

Community matters

People caring for people



Southern Highlands Private Hospital
Bowral Street, Bowral NSW 2576

02 4862 9400

Issue 14
Summer 2014

SOUTHERN HIGHLANDS

PRIVATE HOSPITAL
SPECIALIST CENTRE & SOUTHERN HIGHLANDS CANCER CENTRE



Welcome from Jenny Harper, Chief Executive Officer

Welcome to our Community Newsletter. I hope you find this Newsletter interesting, as our aim is to keep in touch with our local community and inform you of what is happening at the Hospital and any new services that may be of interest.

We always welcome the opportunity to hear from the people about any services they think may be provided to meet the needs of our community. Please feel free to call in and ask to speak with me, as we welcome the feedback and suggestions for new services.

Southern Highlands Private Hospital Tops for Patient Satisfaction

Southern Highlands Private Hospital has rated in the top 5 hospitals in the nation in a survey of patient satisfaction regarding hospital experience.

Health fund HCF polled 8000 members in a wide-ranging customer satisfaction survey gauging satisfaction with their most recent hospital stay, the performance of the medical team and the role of HCF itself.

The health fund HCF collects extensive feedback from more than 11,000 HCF members on the hospital services provided through a patient experience survey.

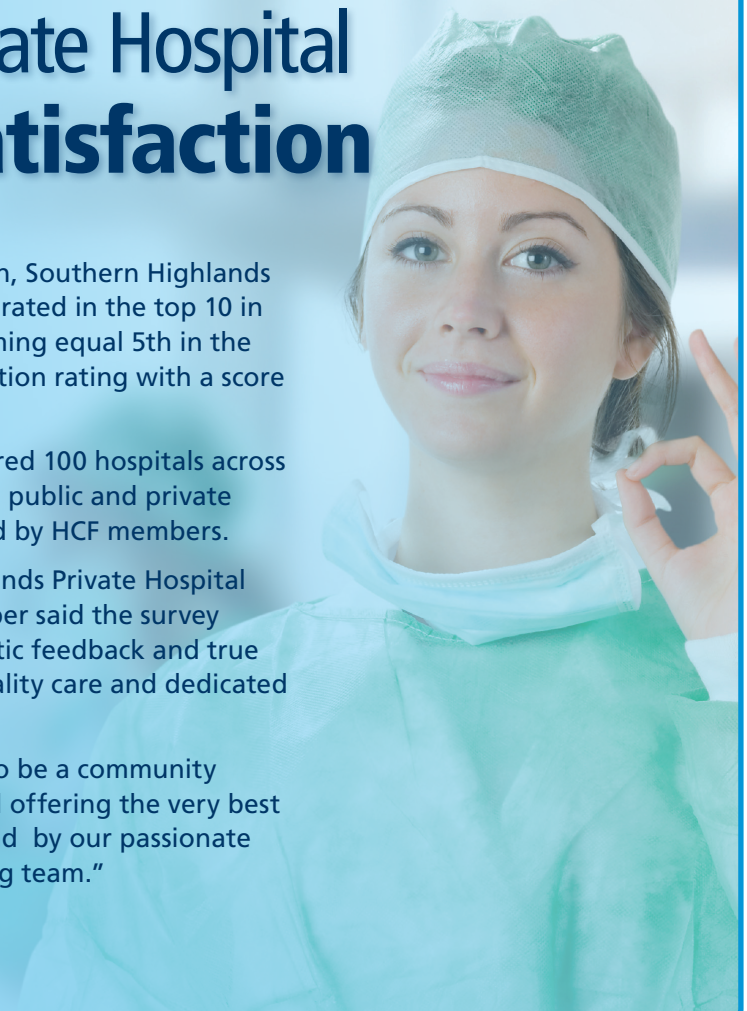
Against the two surveyed benchmarks, Hospital satisfaction and Medical

team satisfaction, Southern Highlands Private Hospital rated in the top 10 in the country, coming equal 5th in the hospital satisfaction rating with a score of 9.2 out of 10.

The survey covered 100 hospitals across the competitive public and private sectors attended by HCF members.

Southern Highlands Private Hospital CEO, Jenny Harper said the survey provided fantastic feedback and true proof of the quality care and dedicated team at SHPH.

"We're proud to be a community focused hospital offering the very best possible care lead by our passionate and hardworking team."



PAW-fect Visitors

You wouldn't normally see a dog in a hospital, but at Southern Highlands Private Hospital these four legged friends are among their daily visitors.

With his long blonde hair and kind manor, Rocky is the centre of attention in the Acacia Unit at Southern Highlands Cancer Centre.

The friendly 4 year old lab is a member of the PAWS Pet Therapy, a visiting dog therapy program which visits hospitals and alike.

In the PAWS Pet Therapy group there's up to 10 different therapy dogs that visit the Acacia Unit patients daily.

The therapeutic benefits of animal companions are well known but the greatest benefit to the hospital is the potential to uplift and distract nervous patients.



18 Memorable Years

In April this year, Southern Highlands Private Hospital celebrated 18 memorable years of service to the Southern Highlands community. From humble beginnings to today, the journey has certainly been a memorable one.



1996

Originally owned by Alpha Healthcare, Southern Highlands Private Hospital was officially opened on the 9th April 1996.



2001

In August 2001, Ramsay Health Care acquired all Alpha Healthcare facilities welcoming Southern Highlands Private Hospital into the Ramsay family.



2008

In April 2008, Southern Highlands Private Hospital acquired the Bowral Day Surgery, which included the Open Access Gastroenterology and Day Oncology services.

2012

The Southern Highlands Cancer & Day Infusion Centre officially opened on site in 2012 ensuring ease of access to cancer services for the whole Southern Highlands community.

Getting Muddy for a Good Cause



Hundreds of women braved an early Sunday morning hurdle of inflatable obstacles, mud pits, powdered colour and foam all in the name of a good cause. The first Miss Muddy obstacle course was recently held in Canberra- leading the pack was an all-female team representing Southern Highlands Private Hospital.

Representatives from most departments- clinical and non-clinical areas, joined forces to compete as a team complete with handmade matching uniforms.

Miss Muddy is a women's only obstacle and mud festival with a course of up to 5km for participants of 16 years and over. It includes mud, colour, climbing, crawling, slipping, sliding and lots and lots of laughter.

This un-timed obstacle course is all about women supporting women in a fun and non-threatening environment. To raise awareness and money for women's charities including the Australian Cancer Research Foundation, the Breast Cancer Network Australia and the McGrath Foundation.

Cancer Centre Leading the Way: 2014 Award for Excellence Winners!

Southern Highlands Cancer Centre is proud to be recognised as a leading health facility in the Southern Highlands community.

Recently the Cancer Centre team were awarded the prestigious 2014 Southern Highlands Business Award for Excellence in a Health Facility.

The Southern Highlands Business awards recognise business and organisations with outstanding commitment and dedication to the growth of the southern highlands region.

The Cancer Centre team proudly accepted the award at a ceremony held in early November.



Simply great cancer care services... close to home!

Our leading oncology day unit ensures easy access for the whole community of the Southern Highlands. Our Cancer Centre provides chemotherapy services to **both public & private patients**. Because every cancer diagnosis is different & personal, our compassionate, very experienced staff treat all our patients as unique individuals – comforted in the knowledge of being close to home.

Cancer care for all!

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People caring for people
RAMSAY
HEALTH CARE

**Southern Highlands
Cancer Centre**
at Southern Highlands Private Hospital



People caring for people



Rehabilitation Services

Southern Highlands Private Hospital offers a specialised rehabilitation program for day or overnight patients in orthopaedics, musculoskeletal, neurological and reconditioning rehabilitation.

Our team of leading specialists, physiotherapists, dieticians, occupational therapists, speech therapists, social workers and clinical psychologists – all provide an extensive range of rehabilitation services specifically designed... to get you back on your feet!

- **Well-equipped gymnasium**
- **Hydrotherapy pool**
- **Advanced medical, surgical and diagnostic technology**
- **Day rehabilitation program for physiotherapy, hydrotherapy and occupational therapy**
- **Leading specialists**
- **Experienced allied health team**
- **Quality patient care**
- **Close to home**



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