



RAMSAY
HEALTH CARE

**Australian International Education
Symposium
Monday, 13 June 2011**

Erin Lloyd (RHCI Clinical Consultant)



“Identifying synergies between providers and industry.

What are the skills training gaps for Indonesian Industry?”

- **Asked to speak from a Ramsay Perspective on what we have done.**



CONTENT

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1. RAMSAY HEALTH CARE

- 117 hospitals in Australia, **Indonesia**, UK & France
- Employs more than 30,000 people
- Admits over 1 million patients per annum



RAMSAY/PT AFFINITY HEALTH INDONESIA



**3 Hospitals:
RS Premier Jatinegara,
Bintaro and Surabaya**

RHCI = 648 beds

Annual Inpatient: 41,000

**Annual Outpatient:
531,000**

**Total of close to 1900
permanent staff**



2. SNAPSHOT

Nursing Education

- Performed locally in Jakarta and Surabaya e.g. Conversion from D3 (Enrolled Nurse) to S1 (Registered Nurse/Degree)
- Focused on up skilling our nursing staff in line with % of Registered Nurses in Australia.

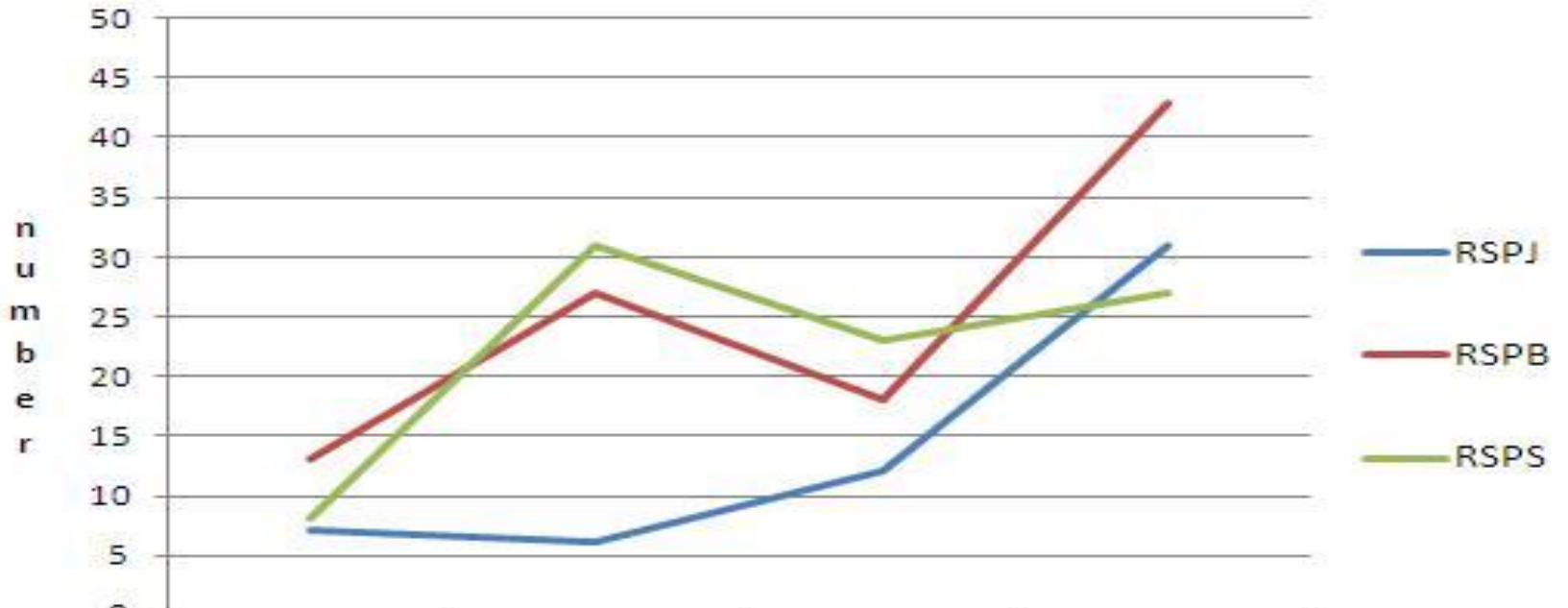
Nurse (D3 & S1 Nurse excludes midwives) Category Distribution RHCI S1 2010 = 15%

Hosp	06/07 D3	06/07 S1	07/08 D3	07/08 S1	08/09 D3	08/09 S1	09/10 D3	09/10 S1	Study
RSPJ	295	7	304	6	313	12	259	31	20
RSPB	197	13	210	27	183	18	186	43	20
RSPS	154	8	151	31	124	23	121	27	17
Total	646	28	665	64	620	62	566	101	57

Graph Nurse S1 Nurse (excludes midwives) Category Distribution RHCI

S1 2010 = 15%

**S1 Nurse(exclude Midwife)
Category Distribution RHCI**



	06/07	07/08	08/09	09/10
BACHELOR DEGREE (S1)				
RSPJ	7	6	12	31
RSPB	13	27	18	43
RSPS	8	31	23	27

SENIOR NURSING STAFF/DON (S2/ Master Degrees)



TRAINING

**All hospitals have 16 Level MOH Accreditation:
Need to provide training certificates**

Type of Training	Institution
Advanced Life Support	RS Harapan Kita
Cancer	RS Dharmais
Nephrology	RS Cipto Mangun Kusumo
Endoscopy	RS Cipto Mangun Kusumo
Diabetes	RS Cipto Mangun Kusumo
Ophthalmic	RS Aini

3. INTERNATIONAL CONNECTIONS

- **RHC Corporate Office:** Clinical Risk Management System – (Clinical Incident Monitoring); Health & Safety Program
- **Australian Hospital Training:** OT, ICU, Pain, OBGYN
- **Ella Lowe Award:** Nurse Innovation
- **Health Infection Control Management Resources:** Infection Control
- **Australian Council on Health Care Standards:** Development of Clinical Indicator Collection
- **Joint Commission International:** Accreditation



TRAIN THE TRAINER MODEL



SURGICAL TRAINING PROGRAM - APRIL 2008 BY ST GEORGE PRIVATE HOSPITAL STAFF AT JATINEGARA



+
**Competencies
SOP
& Ongoing
Support**



RAMSAY
HEALTH CARE

ST GEORGE PRIVATE HOSPITAL/INDONESIAN ICU NURSING STAFF, AT SURABAYA MAY 2009



+
**Restraint &
Pain
Management**

RSPS EXECUTIVE STAFF COMMITMENT TO JUDGING ELLA LOWE AWARDS



+
**Use Local
Resources**

**Development
of
Quality Skills**



RAMSAY
HEALTH CARE

10 PAPERS PRESENTED AT 3rd INTERNATIONAL NURSING CONFERENCE, Yogyakarta, 2009



Opportunities for Developing Research & Presentation Skills



RAMSAY
HEALTH CARE

HICMR SOP, AUDIT TOOLS, EDUCATION



AUSTRALIAN COUNCIL ON HEALTH CARE STANDARDS

- 1st Indonesian to collect Australian Council on Health Care Standards Clinical Indicators (e.g. Hospital Wide, Infection Control, Anesthetic)
- Now collecting them for 3 years
- Results: Positive



RAMSAY
HEALTH CARE

JOINT COMMISSION INTERNATIONAL : RSPB



4. MEDICAL TRAINING

Medical Degree from Indonesia

**Post Graduate: Locally and in
Europe/Asia**

(Adaptation Period)

**Provide opportunities for doctors:
to visit Australian Hospitals**

COMMUNICATION TRAINING: COGNITIVE INSTITUTE(Doctors)





5. BARRIERS

OVERSEAS TRAINING:

1. English Requirement
2. Cost
3. Salary Structure
4. Perception of Nurse
5. Qualification Recognition





Teamwork



Ramsay Way Extract

“We believe that success comes through recognizing & encouraging the value of people and teams”



MOUNT BROMO, EAST JAVA INDONESIA

Thank you

