 16 – 24 years).”

Ramsay Mental Health will work collaboratively with the South Western Sydney Local Health District to ensure smooth pathways into and out of care, to minimise the time that young people with mental health concerns need to spend in emergency departments awaiting care.

Director of Ramsay Mental Health, Anne Mortimer, said she welcomed the partnership with the South Western Sydney Local Health District.

“Ramsay Health Care has a proud history of providing reliable, high-quality mental health care to Australians, so this partnership allows us to use our expertise to intervene early in the identification and treatment of mental health concerns in adolescents,” Ms Mortimer said.

“We know young people are at risk of significant mood and anxiety disorders and they have a much higher prevalence of eating disorders than the general population, so the sooner we can help them, the better.”

Ramsay Health Care is the largest private provider of mental health services in Australia. The organisation operates 23 mental health units in New South Wales, Queensland, Victoria, South Australia and Western Australia.



## Ramsay Clinic Hollywood’s Eating Disorder Program showcased on international stage

The results from an optimised eating disorder program at Ramsay Clinic Hollywood have been showcased at the Royal College of Psychiatrists’ International Congress 2022 in Edinburgh.

The optimised eating disorder program was introduced at the clinic in 2014 and the initiatives implemented resulted in an increased rate of weight restoration (0.6kg/week to 1.5kg/week) and a significant reduction in patients’ length of stay (52 days in 2013 to 24 days in 2017).

Clinical lead, Dr Vash Singh, said patients with eating disorders are often admitted to hospital for weight restoration and medical stabilisation.

“However, there are very few specialist eating disorder beds in WA, with Ramsay Clinic Hollywood providing the only 10 beds for patients over the age of 16 requiring admission,” Dr Singh said.

“There is therefore a strong clinical imperative to improve the efficiency of treatment in a hospital setting, in order for more seriously unwell eating disorder patients to have access to specialist care.”

Dr Singh said conservative treatment approaches and long lengths of stay have both direct and indirect costs for patients, hinder access to the service for potential patients and reduce service cost-effectiveness.

“Improved efficiency allowed for patients to remain in hospital until their weight was restored, which reduced the risk of readmission, and is something that very few eating disorder services in the country are able to achieve,” Dr Singh said.

The eating disorder program was optimised with initiatives such as:

- A rigorous assessment and review of previous treatment
- Consistency in approach and treatment
- Cohesive multidisciplinary trained specialists
- Involvement of family and carers
- Patient-centred and collaborative goal setting
- Robust, evidenced-based group therapy sessions

Dr Singh said the results were significant because they showed it is possible to lower the length of stay by increasing the rate of weight restoration, coupled with providing a consistent and structured treatment program.

Eating disorders worldwide affect about 8.4 per cent of women and 2.2 per cent of men and the prevalence is increasing.<sup>1</sup>

“Globally, the rates of admission for patients with anorexia nervosa has increased, but so too have multiple admissions per person,” Dr Singh said. “We need to prioritise efficiency in treatment settings, so as to allow more patients to access specialist care.”

Ramsay Clinic Hollywood is a voluntary, private adult eating disorder inpatient service in Nedlands. It is the only inpatient eating disorder specialist service for people over the age of 16, in both the private and public sectors in WA.

The results were from a retrospective review of data collected for all inpatients from 2013 to 2019. The outcomes evaluated were the global eating disorder scores, length of stay and number of readmissions.

Dr Singh said future studies would be undertaken to measure the incidence of refeeding syndrome and other adverse effects of a rapid refeeding protocol for adults.



# Ramsay focuses on opportunities for Australians at Jobs and Skills Summit



Ramsay Health Care’s Australian CEO has represented the company’s 33,000 health care workers at the Jobs and Skills Summit, which was led by the Prime Minister and Treasurer at Parliament House on 1 and 2 September.

The Government hosted the Summit to find common ground on how to create a more productive workforce, boost real wages and living standards and create more opportunities for Australians.

Ramsay Health Care Australia CEO Carmel Monaghan was one of about 140 Australian business leaders who gathered to discuss both immediate and long-term solutions and how to build a bigger, better trained national workforce.

“I was delighted to be part of a collaborative, productive discussion which culminated in more than 35 action items that the government will undertake immediately as a result of the Summit,” Ms Monaghan said.

The Home Affairs Minister announced at the Summit that Australia will be lifting the permanent migration intake in Australia from 160,000 to 195,000 this financial year. Ms Monaghan said that with critical shortages across the health and aged care sectors, this new consensus on increasing permanent migration is a welcome move for the industry. “Even more important is the commitment to speed up visa applications, reduce the complexity of sponsorship and, hopefully, address the restrictions around labour market testing,” Ms Monaghan said. “Skilled migration is only one part of the solution. Increasing participation, investing in training and focusing on our regional areas was also discussed at the Summit.” There was also a big focus on women in the workforce.

“I’m proud that 80% of our Ramsay staff are female and 75% of our managers are female. We will continue to develop the potential of our future leaders so they can better support their teams.”



Federal Treasurer Jim Chalmers and Ramsay Australia CEO Carmel Monaghan

## HCF and Ramsay Health Care launch strategic collaboration

**Ramsay Health Care has announced a ground-breaking five-year collaboration with Australia’s largest not-for-profit health fund, HCF.**

The landmark Hospital Purchaser Provider Agreement demonstrates a deep commitment from both HCF and Ramsay to jointly deliver models of care that will offer significant long-term benefits to HCF members accessing Ramsay services and help to ensure the ongoing sustainability and affordability of Australia’s private health sector.

This is the first time in Australia that a private health fund and a private hospital operator have embarked on a strategic collaboration for a period of five years.

HCF Chief Executive Officer Sheena Jack said the collaborative relationship would support the growth and sustainability of both organisations, while delivering long-term benefits for HCF members.

“This isn’t a short-term, transactional deal. This strategic collaboration will provide the opportunity to explore the needs of HCF members through a caring and progressive healthcare provider with certainty that we will be able to jointly deliver effective, sustainable models of care that put the patient first,” Ms Jack said.

As part of the collaboration, HCF and Ramsay will convene a Joint Management Committee to deliver innovative service models that reflect changing consumer needs.

Ramsay Health Care Australia Chief Executive Officer Carmel Monaghan said HCF had recognised the benefits of providing care in the home and committed to new funding models to ensure its members have access to a wider range of treatment options to suit their individual needs.

“We are pleased to announce that HCF members will

now be covered for two Rehabilitation at Home programs through our rapidly expanding hospital in the home service called Ramsay Connect,” Ms Monaghan said. “One is a Joint Replacement Rehabilitation at Home Program to support the recovery of patients undergoing surgery such as knee and hip replacements. The other is a Reconditioning Rehabilitation at Home Program for patients including those who have had a recent cardiopulmonary episode or have functional deterioration due to an exacerbated chronic condition.

Ms Monaghan said both programs offer patients unlimited inbound and outbound care coordination and support for up to six weeks, including clinical and support services as required.

“The services are tailored around the individual to ensure they are delivered at the right intensity and frequency, according to the patient’s care plan, clinical presentation and risk profile.

“We are really pleased to have collaborated with HCF on an agreement that recognises the increased costs hospitals are facing and will help to achieve better coordinated care with great outcomes for patients.”



## Ramsay Health Care and Bupa sign new agreement

**Ramsay Health Care (Ramsay) and Bupa Australia have signed a new three-year contract that will ensure Bupa members continue to be covered, without additional out-of-pocket costs, when they receive treatment at a Ramsay facility in Australia.**

As part of the Hospital Purchaser Provider Agreement, Ramsay and Bupa will establish a new Strategic Collaborative Committee to develop initiatives which further expand the value of private health service offerings for patients. Ramsay Australia CEO Carmel Monaghan said the new agreement recognised both the current cost of living pressures facing health insurance customers as well as cost increases being experienced by hospitals in the delivery of comprehensive patient care.

“We are pleased both parties have reached an agreement that allows Bupa members to continue to be covered without the need for any additional out-of-pocket costs, while also ensuring the ongoing sustainability of the private health sector,” Ms Monaghan said.



# More Sunshine Coast locals set to benefit from \$9m expansion of Sunshine Coast University Private Hospital

Sunshine Coast University Private Hospital has kicked off an exciting \$9 million expansion set to offer Sunshine Coast locals greater access to world-class healthcare and potentially life-saving surgery locally.

Sunshine Coast University Private Hospital CEO, Justin Greenwell, said construction was underway on two new operating theatres, seven additional recovery bays and space for a further two new operating theatres in the future.

“We’re excited to expand Sunshine Coast University Private Hospital to offer more Sunshine Coast locals access to top quality health care close to home,” Mr Greenwell said.

“This expansion is in response to demand from locals who have seen the benefits of quality private health care on the Sunshine Coast.

“We offer patients a choice of specialist, and feature some of the best in the state in a large range of specialities, including complex specialties such as neurosurgery, structural heart surgery and orthopaedics using some of the latest robotic technology.

“Having surgery locally also means that patients aren’t needing multiple trips to Brisbane for pre- and post-operative care.”

Mr Greenwell said it wasn’t just patients seeing the appeal of leading health care being available on the Sunshine Coast.

“We’re seeing specialists from around the country joining our hospital to take advantage of our expanding services, modern technology including robotics and exciting clinical trials.”

Construction is scheduled to be completed in February 2023 and two of the four new theatres will be operational in April 2023.



## Minister for Health tours JHC mental health building site

The WA Minister for Health, the Hon. Amber-Jade Sanderson MLA and the Member for Joondalup the Hon. Emily Hamilton MLA have toured the 102-bed Mental Health Unit (MHU) under construction at Joondalup Health Campus (JHC).

The design draws on advances in other units around Australia and internationally.

Comprised of 30 additional beds, 25 shelled beds to meet future demand and 47 replacement beds, it is the result of extensive clinical and consumer input.

The new unit includes provision for access to inpatient mental health care for youth (16-24 years) and older adults (>65 years) for the first time. The current MHU cares for patients aged between 18 and 64.

The internal floor space of the new unit will increase to almost 13,000 square metres, which is quadruple the size of the existing footprint.

It will be recovery-focused with plenty of enclosed landscaped courtyards, terraces and activity areas.

Wellness sessions will be delivered in a purpose built 'recovery hub'. The hub is where patients will be connected with community supports, including consumer and community managed organisations, and non-government agencies.

The MHU is part of a major \$256.7 million redevelopment of JHC, jointly funded by the State and Commonwealth Governments, of which the Commonwealth has committed \$158 million under the Western Australian Hospital Infrastructure Package.

Minister Sanderson said the major upgrade to the JHC would not only enhance capacity, it would greatly improve access to mental health facilities and services for people in Perth's northern suburbs.

"Access to the Mental Health Unit has been specifically designed with patient privacy at the forefront with a discreet entry point for patients.

"This multi-million dollar redevelopment of Joondalup Health Campus will meet hospital demand for residents in Perth's northern corridor."





# Ramsay teamwork makes the dream work

The ultimate teamwork was displayed recently when allied health staff across three Ramsay Health Care sites collaborated on the care of a patient.



The allied health team at Hillcrest Rockhampton Private Hospital needed advice on the management of a patient who was admitted to the medical ward with severe cellulitis on a background of melanoma with lymphoedema of the upper limb.

The patient was had developed severe cellulitis around the shoulder and upper arm, preventing the team from providing the usual care that would involve lymphatic massage to reduce the severe lymphoedema that he was experiencing. The patient was not able to sleep well or use his arm to help with his daily care and mobility due to the discomfort he was experiencing.

Juliet James (Physiotherapy Manager, Donvale Rehabilitation Hospital) was at Hillcrest Rockhampton on secondment with the allied health team and was able to contact her colleague Elise Pound (Deputy OT Manager, Donvale Rehabilitation Hospital) who was also on secondment at Mt Wilga Private Hospital. With the patient's permission, the team at Hillcrest sent through his case details including photos of his upper limb to the team at Mt Wilga.

Elise discussed the case with the team at Mt Wilga and sent back the latest guidelines and advice on management. The team at Hillcrest had to be inventive as access to particular brands of bandaging were not available.

Through communication back and forth with Elise, the team was able to utilise alternative materials to help the patient. This resulted in the patient reporting a successful reduction in symptoms saying he was able to get a comfortable night's sleep and start to move his arm again.\*

Tom Laycock, physiotherapist at Hillcrest, hopes that he and the team at Hillcrest Rockhampton Private Hospital will now be able to provide a similar level of care in the future if required.

The secondment of staff around the network and subsequent collaboration that occurred demonstrated that sharing of resources and knowledge can benefit our patients and the care that we provide. ■■

*\* It is important to note that every patient responds differently to treatment and should seek independent medical advice about what is best for them.*



# Latest winners announced in Ramsay's National Scholarship Program

The latest recipients of Ramsay's National Scholarship Program have been announced, with 33 Ramsay staff members or teams taking home a share of almost \$80,000 in scholarship funds to help grow their careers.

The scholarship program, launched in 2016, has to date supported 234 Ramsay staff members or teams with more than \$618,000 in financial support.

Ramsay's People Director of Hospitals, Diana McManus, said the program was established to support the ongoing professional development of Ramsay employees.

"These scholarships were established to help support our people to further their learning and education to help them continue to grow their careers at Ramsay," Ms McManus said.

This year's recipients include Zoe Allcock, a registered nurse from Albury Wodonga Private Hospital who can now undertake an ACCN Cardiac Course; Monique Blinman, an Environmental Attendant from The Southport Private Hospital who will begin a Diploma of Nursing and Claudia Callagher, an Exercise Physiologist from Shepparton Private Hospital who will take part in an Explain Pain Online Course.

Ramsay Australia CEO, Carmel Monaghan, said she was committed to ensuring Ramsay team members had access to scholarship opportunities to help realise their professional goals.

"I look forward to seeing the recipients grow their knowledge and skills to further their careers in their chosen fields," Ms Monaghan said.

"I wish them every success in their professional development studies and look forward to continuing to support their journeys of lifelong learning." ■■

The program offers scholarships in five categories:

**Category 1:**  
Continuing Professional Development Scholarship (Individual) \$1000 These scholarships are to assist employees to further their careers through short courses, workshops or conferences to a maximum value of \$1000 per individual scholarship.

**Category 2:**  
Continuing Professional Development Scholarship (Team) \$3000 This scholarship is available for a team who wish to seek funding to cover costs for running a workshop, conference, or professional development opportunity for a collective group of staff. This scholarship may cover program costs as well as costs such as venue hire, catering, books etc. to a maximum value of \$3000 per team scholarship.

**Category 3:**  
Undergraduate & Postgraduate Scholarship \$5000 Available to undertake undergraduate & postgraduate certificates, diplomas, degrees or masters programs to support the development of in studies relevant to their current or future career pathway at an Australian University or Registered Training Organisation to a maximum value of \$5000 per scholarship.

**Category 4:**  
People Caring for People Scholarship (Individual) \$1500 Available to employees who have an interest supporting one another in the workplace. This scholarship will provide employees the opportunity to become trainers / coaches / subject matter experts in areas such as resilience, mindset, coaching, organisational psychology, change management and / or wellbeing in the workplace.

**Category 5:**  
Allied Health Rehabilitation Research-based Postgraduate Scholarship \$5000 Available to any Nursing or Allied Health employees who are interested in, or already in pursuit of, a research-based Masters or PHD in the following specialty areas of Rehabilitation: Neurology, Cardiology, Oncology, Orthopaedics, Respiratory or Persistent Pain to a maximum value of \$5000 per scholarship.



# Westmead Private Hospital unveils NSW-first robotic surgical system

Australians suffering from complex spinal issues now have access to advanced, robotic-assisted surgery in Sydney, with Westmead Private Hospital unveiling New South Wales’s first so-called “Revolutionary Robotic Navigation Platform”.

The ExcelsiusGPS Robotic Navigation platform at Ramsay Health Care’s Westmead Private Hospital is just the second of its kind in Australia, with fellow Ramsay facility Peninsula Private Hospital in Victoria housing Australia’s only other ExcelsiusGPS.

Head of Neurosurgery at Westmead Private Hospital, Dr Gordon Dandie, said the robot can be used for all forms of spinal surgery.

“Its main application is the accurate insertion of instrumentation (screws and rods) into spinal bones to immobilise the spine and allow fusion of the bones to occur. It is also being used to assist with the insertion of interbody devices which sit between the spinal bones to hold them in the correct alignment as fusion occurs,” Dr Dandie said.

“The robot uses a computerised navigation system which links the patient’s body position with scans of the spinal anatomy. The surgeon plans the position of the screws on the



scans and the robot moves into a position that guides the screws into the patient’s body through small “keyhole” incisions.

“The robot navigation system means screws and rods can be accurately inserted into the spine with minimal disruption to the spinal muscles, as compared to traditional fusion methods which required dissecting the muscles away from the spinal bones to gain access for the screws. Using the robot is designed to result in less post-operative pain, less blood loss and a shorter stay in hospital.

“Potential benefits of using the robot can include more accurate placement of screws reducing the risk of nerve injury, less radiation exposure to staff as much less x-rays are required during the procedure and operations can be quicker reducing the overall risk to patients.”

Dr Dandie said this device is the next step forward in robotic technology and people will likely travel from around

the state to access it.

“I do a clinic in Tamworth and see patients from all over the north west of the state. They are keen to utilise the benefits of this system for their treatment.”

Westmead Private Hospital CEO, Mike Flatley, said: “Ramsay Health Care and Westmead Private Hospital are committed to continued investment in technology to improve patient experience and outcomes.”

Dr Gordon Dandie and Dr Jun Kim performed the first surgeries using the device at Westmead Private Hospital. Additional surgeons will soon begin training on the device through the training program at Westmead Private Hospital.

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. ■■

## New study at Pindara Private Hospital probes Penicillin allergies in children

**Pindara Private Hospital has launched a new study, hoping to make the future easier for thousands of Australian children incorrectly labelled with a medical condition that could impact the rest of their lives.**

The Penicillin Allergy De-Labeling in Paediatric Outpatients study (PADLPOP study) is underway at Pindara Private Hospital in an attempt to have the “penicillin allergy” label removed from those who don’t actually need it.

Chief Investigator of the PADLPOP study, Dr Amy Whittaker, said: “More than 10 per cent of the population report being allergic to penicillin, however, around 90 per cent of people labelled as “allergic” do not have a true allergy.

“This creates significant issues for their future health care. Often a penicillin is the safest and most effective treatment for them, but doctors are pushed to use other drugs that may be less effective, promote antibiotic resistance or have a side effect profile that is less desirable than trusty old penicillin.”

The study, funded by the Ramsay Hospital Research Foundation, comes after a parliamentary enquiry into allergy and anaphylaxis described an “urgent need to ‘de-label’ patients from their unproven drug allergies”.

“Paediatricians from Leading Steps along with the Pindara Private Hospital Clinical Trial Unit, Pindara Private Emergency Department team and Pindara Private Hospital

Pharmacists have developed the PADLPOP study to help patients find out if they are truly allergic to Penicillin,” Dr Whittaker said.

“Whilst it has been shown to be safe to undertake allergy testing on patients who are at ‘low risk’ of having a true allergy, we understand it can be daunting for families. By conducting the testing in our friendly Emergency Department, families have the reassurance that their child’s safety is ensured.”

The team will be recruiting participants over the next twelve months and will be following them up for a further twelve months. The results of this study will support the development of penicillin allergy assessment services with the aim of providing the best clinical care to children both during their childhood and into their future. ■■

**If you have a child who has been labelled as allergic to penicillin, you can contact the Pindara Private Hospital Clinical Trials Unit (phone 07 5588 9093) to register your interest in being part of this study.**





# Australians benefit as local clinical trials skyrocket on the back of COVID-19

**Australians could be the first in the world to benefit from potentially life changing new therapies as the number of local clinical trials continues to rise, spurred by the nation's resilience during the COVID-19 pandemic.**

Ramsay Hospital Research Foundation (RHRF) CEO, Nicola Ware, said there has been a sharp increase in the number of clinical trials being undertaken in Australia in recent years, with more Australians than ever becoming the first in the world to receive doses of new drugs and therapies.

"In the early stages of the pandemic, many international markets were understandably focussed on COVID-19 related clinical trials and the development of COVID-19 vaccines. Restrictions on travel also made non-COVID-19 clinical trials difficult to conduct, with participants unable to travel for medications and assessments," Ms Ware said.

The Ramsay Health Care Clinical Trials Network has more than 200 clinical trials underway, a 46 percent increase compared to the same time in 2019.

Ms Ware said the impacts of the pandemic in regions including Europe and the United States led to a decentralisation of clinical trials.

"The decentralisation of clinical research since the onset of the COVID-19 pandemic has resulted in a rapid increase in trials in Australia, particularly trials that previously would

have taken place in Europe or the United States," she said.

The Gallipoli Medical Research Foundation, based at Greenslopes Private Hospital in Brisbane, has also reported an increase in demand for trials, especially in the early drug phase studies, with Associate Director of Clinical Trials, Dr Suzanne Elliott saying drug companies from around the world were reaching out to the Foundation.

"We were fortunate to be able to continue the majority of our existing clinical trials during the pandemic, and also launch many new trials which provide patient participants early access to new potential life-saving treatments," Dr Elliott said.

"Drug companies from around the world have been contacting us, keen to start their trials as soon as possible. Pre-2020 we would receive around 1-2 enquiries per month for new Phase 1 trials. In 2021 we were receiving up to five per week."

One clinical trial currently being run out of Pindara Private Hospital on the Gold Coast with Principal Investigator Dr Hanlon Sia, is DREAMM7. DREAMM7 evaluates the efficacy and safety of a new drug combination in participants with relapsed Multiple Myeloma.

Myeloma is the 17th most commonly diagnosed cancer in Australia and has a 51 percent chance of surviving at least 5 years.

Pindara Private Hospital Clinical Trials Coordinator, Kirby Watts, said the trial has so far netted really good results.

"We've been running the trial for two years now and have had some participants with a complete response to the trial drug, and more with very good partial responses," Ms Watts said.

"Through our clinical trials and the new drugs available through them, the overall survival outcome for patients with multiple myeloma has increased from five to 10 years.

"For those, this drug has been life changing and if the trial goes well, it could help many, many more people in the future." ■■

## Ramsay Hospital Research Foundation supports program to help veterans resume civilian life

**An eight-week group reintegration program for service veterans is being trialled at Greenslopes Private Hospital to address a critical gap in services and support for veterans transitioning back into civilian life.**



Dr Madeline Romaniuk, Principal Investigator at the Gallipoli Medical Research Foundation, is leading the Reintegration Project, piloting the group program she developed in conjunction with Dr Sarah Hampton.

In veteran health literature, reintegration refers to both the dynamic process of resuming a civilian life after separating from the military and the outcome of that process. Reintegrating successfully to civilian life is vital for veterans' psychosocial functioning post-service.

"Difficulties with reintegration are associated with poorer outcomes in social and family relationships, as well as mental and physical health," Dr Romaniuk said.

"An estimated 46% of Australian Defence Force personnel experience a mental health difficulty within the first 5 years of leaving the military."

Despite a large body of evidence underpinning the need for further support of transitioning veterans, currently there are no evidence-based programs designed to target reintegration and psychological adjustment to civilian life.

"My prior research established that after veterans leave military service there is an adjustment process they navigate which is characterised by a profound sense of loss in three key areas," Dr Romaniuk said.

"These include loss of culture and community, loss of identity and loss of purpose – and successful transition is unlikely if veterans are unable to resolve or mitigate these losses."

Dr Romaniuk's research also demonstrated there are several key factors that appear crucial for successful adjustment and reintegration after service, including: finding purpose and meaning post service, social connection to community, attitude towards help seeking, negative beliefs about civilians, inflexibility and regimentation, as well as unresolved

resentment and regrets about service.

Supported by the Ramsay Hospital Research Foundation, the Reintegration Program is being piloted at Greenslopes Private Hospital in Brisbane in collaboration with the clinical team at the Keith Payne Unit, a specialised mental health facility for service veterans.

The program specifically targets the key areas of loss and adjustment identified above via 8 manualised intervention modules. The modules are delivered once a week in a face-to-face group setting by a multidisciplinary team including psychologists, social workers, occupational therapists, and mental health nurses.

"An evidence-based reintegration program has the potential to lessen the substantial burden of mental illness and negative psychosocial outcomes in the veteran community that have been associated with transition difficulties," Dr Romaniuk said.

"Importantly, this project is improving patient-care for the veteran community by recognising a significant area of need, and initiating the process to develop an effective and evidence-based treatment to address that need,"

"If we can catch current and former Defence members who require support early on, up skill them and shift those crucial factors – we potentially have the ability to change the trajectory of those who struggle most with life after service."

Early feedback from participants indicates that 100% of participants who have completed the program would recommend the program to a fellow veteran.

"This project embodies the scientist-practitioner model and is truly translational research - which I'm so passionate about," Dr Romaniuk said. ■■



# Condobolin local becomes first person to have pacemaker fitted in central west NSW

Residents of central west NSW who need a pacemaker no longer need to travel to Sydney for the procedure, with Dudley Private Hospital in Orange now equipped to perform the potentially life-saving surgery.



Brian Terry, 90, of Condobolin received the first ever pacemaker fitted in the region.

“I’m doing well, still a little sore. I’m happy to be in my own home,” Mr Terry said.

A pacemaker is a small device that’s implanted in the chest to help control a slow or irregular heartbeat.

Dudley Private Hospital Head of Cardiology, Dr David Amos, said: “Thanks to the new cardiac catheter laboratory at Dudley Private Hospital and the support of Ramsay Health

Care we can very safely fit pacemakers, and replace those with battery issues, here in Orange.

“Pacemaker patients are often elderly and getting to Sydney can be a challenge for them and their families. Being able to have the procedure in Orange is a major step forward for cardiology patients in the region.”

Mr Terry’s pacemaker was fitted by specialist Dr Caroline Medi, who visits Orange regularly from Royal Prince Alfred Hospital. However, Dr Amos said a new cardiologist,

Dr Sameer Karve has now moved to Orange and is currently completing fellowship training in cardiac device implantation and will be here full time from next year.

Dudley Private Hospital CEO, Paul McKenna, said: “I’m pleased Dudley Private Hospital can offer this important procedure, right here in Orange.

“We’re committed to continually improving our services to offer central west NSW residents the best possible care, close to home.” ■■



## More than 300 procedures in first year of Illawarra cardiac services

Wollongong Private Hospital is celebrating one year of providing cardiothoracic surgery services to residents in the Illawarra region, announcing the team had performed 289 potentially lifesaving cardiac procedures and 39 thoracic procedures in the last 12 months.

The new Cardiac surgery service is part of a Public Private Partnership between Wollongong Private Hospital and the Illawarra Shoalhaven Local Health District (ISLHD).

Wollongong Private Hospital CEO, Steven Rajcany, said he was proud the hospital could provide such an important service to local residents.

“We are always looking for ways to improve the quality of life for those in our community, and I’m extremely proud we are now able to provide complex Cardiothoracic procedures here in Wollongong,” Mr Rajcany said.

“Previously, Illawarra locals would have needed to travel to Sydney for these kinds of treatments.”

Heart disease remains the largest single cause of death in Australia. Someone working to help those with cardiac disease is Cardiothoracic Surgeon, Dr Mohammad Azari – one of two Cardiothoracic surgeons working at Wollongong Private.

Dr Azari performed the first cardiac surgery at Wollongong Private Hospital last September.

“We have assembled a great team of very experienced professionals from anaesthetists to theatre nurses, as well as ICU and ward staff and allied health teams,” Dr Azari said.

“We also offer ongoing training and upskilling to ensure

a high level of reliable service locally and all of the equipment and instruments purchased are state-of-the-art.

“We’ve performed a large number of cardiac surgeries including coronary surgeries, valve operations, aortic surgeries and redo operations and more recently the Transcatheter Aortic Valve Implantation is on offer locally thanks to the local structural heart team.

“We’ve been able to help Illawarra locals with their cardiac health needs from diagnosis to treatment and recovery.”

Dr Azari is an Australian-trained Cardiothoracic surgeon who has a special interest in complex coronary surgeries including all-arterial, off-pump and on-pump coronary surgeries. He is experienced in performing aortic, and heart valve surgeries, and is a fully-trained minimally invasive thoracic surgeon specialising in thoracoscopic surgery and robotic thoracic surgery. ■■





Staff from Hollywood Private Hospital and clinicians from Melbourne with Cardiothoracic Surgeon Pragnesh Joshi (centre) and Cardiac Electrophysiologist Rukshen Weerasooriya (front).

# Hollywood Private Hospital set to become a training hub for HyCASA heart procedure

Hollywood Private Hospital is set to become a training and education hub in Australasia for the specialist heart procedure Hybrid Catheter Ablation and Surgical Ablation (HyCASA).

Cardiothoracic Surgeon Pragnesh Joshi and Cardiac Electrophysiologist Rukshen Weerasooriya are the only practitioners performing HyCASA in the southern hemisphere and are expected to train 12 teams in the next 18 months.

The first team to train were clinicians from Peninsula Private Hospital and Monash Medical Centre in Melbourne. The team visited Hollywood on July 28 and 29 and included a cardiothoracic surgeon, two electrophysiologists, an anaesthetist and a scrub nurse. They watched the two surgical procedures in theatre and then discuss HyCASA with Professor Weerasooriya.

HyCASA is a keyhole minimally invasive surgery performed on a beating heart. It is for patients with long-standing persistent atrial fibrillation (AF or Afib).

Atrial fibrillation is an abnormal heart rhythm caused by erratic electrical signals in the heart, and affects about two per cent of the Australian population.

The aim of HyCASA is to interrupt the atrial fibrillation circuits and return the heart back to a normal rhythm. It combines endocardial radiofrequency ablation (which treats the inside of the heart) with epicardial ablation

(which treats the outside of the heart).

Hollywood is one of the busiest providers of HyCASA outside of the US, with more than 80 patients treated in the past three years.

The experiences and outcomes from the Hollywood team will be delivered via podium presentations at Australian and international clinical conferences.

Prof Weerasooriya said a comprehensive HyCASA training program is important to provide AF patients with increased access to the specialist procedure across Australia, New Zealand and the Asia Pacific.

“All participants need to be fully briefed on a new procedure for optimal outcomes for the patient,” Prof Weerasooriya said.

Atrial fibrillation increases the risk of stroke, heart failure, chronic fatigue, decreased activity levels and a diminished quality of life.

In 2017-18, atrial fibrillation accounted for more than 72,000 hospitalisations in Australia and nine per cent of deaths were associated with the condition in 2018:1

Most patients considered for HyCASA have persistent AF (AF that lasts continuously for more than seven days) or previous procedures have not been effective.

It is estimated almost half of AF patients have long-standing and persistent AF.

The CONVERGE clinical trial found the hybrid AF procedure had superior effectiveness compared to endocardial catheter ablation (CA) alone for the treatment of persistent atrial fibrillation. 2

Hearts4Heart CEO Tanya Hall said HyCASA provides an important alternative for patients when other therapies have failed.

“These are the patients with the most debilitating levels of Atrial Fibrillation where no other therapy has proven successful,” Ms Hall said.

“Given Atrial Fibrillation is a growing epidemic in Australia patient access to HyCASA is essential.

“We would like to see more surgeons being trained in HyCASA so that it is accessible for all patients, in all states across Australia.” ■■

## Lake Macquarie surgeon celebrates 1,000 robotics cases

Lake Macquarie Private Hospital has celebrated its 1,000th case by leading surgeon Dr Richard Verheul utilising a Robotic Surgical Assistant (ROSA), designed to help perform orthopaedic surgery with increased accuracy and control.

Dr Verheul performed his 1,000th case on Monday 30 May, less than two years after his first case using the robotic device.

“The 1,000th case was really not too different to the previous 999,” Dr Verheul said.

“I use the ROSA for all knee replacements surgeries now. It allows me to establish a pre-operative plan in 3D, and was designed to execute surgery more accurately. It also provides a lot more surgeon feedback.”

Lake Macquarie Private Hospital CEO, Sharon Rewitt said: “Lake Macquarie Private Hospital remains committed to investing in technology that enhances patient experience and outcomes.

“Congratulations to Dr Verheul for celebrating 1,000 cases using the ROSA device. And thank you to the dedicated team from Lake Macquarie Private Hospital who have supported him along the way.”

On what the future holds for Dr Verheul, he said he has “thousands more surgeries” in him. ■■







Subspecialising in shoulder surgery, Australian Shoulder Research Institute fellows in action at Greenslopes Private Hospital, (L to R) Dr Mohammad Jomaa (Lebanon), Prof Ashish Gupta, Dr Freek Hollman (Netherlands) and Dr Nagmani Singh (Nepal)

# Patients around the world to benefit from shoulder surgery skills learnt at Greenslopes Private Hospital

Patients around the world are set to benefit from the skills of Greenslopes Private Hospital orthopaedic surgeon, Professor (Adj) Ashish Gupta, with three international surgeons awarded fellowships from the Australian Shoulder Research Institute (ASRI) to study under Professor Gupta and co-supervisor Associate Professor Kenneth Cutbush.

The surgeons - from Nepal, Lebanon and the Netherlands - are the latest round of fellows to study under Professor Gupta, who has now trained nine international orthopaedic surgeons to become experts in orthopaedic shoulder surgery.

Professor Gupta said the fellowship program aims to promote shoulder training and knowledge globally and to provide equal opportunity to orthopaedic surgeons from around the world who are interested in shoulder subspeciality training.

“The shoulder subspeciality fellowship is a voluntary program which orthopaedic surgeons undertake to further promote their skills and education,” Professor Gupta said.

“We have trained fellows from all over the world who have gone back to their individual countries and are working as subspeciality orthopaedic shoulder surgeons.”

“Over the course of the last few years, we have established an international reputation as a centre of excellence for shoulder training in Brisbane. The fellows come here to learn advanced skills in arthroscopic techniques along with gaining exposure to shoulder arthroplasty, especially revision shoulder arthroplasty. They also have the phenomenal opportunity of research through the Queensland Unit for Advanced Shoulder Research

(QUASR) for projects leading to publications.”

“The fellowship is a recurring program and usually we have applications two to three years in advance for our fellowship positions.”

Dr Nagmani Singh is currently undertaking fellowship training with Professor Gupta and, when he returns home to Nepal, he will become the nation’s first fellowship trained subspecialist shoulder orthopaedic surgeon.

“My time with Professor Gupta has been extremely fruitful and has exceeded my expectations. The complex nature and variety of shoulder surgeries which he performs is exciting. I am getting to be part of surgical procedures which I’d previously only seen on videos,” Dr Singh said.

“Also, Professor Gupta’s consultation demeanour with patients is detailed and friendly and I am extremely impressed by it.”

Dr Singh said Professor Gupta’s experience and reputation is what drew him to the fellowship.

“Professor Gupta is well-known internationally in the field of shoulder surgery. He is one of very few surgeons to dedicate his time only to shoulder ailments. He has rotated with the pioneers of shoulder surgery in Europe and Canada. I am not only getting exposure to methods used in Australia, but

I am also learning from his insights working across other continents.”

“The training is going to be extremely useful for me in my country. While other subspecialties have developed satisfactorily over the years in Nepal, shoulder and elbow surgery is still in its infancy. Only a handful of surgeons, with limited training and experience are operating on patients with shoulder ailments and many of the complicated and difficult cases are still being referred to neighbouring countries for management.”

“This training is going to help me in approaching a patient more confidently, and I will be able perform several new procedures, many of them being the first of their kind in my country.”

As well as using his new skills to treat patients in Nepal, when he returns home Dr Singh will also move into the role of teacher, educating future shoulder surgeons in Nepal.

“I believe in transferring the skills I learn to younger colleagues and will be involved in teaching and shaping the future of shoulder surgery in Nepal.”

“Although it might sound ambitious, I am also aiming to help in establishing a shoulder and elbow society in my country.” ■■

## Nowra Private Hospital debuts procedure designed to help those suffering from chronic pain

Shoalhaven and South Coast residents now have access to a medical technique to manage pain from hip and knee osteoarthritis with the introduction of Cooled Radio Frequency Ablation (Cooled RFA) at Nowra Private Hospital.

Cooled RFA offers osteoarthritis sufferers a new non-surgical, opioid free alternative designed to manage pain and improve joint function.

Local orthopaedic surgeon Dr Paul Thornton-Bott is the first doctor in the region to offer this procedure.

“For many patients with hip and knee osteoarthritis, pain relief is paramount to allow them to live comfortably, move around, sleep and work,” Dr Thornton-Bott said.

“Traditionally, non-operative management of hip and knee osteoarthritis includes physiotherapy, pain relief medication, weight loss programs and steroid injections.

“While these are all great options, there comes a point where these treatments may fail to control a patient’s pain. Also, some patients prefer to avoid opioid based meds that can cause drowsiness and possibly even addiction.

sensory nerves, transmitting pain signals, and not nerves supplying muscles. As such, there should be no functional deficit after the RFA, only pain relief.”

Dr Thornton-Bott said as well as being non-surgical and opioid free, the minimally invasive procedure is designed to leave no scarring and is done as a day case under mild anaesthetics.

Nowra Private Hospital CEO, Prue Buist, said: “Nowra Private Hospital is continually looking for new ways to provide quality health care options for our patients.

“We’re proud to offer Cooled RFA at Nowra Private Hospital so the local community can access a new alternative for chronic pain relief, close to home.” ■■







# North Shore, Castlecrag and Hunters Hill Private Hospitals make inroads on caring for planet

North Shore, Castlecrag and Hunters Hill Private are contributing to Ramsay’s commitment to Net Zero emissions by 2040 with initiatives such as replacing single-use plastic bottles and other plastic items and recycling.

The hospitals have committed to sustainability by:

- **Switching from single-use 600 ml plastic bottles to jugs and tumblers for patients**, resulting in a reduction of 391,280 bottles and packaging of more than 8 tonnes per year.
- **Switching from plastic cutlery, foam cups, straws and bottles to bio products**, preventing 1339,800 non-degradable items ending up as landfill in the last year.
- **Trialling an organic recycling group at Hunters Hill to recycle and compost food scraps** including fruit and vegetables, fish and chicken, bread and baked goods, rice, pasta, eggshells, tea bags, paper towels and more.
- **Collecting cardboard boxes and sterile wrap for recycling each week.**
- **Recycling all PVC plastic products and aluminum cans used in theatres.**
- **All used printers are collected by The Cartridge Recycler Pty Ltd** and \$1.00 from each remanufactured cartridge is donated to Breast Cancer Institute of Australia.
- **Castlecrag has replaced 351 old incandescent bulbs, fluorescent tubes and halogen down lights and replaced them with LEDs.** North Shore Private have converted to LEDs in the basement and are working on other floors.
- **North Shore Private is assessing its roof space to determine the suitability for solar panel installation.**

## Hollywood Private Hospital turns IV drip bags to gumboots

Watering your garden while wearing gumboots might seem a far cry from a busy hospital theatre, but there is a close connection thanks to sustainability initiatives at Hollywood Private Hospital.

Staff are recycling masks, oxygen tubing and intravenous drip bags made out of polyvinyl chloride (PVC) to be turned into a wide variety of products, such as the gumboots sold at Bunnings.

Support Services Manager, Jonathan Reynolds, said by making small changes, staff are achieving big wins in sustainability for the hospital overall.

“We started the PVC recycling campaign 18 months ago and staff were really supportive,” Mr Reynolds said.

“Our PVC hospital waste is sent to a facility in Victoria, where it is processed then sold as recycled PVC resin to manufacturers to make products such as garden hoses and playmats.

“So far about 275kg of plastic bags (the weight of a vending machine) has been diverted from landfill.

“It takes approximately 2.6 kg of resin to make one pair of boots, so we have sent away enough PVC to make 105 pairs.”

Plastics are a significant share of hospital waste and most are sent to landfill, according to PVC Recycling in Hospitals. About 25 per cent of general hospital waste is PVC medical products.

Director of Corporate Services, Julianne Allan, said PVC recycling was one of many initiatives promoted by Hollywood’s Environmental Committee.

- Some other sustainability programs include:
- **Battery recycling** – batteries from medical equipment, with more than 80 per cent charge, are sold to staff for household use. Batteries with less than 80 per cent charge are sent to an industrial recycling company for disposal.
  - **Re-usable fabric hair nets** – to replace hair nets made out of single-use plastics.
  - **Environmentally friendly catering equipment** – to replace plastic water jugs, cups, cutlery, plates and straws.
  - **Compostable medication bags** – to replace plastic bags.
  - **Reducing the use of anaesthetic gas desflurane** – switching to sevoflurane, which is not as harmful to the environment.

Ms Allan said recycling saves energy and conserves valuable raw material resources. “Hollywood is leading the way in waste management and recycling, with sustainability initiatives across the campus helping to reduce the facility’s carbon footprint,” Ms Allan said.

Clinical Facilitator Lana Kelly and Support Services Manager Jon Reynolds.





# Armidale Private Hospital adds solar panels to reduce carbon emissions

Armidale Private Hospital has taken the next step in its commitment to protecting the planet, unveiling a new solar panel system and upgraded, energy-efficient lighting.

The new, 135 kilowatt (kW) solar panel system will save more than 191 tonnes of carbon emissions and 721 gigajoules of energy every year.

Armidale Private Hospital CEO, Mary Single, said: “We’re excited to be moving forward with our commitment to addressing climate change through meaningful sustainability initiatives.”

“Saving more than 3,200 tonnes of carbon emissions over its lifetime, this solar panel system is the equivalent of taking 53 cars off the road.

“Installing solar panels is great for the environment and creating a more sustainable hospital for the future.”

Another recent upgrade at Armidale Private Hospital is the upgrade of 280 lights to energy efficient, LED light fittings saving an additional 62 kW of carbon emissions and 264 gigajoules of energy per year.

Armidale Private Hospital is also proudly supporting Ramsay Health Care’s goal to remove 50 million single-use plastic items from sites. The hospital has so far removed more than 54,500 single-use plastic items from circulation.



# Net Zero by 2040

# Ramsay Health Care commits to Net Zero by 2040

Ramsay Health Care has committed to achieving Net Zero greenhouse gas emissions across its value chain by the year 2040.

Ramsay has committed to science-based emission reduction targets which are consistent with the Paris Agreement on limiting global warming to 1.5 degrees above pre-industrial levels.

Ramsay Health Care Managing Director and CEO, Craig McNally, said the group-wide Net Zero commitment was a key part of Ramsay’s sustainability strategy.

“Caring for our planet and being environmentally sustainable is important to our people, our patients, our doctors and our business success,” Mr McNally said.

“We know that a healthy planet is essential for healthy communities and moving towards Net Zero ensures that Ramsay remains true to our purpose of ‘people caring for people’.”

Ramsay’s Net Zero strategies included switching to renewable energy sources and maximising energy

efficiency, reducing anaesthetic gas emissions, cutting waste and boosting recycling, embedding sustainable design in new facilities and upgrades, as well as engaging with suppliers to reduce supply chain emissions.

Ramsay’s global Chief Medical Officer Professor Sir Edward Byrne said climate change and healthcare were inextricably linked.

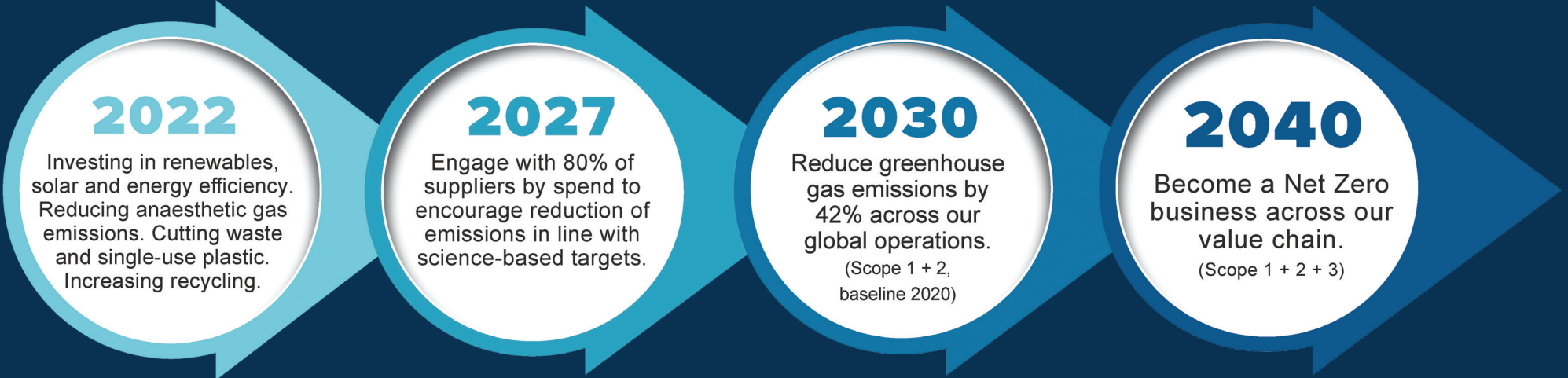
“Doctors and healthcare professionals are already dealing with the serious health effects of climate change,” Prof. Byrne said. “Global warming is exacerbating a wide range of illnesses, diseases and chronic health conditions, not to mention the impact on our mental health.

“I hope Ramsay’s action inspires other healthcare providers around the world to commit to Net Zero emissions.”

As part of its global sustainability strategy, Ramsay is already supporting a wide range of environmental initiatives, including PVC and aluminium recycling programs and setting a target to remove 50 million single use plastic items from its facilities by the end of the year.

Ramsay Health Care sites around Australia currently feature more than 2,660kw of solar panel systems, saving more 61,000 tonnes of carbon emissions over their lifespan. Additional carbon emissions are also being saved through the upgrade of more than 18,200 light fittings to energy efficient LED lights.

Sixteen Ramsay Australia hospitals are working to create ‘greener operating theatres’ by removing the anaesthetic gas desflurane, reported to have more than 20 times the global warming potential of alternative gases and instead switching to more environmentally friendly options.



\*95% coverage for Scope 1 & 2 emissions and 90% for Scope 3



# Hillcrest Rockhampton Private Hospital supports the next generation of nurses

Hillcrest Rockhampton Private Hospital has partnered with North Rockhampton State High School (NRSHS) to support its school-based health care program for students in grades 10, 11 and 12.

The program, open to students across the local region, supports students in gaining a Certificate 3 in Health Support Services and prepares them to become an AIN after graduation.

During the program students take part in real-life simulations, made possible thanks to donations from Hillcrest Rockhampton Private Hospital including two electronic beds, a patient hoist, an ECG machine, two medical gas outlets, emergency flip charts and more.

Hillcrest Rockhampton CEO Fiona Hebbard said: “We’re proud to be supporting the next generation of local health care professionals.”



## St George celebrates ‘heart of the hospital’

St George Private Hospital has celebrated National Heart Week (2-8 May, 2022) by delivering heart health checks to interested hospital staff, patients and their families.

The hospital provided free blood pressure assessments and giveaways throughout the week, aided by their mascot, Horton the heart, named in honour of Dr Matthew Horton, a long standing cardiothoracic surgeon of the hospital.

Cardiac Nurse Unit Manager Rachel Jenkins said: “The National Heart Week promotion at St George Private Hospital provides us with an important opportunity to educate our patients, staff and the general public.

“One Australian has a heart attack or stroke every 4 minutes, hence this is an essential conversation with the community to empower them with knowledge of cardiovascular disease and the steps they can take to monitor and reduce their risk.”



## COMPLIMENTARY PREMIUM NEWS ACCESS FOR OUR PATIENTS

For the past 18 months, Ramsay patients have been able to access premium News Corp titles via their own personal devices when connected to our Ramsay Wifi. Titles include a range of popular national and regional titles such as The Australian, The Daily Telegraph and Herald Sun.

To further promote this offer each of our hospitals have now received a marketing pack including pull up banners, table stickers and table talkers providing easy-to-follow instructions.





# John Flynn Private Hospital mums get expert lesson in pool safety

Twenty lucky new mums on the Gold Coast have received a potentially life-saving lesson in water safety from the face of “Kids Alive, do the five”, Laurie Lawrence.

The visit from Laurie to John Flynn Private Hospital’s monthly Mother’s Group in July saw Laurie and his daughter Emma offer practical tips on keeping kids safe around water.

John Flynn Private Hospital Enrolled Nurse and Maternity Navigator, Joanne O’Connell said the presentation was very valuable.

“We had the pleasure of having two of Laurie’s daughters deliver their babies with us in recent years and I met him when he was visiting his daughters,” Ms O’Connell said.

“When arranging a guest speaker for the July Mother’s group, he was the first to pop into my mind. I know when I was a first time Mum, water safety and swimming lessons was something I wanted to learn more about.

“I contacted Laurie Lawrence via his website and to my surprise, he phoned me the very next day to say he would be thrilled to assist us and be our guest speaker.

“We had around 20 new mums join us for the Mother’s Group which ran for an hour and a half!

“Laurie and Emma spoke about water safety and the importance of beginning baby swimming lessons. All of our mums thoroughly enjoyed the discussion and were given plenty of opportunity to ask questions over morning tea.”

Laurie Lawrence is a former Olympic swimming coach who the ‘Kids Alive Drowning Prevention Campaign’ in 1988 with the aim of reducing the rising number of accidental drownings of children under five.



# Safety huddles become important part of Hollywood Private Hospital culture

Safety huddles have become an important part of the culture at Hollywood Private Hospital, with improved planning, communications and morale since they were introduced last year.

Safety huddles are a short, stand-up informal meeting with multidisciplinary teams and are generally held at the beginning of a shift. They help team members work cohesively to deliver high quality patient care.

They were rolled out across all clinical areas at Hollywood during 2021 and have made a big impact, according to Clinical Risk and Quality Manager, Suzanne Craigie.

“Staff and clinical managers have provided feedback that safety huddles have reinforced our safety culture by streamlining communication and encouraging effective planning,” Ms Craigie said.

“They have provided a daily forum for staff to raise concerns and put action plans in place for patient and staff safety.”

- Safety huddles involve:
- 1) **Looking back** – what was done well in the past 24 hours and what could be improved.
  - 2) **Looking forward** – focus on safety. Any patient and/ or staff concerns discussed.
  - 3) **Planning** – assigning responsibilities.

Research shows that safety huddles are an efficient communication technique for teams to share information, identify concerns, collaborate and effectively engage team members.

Ms Craigie said safety huddles had become an integral part of Hollywood’s communicating for safety standard.

“‘Speak Up For Patient Safety’ is a program to empower employees to promote patient safety,” Ms Craigie said.

“The aim of the program is to provide a platform to ensure staff maintain high professional standards across the organisation.

“Safety huddles give the whole team a voice and encourage staff to speak up.”

A 2020 study found that daily safety huddles are a powerful tool to create an equitable environment where frontline staff could speak up freely about safety. Safety Huddles lead to more open and active discussions, enhancing the ability of staff to perform the right action at the right time.

As well as the safety benefits, Ms Craigie said safety huddles were good for staff morale.

Hollywood Private Hospital operates under Ramsay Health Care’s Patient Safety and Clinical Quality Framework, which is designed to produce reliable, safe and effective outcomes.

Ramsay Health Care National Infection Prevention & Control coordinator, Sue Greig, said in the current increased awareness to risks associated with respiratory infections (COVID-19 and seasonal influenza) health care workers are maintaining initiatives that improve clinical safety whilst maintaining safety with use of PPE.



# Mt Wilga Private Hospital opens Yarning Circle during NAIDOC Week; St Andrew’s Ipswich Private Hospital commissions artwork

Mt Wilga Private Hospital has celebrated NAIDOC Week with the official opening of its Yarning Circle. The celebrations featured a smoking ceremony by local Guringai man Uncle Laurie Bimson, a tree planting and a bush tucker BBQ for staff.

Mt Wilga Private Hospital CEO, Lorrie Mohsen, said the celebrations were important to the hospital’s patients, staff and the local community.

“NAIDOC Week celebrations are a wonderful way to celebrate and recognise the history and achievements of Aboriginal and Torres Strait Islander peoples,” Ms Mohsen said. “Our wonderful staff volunteered their time to prepare the Yarning Circle in the lead up to NAIDOC Week to ensure it was a welcoming place for all to gather, reflect, connect and share.”

Ms Mohsen said the seating in the Yarning Circle had an interesting history.

“The stump seats in our Yarning Circle came from a 30-year-old eucalyptus tree that once grew on a local property,” she said.

“The tree was healthy and well established when it was sadly ring-barked by a vandal - this meant the tree was destined to die slowly. Our neighbour instead had the tree properly felled and donated it to our Circle.”

The artwork for the Yarning Circle signage was also donated, with local aboriginal artist Kris Khamis designing the sign.

Further north, at St Andrew’s Ipswich Private Hospital in Queensland, the hospital executive commissioned a painting in the lead-up to NAIDOC Week called The Healing Journey by local artist Kylie Hill.

Kylie Hill, a proud woman of the Kalkadoon and Waanyi Tribe, explained her interpretation of the piece: “As we go through life’s battles, we all need to heal. While we are on the healing journey, surround yourself with the people you love”.





# Movements and Appointments

## MICHELLE ATKINSON

has been appointed as part-time Director of Finance at Southern Highlands Private Hospital. Michelle brings a wealth of experience in the area of finance/accounting having worked at multiple Ramsay hospitals over the decade; these being Southern Highlands, Wollongong and Albury/Wodonga Private Hospitals.

## DARYL BABUS

has been appointed as General Manager of Digital Experience and Innovation. Daryl brings to Ramsay deep experience in strategic and design thinking and delivering engaging digital experiences. Daryl is a relentless customer advocate with an innate curiosity for innovative solutions.

## SAMIT CHANDRA

has joined Ramsay as the General Manager of Architecture and Technology. Samit has leading expertise in incorporating innovative and disruptive technologies to deliver enhanced user experiences and business outcomes. Samit brings 30 years of experience in strategy, planning and delivery of large transformation programs across a range of industries.

## WILFRED CHING

has been appointed Manager Treasury and Transaction Banking (Australian Region) at Head Office. Wilfred previously worked at Chubb Insurance where he was APAC Treasury Transformation Manager instrumental to leading best of industry payment and receipting solutions including treasury and finance system enhancements. Wilfred has a Bachelor of Commerce (Accounting), is a member of Chartered Accountants Australia and New Zealand.

## EMMA DAGAN

has been appointed to the position of Director of Clinical Services at Nambour Selangor Private Hospital. Emma has been the Assistant Director of Clinical Services at Sunshine Coast University Private Hospital and has held After Hours Nurse Manager and Nurse Unit Manager positions prior to this. During the last 12 months Emma has been one of 20 Ramsay leaders across the county to undertake the Ramsay Leaders of Tomorrow program while also completing her Masters of Leadership with the University of Tasmania.

## KATE DASH

has been appointed as Director of Finance and Support to continue and improve support to Ramsay's Director of Finance cohort. Kate began with Ramsay in early 2020 as Regional Accountant for the Lake Macquarie and Warners Bay Private Hospitals. She brings to the role almost 20 years of accounting and finance experience and, prior to joining Ramsay, Kate primarily held accounting roles in the fintech / banking industries in both domestic and international environments. Kate is a Chartered Accountant, graduated her MBA with Distinction and was a participant in the Ramsay Frontline Leadership Development Program.

## ROISIN DUNNE

has been appointed Director of Clinical Services, Caboolture Private Hospital. Roisin has most recently worked at Greenslopes Private Hospital where she was the Quality and Clinical Support Manager. Roisin has extensive national and local experience in Quality, Clinical Governance and Strategy, in both the public and private health sectors. Other senior roles include Assistant Director Clinical Services at Mater Health Services and a number of Nurse Unit Manager roles including efficient management of Neurosciences, Medical and Rehabilitation Units.

## KAROL EDGE

has been appointed as Director of Clinical Services at Hollywood Private Hospital. Karol comes to Hollywood from Peel Health Campus where she was Director of Clinical Services for over five years, and in recent months the Acting Chief Executive Officer. Karol has a Master of Health Governance, a Post Graduate Certificate in Patient Safety and Clinical Risk Management and has recently completed the Ramsay Global Executive Leadership Program. Karol has combined these academic qualifications with over 25 years of nursing and leadership experience, always working with the fundamental principle that the patient is at the centre of everything we do.

## KAREN GULLICK

has announced her retirement from her position as Director of Clinical Services (DCS) at Hollywood. Karen will continue with Ramsay in a part time capacity, working with Dr Bernadette Eather mentoring and supporting newer DCSs in their roles. Karen worked in a Deputy Director of Clinical Services (DDCS) role from 2000-2009 and came back to Hollywood in June 2013 to take up the DCS role after Nola Cruickshank retired. Karen has shown amazing leadership over Hollywood's significant expansion of clinical services during her time.

## SIMON HERBERT

has joined Ramsay as Group General Manager of Data and Insights. Simon previously worked at the NSW Data Analytics Centre where he was Chief Data Officer and instrumental in building advanced data analytics

capability and a data platform in the commercial cloud which supports the NSW government as a whole. Simon has over 20 years' experience in data, technology and transformation.

## JONELLE HILL-UEBERGANG

has been appointed as the Director of Clinical Services at Wangaratta Private Hospital. Jonelle has held a variety of senior and executive nursing roles in the Wangaratta and surrounding region, most recently as the General Manager for Gateway Health and prior to this as Deputy Director of Clinical Services at Northeast Health. Jonelle brings considerable clinical leadership experience to Ramsay, and is passionate about her role in healthcare in supporting her regional community.

## MARTLIE HORN

has been appointed as Director of Clinical Services at Shepparton Private Hospital. Martlie has had a number of nursing leadership roles within the Ramsay group, working at both Kareena Private Hospital and Kingsway Day Surgery in New South Wales. Martlie has a strong perioperative background and has recently worked as Assistant Director of Clinical Services in Shepparton, familiarising herself with the hospital and local community.

## KRISTINE KELLY

has been appointed as the Director of Clinical Services for Hillcrest Rockhampton Private Hospital. Kris has held senior management positions with Hillcrest over the past five years as Surgical Nurse Unit Manager, Perioperative Services Manager and Acting Director of Clinical Services. Kris holds a Post-Graduate Diploma in Leadership and Management, is currently undertaking her Bachelor of Health Services Leadership Management and is participating in the 2022 Ramsay Nurse Leaders of Tomorrow Program. Kris has proven herself able to rise to any challenge time and time again.

## NATALIE KING

has been appointed to the role of Acting CEO of Ramsay Clinic Thirroul. Natalie will take on this role in addition to her current role as CEO of Ramsay Clinic Wentworthville & Ramsay Clinic Macarthur. Natalie joined the former Northside Group in 2014 as a generalist registered nurse with an interest in mental health. Over the past eight years, she has completed a Graduate Certificate in Mental Health Nursing and a Masters in Mental Health Nursing. She has progressed through various clinical and management roles including Infection Control Coordinator, Clinical Nurse Specialist, Senior NUM, Acting DCS, Director of Clinical Services and CEO.

## JOE LINDBERG

has been appointed to the position of Corporate Financial Reporting and Assurance Manager at Ramsay's Australian Head Office. Joe is a Chartered Accountant and brings a wealth of experience in the area of finance/accounting, having worked at Origin Energy for nine years in various capacities including financial reporting, planning and analysis, strategic transactions, corporate finance and an ERP implementation. Prior to Origin Energy, Joe was also an auditor at Deloitte for six years.

## JAN LLOYD

has announced she will be retiring after an incredible 50-year nursing career which has included 35 years at Pindara Private Hospital, with 19 of those years spent as the Director of Clinical and Hospitality Services. Jan epitomises what a great nurse is; with a wealth of clinical knowledge and equally importantly, a kind, caring and empathetic nature which has always been at the fore of her interactions with doctors, staff and patients. Ramsay sincerely thanks Jan for her dedication and many valuable contributions to patient care and wishes her every happiness in her well-deserved retirement.

## DAN MABON

has been announced as the Director of Clinical Services at Glenferrie Private Hospital. Dan has had a number of nursing leadership roles locally in Melbourne for the past five years as well as extensive experience in his home country of Scotland. Dan brings terrific energy and enthusiasm to Ramsay as well as considerable clinical leadership and experience at managing large teams.

## CATE MALONE

has been appointed as National Manager of Patient Safety and Clinical Risk. Cate is a registered nurse and midwife and brings with her a wealth of experience in patient safety, governance, clinical practice improvement and education and training. She most recently worked as NSW's Principal Lead for Governance and Assurance at the NSW Clinical Excellence Commission and was formerly the state's Senior Manager for Patient Safety and has acted as the state's Director for Patient Safety over 12 months. Coupled with Nursing, Midwifery, Project Management and Patient Safety qualifications, Cate also has a Masters in Adult Education.

## LIAM MASON

has been appointed as Head of Commercial Performance - Hospitals. Liam has extensive experience partnering with executives across the Medical Imaging, Aged Care, Cancer Care, and Infrastructure sectors, working with both listed and family-run businesses. Prior to these roles,

Liam spent six years in the Enterprise division of KPMG with a focus on financial due diligence, data and analytic services, financial modelling, management accounting, and financial audits. Outside of work, Liam is also heavily involved with the NSW Rural Fire Service as a volunteer firefighter and as an instructor/assessor of key courses across the Sydney region.

## ANNA OLSON

has been appointed Chief Executive Officer of Nambour Selangor Private Hospital and Noosa Hospital, having previously been Deputy CEO for the Sunshine Coast Network since February 2021. Prior to joining Ramsay Anna had been with the Mater Group based in Brisbane for 13 years holding a number of executive positions. Her qualifications include a Bachelor of Pharmacy from the University of Otago, a Masters of Business Administration from the Queensland University of Technology, a Graduate Diploma in Project Management, as well as being a Graduate of the Australian Institute of Company Directors.

## MATT O'SHANNESSY

has been appointed to the role of Director of Finance and Hospital Support Services across the north-east Victoria network of hospitals. Matt returns to Ramsay, bringing with him a wealth of experience and knowledge to support a new executive team. Matt combines a personable approach with exceptional accounting and finance skills.

## JO QUAYLE

has been appointed to the position of Director of Clinical Services (DCS) at Noosa Hospital. Jo is moving from her current role of DCS at Caboolture Private Hospital where she has played a significant part in the growth and continued success of the facility over the past two and a half years. Prior to joining Ramsay Health Care in 2015, Jo held both clinical and project management roles across the Sunshine Coast Hospital and Health Service, Prince Charles and Queensland Health Corporate.

## HUGH SINCLAIR

has been appointed as Director of Finance for Out of Hospitals. Hugh has a broad range of finance experience - most recently he worked in property providing commercial and financial support to Australia's largest residential property developer. Prior to that, Hugh worked in various areas of banking after commencing his career in audit and advisory at a Big 4 accounting practice. He is passionate about connecting improved patient and customer outcomes to the financials and has long wanted to work with Ramsay Health Care.

## MARY SINGLE

has announced her retirement after leading Armidale Private as CEO for 24 years. Staff surveys have consistently confirmed that Armidale staff love Mary's leadership. Mary's insistence on clinical excellence is a hallmark of her career. She is not afraid to take on challenges and does so with professionalism and respect for individuals. Thank you to Mary for making Armidale such a great hospital, your contribution to Ramsay Health Care and for being such a great ambassador of The Ramsay Way.

## RUTH THOMPSON

has been appointed to the role of National Manager of Clinical Quality and Systems Improvement. Ruth brings a wealth of Clinical Quality experience to the role, including acting in the position for 12 months in 2019/20. During that time, she successfully led the implementation of several national programs including falls reduction and the 'No Stain' campaign for iron extravasation incidents. Ruth has previously been the Director of Clinical Services at Nambour Selangor Private Hospital and the Quality and Clinical Support Manager at Greenslopes Private Hospital.

## CLAIRE THURWOOD

has been appointed to the national role of CEO of Ramsay Surgical Centres. Over the past 18 months, Claire has been working with Out of Hospitals' Operations to develop a new market and community-based Ramsay Surgical Centre strategy. These operations will complement our acute hospitals and provide supporting options to Ramsay Visiting Medical Officers (VMOs) into the less acute settings, as well as providing integrated patient care solutions for Ramsay Cancer and other Out of Hospital operations. Claire has also been working with Ramsay's Digital, Data & IT teams on the development of new models of automated and integrated care and patient experiences for the Ramsay Surgical Centre businesses.

## MATTHEW WRIGHT

has been appointed Chief Executive Officer of Peel Health Campus, after four years as the Joondalup Health Campus Contract Manager. Matthew has a Bachelor of Commerce, is a Fellow of Chartered Accountants Australia and New Zealand, a Graduate Australian Institute of Company Directors and has held senior positions responsible for financial management and mergers and acquisitions across a number of industries in both Australia and the UK.



# Warringal Private Hospital honours Sheila Soltan

It was with great sadness that Warringal Private Hospital farewelled their dear friend and colleague, Sheila Soltan, who passed away unexpectedly on 1 July shortly after leaving work.

Sheila was a beloved wife, mother and grandmother and great grandmother to her family. To her Warringal family, she was a one of a kind. Sheila had an attention to detail and demonstrated a true care and compassion for our patients and staff.

Over her almost 42 years with the housekeeping team at Warringal, Sheila always gave her best and will leave a legacy of hard work and a true passion for what she did. Sheila was a unique individual with no task ever being too much for her.

As the team grieves and celebrates their friend, they wanted to share a profile piece written by Sheila in 2007 when she was the Environmental Services Manager at Warringal Private Hospital.



## About Sheila Soltan

**What is the best part of your job?**  
My Team.

**What is the most frustrating part of your job?**  
My Team.

**What is great about Warringal?**  
We are one big happy family

**What is the most rewarding part of your job?**  
Happy staff and job satisfaction

**Who many years have you worked here?**  
27 years on 21 July 2007 (that's 42 years this July 2022)

**What is your idea of perfect happiness?**  
Being healthy enough to work for as long as I choose.

**Which living person do you most admire & why?**  
My mother for raising 8 children, as my father died young.

**What is your most treasured possession?**  
My house & dog (Oscar)

**Who would play you in a movie of your life?**  
Lucille Ball (I Love Lucy)  
Crazy Redhead!

**What is your most unappealing habit?**  
Calling everyone "love", "thanks love"

**What is your favourite book?**  
Saks catalogue

**What is your guiltiest pleasure?** Chocolate

**What do you owe to your parents?**  
Varicose veins, bad eyesight and high blood pressure

**Which words or phrases do you most overuse?**  
"Thanks love!"

**What is your greatest regret?**  
I don't have regrets, just experiences.

**When and where were you happiest?**  
Cruising the Pacific in 2003

**What do you consider your greatest achievement?**  
Life and managing environmental services at our great hospital.

**What is the most important lesson life has taught you?**  
Always treat others as you would like to be treated. ■■



# Psychiatrist Dr Peter Klug retires from inpatient work at Ramsay Clinic Northside

Ramsay Clinic Northside has celebrated the retirement of Dr Peter Klug from inpatient hospital work, after a 35-year association with Ramsay Health Care.

Dr Klug began his long and illustrious career with Ramsay at the former Evesham Clinic (now Ramsay Clinic Cremorne) where he held the positions of Medical Superintendent, MAC Chairman, and Consultant Psychiatrist.

He subsequently moved across to Northside Clinic in Greenwich as a Consultant Psychiatrist, where he also held the positions of Medical Superintendent & MAC Chairman.

Dr Klug played an instrumental role in the successful transition of Northside Clinic to the purpose-built Ramsay Clinic Northside in St Leonards in 2018. Peter was also actively involved in medical student teaching and registrar supervision over many years.

Peter's contribution was acknowledged at an intimate dinner with members of the Ramsay Mental Health and Ramsay Clinic Northside executive teams, and his medical colleagues from the Mood Disorders Unit, with Anne Mortimer (Director, Ramsay Mental Health) & Professor Phil Mitchell (Medical Superintendent & Medical Director, Mood Disorders, Ramsay Clinic Northside) paying tribute to Peter's outstanding career.

Dr Klug has been a big part of Ramsay Health Care's history and will be missed by his colleagues and the company alike. ■■

# Tamara Private Hospital doctor honoured with OAM

Congratulations to Tamara Private Hospital Ophthalmologist Dr David Moore who was recently awarded The Medal of the Order of Australia (OAM) for services to ophthalmology in this year's Queen's Birthday honours list.

Dr Moore has been helping people restore and preserve their eyesight for 37 years, 31 of those spent in Tamworth.

After starting as a country GP and working as a Royal Flying Doctors Service medic, Dr Moore developed a strong interest in eye care, something which he says hasn't changed, despite the many changes in the industry.

"Although now working part time, I am still passionate about providing good eye care and helping people both here and overseas maintain the wonderful gift of sight," Dr Moore said.

"Ophthalmology has changed enormously in the past 40 years. The two big technical changes that have had a huge impact on patient care have been modern cataract surgery and the treatment of so many common retinal diseases with intravitreal injections. Both have preserved and enhanced the sight of many millions of people around the world."

Dr Moore himself can be credited for preserving the

eyesight of people around the world, co-founding a clinic which helps more than 50,000 people a year in India.

"Growing up in Australia and being afforded the privilege of studying Medicine and then Ophthalmology left me with a very strong feeling and desire to give back to others who had problems that I had the ability to help. Blindness still remains a common problem in most developing countries."

Dr Moore credits his great team for his success. ■■



# Ramsay expands leadership team for digital transformation journey

Ramsay Health Care is embarking upon an exciting digital transformation journey to cement our position as a leading health care provider of the future.

The company is focused on developing a best-in-class digital health care system to help provide integrated patient-centric care, strengthen our clinical excellence, and improve patient outcomes in a diverse range of hospital and community health settings.

Chief Digital and Data Officer (CDDO) Dr Rachna Gandhi commenced in December 2021, bringing with her many years of experience as a multi-industry ASX 30 and public sector executive, with extensive experience across operations, strategy and digital.

Dr Gandhi said she was delighted to welcome three new people to Ramsay's Digital, Technology and Data Leadership Team: Daryl Babus, Simon Herbert and Samit Chandra.

Their experience and skillsets will complement those of the existing leadership team: Katherine Wegner (General Manager of Technology Operations), Annie Apikian (General Manager of Digital Delivery) and Chris Neal (Group Chief Information Security Officer).

"I'm excited about the significant knowledge and skillsets each of these new leaders will bring to our already experienced team as our digital transformation journey gets underway. We are looking forward to the opportunities ahead as we begin to hone in on simplifying and improving experiences for our patients, staff and doctors,"

Dr Gandhi said. ■■



# Tamara Private Hospital helps bring Sense Rugby to neurodiverse children of Tamworth

Tamara Private Hospital and Ramsay Health Plus have joined forces with Sense Rugby and Tamworth Rugby Union to offer an exciting new Occupational Therapy program for children in Tamworth.

Through Sense Rugby, neurodiverse children and those with developmental delays can experience the joy and community of being part of a sports team, with all the benefits of a therapy session.

Tamara Private Hospital Occupational Therapist, Ben Willis, said Sense Rugby is a great chance for neurodiverse children to participate in sport and become part of a team while in a safe and supportive environment.

“Sense Rugby is run on a football field and follows the structure of a training session, while incorporating all of the components of a therapy session. This allows children to feel like they are just playing rugby and not going to therapy,”

Mr Willis said.

Mr Willis said the program is a great way for local children to have fun as well as learn important life skills.

“Through Sense Rugby kids will have a chance to have fun, make friends, develop their confidence and self-esteem, as well as learning important skills like managing emotions, following instructions and teamwork.”

Having played Rugby for most of his life, Mr Willis said he loved being able to incorporate it into his work.

“I love having the chance to watch the children develop a love for the game and seeing the joy it brings to not only them, but also their parents watching along on the sideline.

“The look on a parents face when they first see their child make a tackle, kick a ball, or even just stand in line and listen, is priceless.”

Tamworth is a large, tight knit community that loves rugby. I am very excited to help bring together Sense Rugby, Tamworth Rugby Union and Tamara Private Hospital in a way which will have such a positive impact on the town.”

Tamara Private Hospital Acting CEO Sue Knight said she was proud to support the initiative.

“Sometimes patients need to get away from the traditional hospital setting to get the best treatment for their individual needs,” Ms Knight said.

“We’re proud to partner with Sense Rugby and offer this unique program to the Tamworth community.” ■■

**ABOUT THE PROGRAM:**

Sense Rugby was founded in October 2015 by Paediatric Occupational Therapist, Carlien Parahi and Australian Rugby Sevens Olympian, Jesse Parahi. Sense Rugby is a rugby based Occupational Therapy program designed to help kids who usually find it difficult to be part of a sports team. Sense rugby sessions are run by a qualified Occupational Therapist. Sense Rugby Tamworth is possible thanks to Tamara Private Hospital, Ramsay Health Plus and Tamworth Rugby Club.



## Ramsay team runs City2Surf

About 200 Ramsay employees and their families and friends participated in the world’s largest fun run, the City2Surf, in August 2022.

The Ramsay team members travelled from Brisbane, Melbourne, Wollongong and Newcastle to run the 14km course in Sydney that has raised more than \$48 million for charities since 2008.

Afterwards, the Ramsay team had a catch up at the Bondi Surf Bathers Life Saving Club, right beside the finish line.

Ramsay Australia CEO Carmel Monaghan said she looks forward to seeing more of the Ramsay team at next year’s event! ■■