

VMO Voice

HUNTERS HILL PRIVATE HOSPITAL
CENTRE FOR SURGICAL & REHABILITATION SPECIALITIES

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Summer 2010

Building A Better Future

Happy New Year!

I hope that everyone enjoyed the Christmas and New Year break, and are refreshed and ready for another year.

Whilst we were all relaxing during the break, parts of the hospital underwent refurbishment. The Surgical Unit and the Top Floor Unit received a makeover with new carpet, paint, new flat screen TV's, a new nurse call system and a new air conditioning unit. The kitchen area was partly retiled and a new cool room door was installed, whilst the Operating Suite 3 received new vinyl flooring. Other general maintenance works were also undertaken. I'm sure you will all agree it was well worth it and the patients and staff will enjoy the benefits.



Ramsay Announces European Expansion

Ramsay Health Care has announced that it proposes to acquire a controlling interest (57%) in leading French hospital operator Groupe Proclif SAS ("Proclif").

The acquisition, subject to regulatory approvals and consents, is expected to be finalised by the end of March 2010. Proclif is the second largest private hospital group in the Paris region.

Established in 2005 with two facilities, Proclif now operates nine acute hospitals in the fields of medicine, surgery and obstetrics with approximately 1000 beds and day places.

Further information regarding this acquisition can be found on the Ramsay intranet site.

Marg Fagan
CEO

MAC & Speciality Meeting dates for 2010



MAC
7th Jun

MAC
6th Sept

MAC
6th Dec

Speciality Committee Meetings

These are the dates for the next specialty meetings.

Ortho/General/
Ophth
22nd Apr

ENT
29th Apr

Anaesthetics
6th May

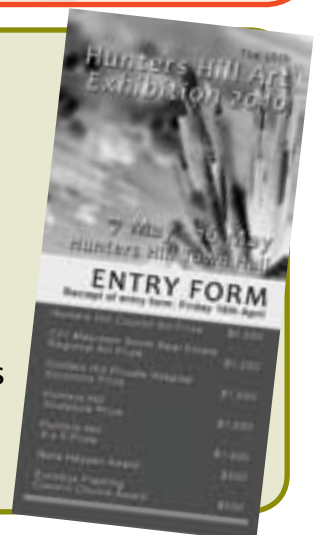
Plastics
13th May

Dental
20th May

Rehab
27th May

Hunters Hill Supporting the Community

Hunters Hill Private Hospital is proud to be one of the major sponsors of the Hunters Hill Art Exhibition 2010.



VMO Satisfaction Survey

Each year we survey our Visiting Medical Officers (VMO) to get feedback on the services we provide and identify any areas for improvement. In 2009, a very impressive 61% of our VMOs completed our online survey (up from 43% in 2008). We are very grateful to all of our doctors who took the time to help us with this. Each year we have a random draw from all responses for a \$250 Vintage Cellars voucher which was awarded to Dr. Pohl.

Key satisfaction results were:

- Admission process = 93.2%
- Discharge process = 97.7%
- Provision of appropriate equipment and technology = 93%
- Experience of nursing staff = 95%
- Access to management = 92%

Suggestions for additions to the GP education nights and equipment purchases were received and are currently being evaluated.

These are some of the written comments received:

- The feedback we constantly receive from our patients is extremely positive and glowing
- Great hospital with fantastic staff
- Still enjoy working with you even after 25 years
- Overall a very well run hospital with friendly, dedicated and committed staff and a wonderful place to come to work

Patient Satisfaction Survey

Every year we seek feedback from our patients using a survey coordinated by Press Ganey and Associates.

These are the results from the survey conducted at the end of 2009:

Inpatients

- 47% of patients returned their survey
- Overall hospital rating was 82.4% (in line with the industry benchmark rate of 84.4%)
- Satisfaction rates with all key areas surveyed were in line with or higher than 2008 results
- Greatest rating increases were achieved for the preadmission and admission processes.

Day Surgery Patients

- 40% of patients returned their survey
- Overall hospital rating was 87% (in line with the industry benchmark of 87.5%)
- There were increased or stable satisfaction ratings across all categories
- Greatest rating increases were achieved for the décor/cheerfulness of the facility and the admission process.



GP Education Program 2010

Thank you to the doctors who have agreed to present at the HHPH GP Education Program for 2010. These events are a very successful way of highlighting activity at the hospital to the local GP's.

9 March - See Hear

8 June - See Thro

14 September - See Saw

If you would like to present in the future, please don't hesitate to contact
Marg Fagan, CEO/DCS.

