

# Ramsay Health Care Excellence Awards 2020



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# Ramsay Excellence Awards 2020

## OVERVIEW

The **2020 Ramsay Health Care Excellence Awards** presents an opportunity for RHC Australia and our sponsors to shine a light on our people. We take this opportunity to acknowledge the accomplishments of our employees and teams.

Everyday there is extraordinary work occurring across our sites in an effort to increase the health and wellbeing of our employees, patients, carers, families and communities.

2020 has been a year of many challenges but we also saw many opportunities for growth, change, innovation & community spirit. This year's awards aim to shine a spotlight on the achievements of so many valued individuals who truly emulate our culture of People Caring for People.

Finalists for each of the four award categories were selected from hundreds of nominations, chosen by an RHC Australian management judging panel.

We would like to take the opportunity to thank and show appreciation to our judges who had the difficult task of assessing and selecting both finalists and winners for all award categories.

On behalf of our sponsors and the Management team at RHC Australia we hope you enjoy the awards ceremony and join us as we honour and congratulate our finalists and winners.

Carmel Monaghan  
CEO, Australia



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# Ramsay Excellence Awards 2020

## MEET OUR HOSTS!

### Glenn Robbins

Glenn Robbins, a graduate of Drama and Media at Melbourne State College, first moved into performing in 1981. As a stand-up comedian, he enjoyed performing at popular comedy venues in Melbourne and Sydney. Audiences warm to his naturally dry sense of humour and style.

The move into television was a natural progression for Glenn Robbins. He became well-known as a performer/writer for a number of television's top rating comedy sketch shows including: 'THE COMEDY COMPANY' (Network Ten), 'FAST FORWARD', 'FULL FRONTAL' and 'JIMEOIN' (all 7 Network). While he performed a good many characters throughout these shows, Glenn's most prominent and notable would be that of Uncle Arthur.



### Dave O'Neil

Dave O'Neil is without doubt one of the most popular, and versatile performers in the country. His observational humour and genuine humility have made him a much sought after MC and stand up comedian.

Dave O'Neil's friendly, easy going manner, and sharp and witty humour has made him one of Australia's most popular and versatile comics.

Through 30 years on the Australian scene, he has presented shows in EIGHTEEN Melbourne Comedy Festivals and worked at the Comedy Club, Last Laugh, the Comedy Club in Sydney and the Sit Down Comedy Club in Brisbane.



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# ORDER OF PRESENTATION

## Official Welcome

- 1 Preceptor of the Year Award
- 2 Graduate Award of Excellence
- 3 Chief Nurse Address
- 4 Excellence in Leadership Award
- 5 People Caring for People Award
- 6 Poster Comp Winner Announcement

## Connect, View & Share

A recording of the Excellence Awards will be made available



#RHCExcellenceAwards



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Meet the finalists

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# Preceptor/Supervisor of the Year



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## NSW FINALISTS



### Sujan Shrestha, RN

*St George Private Hospital, nominated by Danielle Field*

Sujan takes on the role of a preceptor on the ward for new graduates and new staff members and is seen to support new staff through his kind nature and eagerness to teach, nothing is ever a problem for Sujan. Sujan is also one of our undergraduate student facilitators and has had both written word of thanks from students and phone calls from them at a later date. Sujan demonstrates The Ramsay Way in all of his teachings of new staff, students and patients. He is kind, compassionate and has the graduate's/student's best interest at heart.

Sujan has been known to stay behind to demonstrate skills and work with the greater team to help create a safe and competent workforce. Sujan also strives for excellence with his own professional development, always enhancing his own teaching and learning through further education.

### Lowreen Canoza, RN

*Strathfield Private, nominated by Mary Georges*

It is rare to find a nurse like Lowreen who has such enthusiasm and dedication to the profession. Lowreen is always willing to help and be a team player. Over the last year she has not only been a wonderful preceptor but also taken on the role of CNS for Upper GI and ENT. She gives nothing but 100% to each of her roles. Lowreen is a delight to work with and is respected by all her colleagues. She has exceptional teaching abilities which is why she makes such a great preceptor. She is kind, friendly, supportive, patient and loved by those she teaches.

Lowreen deserves this and my only regret is that she has not been nominated sooner.



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## Leanne Roche, RN

*North Shore Private, nominated by Rosemary Shakallis*

Leanne is a role model for staff and students with her high standards, empathy, caring and good humour.

Leanne has also taken upon herself the role of Mental Health Champion on the ward and is a positive, productive member of the team. Leanne's monthly motivational posters are a wonderful example of gently and positively influencing a work culture by focussing on self-care, care of the team and positivity. Patients benefit from her encouragement and advocacy also. Students, staff and patients often comment upon her care.

Leanne has been a preceptor for new graduates, regularly buddying with them and always working to her utmost to make sure they feel supported. Leanne has a calm and engaging way to enthuse students and staff as well as giving them the confidence to try new things and 'give it a go' under her supervision.

New staff, new grads and students find that Leanne is the safe person to go to, where no question is treated as silly. I can't think of a finer advocate for The Ramsay Way and I feel that Leanne is the perfect recipient of this award.



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## QLD FINALISTS



### **Sandra Penford, RN/RM**

*John Flynn Private, nominated by Gaylene Harwick*

Sandy is our most outstanding midwife of 2020! She is one of the most passionate, motivated, inspirational midwives that you are lucky enough to work with or be cared by. 2020 was more of a challenge than usual for education due to COVID-19 restrictions - but not for Sandy - she continued to motivate others no matter what the challenge - which was award winning in itself!

Over the past 10 years as the John Flynn Educator Sandy has successfully set up:

- BFHI accreditation process / and education for not only the students / midwives / and medical staff - but for the entire hospital - as a passionate Lactation consultant.
- Implemented Obstetric Emergency sessions for students and staff - which has improved successful outcomes for both mothers and babies
- Set up the Neonatal Resuscitation program for our students and midwives

Sandy also continually strives to ensure all the team complete their mandatory competencies and e-learning modules - a difficult task at times and ensures evidence-based information is available to all staff via her education sessions.

Sandy is the most kind, loving and wonderful midwife one would ever meet. This year - she stepped back as the unit educator to hand over to the next generation and spend more time with her family - but continues to preceptor students, both midwifery and medical on our ward.

Our application is to honour her dedication as the most wonderful midwife and thank her for her amazing contribution to the safe care of our families.



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## Samantha Robinson, RN

*Greenslopes Private, nominated by Kylie Geake*

Samantha is an engaging and energetic senior RN who demonstrates a professional attitude and embraces The Ramsay Way into her everyday practise.

Samantha provides a positive learning environment where students and graduates are well supported, gaining confidence in their transition from student to graduate nurse and achieving their learning goals to perform competently.

Samantha regularly discusses weekly goals, constructive feedback and actions to achieve and improve. Samantha consistently role models professional practice, behaviour and attitude. She is committed to ensuring students and graduates develop and perform clinical skills as per best practice, and teaches in a manner which encourages the opportunity for questioning and development of clinical thinking skills. Samantha also fosters their confidence to find a voice and speak up if they are unsure or feel something is not right. Samantha's Nurse Unit Manager has also informed me that she regularly updates her regarding those she is precepting. I believe that Samantha's guidance and mentorship has been instrumental in the professional development of others and thank and congratulate her for her commitment in embracing the preceptor role.



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## Holly Barnes, EN

*John Flynn Private, nominated by Victoria Wallace*

Without fail, Holly is always the first person to put her hand up and mentor students and new staff. She always displays warmth and is accepting of students regardless of their level of skill or knowledge.

She is tolerant, patient and always makes students and staff feel valued. Every student takes the time to comment about the commitment she has to their placement and the knowledge they have gained from her.

Nothing is ever a bother to Holly and she is always open, honest and constructive with her feedback.

I whole heartedly believe Holly is a worthy recipient for this title.



## VIC FINALISTS



### Lauren Crowhurst, RN

*Wangaratta Private, nominated by Leonie Wilson*

Lauren is an amazing nurse that embraces all that encompasses the meaning of 'Preceptor'. Lauren is always enthusiastic and passionate about nursing as a holistic profession and embraces the students to guide and support them during their clinical experience.

Lauren articulately, and with intimate detail, educates the students during any task she supervises and marries the students academia with practicum. Lauren is consistently embracing new ideas and enthusiastically teaches the students 'The Ramsay Way' along with the up to date best practice for each task.

Lauren instils confidence into each student and quickly assesses where they are in their clinical professional journey to adjust her teachings to suit the individual so that they quickly develop confidence and that wonderful 'can do' attitude that Ramsay Hospitals are famous for.

The Acute Nursing team wholeheartedly embrace this nomination and Lauren would be the most worthy recipient.

### Deirdre Sheridan, RN

*Donvale Rehabilitation, nominated by Sharon Hehir*

Deirdre Sheridan epitomises The Ramsay Way in her approach to preceptoring students, graduates and new staff. She demonstrates a caring, progressive and positive spirit in her approach to her teaching. Deirdre takes enormous pride in her work and is always looking to improve her way of coaching. Deirdre has a strong work ethic, demonstrating integrity and respect for everyone from our patients through to the clinical and the support staff. She is held in high esteem by our doctors.

Deirdre highly values the importance of education, training and professional development for all staff. Her role is integral to the development of our new nursing staff and future workforce. Deirdre's regular role of preceptoring students and graduates is well recognised throughout the hospital, but her skills in training our workforce in PPE this year is what has set her apart.



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Recognising the importance of training a strong workforce, Deirdre became one of our PPE champions from the early days of the COVID pandemic. Her sense of humour and sparky wit made this necessary and somewhat unexciting task enjoyable and fun, no matter how many times staff were required to undertake the competency. Deirdre's approach to preceptoring students is very 'hands on' and thorough, ensuring that they understand the fundamentals of nursing in a rehabilitation setting.

Deirdre has just celebrated 30 years of nursing with Ramsay Health Care. There is no better advocate than her for the value of nursing and the importance of support for her future profession.



## Ailsa Clark, Pharmacist

*Peninsula Private, nominated by Tatyana Kalinichenko*

Ailsa has been a preceptor for 3 pharmacy interns this year. Although it was the first time in this role, she went above and beyond to make sure that we were all well supported and made to feel welcome in the pharmacy team.

She has very generously donated her time, knowledge and patience throughout this year and has gone the extra mile to ensure that all our assessments were completed on time, helping us grow into competent pharmacists. Ailsa has taken out time from her busy schedule for weekly study sessions and helped intern-pharmacists prepare for exams with regular practice exams.

She continuously took the time to check our progression throughout the year and provided continuous encouragement and pushed us to achieve our goals.

Ailsa has always been very approachable and has always listened to and helped interns work through all their problems and concerns. All three intern-pharmacists are very grateful for all the time and effort she has put into us this year and for imparting skills that have helped to shape our professional lives.

Despite the regular challenges thrown at us during 2020 she has remained a constant pillar of support.



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## WA/SA FINALISTS



### Sarina McAfee, RN

*Joondalup Health Campus, nominated by Dani Barnes*

Sarina is a well-rounded role model for undergraduate students in her speciality area. Not only does she provide them with a supported and safe environment to learn, but she goes out of her way to ensure they have adequate resources, that they have time to discuss difficult or confusing situations and have significant periods of clinical exposure to gain their confidence and competencies when working with children. She also makes it her mission to ensure her colleagues are well aware of the students' capabilities, requirements and gaps so that the students are supported in her absence. She has multiple nominations from students each month for Preceptor of the month, all of which describe a warm, approachable incredibly knowledgeable clinician that they consider an excellent example of an RN. Sarina has often stated that she loves working with students and that they keep her up to speed and capable within her own scope of practice.

### Sue Bolin, RN

*The Adelaide Clinic, nominated by David Sanderson*

Sue has been outstanding in her ability to manage multiple roles and the capability to engage with staff, grads and students across two RHC Mental Health facilities here in Adelaide. Her ongoing passion and dedication to nursing education and guidance to staff is an acknowledgment in itself. Sue has an energy and openness to deliver essential and effective nursing skills to all staff in the Mental Health environment. Students and Grads have always shown a level of appreciation and gratitude for her ongoing support in supervision and approach to nursing education in the Mental Health sector.

During 2020 and the COVID-19 Pandemic, Sue had shown a level of expertise in her role in Quality and Infection Control and displayed leadership and drive to educate ALL staff and supervise graduates/ students on important aspects of COVID management. Sue has been with Ramsay Health Care for 28 years I would be very pleased to nominate her for this award.



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## **Nathan Herholdt, RN**

*Joondalup Health Campus, nominated by Anne Karow*

Nathan demonstrates professional leadership, education and mentoring to students in the Emergency Department in a consistent and friendly manner. He is such an approachable, friendly and enthusiastic individual that students find him easy to work alongside and learn in a non-judgmental and supportive environment. He has the exceptional ability to lead and motivate students towards desired outcomes by taking time to understand their personal learning needs, by challenging their knowledge around a patient presentation and applying what they have learnt at university to what they should be seeing in practice.

The students find him to be an extremely valuable resource because he consistently explains all the processes, points of differences with procedures, and offers hints and tips around processes for the students. He does this in such an empathic and understanding way that the students feel confident to ask questions and to accept where their knowledge gaps are in relation to their skill set. He ensures they are critically thinking about their patients by questioning their rationale and observational findings and then feeding back appropriate care to improve patient outcomes. He is deeply committed to educating others, particularly those who are just stepping into the realm of emergency medicine. His positive, respectful attitude towards our hospital's diverse community members as well as his enthusiasm toward his work ensure he is a brilliant role model to the undergraduates he mentors.



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Meet the finalists

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# Graduate Award of Excellence



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## NSW FINALISTS



### Carly Fineff, Graduate RN

*Hunters Hill Private, nominated by Natasha Cassidy*

Carly has shown nothing but teamwork since working at Hunters Hill. She has fitted into the team exceptionally well & her colleagues enjoy working with her, with surgeons requesting to have her in their operating theatre. During COVID-19 she willingly agreed to work on the wards to help them out and learn new skills given our Operating Theatres had significantly reduced volume. As a direct entry new graduate to OT she impressed everyone with her willingness to support the wider team by working on the wards for a few weeks at a time.

Carly is most definitely a “people caring for people” person, she is willing to help where she can, be flexible with shifts and has adapted extremely well to the theatre environment.

I have no hesitation in recommending Carly for the Graduate Award of Excellence. It is not often that you come across any nurse of her calibre, let alone a new graduate, so we have been lucky to have her during what has been an extremely challenging year for everyone, particularly as a direct entry operating theatres new graduate when operating theatres weren't running! She should be proud of her achievements this year.



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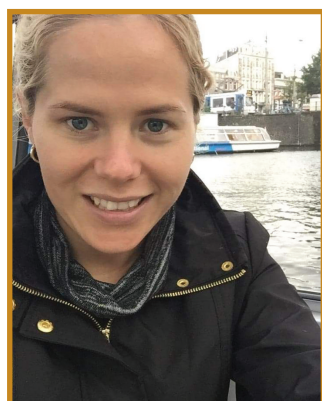
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## Danielle Laxton, Graduate RN

*Westmead Private, nominated by Catherine Sutton*

2020 has had its ups and downs but one of the highlights was welcoming Danielle into our team in the ICU as a new graduate nurse. From day 1 Danielle has arrived at work with a smile, a can-do attitude and positive approach towards nursing, caring and learning.

In fact, while many were understandably nervous and anxious about COVID-19, Danielle absorbed the skills she was being taught around transmission-based precautions and simply stepped up and carried on caring for suspected patients without hesitation. She had been a registered nurse for only a few months, and she was a donning and doffing star! I think this sums Danielle up – she gets in there and gives every clinical situation 100%, she speaks up for her patients, applies critical thinking, and put patients first. She really does display all aspects of The Ramsay Way.



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## Jenna Ivey, Graduate RM

*St George Private, nominated by Christopher Allan*

It is my absolute pleasure to nominate Jenna Ivey for the Award of Excellence. In my role as a Nurse Educator I have never met a new graduate as professional and dedicated. I will go as far as saying she's the best newly qualified nurse I have worked with in my 15-year career.

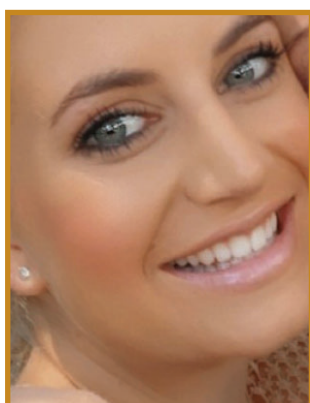
She exudes a natural, empathetic, and friendly approach with patients in Recovery and the Operating Theatre. Jenna's technical skills are beyond the level I'd expect of a new graduate nurse with less than 12 months experience. In the operating theatre specifically, Jenna has grasped everything from patient care and safety, anatomy, pharmacology and has learned the usage and correct handling of a myriad of surgical instruments in several distinct specialties. Jenna embodies The Ramsay Way values. Her diligence and determination for the highest patient care is evident throughout her working day.

I have no doubt Jenna will be an excellent nurse throughout her career. It has been a privilege to aid, precept, teach and work alongside Jenna. During a challenging year for healthcare Jenna has been a role model for other new graduates in the department. Moreover, she is a model for her profession.





## QLD FINALISTS



### Jordana Page-Gear, Graduate RN

*Pindara Private, nominated by Courtney Allen*

It is my privilege to recommend Jordana Page-Gear for the HESTA Graduate Award of Excellence for 2020. Jordana has been a valued Ramsay Health employee since 2017 and is due to complete her Registered Nurse Perioperative Graduate year in February 2021. In 2017, Jordana completed her Enrolled Nurse Graduate Program in our D.O.S.A (Day of Surgery and Admissions) unit.

I believe that Jordana is well-placed to be nominated for this award, due to her high level of clinical practice and the professionalism that she has developed and continues to build on. In regards to her professionalism, Jordana continues to display excellence in service, reliability and a strong commitment to fulfilling her graduate learning goals.

Jordana continues to display and develop attributes that uphold and represent the The Ramsay Way with respect for herself, her peers and customers at all times. Her accountability and integrity as a graduate nurse is commendable and is a great example for all in our department.

From a personal point of view, Jordana is a pleasure to teach and educate, as well as a trusted employee to work alongside. I wish her the best for what will be a positive and dynamic career in perioperative nursing.



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## Taylor Zachar, Graduate RN

*Pindara Private, nominated by Kirsten Dimou*

Taylor is an exceptional graduate nurse. She exhibits the qualities, integrity, professionalism, and consistent high standards of quality care beyond what is expectant of a graduate nurse at her level.

Taylor has demonstrated kindness, empathy, compassion, strong customer focus, and effective interpersonal skills within her everyday practice. She is a reliable, punctual, well-presented, and an articulate nurse, who demonstrates the true core values and ethos of “The Ramsay Way”. During trying times and difficult conversations Taylor displays the character, behaviours and professionalism expected within the busy Ward 4E department. These are commendable qualities that align with the Pindara and Ramsay values; “people caring for people” and have been a valued asset to our facility

These qualities have been commended throughout her graduate program by her peers, manager, and patients alike. For these reasons I believe Taylor Zachar is a strong candidate for the HESTA Graduate Excellence Award.



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## Kiralee Gross, Intern Pharmacist

*Cairns Private, nominated by Alexander Yeung*

Upon commencing her intern year, Kiralee quickly established herself as a valued member of our pharmacy team at Cairns Private Hospital. Under the supervision of our pharmacists, she took on the responsibility of ordering and dispensing chemotherapy for our oncology patients, as well as liaising with doctors and nurses to ensure continuity of care throughout their treatment.

It is an important role in the pharmacy, requiring exceptional professionalism and communication to deliver a high-level service. We knew it would be a challenge, but her experience representing QLD and winning the People’s Choice Award at the National Pharmacy Student of the Year awards gave us confidence she would rise to the occasion.

Throughout the year, Kiralee has also taken on a role representing and promoting the pharmacy profession for James Cook University. She delivered presentations to school students and career advisors, with her positive experience as a Ramsay Pharmacy Intern featuring as a desirable career path for aspiring pharmacy students.

She embodies The Ramsay Way values in her work, and is a great example of ‘People Caring for People’ in how she cares for patients and team members.



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## VIC FINALISTS



### **Daniel Warrick, Graduate RN**

*Albert Road Clinic, nominated by Kathryn Krikis*

Daniel has demonstrated a level of professionalism well above his experience. The way that he has approached his nursing career within mental health which is so fluid and dynamic, is a true testament to him and his professionalism. During this graduate year he has demonstrated significant personal values on helping people, but more than that Daniel has really lived “people caring for people”.

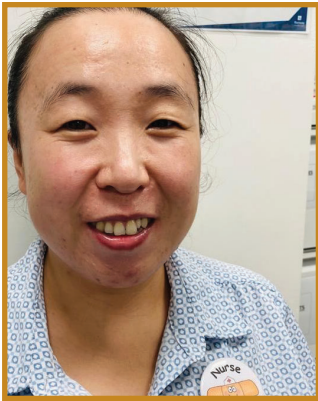
During this year the healthcare sector rallied to provide care for people with the COVID pandemic. Many experienced nurses struggled with this. Daniel adapted the philosophy that if he did not do it, then who would care for these people.

During this phase of the pandemic response Daniel continued to show abilities well above his years of experience both in risk management, critical thinking and commitment to learning. He then managed to utilise all of these and continue to deliver excellent patient care, fantastic team work and again show the Ramsay value of “people caring for people”

With such a fulfilling and progressive year, I am fully supportive that Daniel get the recognition of being nominated for the Graduate Award of Excellence, of which he deserves.



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## Dan 'Alice' Liu, Graduate RN

*Peninsula Private, nominated by Danielle Bilston*

I have supported Alice during her graduate year and it was an absolute pleasure to do so. Alice is respectful towards her patients, their families and carers. She develops therapeutic relationships built on mutual trust and understanding, creating a positive impression by being attentive and listening carefully to any difficulties they may be having and responds in a timely and appropriate manner, with a positive outcome for all concerned .

Alice's kind and caring manner shines at the bedside and her patients always know they are in the care of a highly skilled and dedicated nurse. Alice's commitment to team was evident during the recent pandemic, where she volunteered to work on the COVID-19 ward caring for our communities' most vulnerable people. Alice completed her time caring for this cohort of patients, all the while being apart from her husband and son who were stuck overseas unable to fly home due to boarder closures.

Alice encompasses The Ramsay Way and I wish her all the best in what will be an extensive career.

## Callum Holt, Graduate Physiotherapist

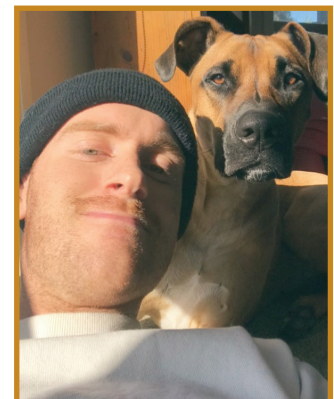
*Donvale Rehabilitation Hospital, nominated by Juliet James*

Callum commenced with us as a physiotherapist in 2020. He was originally employed at Donvale Rehabilitation Hospital as an Allied Health Assistant (AHA) and throughout his time as an AHA he displayed the same qualities that we now see being displayed as a Physiotherapist.

His patient-centred care approach is not just words – he shows it by every interaction that he has with his patients. It was through this approach that he identified that there is a gap in the health care needs of those who come from minority groups, in this case the transgender community.

Throughout his university degree, Callum also showed a commitment to learning above the level that you would see in most students. He spent hundreds of hours completing his competencies to be able to safely and effectively provide clinical pilates sessions for patients. This has seen him become a very popular clinician within our Ramsay Health Plus team, in which he juggles successfully his hospital patients and those who he treats in the clinic.

The passion shown by Callum to ensure that all in our community are treated with dignity and respect embodies the Ramsay's 'people



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## WA/SA FINALISTS

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### Lewis Burgess-Foster, Graduate RN

*Joondalup Health Campus, nominated by Julie Jackson*

Lewis has been professional from the day he commenced his graduate program. Commencing in the Perioperative Program (Scrub/Scout) it became evident that he was possibly not in the best area of nursing for him.

Lewis was a positive team member and despite struggling within the theatre environment he never let his team down and attended all rostered shifts. After being moved to an acute medical ward, Lewis just continued to grow and very soon became an integral part of the ward team. Not long after completing his graduate program, Lewis was accepted into the Emergency Department Clinical Enhancement Program (CEP)

As a Graduate Coordinator it has been some time since I have seen a graduate demonstrate resilience at the level Lewis has. To have been part of his journey from struggling in the theatre environment to watching him fly once moved onto an acute medical ward has been an honor. It also represents that sometimes nurses are simply not in the right area for them and if it’s recognized early enough and a change can be supported that RHC will end up with yet another fabulous nurse.

I wish him luck with his nomination.



# Graduate Award of Excellence



## Megan Lacey, Graduate EN

*Joondalup Health Campus, nominated by Julie Jackson*

Megan spent her graduate program on ward C3 stroke unit. Megan demonstrated a keen eagerness to learn, a willingness to respond positively to feedback and increase her knowledge and skill in a professional manner.

Megan worked in a manner aligning to the values shared by the hospital and the Ramsay values. Megan worked to achieve her goals and worked diligently with a high level of work ethic in caring for her patients. She demonstrated this through her note writing and completion of tasks to a high level.

Megan demonstrated critical thinking on a number of occasions throughout her Graduate program, through being an advocate for her patients, activating MET alarms- for clinical deterioration, engaging in debriefing sessions, additional ward education and attending additional study days to increase her knowledge.

Megan has demonstrated this along with her ability to uphold the Ramsay Way consistently.

## Marion Woodham, Graduate RN

*Hollywood Private, nominated by Anne Green*

In my 25 years' experience at Hollywood Private Hospital, managing graduates through their first year of nursing, I have never seen anyone with Marion's unswerving outlook on her commitment to upholding the professional standards of nursing practice and care for patients with such passion, consistency and kindness. What makes this remarkable, is that she started this journey at a time when also going through a significant personal & devastating life experience.

Marion always maintained a professional approach throughout her graduate year and within weeks of starting found herself in the midst of her first rotation ward being prepared to accept COVID-19 patients from the Artania cruise ship. She faced this with positivity and although graduates were given the opportunity to move to other wards, she wanted to stay to help those patients that would need compassionate care.

Marion upholds The Ramsay Way values and her behaviours exhibits these daily when working as part of a team to communicate openly and respectfully with all those involved in the collaborative provision of care to her patients.

She has been a supportive team member to the other graduates in her group and coached two enrolled nurses through the planning and completion of a quality improvement project on falls prevention.

We wish her all the very best for a bright future ahead.



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Meet the finalists

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# Excellence in Leadership



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## NSW FINALISTS



### Donna Briggs, Pharmacist in Charge

*St George Private Pharmacy, nominated by Noor Oheh*

Donna has been the best manager I could have imagined working for. This year has been unprecedented in terms of change and hardship, and Donna has steered the helm of our pharmacy admirably through 2020. Ramsay Pharmacy at St George Private Hospital is a cohesive, collaborative, engaged and motivated team under her leadership.

Donna is always conscious of each of our responsibilities and needs as staff members, and is always there to encourage us to be team players, as well as encouraging our performance as individuals. We always feel comfortable to approach her seeking feedback, which she will always give honestly, along with encouragement, recognition and support.

As a pharmacy team working through the COVID-19 pandemic this year, there were many rapid changes that needed to be implemented in the workplace. Donna was able to meet every challenge with efficiency and grace, ensuring all new policies and procedures for COVID-19 were understood by all.

Donna is always a composed and even-tempered manager, handles situations with fairness and assertiveness, and always ensures that the good of the workplace comes first.

In summary, Donna is a leader that truly embodies “The Ramsay Way” which recognises that people are at the heart of Ramsay’s success as an organisation. She has fostered a collaborative and supportive workplace culture to ensure continuous fantastic performances are upheld for the Ramsay Corporation.



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## Suzie Treacy, NUM ICU/Operations Manager

*Wollongong Private, nominated by Rachel Townsend*

Janine Friedman stated that, “the root of the word leader is to go, guide or travel. It means taking an employee, department or organisation from where they are to where they need to be.” Suzie’s leadership is of a very special nature, and is needed to both change our organisation and produce results. She is the ‘voice’ in the improvement of patient care and provides the important competitive advantage that Ramsay Health Care requires.



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## Judith Platjes, ICU Manager

*Westmead Private, nominated by Karen Shaughnessy*

Judith has been managing the ICU department for the last number of years. She has managed to take the department out of a traditional siloed way of working to actively working with the rest of the hospital to facilitate excellent customer care. She is fully supported by an ICU educator who work together to find unique and innovative ways to ensure the team education needs are met while being aware of KPI and COVID restrictions. She is passionate and calm in times of high pressure.





## QLD FINALISTS

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### Alex Yeung, Area Group Manager

*Pharmacy (Cairns), nominated by Ben Bach*

Alex Yeung is an incredible leader of our team in Cairns – he was thrown in the deep end at the beginning of 2020 when our previous Area Manager departed for Melbourne. Since then, we've had a few road blocks, nothing out of the usual for 2020. Alex just deals with these issues like they're nothing more than a speed bump. He leads our team with a strong focus on team buy-in and professionalism.

Alex leads our team from the coalface, he always offers exemplary customer service; constantly looks to improve the services we offer and the way we offer them.

He takes time out of his day at CPH to come down to CMC and check-in with the team here. He brings ideals of continual improvement to our store, focusing on short-term and long-term goals, capitalising on opportunity to grow the business and improve services that we offer.

2020 meant we did not have a work Christmas party, to ensure that staff morale remained high during this taxing year, Alex organized an afternoon at the bowls club for staff to come and relax and enjoy some downtime with each other. He is always thinking ahead to ensure that staff are engaged and motivated whilst at work. Alex provides regular and thorough feedback – both formal and informal.

The amazing thing about Alex is that he gets all this done and more without registering on the radar. He is a quiet achiever and just goes about his role without thinking about himself or any recognition that he might get.



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## Jacqueline Kemp, NUM Ward 2E

*Pindara Private, nominated by Amy Cooke*

I have known Jacqui Kemp for the last 6 years and in the time I have known her, I have witnessed Jacqui set clear expectations and give regular recognition of her team and be very inclusive of ALL ward staff, not only her nurses but visiting VMOs, allied health staff and administrative, catering and hospitality. She fosters an environment of support and care for each other and truly leads by example in our model of The Ramsay Way and “people caring for people”. Jacqui was also instrumental in assisting the senior management team at Pindara during COVID and has recently been appointed as Relieving Assistant of Director of Clinical Services. She is currently studying her Masters in Health Leadership. Jacqui has personally supported my endeavours with Ramsay Health Plus this year and has addressed a need in the service provision of follow-up and continuity of care for our women’s and men’s health patients, and celebrated this success with us as a team that provides exceptional urology and gynaecological service and holistic care to our patients. Jacqui is also dedicated to excellent patient care outcomes and really cares for her team and makes ward 2E feel like the “Best Ward” for patients and staff alike.

Her positive and even-tempered manner when faced with adversity and her calm, empathetic nature and professionalism is leadership of the highest calibre. Thank you Jacqui. It’s a privilege to work with you and your team.



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## Kate Gleeson, RM

*North West Private, nominated by Dayna Cheriton*

Registered Midwife Kate Gleeson is a highly motivated and inspirational young woman. A mother of four young children herself, she completed her midwifery training in 2015 and commenced a graduate year in 2016. Bright, cheerful yet calm and capable, Kate created strong friendships and professional relationships with all levels of colleagues through clear and unambiguous communication.

She has demonstrated personal resilience and remained calm, collected and focused whilst directing other staff through urgent and emergent situations, all the while protecting patient safety.

She provides support to other staff on shift without hesitation and ensures the smooth running of the unit.

Dedicated to leading excellent patient care outcomes, Kate has furthered her knowledge and counselling skills with a qualification in Domestic Violence for which she maintains a portfolio and is the resource staff member.

Kate has a passion for providing women and family centred care in alliance with The Ramsay Way Values. She has a demonstrated ability to lead through change as demonstrated with COVID restrictions earlier this year and the need for staff education on appropriate use of personal protective equipment and screening of patients and visitors. Kate is a trusted and reliable team member who is dedicated to exemplary customer service and growth as a respected midwife at North West Private Hospital.



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## VIC FINALISTS



### **Paula Reynolds, NUM Perioperative Services**

*Wangaratta Private, nominated by Leonie Wilson*

This NUM is a shining star, and is amazing, incredible and wonderful. Paula leads by example in a quiet fashion ensuring that her team work cohesively, seamlessly and fluidly. Being in Theatre it is imperative that each day runs well in a smooth, orderly and unified manner ensuring optimum outcomes for the patient, surgeons and satisfaction of the staff that they have done a great job. Paula ensures her team is always kept informed regarding changes and fosters a culture of teamwork and works every day embracing the values of 'The Ramsay Way'. Paula lives 'The Ramsay Way': she is caring, progressive, enjoys her work and has a positive spirit to succeed. She is forever looking at ways to improve the working environment and encourages her staff to voice new ideas, and looks at how to implement them.

Staff adore her, her and embrace her every word. Paula is dedicated, hard working, approachable, and one of the best leaders I have ever had the privilege to work under. Paula is forever ensuring the health of her team and her door is always open. The whole hospital embraces this application and believes 'Our Paula' is worthy of not only the nomination but of receiving the accolade of 'Excellence in Leadership' 2020.



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## Leanne Rowlands, DCS

*Warringal Private, nominated by Deborah Webber*

Leanne Rowlands is the Director of Clinical Services at Warringal Private Hospital in Heidelberg, North Metro network, Victoria. Leanne is an inspiring and motivating leader. Her enthusiasm and passion for her role as DCS and for Warringal Private Hospital, its staff, patients and doctors is evident whenever you speak to her or see her walking around the hospital.

However I feel that Leanne has been the most amazing role model over the last 6 months dealing with COVID protocols within Warringal. It is to her that all credit must go, to the fact that no staff, patients or doctors developed COVID despite having COVID positive patients on Boyd ward for many months. Leanne instituted the daily screening at all entrances of all staff, patients and doctors entering Warringal. Leanne also established outreach to community aged care facilities by asking for volunteers among Warringal's workforce to work in these COVID positive homes. There was such a huge response to her call; I think this was because so many people here at Warringal are inspired by her. I look at Leanne and wish I had had the good fortune to work with her earlier in my management career, so I could have become a better manager when I first commence in this role.



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## Clare Stinton, NUM Protea Ward

*Peninsula Private, nominated by Mercy Ossai*

Clare is an outstanding Nurse Unit Manager, she is an amazing manager with a caring and big heart, she is considerate, very fair to everyone, respects everyone regardless of our position, she makes us feel comfortable at work and teaches us when we are unsure what to do, she does not look down on anyone, she speaks politely to everyone and puts smile on our faces even when we are under pressure. I always look forward to coming to work because I know I am coming to a conducive environment Clare has created. Our ward was a COVID ward during the outbreak and Clare showed exceptional support to everyone.



## WA/SA FINALISTS



### Amanda Ling, CEO

*Joondalup Health Campus, nominated by Holly Landers*

Dr Amanda Ling's ("Mandi") leadership during the COVID-19 response has been inspirational to the team at Joondalup Health Campus (JHC) and the wider community.

Mandi undertook the role of interim JHC CEO in early 2020. One of her first tasks was to prepare the hospital for COVID-19. Mandi drove and oversaw rapid development of new clinical pathways, multiple ward re-configurations, extensive engineering works, and the construction of a new COVID clinic. The major test occurred in late March 2020. The Artania cruise ship lay stranded in WA waters. There were 30 international passengers and crew that had tested positive for COVID-19. Mandi was tasked to lead JHC and come up with an immediate plan to care for the largest influx of COVID-19 patients of any hospital in Australia at that time.

Mandi demonstrates the real meaning of The Ramsay Way - People Caring for People. In her own words "I may not have liked the virus, but I have grown to love humanity". Throughout these troubled times her focus was unwavering - to always put patients first and keep her staff safe. Mandi is always the first to celebrate her staff and points out the other Australian hospitals who faced similar challenges.

Whilst providing excellent patient care and protecting the safety of her team during COVID-19, Mandi has also continued to improve the reputation and standing of JHC within the WA health system. The JHC response and Mandi's leadership during this time has been acknowledged by both the WA State and Australian Federal governments.

The staff of JHC have chosen to speak up to ensure Mandi's achievements are recognised, and have nominated her for the HESTA Excellence in Leadership Award.



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## Karol Edge, DCS

*Peel Health Campus, nominated by Sue McCarthy*

Karol commenced Peel Health Campus (PHC) in 2018 amid several leadership role changes. Karol's transformational leadership style was immediately embraced by staff across the organisation as she encouraged and supported others to advance themselves and deliver the best possible healthcare yet seamlessly and energetically adjusted to her new role as the Director of Clinical Services.

Inspiring and motivating individuals and multidisciplinary teams towards positive change by fostering a genuine culture of 'People Caring for People' is Karol's forte. With every interaction Karol delivers 'The Ramsay Way' through encouraging, valuing, and respecting individual and team perspectives whilst providing the vision and direction for a unified approach to safe, quality patient care.

The benefits of Karol's leadership style can be seen and felt across the organisation. Various leaders and clinicians have provided feedback on Karol's resilience and positive influence, noting improvements in individual, team and organisational performance.

No job is too big or too small for Karol, she is an inspiring role model who leads, guides and supports every aspect of safe, quality healthcare delivery and aims to engage every member of the workforce to reach their potential and collectively meet the needs of our patients, staff and the organisation.

For myself Karol has made me a better leader purely by just watching her in action. She lives and breathes that by being kind to people brings out the best in them and for this I thank her.



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## Christiana Mustac, Medical Administration Registrar

*Hollywood Private, nominated by Andy Papa-Adams*

During COVID Christy acted up into higher duties and successfully managed 51 junior medical officers (JMOs) through the most uncertain times of COVID. She ensured all JMOs were regularly updated and managed JMO anxiety on a one-to-one basis as required.

Christy regularly contacted the JMOs to update them with the operational requirements, providing clear instruction to all JMOs to ensure that all staff understood what their role was.

Early on during COVID, Christy ensured that all JMOs were able to care for COVID patients and were able to use PPE appropriately. For those that indicated they were at higher risk, Christy developed a plan of how the staff would be allocated to ensure they were not exposed as far as possible.

At the beginning of COVID in WA, Christy was aware that an emergency meeting had been called by the Executive. Having only commenced as a first year Medical Administration training registrar three months earlier, Christy came into the hospital over the weekend and worked at an extremely high standard with the Executive and clinical teams to develop protocols and procedures required to manage COVID patients. During this time, she was calm and collected and managed herself in an exemplary fashion under a time of significant stress.

Christy brought with her, and throughout the past 11 months has continued to embody, The Ramsay Way values, always demonstrating patient-first ethical decision making, and when working with others displays honesty and integrity.



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Meet the finalists

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# People Caring for People Award



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## NSW FINALISTS



### **Marie Sanderson, RN**

*Hunters Hill Private, nominated by Natasha Cassidy*

Being over 70 we were very aware of reducing Marie's risk for COVID, however Marie wanted to continue to work, so she offered to conduct the COVID day before screening calls to our surgical patients which she has done every day throughout the whole pandemic. We receive very appreciative comments from patients, particularly initially when there was lots of anxiety, patients stated that she was excellent at answering questions and explaining things. It made them feel at ease. She cares about what she does & wants to help patients by allaying their concerns but also her colleagues by screening for risks to reduce their risk.

Marie's genuine willingness to help care for patients and prepare them for their hospital admission has been very commendable. Her communication has been excellent forwarding a daily email post calls identifying any anxious patients who will need particular assistance especially when we had visitor restrictions. When asked if she wanted to take a break from doing the calls she said that she was happy to continue as she enjoyed helping people feel at ease and she knew that she was helping reduce the risk to her colleagues even though she wasn't able to work on site initially.

Marie has taken complete ownership of these calls, collaboratively working with all departments including administration to ensure that she had the right information and training staff more recently to do the calls in her absence at Christmas. She has developed a method of calling patients which she does everyday from home. This can do attitude has allowed her to work in a safe manner without burdening other colleagues, and her commitment to this important role is commendable. She epitomises The Ramsay Way and even though she is nearing the end of her career her commitment to her patients is something that all nurses should aspire to.



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## Kareena COVID Response Team

**Yvonne Hart (DCS), Kylie Featherstone (AHM), Hayley Davies (CNS - Anaesthetics and Recovery), Sharon Clarke (IPC, RTW and WHS Manager) and Bella Townsend (CNS Surgical)**

*Nominated by Jane Whitten Our COVID Team have gone above and beyond to support and help our local community of the Sutherland Shire in the time of the Pandemic.*

Our COVID team embraced the challenge of preparing our hospital for the pandemic by educating and providing support to all staff. They then proceeded to contact all the aged care facilities in the area of which there were approximately 20. Facilities were offered education, support and all documentation to help prepare their facilities for the pandemic. The team then went to many of the facilities and provided education and support in person.

This shows that the COVID Team not only showed that they have worked collaboratively with other facilities but also shown leadership, adaptability and that Ramsay hospitals are “People Caring for People.”



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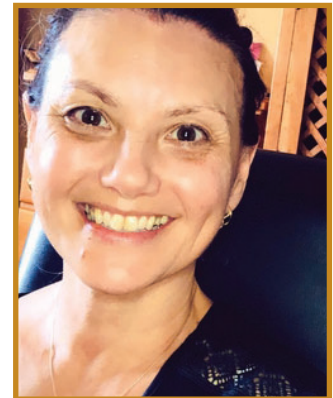
## QLD FINALISTS

### John Flynn Maternity Telehealth Zoom Team

**Team Members: ANC Zoom Team - Joyce Reid ( Team Leader) / Christine Sutton / Amanda Goodburn, Know My Midwife Zoom Team - Sue Debelin / Catriona McVeigh / Sally Roberts / Melanie Boulter, Post Natal Clinic Zoom Team - Arienne Wheatley / Melanie Boulter / Sally Roberts, Mothers Post natal group Zoom Co-ordinator - Adrienne Wheatley, Zoom Unit Educator - Christine Sutton, Zoom education videos - Linda Blenkins / Annette Cooper**

*Nominated by Gaylene Harwick*

John Flynn was presented with some unique problems in 2020, sitting on the boarder of QLD and NSW they were presented with birthing concerns for NSW families trying to access care across the boarder. The John Flynn Maternity Telehealth team adapted quickly to implement telehealth Zoom sessions to support families, and the private obstetricians, during the antenatal / intrapartum and post natal period at a time that can only be described as very “anxiety producing” - not only for our parents but for our staff. Telehealth Zoom was used to ensure families kept connected during this very anxious time in all areas. Antenatal classes, Mother and Baby Postnatal clinic, education sessions all moved to Zoom. The team set up Zoom mothers groups where mothers could log in once a week with multiple questions answered by our PNC lactation consultants, this reduced anxiety levels and provided education.



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# People Caring for People



We then added Ramsay Health Plus physio via Zoom to the antenatal classes which provided an amazing response from mothers with antenatal issues requiring a physiotherapy

We set up the “Know My Midwife” program where mothers attend 3-4 antenatal visits - covering their birth plan / full physical & mental health screening / getting to know their own midwives in our team and up to six postnatal visits - at no extra cost

As the nurse unit manager of an incredible midwifery team, this year during the pandemic, I have never felt so proud to be their team leader. They really are an amazing team that really does care.



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## Ward 43 Nursing Team

*Greenslopes Private, nominated by Des Du Plooy*

I find it hard to put into words the extent of human kindness I have experienced on this ward. Ward 43 is a Stroke/Dementia/General Medical Ward with a team dedicated to Caring and Compassion for our patients, their loved ones and all members of the team.

They go above and beyond nursing and treating their patients and families with kindness, dignity and compassion. They involve families in decision making with regular family meetings, encouraging family involvement and assisting them to have the tools needed to continue care for the loved ones in a safe environment.

During the challenging time of COVID they provided families time to spend with patients who were confused, extremely unwell and dying in a safe and professional manner. They kept families informed and involved even when they were absent. They have spent time with the sick and confused when their loved ones were themselves in isolation and could not visit.

Ward 43 nurses make time to hold your hand, take you for a walk and repeat over and over what you have heard before. Ward 43 staff do not just nurse their patients but also their families. They have also supported each other when their staff had family sick and dying at home, having a rotating roster so all staff could visit team members on days off to help with providing care, cook meals and to just talk and be present.

We look after each other so we can look after our patients. Ward 43 nurses are the type of nurses who you want taking care of you when you cannot do the things we take for granted everyday and I am so proud to be one of them. Acts of kindness occur here daily and it is my privilege to be called their manager.



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## Know Your Midwife Team

**Team Members: Sue Debelin, Catriona McVeigh, Sally Roberts, Melanie Boulteru**

*Nominated by Gaylene Harwick*

The Know My Midwife team has been the most successful innovation introduction this year but had some challenges due to geographical issues with boarder closures, but our highly motivated team of 4 managed to set up the program during one of the most stressful times in midwifery history!

This team was incredible, always coming up with ideas to assist families during this stressful time and overcoming boarder restrictions by setting up Telehealth Zoom antenatal and post natal consults. The team also set up a mothers group via Zoom, having up to 10 mothers in a group at a time to reduce anxiety with our families.

They also assisted with the introduction of Ramsay Health Plus, ensuring the mothers that required physiotherapy treatment during the antenatal or post natal period had access to our services when many services were not available during COVID.

The most important support was supporting our medial staff with anxious mothers - providing psychological support to these mothers either one on one face to face ( with social distancing and masks) or via Zoom.

They improved communication between everyone and they made families feel “safe” and mothers empowered.



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## VIC FINALISTS

**TEAM TULLY**  
2020 Excellence Award Finalists  
~ People Caring for People ~  
Ramsay Healthcare Australia

It was about cooperation not competition  
Harnessing the power of many, gave us strength  
Combining skills, recognising and utilizing talents to make a difference  
Sharing the workload  
Supporting and encouraging each other to achieve the best possible outcomes  
for the people who came into our care.  
It proved that a new formed team could be successful quickly.  
Team Tully became a profound example of "people caring for people", that this group  
can be so proud of.  
To the many others involved but who have been unable to be depicted here,  
Thankyou

Lidia Zampetti - Acting NUM of Tully Ward during the COVID-19 Aged Care Response.

## Team Tully

**Team Members: Sharon Hehir, Claire McLeod, Bridie Seymour, Lidia Zampetti, Doug Brown, Claire Bennington, Lauren Grimaux, Lauren DeCata, Mary Ryan, Gab Mitchell, Simon Chapman**

*Donvale Rehabilitation Hospital, nominated by Carol Lerk*

When Donvale Rehabilitation Hospital was asked to accommodate 29 aged care residents we were able to respond promptly because our hospital Crisis Management Team had prepared for a range of possible scenarios in this unprecedented health care crisis.

Sharon Hehir (Nurse Educator), coordinated a comprehensive COVID preparedness education program encompassing all hospital requirements. The program was creative, engaging and built strong foundations for our workforce response.

In collaboration with Claire McLeod (Physiotherapist) and Bridie Seymour (Exercise Physiologist), she trained Allied Health staff in the role of Assistant in Nursing (AIN) which was a key element of success in the management of our new cohort of patients.



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Lidia Zampetti (Acting NUM) showed exemplary leadership and competently implemented a 'team nursing' roster with AINs supporting nurses on all shifts including night duty. She ensured every resident had a tailored care plan to meet their personal care needs, social and emotional well-being. She role modelled compassionate connected care for these vulnerable patients and supported her team with optimism through the challenges of adapting to new roles and responsibilities.

Doug Brown (Safety Coordinator) ensured appropriate equipment and correct manual handling techniques were appropriate for our more dependent cohort of patients. He and Simon Chapman (Physiotherapy) used toolbox training techniques to ensure all staff were competent and confident.

Claire Bennington (Speech Pathology) and Lauren Grimaux (Dietitian) and teams ensured the patients received correctly textured nutritious meals of their choice.

Lauren DeCata and Mary Ryan (Occupational Therapists) and Gab Mitchell (Physiotherapy) developed a highly valued 'Family Liaison' role, allowing residents to be able to enjoy support and communication with their loved ones via phone and virtual platforms.

They also led an innovative diversional therapy program tailored to the interests and abilities of the residents. We saw patients simulating shopping expeditions, playing bingo and boardgames, walking outside and playing table tennis, singing and dancing the Zorba in the corridors!

The Tully Team worked tirelessly and collaboratively to improve the health outcomes of our special guests. It was wonderful to see the visible impact on the residents and to hear the gratitude from families for keeping their loved ones safe during this unsettling time.

When our last resident departed the ward, Lidia sent out a beautiful 'Reflection' to thank all staff for their contribution, which included the following excerpt ...

A patient's age should not define the level of care we should or should not give. All people who come into our care should be given the dignity of getting the best care from all of us. Every life has purpose and every interaction we have with people has value. Never underestimate the impact of positive and caring human connection. Again, I would like to thank everyone who have contributed to the wellbeing of our "Tully" residents from every department.

The Tully Team went above and beyond to deliver over 5 weeks of exceptional care in accordance with the Ramsay Way principles and would be most deserving of the 'People Caring for People Award'.



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## **Diandra Bassett, RN**

*Peninsula Private, nominated by Kim Unthank*

Diandra has shown resilience, growth and dedication in a challenging year. We had the first COVID positive patient in first wave of pandemic; she voluntarily cared for this challenging patient and overcame personal fear to give continuous excellent care. When PPH took 30 COVID nursing home patients in the second wave, she volunteered to work on the COVID ward when she heard the team on that ward were short staffed. When her own ward became half COVID/half medical for the remainder of the second wave, she showed leadership in being a team leader in the COVID section. She has progressed to regularly acting up in charge roles, has taken on the Quality portfolio, and has been an outstanding contributor to the care delivery on Banksia ward. She is kind, passionate, empathetic, resilient, thoughtful and a well loved member to the Banksia team. She goes above and beyond in her patient care delivery, involving families in her progress and providing regular updates. She has become apt at diffusing difficult scenarios in day to day work, and has shown tremendous emotional growth in her approach to these.

Diandra is the epitome of what Ramsay promotes our nurses to be.



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## Melbourne (COVID response) Staffing Coordinators

**Team Members: Heather Black; Kellie Fierenzi; Michael Finn; Rachel Gale; Rebecca Morton; Kristine Pugh; Christine Rammos**

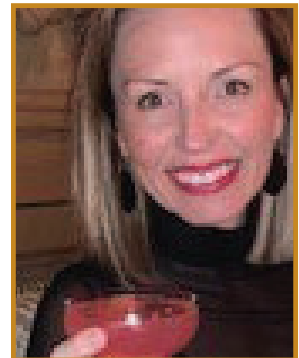
*Nominated by Helen LeSurge*

The team of Melbourne Staffing Coordinators were a team formed as part of Ramsay's participation in the COVID-19 pandemic response. The team was made up of representatives from each of Ramsay's Melbourne-based hospitals. They worked together to staff the residential aged care homes that Ramsay was required to support either due to their own staff having caught COVID, or because they didn't have the IPC knowledge that they needed.

The team also staffed thousands of shifts within our own hospitals, encouraging and supporting our staff to move around Melbourne to provide care to vulnerable patients where it was needed most. Most of the team's participants had never worked together before but they instantly formed a highly functioning and collaborative team who moved heaven and earth to help one another with whatever was required, including sharing of information, adapting and working around our systems and ensuring fair, equitable and supportive treatment of all our staff.

In addition to caring for and supporting one another, and ensuring that we could find enough staff to look after the vulnerable COVID patients, our team took personal care of the Ramsay staff who were putting themselves on the front line dressed head to toe in PPE. They talked to all of our amazing staff and volunteers directly, made sure that they had everything that they needed, ensured they had access to transport, accommodation, food and rest days.

I was blown away every day by the commitment, dedication and passion of everyone in the team. They worked out of their comfort zone, doing things they had never done before, generating ideas, continuously improving everything we were already doing, sharing and caring so that all of us at Ramsay could play our part in Victoria's COVID crisis. It was my privilege to witness and support this real world demonstration of The Ramsay Way and of People Caring for People.



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## WA/SA FINALISTS



### COVID Education Team

*Glengarry Private & Attadale Private, nominated by Maria Atkinson*

This nomination is for staff from Glengarry Private Hospital and Attadale Rehabilitation Hospital (both clinical and non clinical) who collaborated with me on very short notice to provide an education timetable to upskill and fully utilise the COVID hours offered to us. In less than 48 hours this team of staff, who do not usually work in education had collaborated with me to develop workshops, assessments, education information sessions and presentations. This ensured our workforce came through this period highly skilled with a sound knowledge base, turning what could have been a negative into a real positive.

Teams of 'Train the Trainers' were developed and these staff really shone in their ability to lead, delegate, teach and assess; and in turn lift morale, encourage learning and engaging staff. They demonstrated leadership ability that they previously may have not have even realised they had.

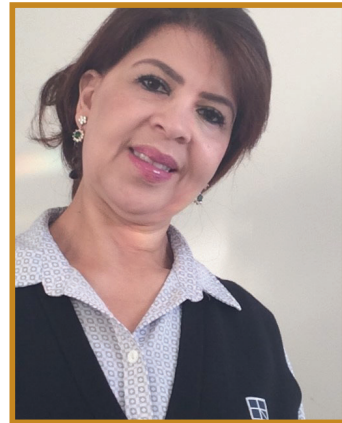
The adaptability and resilience they showed was exceptional. Kirstie at Attadale had very little remote support from myself as I am based at Glengarry and maintained a full program of Education, collaborating with Allied Health to develop a timetable. Karina and Lorelei did an amazing job keeping it all flowing, on track and well documented, they developed Excel spreadsheets so that all areas had a record of what their staff attended and their hours. As a team we developed time sheets in order to log all hours that each individual member of staff completed.



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# People Caring for People

This education covered all specialities, ensured all Mandatory Competencies were completed, topics highlighted on the Training Needs Analysis were covered and feedback from the staff was overwhelmingly positive. The team of staff that came aboard were the epitome of The Ramsay Way Values.



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## Critical Care Unit Team

*Joondalup Health Campus, nominated by Tor Topping*

Preparation for COVID-19 in the Critical Care Unit at Joondalup Health Campus was filled with uncertainty and apprehension. Staff were watching the news and speaking to old colleagues in Europe which fuelled their anxiety and fears. Despite this the team pushed on determined to learn from the rest of the world and become as prepared as possible.

Plans were established to create the best of scenarios with the space and layout we had. Different phases were developed to accommodate the possible overwhelming number of patients that could require mechanical ventilation in ICU.

Training began to upskill as many staff as possible to look after critically ill patients. This included study days and supernumerary shifts to upskill CCU nurses and recovery nurses to mechanical ventilation, upskilling of ward nurses to care for acutely unwell patients and upskill physiotherapist to assist ICU nurses in the care of critically ill patients. These upskilling programs were designed to facilitate a team nursing model which would consist of an ICU nurse overseeing upskilled ward nurses and physios looking after multiple ICU patients. All the upskilling programs received excellent feedback.

Then the critically ill COVID patients from cruise ships started to arrive. ICU had 2 COVID positive patients when Joondalup Health Campus received 30 COVID-19 positive patients from the Artania cruise ship. In the space of 3 hours from their arrival ICU received 2 MET calls that required mechanical ventilation and over a couple of days ICU had 9 COVID positive mechanically ventilated patients. The nursing and medical staff worked 12 hour shifts in full PPE as the ICU became a COVID cohort unit.

Once staff got stuck into the challenges they faced, their anxieties dramatically decreased as they began to trust the processes and plans that had been implemented to protect them. The team were amazing and everyone had a positive experience (other than wearing PPE for 12 hours). It proved that the culture and teamwork in the Critical Care Unit is positive and strong.

Though the experience was short it was invaluable. Lessons were learned and processes refined to better prepare our team for what may come next.



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## Mary McConnell, Disaster Management Coordinator

*Joondalup Health Campus, nominated by Gill Reid*

Mary has been an integral staff member who has supported our hospital workforce during our recent phase of coping with the COVID-19 pandemic. Mary is an experienced and nurturing leader who only months prior to the Pandemic breaking conducted an onsite Code Brown exercise assessing how we would deal with such a whole of site outbreak. This whole of site exercise led to Mary being personally mentioned in Parliament by the local MP Emily Hamilton

who was expressing her gratitude that staff had received such training in advance. Mary has demonstrated her skill and experience in being a conduit for all disciplines within the hospital ensuring that the key personnel are brought together to review significant items such as process changes and best practice across the hospital.

Due to Mary's exposure and experience in this role she has been requested to assist with the residential aged care facilities outbreak response working closely with the Department of Health (DoH) by assessing their facilities and advising them regarding organising resources and having robust and proven processes in place. In addition to this she has provided community education to aged care stakeholders e.g. Juniper and Southern Cross and their employees on how to manage their facilities in the event such disaster may occur. Mary was also recently sought out to present at Edith Cowan University on the topic of "adapting to change" to an audience of "Women in Business".

Mary's credibility and achievements in this role are now featured in the newly opened WA Perth Museum and also features in the State Library Short Stories whereby she is recorded talking about "aspects of the pandemic". In addition to this Mary has been invited to take part in a panel discussion regarding Joondalup Health Campus (JHC) response to COVID-19.

During the December 2019 local bush fires in Yanchep, Mary attended the Incident Support Group when a level 3 was activated. Since then Mary has also created a Bushfire plan for JHC which has been reviewed and endorsed by the DFES Commander.

Without a doubt Mary has been a key figure in this COVID pandemic and her ongoing resilience and "can do" positive spirit has never wavered. She has worked tirelessly to upskill JHC staff members and worked collaboratively and constructively with external aged care providers. Mary takes great pride in her role and encourages the value of team work and the sharing of her knowledge and experience.

Mary is often requested as a subject matter expert for her expertise and has given this willingly. Examples of this include travelling to multiple regional areas in WA to work with local clinical experts in running Code Brown exercises.



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Health Care



# Thank you

To all our judges, a big thank you from the Awards committee for the many hours you spent reviewing all our amazing applications.

Sally Bartlett – HR Business Partner

Rochelle Biancotti – DCS Cairns Private Hospital

Samantha Dodd – Operations Executive Manager QLD

Emma Dunstan – Contracts and Relationship Coordinator

Berni Eather – Chief Nurse and Clinical Services Director

Michael Flatley – CEO Westmead Private Hospital

Kirsty Prescott – Clinical Education Coordinator

Paul Taylor-Byrne – Deputy Director of Clinical Services Joondalup – Acute Care

Mutian Zhang – Allied Health Manager



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