



VMO Voice

HUNTERS HILL PRIVATE HOSPITAL
CENTRE FOR SURGICAL & REHABILITATION SPECIALITIES

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Summer 2010/11

CEO Update



I'd like to take this opportunity to wish all our Visiting Medical Specialists a very Merry Christmas and Happy New Year, and thank everyone for their support and loyalty to Hunters Hill Private Hospital during 2010.

As you would all be aware by now, work has already begun on the redevelopment that is taking place over the Christmas break. Preparation of the area for the new Operating Suite air conditioners is progressing and should be ready for the installation of the units once we have closed. I'd like to thank everyone for their patience and understanding whilst these works are taking place as I realise there has been some associated noise. If at any time you are disturbed by the noise, please let us know.

The remainder of the redevelopment will commence once we have ceased operating and will be finished by our reopening time. These works include an upgrade to the storage areas, new lights and a new operating table in OT 4, replacing vinyl flooring in some areas and painting and polishing to the whole suite.

We are looking forward to the reopening of the Operating Suite when all works are completed and I'm sure the upgrades will be appreciated by all.

Reminder – the hospital will close on Friday 24th December 2010 and reopen for the **Rehabilitation patients on the 10th January 2011**. The **Operating Suite and the Surgical ward will reopen on 31st January 2011**.

VMO Survey

We are currently conducting the annual VMO survey. This survey is a quick (no more than 5 minutes) and easy way of giving us your feedback. The survey also includes questions to help us plan our VMO social entertainment program over the coming year. More importantly, however, your opinions and contributions will be reviewed with actions implemented to help us meet your needs and those of your patients.

As a token of our appreciation, all those who complete the survey will go into the draw for a \$250 voucher from Vintage Cellars Hunters Hill.

Please note that we have extended the survey deadline to Friday, December 10th at 5pm.

Ramsay Health Care Limited Annual Report 2010

The Chairman of Ramsay Health Care, Mr Paul Ramsay, declared in his Chairman's Report for the Ramsay Health Care Limited Annual Report 2010 that 'The highlight of the year was Ramsay's acquisition of a majority stake (57%) in French hospital group – GroupE Proclif (now Ramsay Santé), which marked an important step in our European expansion strategy.'

Mr Ramsay went on to say 'Ramsay Health Care recorded another solid performance in fiscal 2010 and, with strong industry fundamentals, the outlook for the Company is very positive. Organic growth and the ramp-up of brownfield developments at our Australian business, growth in National Health Service (NHS) volumes in our United Kingdom (UK) hospitals and a three-month contribution from French hospital group Ramsay Santé (which we acquired on 29 March), helped deliver a 21.9% rise in full-year core net profit.'

The strength and geographic spread of our business, combined with favourable demographic factors, puts Ramsay Health Care in an excellent position to capture future demand for healthcare. The ageing population, technological advances and rising expectations for improved standards of care will underpin this demand and will drive further investment in capacity at our existing hospitals as well as future acquisitions.'

Copies of the Annual Report 2010 are available to read.



'Pride of workmanship' award for HHPH staff member

Hunters Hill Private Hospital was very proud to learn that a staff member, Yumi Jones, had been recognized by an ex patient for her hard work and fantastic attitude. Yumi was nominated for this prestigious award through the Rotary Club of Hunters Hill.

Yumi started her career as an Assistant in Nursing at Hunters Hill Private Hospital in April 2007. In the three and half years that Yumi has worked with us, she has become a well respected member of the Rehabilitation team. Yumi is hard working, reliable, has a sense of humour which is most important, and is always willing to help others. The staff in the Rehabilitation ward are very appreciative of the effort that Yumi brings to the ward. The patients also hold Yumi in high regard, as is evidenced by the nomination for this award. In March 2009, Yumi became multiskilled and undertook a Physiotherapy Aide course. As well as continuing her work in the ward, Yumi now works in the Physiotherapy dept one day per week assisting the physio's to provide treatment to the patients. This has given her further knowledge in the rehabilitation of the patients and assists her in providing total care.

Yumi is a well deserved recipient.



ISO Certification Triennial Audit 20-21 October 2010

ISO certification is for a period of 3 years. We successfully achieved recertification for another 3 years with no major non-conformances raised.

One of the minor non-conformances raised was related to control of records.

Relevant issues were:

- "large gaps were seen between entries in progress notes"
- The use of "L" and "R" on consent and operation reports is contrary to recommended practice

Please ensure that you do not leave gaps/lines when documenting in patients medical records; and also that abbreviations as above are not used.

Press Ganey Survey Patient Satisfaction Survey 2010 results

The 2010 survey results have been received in the last week showing very good patient satisfaction outcomes. We were very pleased that the results showed increased satisfaction rates in both the Inpatient and Day patient results. Detailed analysis is to be undertaken and action plans developed to address areas for improvement identified. Comments included:

- “ I found it to be one of the friendliest and cleanest hospitals I've been to. ”
- “ An excellent facility. Will highly recommend hospital to anyone who needs excellent attention. ”
- “ All the staff were just wonderful. Nurses and the physiotherapy staff were so good. ”
- “ Excellent services from all of them from admission until discharge. ”
- “ Over the years I have been admitted to several Sydney Hospitals. Hunters Hill Private surpasses all. ”
- “ I found the hospital stay excellent, very comfortable, quiet and very good nurses. ”



HHPH donates equipment to Philippines

With recent upgrade of several pieces of equipment in the Operating Suite, Hunters Hill Private Hospital was proud to donate the equipment to a hospital in the Philippines. Two anaesthetic machines along with an operating table and an ophthalmic microscope will be shipped via container after Christmas. The container has been organised by the Rotary Club of North Ryde. Marg Fagan, CEO of Hunters Hill Private Hospital, said 'we are delighted that our equipment is going to be recycled and will be sending more equipment as it's replaced.'