



RAMSAY
HEALTH CARE

Group Human Resources

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16 August 2010

To whom it may concern,

Press Ganey Employee Satisfaction Surveys

Press Ganey have provided employee satisfaction surveys for a number of Ramsay Health Care facilities over the last 4 years.

Based on the impressive results of these surveys Ramsay Health Care decided to use Press Ganey for its organisation wide employee survey in 2010.

The reasons that we decided to make the change to Press Ganey were:

- Press Ganey's survey methodology is easier to use and the survey tool provides a higher response rate than alternative employee surveys.
- We find that the survey results are clearer, more objective and more statistically robust, which has allowed us to more accurately target the issues that have the most impact on staff satisfaction and engagement.
- The results debriefing sessions run by Press Ganey have provided senior facility staff with a clear understanding of their facility results and therefore a clear direction about what action is required to address issues identified in the survey.
- The reports we receive at a corporate level clearly identify "hot spots" across the organisation which then enables us to follow up to ensure issues are being addressed at a local level.

Regards,

Gavin O'Meara

Manager People and Culture
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