

the Pulse

PRIVATE
HEALTH
MAGAZINE

A Healthscope Publication

Summer 2010

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SELF DIAGNOSIS ONLINE: GOOD THINKING OR BAD MEDICINE?

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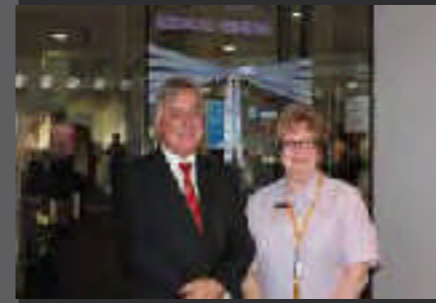
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IN THIS ISSUE OF thePulse

SKIN CANCER WARNING



FLAGSHIP MEDICAL CENTRE FOR SOUTH MELBOURNE



MAKING A DIFFERENCE IN FIJI



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MANY IGNORING THE DANGERS OF SKIN CANCER

More than 430,000 Australians get skin cancer each year, the majority after too much summer sun. In that time, around 1,700 people die from the disease.

This is despite long running and continuing education campaigns that warn people to slip, slop and slap.

Molescan Queensland Medical Director, Dr Peter Leighton said while



Molescan Queensland Medical Co-ordinator, Dr Peter Leighton

there is an increasing awareness in the community about skin cancer due to these campaigns, there remains a large number of people who are unaware of the dangers or of the signs and symptoms of the disease.

"Some people pay no heed to the sun at all while others underestimate the risk that comes from their sun exposure.

"I recently saw a 15 year-old boy who had very bad sun damage, surfed all day, no shirt, no sunscreen which is almost inconceivable in this modern day and age.

"I tried to tell him he was stupid to do this, but it was like talking to a brick wall and while I believe he will go out and do it again, hopefully, the message will seep in, however some people just don't want to hear the message," he said.

The CEO of the Cancer Council of Australia, Professor Ian Olver agrees that while education campaigns have an effect, many people take little notice of continual warnings.

"We are particularly concerned about teenagers where, according to our survey, around 43 per cent believe a tan looks healthy with one in four of them getting burnt on a typical summers day.

"When we asked them why, they just said they forgot, so we need to ramp up the messages to teenagers.

"Our message is really, even if you don't get motivated from the idea of getting cancer thirty years later, who wants to get sunburnt?" he said.

Dr Leighton said there are far too many people dying in Australia from skin cancer, particularly melanoma.

"What people have to realise is it's not just the heat of the day that's the problem, it's the exposure throughout our lives that's important.

"It's not necessarily the heat of the sun, you can still burn on a cold and cloudy day, the UV will still get through the clouds," he said.



CEO of the Cancer Council of Australia, Professor Ian Olver

Professor Olver said the long-term solution to skin cancer is changing society's mind set that a deep tan is a good look.

"It is just a fashion, it was introduced by Coco Chanel years ago and if we could promote the pale, natural look to be the fashion, like Nicole Kidman who is certainly considered attractive with that look, it is possible that the fashion could change.

"We really want to say, 'Look, a tan isn't healthy, so why do it?'" Professor Olver said.

THE EARLY SIGNS OF SKIN CANCER:

- a spot, mole or freckle that has changed in colour, shape or size;
- a new spot that's different from other spots on the skin in that area;
- or
- a sore that doesn't heal.

HEALTHSCOPE WELL PLACED FOR MORE GROWTH IN 2010

As we move into 2010 with a strong half-year result, we continue to find many opportunities to grow our Hospitals, Pathology and Medical Centres businesses.

While deep cuts to government funding of pathology services have presented a challenge across the industry, Healthscope's growth continues and is in double digits over the corresponding period last year.

Even in such testing times, Healthscope's Pathology Australia revenue is up 16.3% and has underlying growth of 7.4% ahead of market growth, with margins increased despite government fee changes.

We have been very pleased with the ARL integration, which was completed ahead of schedule. The transition was smooth, in large part due to the integration team, which consisted of ARL and Healthscope staff.

The Labtests operation in New Zealand has is working well and is fully operational.

In 2009, Healthscope's Hospitals division delivered strong revenue growth and margin growth. The Hospital expansion program has built momentum with three major expansions coming to fruition, including the launch of our new Norwest Private Hospital in Sydney's Baulkham Hills, which has enjoyed a rapid uptake and exceeded expectations since its opening in September.

"These achievements and our excellent half-year results have only been possible because of the commitment and fine work of our staff and doctors who have not only embraced these developments, but were essential in driving them."

With these projects completed on time on budget and meeting targets, the outlook is solid for the further seven expansion projects we have currently in construction and which will add 157 beds and 10 theatres.

Our Medical Centres business has also seen solid growth: starting from scratch just a few years ago; Healthscope now has 64 Medical Centres and Skin Clinics.

These achievements and our excellent half-year results have



Bruce Dixon

only been possible because of the commitment and fine work of our staff and doctors who have not only embraced these developments, but were essential in driving them.

Looking to the future, Healthscope continues to focus on expanding its existing hospitals through brownfields and greenfields developments, with a number of projects in various stages of consideration or development.

A NEW YEAR MESSAGE FROM THE CHAIRMAN

At the start of any new year we naturally want to look ahead and forecast what the future holds—health, wealth, happiness? But since the global financial crisis, many feel their crystal ball has cracked just when they ran out of tea leaves and the future is harder to see than ever. We can't know for sure what 2010 will bring but we do know that in some states and at the Federal level 2010 will be an election year. We can say with some certainty that an election means extensive discussion of healthcare by politicians and media commentators.

What interests me about that public healthcare debate is the obsession with funding and state-Federal organisational structures and the limited discussion on delivery of care. Of course, at Healthscope we participate in the health policy debate, anticipate policy changes, and respond to new regulations—those issues form the warp and weft of the fabric of our business. But our foresight about healthcare has a wider lens. We are thinking about

delivery of care and improving the quality of that care delivery in our communities.

Quality in the delivery of care is our license to operate. Improving that quality keeps us ahead of the curve and enables us to take pride in our organisation. Improving delivery of care is about modern facilities that meet changing clinical needs and patient expectations. Facilities like The Melbourne Clinic and Knox Private. And facilities that serve more patients, more promptly every year. In the first hour that Norwest Private was open for business it delivered two babies—lucky we opened early!

Improving delivery of care is about opening facilities in new geographies to serve growing communities in new ways. That includes new hospitals like Norwest and Campbelltown, new pathology labs like Kuala Lumpur and Singapore and Auckland, new collection centres in NSW and Queensland, and new medical centres.



Linda Nicholls

Improving delivery of care is about work places where staff want to work, like Norwest where we enjoy a waiting list of nurses looking for openings. And it is about workplaces where safety is practised without compromise. We salute our best performing workplaces and commend those who are trying so hard to lift the bar.

Yes, 2010 will be a year of considerable 'noise' about healthcare and health care policy in the media and in politics. Importantly at Healthscope, 2010 will also be a year of continued focus on quality of care delivery in everything we do.

STRONG SUCCESS IN 2009 A SOLID FOUNDATION FOR MEETING THIS YEAR'S CHALLENGES

The pathology division has seen substantial changes and impressive organic double-digit growth in the past twelve months amid an industry that is undergoing much change.

Healthscope has shown an unprecedented commitment to providing access to services to rural and remote areas this year, opening new laboratories in Tamworth and Gunnedah in New South Wales along with Kalgoorlie and Busselton in Western Australia. Importantly these laboratories have been staffed with local people ensuring continued local employment along with improved range of testing and turn around times for these communities.

During the year we reached an important milestone with the opening of laboratories in Darwin and Canberra. We are now positioned with laboratory infrastructure in every state and territory providing us with a unique platform for growth nationally.

We continue to keep a close watch on the development of our pathology workforce. Our growth has enabled us to continue recruitment and development that has seen many of our staff move into senior Department Head and State Manager roles.

Contributing to the development of the pathology medical workforce has also been a key focus. From a total of two pathology registrar training positions twelve months ago we now have 11. This includes a number of new positions in our Clayton laboratory that received accreditation for training from the College of Pathologists this year for the first time.

During the year, Clayton also became the first private laboratory in Australia to receive accreditation for AS4308:2008, the gold standard for urine toxicology screening. Coupled with our national laboratory infrastructure, this lab provides us



Paul Waterson

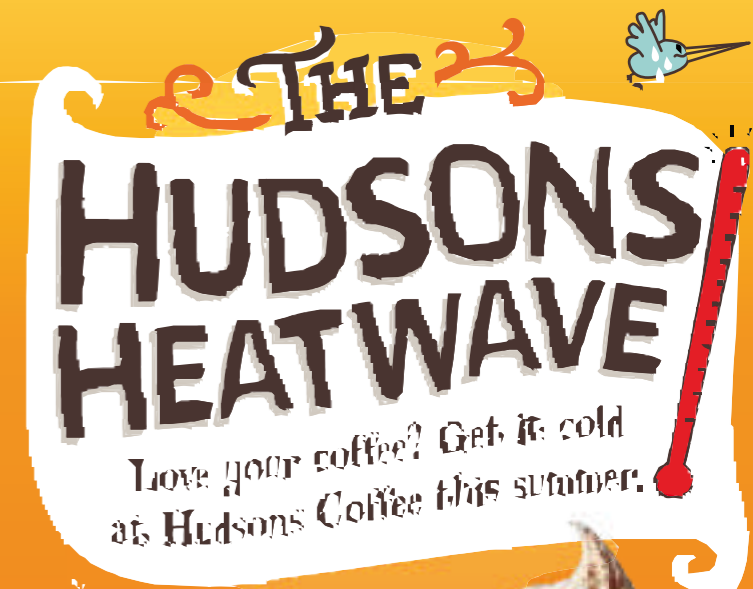
with the ability to service all major industrial and sporting clients throughout the country.

The year also saw a number of pathology acquisitions, most significantly the purchase of Analytical Reference Laboratories in Victoria. It is always challenging to integrate major labs. What made this one a stunning success was the quality of the people who joined us from ARL.

Another key success in 2009 was the support of our hospital and medical centres colleagues in increasing the referrals to our

pathology business. Working together and supporting each other has always been a key value of the Healthscope businesses and the growth in referrals that we have received from our hospitals this year has been tremendous. The Medical Centre team have also been incredibly supportive in giving us the opportunity to show to our referring clinicians that we provide a top class laboratory service.

2010 promises to be a challenging year with the budget cuts coming into place from 1st November 2009. It will be a year in which our pathology business will have the opportunity for the first time to grow our referrals without the constraint of a capped number of collection centre licences. I would like to take this opportunity to thank all staff within our pathology and medical centre businesses for their support and look forward to working with them over the next year to continue to provide a great service to all our patients and referring doctors.



VIC Knox Private Hospital, John Fawcner Private Hospital, Geelong Private Hospital
SA Ashford Hospital, Flinders Private Hospital, The Memorial Private Hospital
NSW Prince of Wales Private Hospital, Newcastle Private Hospital
QLD Brisbane Private Hospital, Allamanda Private Hospital
WA The Mount Hospital



FLAGSHIP MEDICAL CENTRE FOR SOUTH MELBOURNE

Ribbons, rather than the more seasonal tinsel, were the order of the day when Healthscope rounded out a successful year with the opening of a new flagship medical centre in South Melbourne in mid-December.

State Manager Andrew Sando opened the company's first purpose-built medical centre in Victoria with a speech that paid tribute to his staff and explained the ethos behind the centre's development.

"We've tried to create a medical centre where doctors want to come to practice because it's where they believe they'll get the best care for their patients.

"Healthscope will take care of all the administration side of what's going on and let them practise their clinical skills.

"We've got doctors who are caring, committed and professional – a fantastic group of doctors – and I think that's of real benefit to the people of South Melbourne that at this time when the industry is really



Healthscope CEO Bruce Dixon with Practice Manager Alla Sviatochevski

struggling to get doctors, that we've been able to assemble such a fantastic group of doctors in this location.

"We have some well-established doctors whose patients have followed them to this location from several suburbs away and obviously that's a credit to them, and we've also got new doctors who are starting here and we will develop our own patient base in this area.

"What we're doing is creating a medical centre that will be here five, 10, 20 years down the track and possibly even longer and I think that's a real credit to everyone and something that everybody should all be excited about what we're doing here today and a legacy that will be

left long into the future," he said.

The clinic's Practice Manager Alla Sviatochevski said the new location was no impediment to patients who had previously visited the practice's doctors in Caulfield.

"The new location is great; it's very popular with a lot of cafes and just across the road we have South Melbourne Market – it's wonderful.

"We are already busy – a lot of patients from the old clinic in Caulfield have followed us, and we have new patients as well, so we're very busy.

"We have more patients every day, so we are very busy and very happy in the new clinic," she said.

COMMUNITY AND FAMILY TIES MAKE SOUTH MELBOURNE DOCTORS A POPULAR CHOICE

Healthscope's new flagship medical centre has more than fresh paint and state of the art equipment to recommend it; the doctors share a unique bond.

Five of the clinic's doctors are female and fluent speakers of Russian, as is the practice manager.

Dr Galina Tyskin, whose grandparents were also doctors, moved to the new South Melbourne clinic with her mother, Dr Tamara Yashan, and their longtime colleague, Dr Lina Landa from their family-owned practice in Caulfield.

She said that they were lucky to have had many of their existing patients follow them to the new location, and

were also seeing a lot of new patients.

"Of course the practice gets a lot of walk-ins – it's a great location – I don't see a lot of them because I'm mostly booked out with my old patients, but the other doctors pick them up.

"There's quite a large Russian community here and before they may not have come to us because it was a little bit too far, and now they're coming to us and finding that they're quite happy to see us.

"About fifty percent of our patients are just Russian speaking; a lot of our patients are able to speak Russian, but because they grew up here, they speak English as well as Russian or sometimes better," she said.

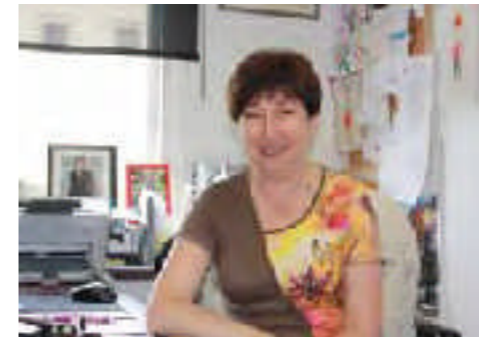
Dr Tyskin said that while she loved paediatrics, the longevity of her mother's family practice brought its own rewards as did the wide variety of cases they treat each day.

"The patients my mother saw in her practice as little babies, have now

grown into adults and we're looking after their babies.

"We sometimes see four generations of a family in our practice – it gives new meaning to continuity of care – and it's actually quite a nice feeling and, in a way, it makes our work a little bit easier because we know so much about the families.

"We do general medicine, patients who have visits scheduled for regular reviews for all sorts of medical conditions; we see acute patients who ring us that very second and say they need to come in; and we do nursing home visits and house calls – not many, but we do them," she said.



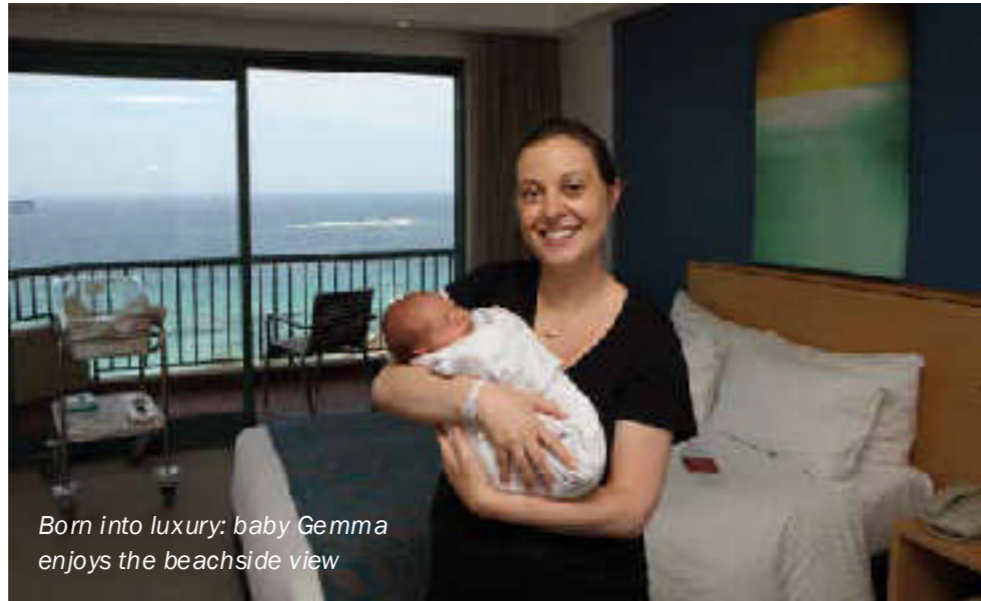
Dr Galina Tyskin

A GRAND ACHIEVEMENT FOR A LITTLE LUXURY

A year after its launch as the first of its kind in NSW, the Prince of Wales Private's Little Luxuries program continues to exceed expectations, recently welcoming its 1,000th bundle of joy.

Like 999 newborn babies before her, 3.4 kg Gemma Jacobson joined her mum Rebecca and father Kevin for a two-night retreat in a sumptuous oceanfront room at the Crowne Plaza Hotel at Coogee Beach.

The program operates as an extension of the Prince of Wales Private's post-natal care service and includes the provision of on-site 24-hours a day personalised parenting and breastfeeding support for mothers, as well as the deluxe accommodation at the hotel.



Born into luxury: baby Gemma enjoys the beachside view

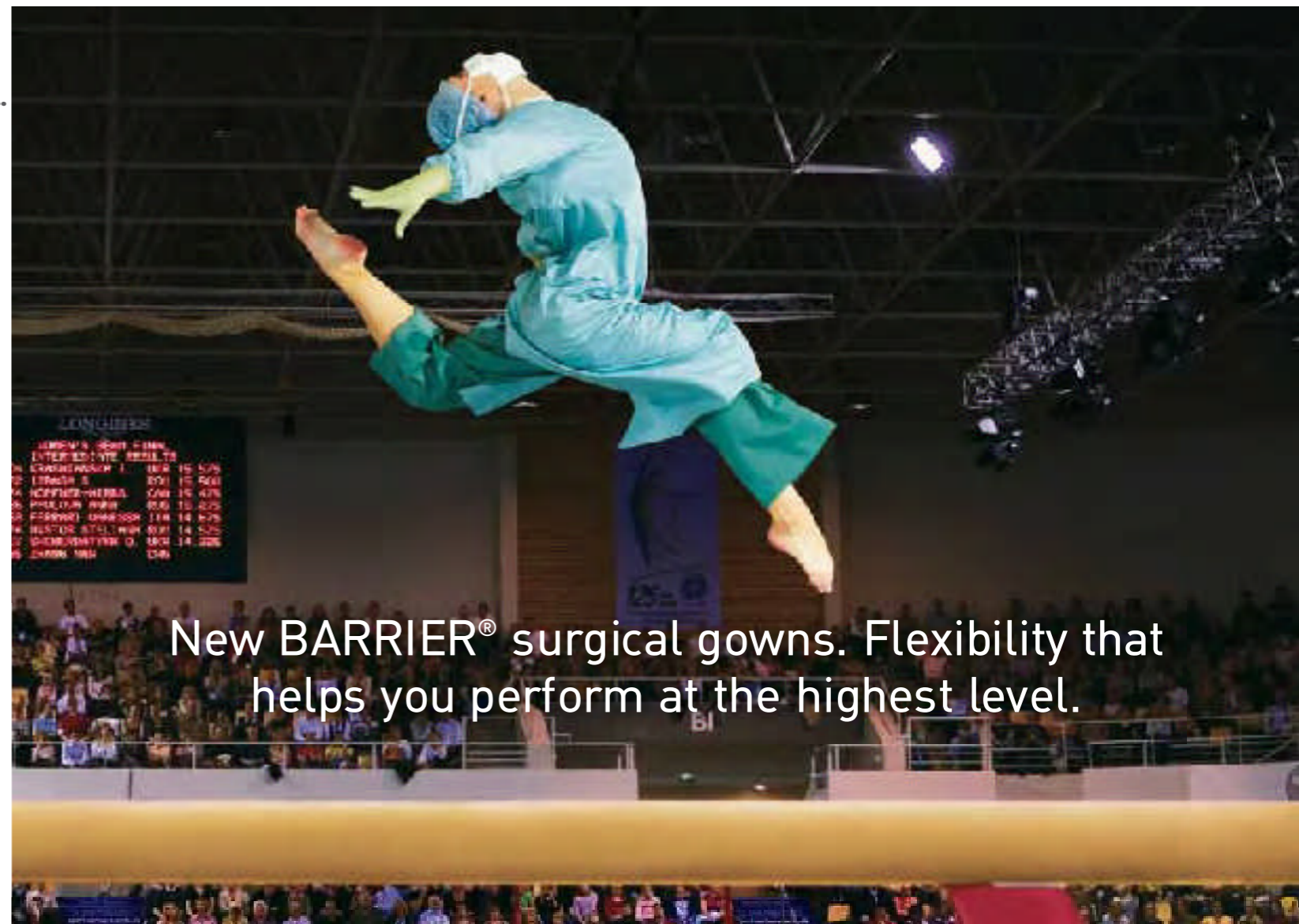
General Manager at Prince of Wales Private, Deborah Latta said the program has been a wonderful complement to the hospital's maternity service, which already delivers 1,900 babies each year, and is enjoying a growing demand.

"We developed the program as an enhancement to our existing maternity service, allowing us to continue to deliver our high standard of quality care to privately insured members of the community.

"During its first month back in October 2008, the Little Luxuries program cared for 35 of the 204 babies born at the hospital, but by October 2009, the corresponding figure had increased to 100 of the 224 babies, around 44.5 per cent," she said.

Little Luxuries is covered by most private health funds and is available to mothers who have experienced a complication-free birth upon approval from their obstetrician and their baby's paediatrician.

Deborah Latta



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RENOWNED ADDICTION SPECIALIST GUIDES NEW TREATMENT PROGRAM AT SYDNEY SOUTHWEST PRIVATE HOSPITAL

Professor John Saunders has enjoyed an eminent career, working in addiction medicine for more than 35 years, distinguishing himself across research, teaching, policy and clinical spheres.

Having worked extensively with the World Health Organization and various universities, and published more than 300 scientific papers and reviews, he recently added yet another string to his bow, joining Healthscope as the Medical Advisor for a new Alcohol and Drugs Program at Sydney Southwest Private Hospital.

Armed with his wealth of experience, Professor Saunders said that he had some very specific objectives for the program.

"My aims for the program are to establish it as a program of excellence so that people who have alcohol and drug problems are able to be assessed, have safe and effective detoxification and importantly, be given treatment to help them get into recovery from their substance disorders.

"We have a multi-faceted treatment program which we will be developing over the next few months and intended to help people avoid the serious harm and mortality that so often comes from alcohol and drug disorders," he said.

He said that a day program and ongoing support would also play a key role in patients' treatment and recovery.

"At the moment it's predominantly inpatient based, but we will be offering a day program which will be once a week and, importantly, it will provide a structured program of continued therapy for people who will be running their own lives out there in the community.

"I think that's particularly important so that people get treatment, not just in a clinic or in a hospital, but will be coming back to the program on a once-a-week basis, getting further treatment and, hopefully, practising what they've learnt when they are running their normal lives.

"We put a lot of emphasis on medication to help them manage and deal with their dependence syndromes and suppress what I call the driving force of dependence, and also therapy techniques and support to undertake the necessary changes to their lifestyle that are important to consolidate their recovery," he said.

To those without a medical background, the Professor's specialties may seem to be an unusual or even eclectic combination, but he said that witnessing the physical hurt that resulted from addiction inspired him to pursue both areas.

"Originally it was an increasing realisation as a newly qualified doctor more than 35 years ago, that a lot of patients who were presenting for health care had alcohol and drug use as the underlying problem and so I decided to explore that area as well as undertaking my specialist training in internal medicine and gastroenterology. I was encouraged to do so, and it's really all developed from there.

"The thing about the addictive disorders is that they do cause a very substantial amount of physical harm as well as mental problems and social problems to people, so it is very relevant to have people who have qualifications in internal medicine and there are a number of us around Australia so who such as background as I do," he said.

Professor Saunders said that there was a lot of misinformation about the nature of addiction.

"Basically, at the simplest level, it's the repetitive use of a particular type of substance that causes profound changes in the key control centre of the brain (located in the midbrain) and that induces a driving force to use and continue to use those substances.

"Importantly, this is at the level of the subconscious rather than in the conscious mind, so people develop patterns of repeated substance use which they have increasingly little control of and which cause unfortunately an increasing amount of destruction.

"There are many people who in addition have an underlying mental health or psychiatric disorder, and some people have bad experiences - various forms of abuse in their childhood - so there are many ways by which people start a pattern of repeated substance use. For many people it's a pattern of use to try and deal with unpleasant memories or difficult problems like anxiety or depression," he said.

Professor Saunders cautioned people against getting into patterns of escalating consumption of addictive substances.

"In other people it's a case of just stepping into it - an extension of their social life which involves increasing substance use.

"Obviously people who are going for drinks after work or drinks with their mates are at risk of increasing their consumption as time goes by, and then at a certain strength in many of them, the dependence processes in the brain then kick in and so they get locked in place as it were."



Professor John B. Saunders

For more information, contact the Southwest Clinic at Sydney Southwest Private Hospital on (02) 9821 0305.

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HESTA Super Fund is your health and community services industry fund. With more than 650,000 members, 60,000 employers and around \$13 billion in assets, HESTA's size delivers a number of benefits to members. These include the ability to take your account with you when you change jobs, quality education and advice about super, with fees among the lowest in the industry.

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superannuation savings to achieve the retirement lifestyle they deserve.

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HESTA proudly supports the industry it serves.

HESTA is your health and community services industry fund. The HESTA Australian Nursing Awards and the Aged and Community Services Australia National Awards for Excellence are just some of the industry events HESTA actively supports. We strive to understand and support the workplaces and people who are employed in this challenging and rewarding field.

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ACCIDENTS HAPPEN, BUT ONE MAN SAYS, "STUFF THE PAIN!"

When people suffer from an acquired brain injury, the process of re-learning basic life skills can be long and arduous and, in many cases, it can be very difficult for patients to achieve long-term independence.

But every day staff at Healthscope's Community Programs meet people who face great adversity and surprise both themselves and those around them as they rise to overcome the challenges life deals them, often from a very young age.

One such example is 25 year-old Matt Ward, a Community House resident in Melbourne's eastern suburbs.

Matt said that after acquiring a brain injury from falling out of a tree when he was nine, he was in a coma for three months and had to re-start his life from scratch.

"I had to re-learn how to do everything again, things such as crawl, then walk, talk, eat, school work... I had to start right from the start again!

"That was a challenge but I succeeded. I lived by my motto, 'stuff the pain!'"

These days, Matt is philosophical about his injury and keen to help others.

"I'd like to inform everyone that accidents happen, and sometimes an acquired brain injury can be the result, and I also strongly believe that children are the future," he said.

To this end, he has volunteered his services to a local child care centre, where he and his dog Honey help make kids aware that serious accidents can happen if they aren't careful.

House Supervisor Belinda Thompson said that Matt's affinity with the kids made him a natural teacher.

"Matt lets the kids ask questions about why he walks and talks differently and he understands that the kids won't understand the use of big words, so he adjusts his vocabulary so that can understand, or he'll explain to them what certain words mean.



Matt Ward with his faithful companion, Honey.

"The kids also ask if it was hard, and if he is happy and Matt inevitably says he is happy and, yeah, it was hard," she said.

Belinda Thompson said that Matt's warmth and good humour belied his self-discipline and strength of character.

"Like all ABI sufferers, Matt has faced some enormous difficulties and, far from giving up on life, he's grabbed it with both hands and is now going that step further to help others.

"You don't often see that, even from people who have nothing in their way, so more power to him.

"Matt has an extremely positive outlook on many parts of his life which helps him get through a lot!" she said.



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thePulse READERSHIP SURVEY

This is the first edition of *The Pulse* 2010 and we would like your views about what you think of the content, its 'readability' and what should or should not be included. The magazine is distributed to Healthscope establishments, politicians, business and specialist journalists. Please let us know what you think by emailing your suggestions to *The Pulse* at: thepulse@healthscope.com.au

Your views are important to us and we look forward to your feedback.

NATIONAL RECOGNITION FOR INNOVATIVE MENTAL HEALTH PROGRAM - WORKPLACE FLEXIBILITY INITIATIVE

A pioneering program at The Melbourne Clinic achieved national recognition at the recent ECMA Business Achievement Awards.

Healthscope was a finalist in the category of Outstanding Workplace

Flexibility Achieved Through Job Design, for an evening program designed by The Melbourne Clinic's Day Program Manager Lily Shatkhin.

What was most notable about the program – and the reason for its award nomination – was Ms Shatkhin's chief reason for implementing it.

"The main factor was that the facilitator that I wanted to keep was coming back from maternity leave so she could only work in the evenings, and I didn't want to lose her because she's a very experienced occupational therapist.

"I thought, OK, we've got the best candidate so we could develop an evening program for her so that she could work Wednesday nights.

"Bipolar sufferers are very often high-functioning people and most of the clients are working, so we thought we could experiment

by offering very well-researched, evidence-based bipolar management program in the evenings.

"It's really worked very well for us; on average, 40 to 50 patients a year go through the program.

"Several other employees have also enjoyed the opportunity to run these programs and have found it particularly helpful with returning to work after parental leave and maintaining their skills on a part time basis," she said.

Ms Shatkhin said the day programs at The Melbourne Clinic are well established across a range of psychiatric disorders.

"We have been running programs here at the clinic over the past 14 years and we've got about 17-18 different day programs, offering programs during working hours and out of working hours.

"We cover the whole umbrella of psychiatry and we also program for depression, for anxiety, for bipolar disorders, for borderline personality disorders.

"We also offer programs that are really not diagnosis specific but are offering good skills to enhance people's recovery and wellbeing," she said.

Maree Feery, Healthscope's National Human Resources Manager said that this award nomination was a real honour for The Melbourne Clinic and in particular Lily Shatkhin as Program Manager, especially

considering these awards attracted more than 2,500 nominations nationally.

"The provision of flexible and accessible service options for our patients/clients is integral to our customer focus and service excellence at Healthscope.

"It is also integral to us being an employer of choice for health

professionals and women particularly through the provision of flexible and family friendly options for our employees and workforce.

"Healthscope has a strong reputation for being a flexible employer and this initiative is a great example of one of the many flexibility workplace initiatives across the company," she said.



Lily Shatkhin



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SELF-DIAGNOSIS A NEEDLESSLY STRESSFUL INTERNET HOBBY

As we spend more and more time on online, opportunities abound for self-diagnosis of our health problems using basic searches, online forums and even dedicated websites.

When patients go to their GP armed with the results of their ad hoc research and expecting a pat on the back for their efforts, they may not get the reception they were expecting, especially if they visit Dr George Guirguis a well-respected GP at the North Canberra Family Practice in Belconnen.

Dr Guirguis said that he regularly sees patients who come in with reams of research material, and the phenomenon is rife with problems.

"Number one is time wasting, because quite often people come in with mountains of paper and wanting explanations for this and for that and to steer you into a completely different subject, away from why they're really there and they want you to explain to them things that they actually don't have.



Canberra GP Dr George Guirguis

"I had someone come who did a lot of study on the symptoms he had on his back, and he diagnosed himself with metastatic cancer and when I actually examined his back, he had shingles."

"On the other hand, you get people sometimes who come up with good ideas, not self-diagnosis, but an idea of what they have, and we have a valid discussion and I don't mind that.

"At the end of the day, the doctor has to be in control because if you lose control, then you can waste a lot of time," he said.

He said that another major concern is the needless stress it can cause when people assume the worst from their symptoms.

"Obviously people are concerned with cancer conditions, heart conditions and brain conditions, so they are three common areas - particularly cancer.

"For example, I had someone come who did a lot of study on the symptoms he had on his back, and he diagnosed himself with metastatic cancer and when I actually examined his back, he had shingles.

"Basically he had spent a lot of time and effort researching the subject and he did not sleep that night because he thought he had cancer, but he didn't.

"It happens all the time - I would say cancer is one of the big things people worry about," he said.

Dr Guirguis said that however thoroughly people researched their health online, just amassing data could not compare with doctors' analytical skills, gained through years of education and experience.

"Researching on the Internet is not bad so you can be informed, but I don't think you should use it to make a decision on what diagnosis you should make or what treatment you should have - I think you should leave this up to the doctor.

"Whatever you do, the knowledge the patient acquires from looking on the internet for an hour or two is not

the knowledge the doctor acquired from six years of study plus another 10, 15 or 20 years of experience; it's not going to be the same.

"People sometimes can go on a tangent in a big way and it doesn't help them - it just makes them have unnecessary worry.

"If someone has a symptom which is concerning them, and a symptom which developed in an unusual way, I think you should go and have a chat to the doctor about it, rather than researching on the internet," he said.

NORWEST PRIVATE HOSPITAL OFFICIALLY OPENED

It may have taken less than an hour after the hospital's opening in September for Norwest Private Hospital in Sydney's Baulkham Hills to welcome its first newborn to the maternity ward, but that didn't stop the hospital's staff from pausing for an official launch in late 2009.

To an audience that included Members of Parliament,

Healthscope Chairman Linda Nicholls and other Board members, CEO Bruce Dixon, Group COO Vita Pepe and senior Healthscope executives, the transitional General Manager Stephen Gameren detailed his team's achievements in successfully bringing about Healthscope's largest hospital development project.

After publicly thanking the doctors who gave their support and time throughout the project and specifically the Chair of the Medical Advisory Committee Dr John Harrison, Mr Gameren charted the journey from the initial challenge to the present-day services.

"It is worth reflecting that two years ago The Hills Hospital had been recently acquired by Healthscope and the transition over a few years to what we can now offer our patients is remarkable," he said.

He said the transition had been smooth and the new facilities included ten state of the art fully equipped operating theatres, well-appointed individual patient rooms and radiology and pathology services rivalled only by large acute public hospitals.

In addition to its well-received maternity and obstetrics services and 24-hour emergency department, he said the hospital undertook major surgery, including cardiac, gynaecology, vascular, urology, orthopaedic and bariatric.



Stephen Gameren

Before handing the reins to the new General Manager Deborah Fogarty following his promotion to a new role, Mr Gameren said that his team's enthusiasm, vigour and attention to detail had seen the new facility run at 90% occupancy almost immediately, and is attracting a new generation of doctors and nurses to a hospital boasting low staff turnover and high morale.

"We have generated renewed support and positive feedback

from our community and key stakeholders.

"The community of north-western Sydney will be well served by this state of the art hospital and the professionalism and enthusiasm of the Norwest Private Hospital teams for many years to come.

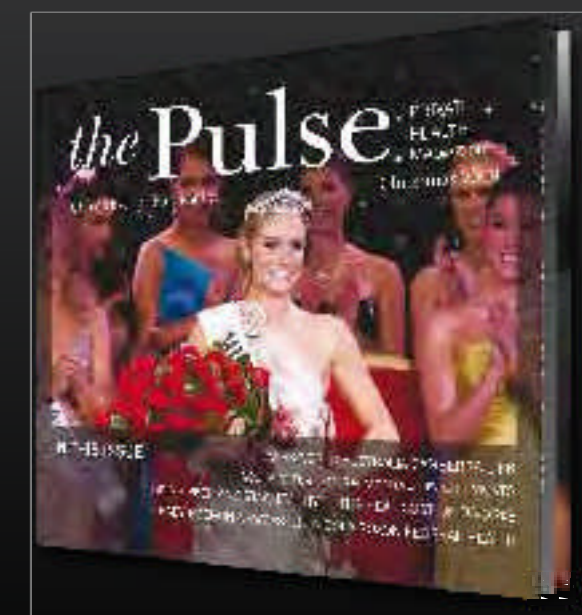


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The Pulse is a seasonal Healthscope publication which is distributed free to key Healthscope staff, management and Board members. Additionally, it is read by doctors, health industry decision-makers, politicians in the health portfolio, journalists and public subscribers.

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THE ROAD FROM SHANGRI-LA

The new Norwest Private Hospital in Sydney's Bella Vista has attracted professionals at the top of their field, including the hospital's Executive Chef Graham Bridcutt.

After spending the first part of his career in luxury hotels like the Hilton and Sydney's renowned Shangri-La, Graham found that although the environment was very different, the philosophy and quality were on par.

"Presentation can be the same and taste can be the same and we'll do whatever we can within our means to please any patient we have here.

"I think the key is having the right mixtures of food on the plate and obviously serving it fresh - fresh served and no different to a hotel-style food, but simplifying it for a hospital," he said.

The hospital's General Manager Deborah Fogarty said the kitchen team had hit the ground running.

"I am delighted that Norwest has attracted such a high calibre and experienced Executive Chef.

"Graham and his team are delivering quality meals which I am pleased to say is exceeding our patients' expectations," she said.

With 171 patient beds and the hospital often full, Graham said that Norwest's kitchen requirements are substantial.

"I have 35 staff in total; we've got some terrific chefs on board," he said.

"I have roughly about 30 to 35 staff in total; we've got some other qualified chefs on board, and obviously a lot of casuals and permanent part-timers," he said.

Graham said that planning a high-quality menu for a uniquely diverse clientele presents its own challenges.

"When I put pen to paper and start writing, a lot of hotel style dishes come to mind, but I just slightly simplify them a little bit and then go through them with dieticians as well, just to make sure the menu's well-balanced and I haven't missed something.

"Whatever's on the menu today can't be on tomorrow, and we cover the nutritional values too, which was all new to me as well, going into a



Executive Chef
Graham Bridcutt

hospital," he said.

And it seems to be working, at least if the reviews are anything to go by.

"The responses from the guest questionnaires that we get have been very positive, as has the feedback on the presentation of the dishes - we get a lot of good comments on that.

"The food delivery trolleys that we have always guarantee that the food's going to be hot - the hot food goes onto a hot plate into a hot trolley and is delivered hot.

"It's a lot easier for our staff to deliver the meals because there's no negativity coming back from the customer, which makes their job a lot easier as well," he said.

The only downside to his new role?

"If you want to try the food, you've got to have an operation or get sick."

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Gambling Help Online is a member of the National Gambling Clearing Centre, part of the NSW Government's Gambling Reform Program.

COOL FOR CATS AND DOGS: HOW YOUR PETS SUFFER IN THE HEAT

As we move into late summer and the mercury climbs ever higher, Dr Charles Foster a veterinarian at Fitzroy Vet Hospital, in Melbourne's inner north, reminds us that pets suffer in the hot weather too, but just a few simple measures can make them comfortable and reduce the risks that come with the season.

Dr Foster said that, as most dog owners know, man's best friend is particularly vulnerable in the heat.

"They don't have sweat glands like you and I - only on their noses and their paws - so the only way they can get rid of heat is by panting, so on a really stinking hot day you've got to have shade and you need to give them access to somewhere indoors and cool, or a garage or a shed - somewhere where they can get out of the heat.

"They also need plenty of fresh water and in lots of places, so just in case they get locked out of somewhere,

I'd be having numerous bowls or buckets with water in them; you'd be surprised at how much they will drink on a hot day," he said.

He said the same rules we apply for cars and kids should guide our treatment of pets in cars.

"Make sure there's plenty of ventilation even when you're travelling in the car, have the air conditioning on, and when you stop, the animals need to come out of the car.

"Please don't leave them in the car, even if it's only going to be five or ten minutes - that cup of tea could take half an hour, and on a really hot day, that's just too long, so don't risk it; get them out of the car," he said.

Like humans, animals suffer from the sun damage to their skin when they spend too much time exposed to it.

"Animals do get sunburnt and certainly, animals with a lot of white on them or thinly haired do get sunburnt and can be predisposed to skin cancer, just like humans, so we'd suggest bringing them in during the heat of the day so that they don't get the peak of the UV.

"There are pet-specific UV sunscreens that can be used with cats on the tips of their ears and across their noses, and white bull terriers who love sunbathing," he said.

Dr Foster also warned pet owners to err on the side of caution if they saw their pets in close proximity to a snake.

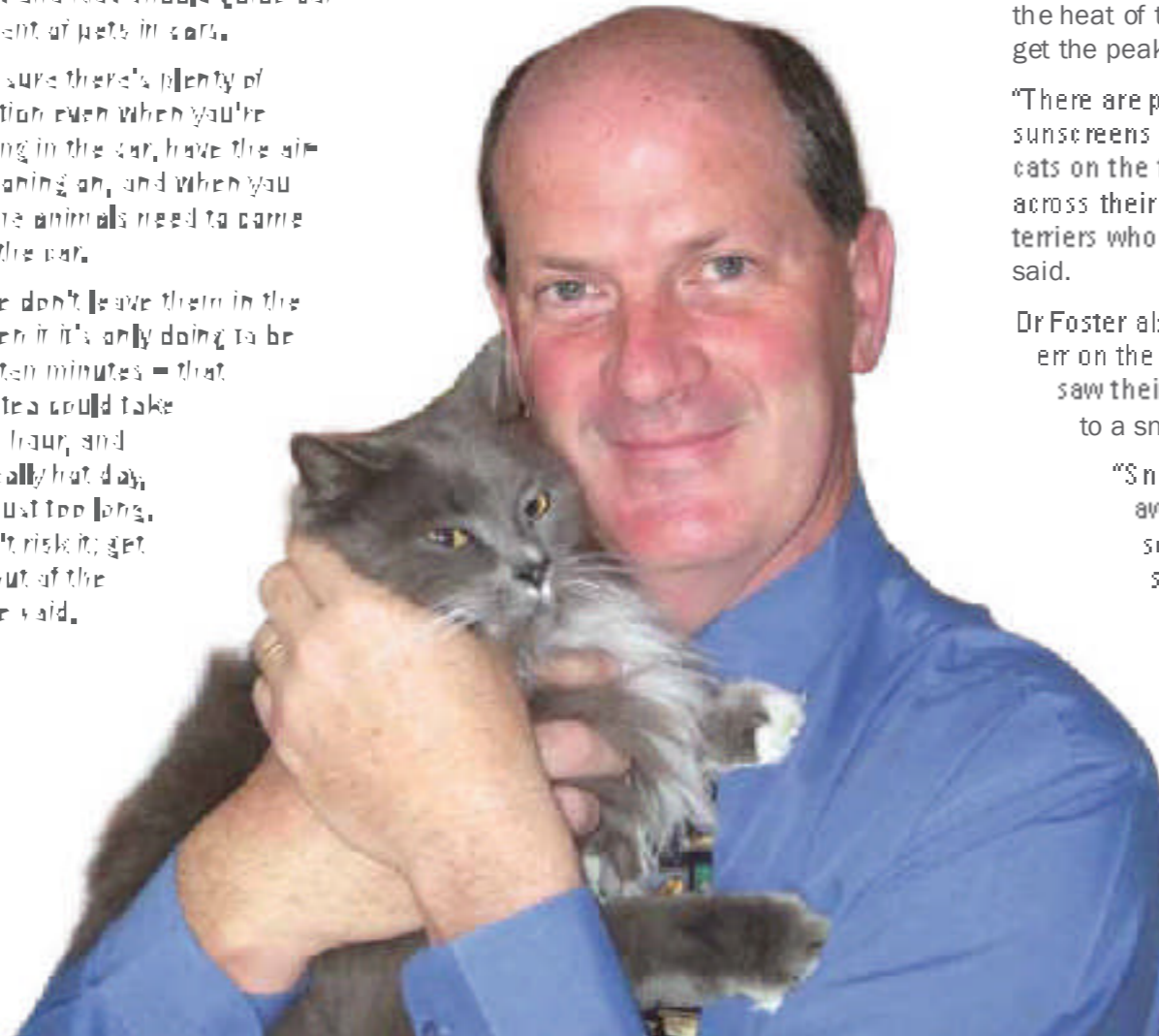
"Snakes are about, so be aware of that and if you see your dog or cat with a snake, assume it's been

bitten; bites are often hard to find, and by the time you do, they can be hard to treat, so if we see a little interaction going on, usually assume something has happened.

"We can do some tests, but most of the time we just need to get the antivenene rolling," he said.

For those who like to reward their dogs, Dr Foster said bones were a healthy choice, but needed to be kept fresh.

"Bones are really good for dogs to chew on, but they do attract wasps in the Summer, so keep them fresh - let him have a good chew, but then put it in the bin and give him another fresh one each day," he said.



Dr Charles Foster



NEW 3D CAPACITY IMPROVES SURGICAL IMAGE

The Prince of Wales Private Hospital in Sydney has become the first hospital in New South Wales to introduce a 3D imaging machine making minimally-invasive surgery safer, more precise and improving patient outcomes.

While standard surgical procedures require patients to have a pre-procedural CT-Scan, undergo the



procedure and then have a follow up scan and further surgery if required, the new 3D intra-operative imaging machine means the treatment of patients is more streamlined and efficient.

Dr Ralph Mobbs, a spinal and neurological surgeon at the hospital said the new technology is a breakthrough and a real plus for patients.

"Patients only require one visit to the CT and procedural revisions can be performed immediately.

"This is because the instant CT-like imaging means the procedure is carried out correctly the first time,

eliminating the need for additional scans and reducing the risk of having to go for follow up surgery," Dr Mobbs said.

The 3D imaging provides surgeons with the precise identification and repositioning of fractures and the accurate placement of implants in orthopedic surgery.

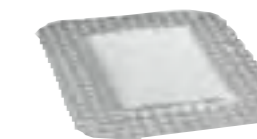
Dr Mobbs said the new machine (pictured left), means procedures are safer and more precise.

He said there is less exposure to radiation from extra scans leading to a quicker recovery for patients with less time in hospital.



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THE MELBOURNE CLINIC RISES TO MEET DEMAND FOR MORE MENTAL HEALTH BEDS

More than two years in the making, the construction of additional facilities for The Melbourne Clinic is now complete and operational.

Already one of Australia's largest mental health facilities, the Clinic's infrastructure expansion was undertaken to provide for unmet demand for mental health beds, and has increased the Clinic's capacity by 48 beds.

General Manager Andrew McKenzie said that The Melbourne Clinic had come through the construction period with flying colours.

"It's an exciting time for The Melbourne Clinic; we have been the longest running and largest mental health facility and now this redevelopment sees us expand an extra 50% as we respond to growing demand in the community," he said.

Mr McKenzie said the new facilities included mostly private room accommodation and provided a site

for new, comprehensive Addictive Behaviours Programs and paid tribute to his staff.

"In addition to our already substantial facilities, we now have eight new psychiatrists' consulting suites and a multi-level car park on-site.



"I am grateful for the amazing and highly skilled staff working together during this exciting time of change for the clinic," he said.

Healthscope's National Manager for Mental Health Gaylyn Cairns said that the expansion allows for more comprehensive delivery of inpatient treatment, day programs and outreach services.

"The additional beds means that we can now meet the increased demand for older persons mental health, eating disorders, drug and alcohol services in addition to the unprecedented demand for treatment of anxiety, depression and post traumatic stress disorder," she said.



Contact The Melbourne Clinic on (03) 9429 4688 or for Mental Health assistance anywhere in Australia, phone 1800 WE HELP (1800 93 4357).

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CHARITY BEGINS AT WORK

Doctors and nurses from John Fawcner Private Hospital in Melbourne have pooled their skills and resources with a charity group to help people in need of medical attention in the Fijian town of Lautoka.

On a recent week-long trip with Interplast Australia, anaesthetist Dr David Pescod and nurse Annette Robson participated in 33 operations, mostly general reconstructive plastic surgery and fixing hypospadiac genital malformations on young boys.

Dr Pescod said that their work in places like Fiji falls into two distinct categories: education (also referred to as 'capacity building') which helps communities overall, providing skills and resources to improve their ability to sustain their own care; and surgical care, restoring quality of life to individuals.

"In some countries the population is too small to ever hope to build the capacity, so we continue to work out there and the nursing staff do a lot of education because a lot of

the nursing practices are less than what we practice here, especially in infection control and anything from needles and sharps.

"Really simple things can make a huge difference to outcome - teaching the nurses to count equipment in and out, just quietly changing the culture.

"The other part is more on a micro level, just restoring life to these kids, because in the South Pacific there are lots of open fires and if the children roll into the fire, they get bilateral hand contractions trying to put themselves out, and because there's no treatment of burns, they're effectively bi-lateral amputees.

"So if you can rebuild one hand, a child can wipe their bottom, they can feed themselves, they can go to school then and they can get a job.

"In the scheme of things it's not important, I guess, but in their life it is, so it makes a huge difference," he said.

Dr Pescod, who has been doing aid work since 1983, said that the results they could achieve by working overseas for a week or a fortnight, were evident just in the costings.

"To fund a two-week trip it probably costs about \$30,000 and, in two weeks, depending on the case load, you expect to operate on upwards of 70 patients and in comparison, to bring one child out to Australia to operate on them is \$35,000 plus.

"They have hospitals that are resource-poor or often resource-absent, so we take all our own equipment - all disposable because it's very important not to put a further burden on their community - and for a trip like ours, doing 33 operations, it could take a year's worth of equipment if we use theirs, so we take just over 400 kilos of excess baggage," he said.

Dr Pescod said that many countries in the South Pacific suffered from low levels of access to sanitation, clean water and medical resources, and organisations like Interplast,



Nurse Annette Robson and Dr David Pescod care for a young patient in Fiji.

which is run by Rotary Australia and the College of Surgeons, made a significant contribution to the region.

"It does about 30 trips throughout the South Pacific every year, normally of two weeks duration and it's staffed by volunteer nurses and doctors.

"About one third of their funding comes from government, about a third from rotary and about a third is from private donations," he said.

Nurse Annette Robson, nodding in agreement, has retained her enthusiasm for the cause -

since the October trip, she's also completed the annual Eureka Tower Climb to help raise more than \$60,000 for Interplast.

"This was my first trip and David has done over thirty, so it was really fun; it was a good experience.

"We did about 33 operations in six days and I'd do it again tomorrow," she said.

To donate to Interplast, go to www.interplast.com.au

DEALING WITH ANXIETY AND DEPRESSION

They range in age from 18 to 70 and although the majority of people taking part in the program are female, it's open to everyone.

Beth Clark, the Co-ordinator of the Anxiety and Depression Program at The Melbourne Clinic said the demand to take part in the two-week inpatient program is extremely high.

"The first week, we focus on anxiety, we teach the patient what anxiety is, the symptoms you get and then we are teaching them self help to allow them to manage the condition more successfully," Ms Clark said.

Clients taking part in the program are taught to identify their signs, symptoms, early indicators and triggers.

They are also given anxiety management strategies including diaphragm breathing techniques and relaxation.

Each participant is encouraged to keep a 'thought' record, how to identify negative automatic thoughts and the best method to rational responses in dispute situations.



Dr Beth Clark

"So it's really about giving them self help strategies, and the second week is much the same but focuses on depression.

"Generally it makes a huge difference, it's not about curing them, it's all about giving them more control," Ms Clark said.

To be admitted to the program,

patients must have a diagnosis of anxiety or depression, be able to participate appropriately in a group setting and most significantly, be motivated and ready for change.

Further details are available through The Melbourne Clinic's Anxiety and Depression Program on (03) 9420 9246

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When it commenced operation as a private psychiatric facility in 1998, The Geelong Clinic was the first private mental health facility in Geelong and the south-western region of Victoria.

The 32-bed private psychiatric hospital, which is situated on the eastern side of Geelong, has 16 accredited psychiatrists and a multidisciplinary team of visiting psychiatrists, medical officers, allied health staff, registered nurses and psychologists complements their care.

In 2010, an additional four single rooms are being commissioned on-site to meet growing demands.

General Manager Janine Haigh said that the hospital offered

a wide variety of in-patient and day programs and introduced a dedicated Outreach Service in 2008.

"Our psychiatric unit encompasses inpatient and Eating Disorder programs, ECT and Transcranial Magnetic Stimulation therapy.

"We encourage our patients to participate in a range of therapeutic group activities and individual counselling sessions designed to provide crucial support and help smooth their return to the community.

dedicated and skilled staff and the ongoing commitment of our accredited psychiatrists.

"Our innovative and committed management team are working hard on establishing a culture to make the organisation a place where people want to work," she said.

The hospital's clinical operations are underpinned by an on-site Professorial Unit, renowned for its strong focus on research and best-practice and headed by Professor Michael Berk.

Janine Haigh said the unit is internationally recognised for research, and the integration of research findings in the treatment of Depression, Bipolar Disorder and other mental illnesses, having produced a number of novel research findings that have been clinically and practically significant for use by The Geelong Clinic.

"Their findings have been used to ensure the integration of evidence-based practice in the design and review of in-patient and outpatient programs at The Geelong Clinic

"They have assisted us to improve the safety and quality of private psychiatric healthcare in the Geelong region and across the Healthscope group," she said.

"And of course, our specialist outpatient programs cover a wide range of areas including Anxiety Management, Addictive Behaviours, Depression Management, Dialectical Behaviour Therapy, Bipolar-MAPS program, Eating Disorder program and a Post Traumatic Stress Disorder program.

"The day programs are very popular because they provide terrific support for people who can manage their day-to-day lives but need a bit of help," she said.

For Janine Haigh, the success of The Geelong Clinic can be attributed to the calibre of staff and the culture of the workplace.

"The strong growth and success of the clinic is thanks to the contribution of the hospital's



Janine Haigh





Christine Potiris

Practice Manager of Molescan Carnegie, located at 1145 Dandenong Road, Carnegie.

You can contact the clinic on 9568 3744.



How long have you worked in the job?

I have been with Molescan Carnegie from the day it opened its doors in June 2003.

What do you like most about it?

Meeting the different people that come into the clinic is always interesting. I am always amazed how far they travel to see us. We have people coming to see us from all over the state. The best part is knowing that our patients can be treated on the same day.

What kind of services does your workplace provide?

Being a Molescan clinic we check moles and spots on your skin. The doctor will examine you on the day visually as well as using a Molemax machine to take any photos of moles that may need to be monitored. The image is stored on the computer for future reference and can be magnified to a higher level on the screen, making it easier for the doctor to see. If there is anything that looks unusual, a biopsy on the day may be performed and sent to pathology.

Moles can be treated in different ways depending on the results. A doctor can use liquid nitrogen or do diathermy to treat the area or if a cancer is detected an excision may be necessary. All this can be done at the clinic by the doctor on the same day. This is especially important for patients who are concerned about a particular mole or spot.

What is the most interesting or unusual thing about it?

The most interesting part of the process is the technology. The ability to capture, store and analyse images of moles is invaluable. You can build a 'library' of images and monitor any changes overtime.

How many people work there and what do they do?

We have three reception staff currently working at Carnegie - Grazyna who has been there for five years, Rita who has been with us for one year and Sally who has recently joined the clinic.

Our wonderful doctors are Dr Rod Smyth, Dr Gabriel Poboran and Dr Michael Henderson.

What's the one question you get asked the most at work?

I guess it would have to be how the doctors actually scan the patient. Some people think you enter a chamber, others think that a special instrument is waved over you that flashes or makes a weird noise if a cancer is detected. We do hear some funny things.

What's your coffee and where do you get it?

Our staff keep things going with the help of good cups of coffee. We take it in turns to pop out to the local coffee shop with orders of lattes and cappuccinos.

What are your facility's opening hours?

The clinic is open Monday to Friday from 9.00 am to 5 pm. A portion of the fee charged for a full body scan, can be claimed from Medicare. You do not need a referral - only an appointment is necessary.



SOUTH AUSTRALIAN RIVALRIES HIT FOR SIX

Staff at the Ashford Hospital carried an extra burden for the last few months, as they prepared to resurrect the legendary Physicians V Surgeons Cricket event that, until a few short weeks ago, had not been played in some years.

Back in full swing with a snappy Twenty20 format, it was to be an important "showdown" match for both South Australian teams, with bragging rights at stake.

In an uncanny result, the game was a tie, with both teams finishing on 5 for 148.

Rev. Dr Peter Ryan, ACHA Chaplin (and, fittingly, the umpire), summed up the day perfectly.

"I was very impressed by the manner in which the game was played.



A barbeque lunch, organised by event sponsors ACHA and Gribbles, was enjoyed by all and made for a family-friendly affair that looks likely to once again become an annual fixture.



"The enthusiasm players expressed and the endeavour shown to the game was fantastic and they all showed great team spirit," he said.

The event was well supported by family and friends, with Ashford Hospital General Manager Simon Boag hosting his own cricket match on the adjoining oval with the children, allowing the spouses to sit back and watch the cricket.



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HEALTHSCOPE SNAPSHOTS...

The Hon. Alan Griffin MP Member of Bruce, and Minister for Veteran Affairs recently visited Victorian Rehab Centre in Melbourne's south-eastern suburbs to chat with patients, including Iris Heath.

He also inspected the hospital's substantial expansion plans and spruiked the benefits of the DVA Gold Card program which entitles cardholders (veterans, warwidows and their dependants) to the full range of health care services at DVA expense including medical, dental and optical care, as well as aids and appliances to help them to remain in their home.



Meet and greet at Vic Rehab

December wasn't all tinsel and mince pies, especially at The Victoria Clinic in inner suburban Melbourne.

One afternoon, while nearby Chapel Street was hosting all manner of parties, the clinic staff joined forces with the fire brigade to conduct a 'Mock Evacuation' training exercise.

Some of the staff took on the role of patients and were escorted from the building very quickly.

The 'furies' complimented the staff on their performance.



Evacuation exercise at The Victoria Clinic



Carol Sloan and Megan White at North park Private Hospital

It was red icing rather than red ink that heralded Debtor Clerk Carol Sloan's thirty years of service at North park Private Hospital north of Melbourne.

Since commencing work with the hospital in 1979, Carol worked as Front Office Receptionist and Front Office Manager before landing in her current role.

To mark the occasion, the hospital's General Manager Megan White presented Carol with a Waterford Crystal vase to thank her for her continuing commitment to North park Private.

THE LAST WORD...

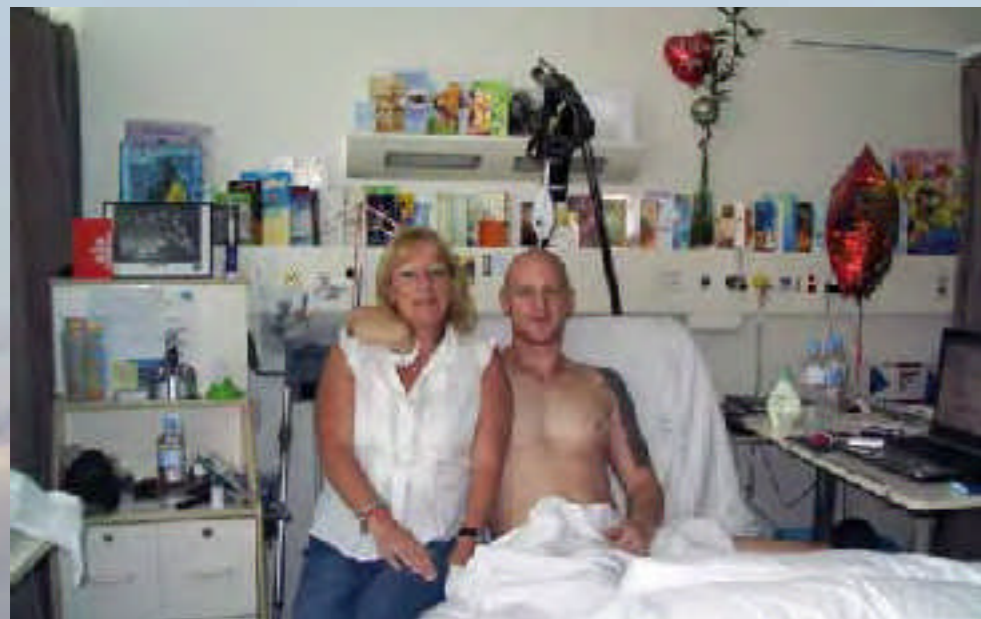
In May last year, we covered the inspiring story of Navy Diver Paul deGelder, who was attacked and bitten by a bull shark while taking part in a naval counter terrorism exercise on Sydney harbour.

His mother, Pat deGelder, the Service Manager at National Capital Private Hospital in Canberra said that although 32 year-old Paul lost a hand and a leg in the attack last February, he was now back in the water on naval duty.

"Paul has always been an amazing person and to see him not only recover, but return to his work and to the water with such passion is a privilege - he inspires me every day.

"Whenever I mention the adversity he's come through, he just shrugs and tells me that other people are much worse off," she said.

Pat said that Paul has been in demand as a speaker, sharing his story with everyone from groups of senior military personnel to school children, and had been asked to write a book about his experiences.



Pat and Paul soon after the attack.



Today Paul is back on duty with the Royal Australian Navy.

IN THE NEXT ISSUE OF
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COUNSELLING AND
COLORECTAL PATIENTS

CHILDHOOD
VACCINATIONS

THE CHANGING FACE OF
MEDICAL CENTRES

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