

ANNUAL FRIENDS OF WOLPER GOLF DAY



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WOLPER
JEWISH HOSPITAL

Editor: Michelle Stockley

8 Trelawney St Woollahra NSW 2025
P: +61 2 9328-6077
E: info@wolper.com.au
www.wolper.com.au



President's Message

Wolper Jewish Hospital recently underwent the obligatory three yearly accreditation audit against all ten National Safety and Quality Health Service Standards. The Hospital achieved ongoing certification with a recommendation of 26 'met with merit' findings, an outstanding result.

The ten standards cover all aspects of the Hospital and every staff member did their part in achieving this exceptional result.

As President of the Hospital, I take this opportunity to sincerely thank all management and staff for their outstanding effort in this achievement.

A very special thank you must go to Tina Boger, our Director of Clinical Services, who drove the process of securing the accreditation.

This edition of Pulse includes a detailed report on this achievement.

Wolper is one of the success stories of our community, being totally self-sufficient and the Board is focused on maintaining this situation by staying ahead of the game.

Wolper is extremely mindful that the health care needs of the general and Jewish communities may change over the coming years. If this occurs Wolper will need to modify its health care offering.

To that end, Wolper's senior management hold annual strategic planning sessions. The most recent recommendations were presented to the Board at a special meeting held in April and included a number of initiatives to ensure Wolper stays 'on the front foot'.

Our Board is continuously conducting the required strategic review of the services we provide so that Wolper can remain the outstanding health care provider it has become since being established in 1961.



Daniel Goulburn
President, Wolper Jewish Hospital

Wolper achieves in accreditation

The National Safety and Quality Health Service (NSQHS) Standards were developed by the Australian Commission on Safety and Quality and Health Care to drive the implementation of safety and quality systems and improve the quality of health care in Australia. The 10 NSQHS Standards provide a nationally consistent statement about the level of care consumers can expect from health service organisations.

Wolper Jewish Hospital has recently undergone full accreditation against all 10 NSQHS Standards.

Independent auditors spent two days at the Hospital reviewing its policies, procedures and practises and have recommended ongoing certification with 26 'met with merit' findings, which are reported back to the Australian Commission on Safety and Quality on Healthcare.

John Tucker, Wolper Chief Executive Officer, commented after the auditors' findings were delivered to Wolper management, "This is such an excellent result as it is well known in the industry that the Commission is granting fewer 'with merits' to ensure that each endorsement is truly exceptional and above expectations."

The auditors recommended 'met with merit' findings in the general areas of governance, education, infection control, antimicrobial stewardship, medication management as well as consumer and community partnership.

The merits relate to the following actions taken and rigorously maintained by Wolper management and staff:

Governance

- An organisation-wide management system is in place for the development, implementation and regular review of policies, procedures and protocols.
- Patient safety and quality of care is always considered in business decision making.
- Regular reports on safety and quality performance data are regularly monitored by management.



outstanding results audit

- Action is taken to improve the safety and quality of patient care.
- An organisation-wide quality management system is used and regularly monitored.
- Actions are taken to maximise patient quality of care.
- The workforce has access to ongoing safety and quality education and training.

Partnering with Consumers

- Consumers and carers are involved in the governance of the health service organisation.
- Governance partnerships are reflective of the diverse range of backgrounds in the population served by the Hospital.
- Mechanisms are in place for engaging consumers and carers in the strategic and operational planning for the organisation.
- Consumers and carers are involved in decision making about safety and quality.
- Wolper provides orientation and ongoing training for consumers and carers to enable them to fulfil their partnership role.
- Consumers and carers provide feedback on patient information publications prepared by the Hospital (for distribution to patients).
- Action is taken to incorporate consumer and carers' feedback into publications prepared for distribution to patients.
- Consumers and carers participate in the design and redesign of health services.
- Clinical leaders, senior managers and the workforce access training on patient-centred care and the engagement of individuals in their care.
- Consumers and carers are involved in training the clinical workforce.
- The community and consumers are provided with information that is meaningful and relevant on the organisation's safety and quality performance.
- Consumers and carers participate in the evaluation of patient feedback data.

Preventing and Controlling Healthcare Associated Infections

- An antimicrobial stewardship program is in place.
- Monitoring of antimicrobial usage and resistance is undertaken.



- Action is taken to improve the effectiveness of antimicrobial stewardship.
- Policies, procedures and protocols for environmental cleaning that address the principles of infection prevention and control are implemented.

Medication Safety

- A system is in use that generates and distributes a current and comprehensive list of medicines and explanation of changes in medicines.
- A current and comprehensive list of medicines is provided to the patient and/or carer when concluding an episode of care.
- Clinical staff provides patients with their medicine information, including medical treatment options, benefits and associated risks.

During their presentation, the auditors specifically praised Dr Ben Basger's medication review service and Wolper's Community Partnership Committee, calling it an "enormous driver of extraordinary levels of engagement". The auditors also noted that "patients obviously feel safe and rightly so..." and that "the close and effective integration of nursing and physiotherapy under your in-house model of care was apparent, unlike other facilities that we visit..."

Daniel Goulburn, Wolper Jewish Hospital President commented, "I express my appreciation to the entire management team led by John Tucker and Tina Boger, Director of Clinical Services, as well as our quality advisors and all staff for the considerable planning, preparation, implementation and effort that has gone into achieving this extraordinary result. They have done us proud."

The next interim review against Standards 1-3 will be in September 2018 and the next full review will be in March 2020.



Wolper Staff Recognition Awards

Last month Wolper launched its Staff Recognition Awards program. Staff who wish to acknowledge a fellow staff member's outstanding initiative, service or achievement were encouraged to nominate a colleague within one of the following categories: Working in a team, Outstanding excellence in service, Leading by example, Patient/s choice, Emphasis on continual improvement and Responsibility.

All staff were invited to a presentation where nominees were presented with a recognition certificate and gift voucher and our CEO John Tucker read out some of the reasons why their colleagues believed they were deserving of their award. It was a great opportunity for staff to honour their peers and let them know how their service to Wolper is appreciated and acknowledged.

Nominations will be presented quarterly and all nominees are then eligible for the annual award of Staff Member of the Year which will be announced at Wolper's year end event.

Winners from Quarter 1 were:

W – Carmela Militar

O – Simon Weeks, Karli Guilfoyle, Jacki Luker

L – Riccardo Nocentini

P – Ricky Lacsina

E – Joan Washer

R – Colleen McKenna

We are very proud of our first round winners and congratulate them on their well-deserved nominations.



Like

Look us up on facebook!
facebook.com/wolperhospital



Physiotherapy and Occupational Therapy Education Sessions

Patients on the Rehabilitation ward in Wolper Jewish Hospital have a very busy schedule.

Awake early for medications, nursing observations, showers, physiotherapy and hydrotherapy twice daily, ice regime after physio, consultations with doctors, meet with occupational therapists or maybe the discharge planner; and then there may be visits from family and friends.

In addition to this all patients are invited to attend an education session with our highly qualified and experienced physiotherapy and occupational therapy staff. Despite being tired after 2 therapy sessions (and major surgery), and often in pain, anywhere between 10 to 25 patients make their way to the patient lounge with their various walking aids. Most are eager to learn as much as they can about their surgery, recovery, the rehab program and its purpose.

Cody Kane, our Physiotherapy Manager, initiated these sessions as a way of discussing many common queries in a group setting where questions are encouraged.

The presenters try to limit the session to half an hour plus questions, as sitting for an extended time is uncomfortable after joint replacement surgery. Feedback from patients suggests the sessions are valuable and reassuring. It is also a chance for patients to chat to each other and most times discover that they are experiencing the same feelings as their fellow patients.

Topics covered in the education sessions include:

- How the physio program works and what is expected of the patients.
- Types of surgery and what to expect after joint replacement surgery.
- DOs and DON'Ts both in hospital and once you go home.
- The role of the occupational therapist and how they can assist patients to return home safely and as independently as possible.
- Rehabilitation is a 24 hour a day process, not simply an hour in the physio gym or hydro pool.

Wolper's rehabilitation patient education sessions are held on Thursdays at 3:30pm and are open to all rehabilitation patients and their carers.



Cody Kane
Physiotherapy Manager



Marcelle Segal
Occupational Therapy Manager



WOLPER Wellbeing PROGRAM

Wellbeing on Parkinson's disease and rehabilitation

Wolper's first Wellbeing session for this year focussed on Parkinson's disease and the role that exercise can play in moderating its symptoms.



OUR SPEAKERS ON THE NIGHT WERE:

Dr Paul Silberstein: Neurologist

Professor Colleen Canning: Head, Discipline of Physiotherapy, University of Sydney

Geoff Blicblau: Allied Health Manager, Head of Day Rehabilitation at Wolper Jewish Hospital

Parkinson's disease is a progressive neurological condition, which is characterised by both motor (movement) and non-motor symptoms. It affects around 70 000 people in Australia and the average age of diagnosis is 55 – 65 years. The disease is primarily related to a lack of the neurotransmitter dopamine as a result of degeneration of dopamine producing neurons within the brain.

The main symptoms of Parkinson's disease include tremor, bradykinesia (slowness of voluntary movements and a lack of normal associated movements), muscle rigidity, postural instability, fatigue, depression and anxiety.

Dr Paul Silverstein talked about the increases in understanding in many areas of Parkinson's research including the areas of the brain affected and the ways in which the disease progresses.

Scientists had thought that this was a disease of movement with affected people experiencing purely physical symptoms such as tremors, stiffness and slowness. It is now understood that there is more to the disease. It effects sleep and mood and may cause depression and anxiety. Late in the disease, cognitive performance can also be effected.

Doctors now accept that to treat a person well for Parkinson's disease, they need to treat the psychiatric symptoms as well as the physical symptoms.

Doctors are able to change medications and their doses to try and manage the fluctuations but ultimately everybody with the disease will reach a stage where their medication response becomes more inconsistent and more unreliable. Some doses might not work at all. At this stage it becomes very difficult to achieve a consistent control over the disease's symptoms and other advanced therapies are needed. These include apomorphine (a medication which is delivered via a pump), deep brain stimulation (where electrodes are implanted into the brain and connected to a stimulating device which is similar to a pacemaker) and a new treatment call duodopa (an intestinal gel which is delivered via a permanent feeding tube into the stomach). These therapies are very good at ironing out the fluctuations.

Dr Silberstein sees future research into Parkinson's disease focussing on ways to slow the progression of the disease. Given that the disease has a slow progression rate, slowing it down even more would mean that most people could live into their 80s and die with just a mild form of the disease.

Professor Colleen Canning spoke about the role that exercise plays in moderating the symptoms of Parkinson's disease.

Exercise is now proven to be an important therapy for people with the disease in combination with other medical interventions. It is important for people diagnosed with the disease to begin exercising as soon as they can – not to wait until physical symptoms start to appear. The benefits of exercise include improvements to mobility, walking, balance, strength and cognitive function as well as the reduced occurrence of falls. People with Parkinson's should do strengthening exercises as well as practise functional exercises such as getting out of a chair. One particularly useful exercise for Parkinson's is dancing which improves balance and walking speed.

Falls are very common in people with Parkinson's disease – over 60% will experience a fall more than once in a year, 20% will fall more than 10 times in a year. Studies have shown that balance and strength exercises, tai chi, movement strategies and cueing strategies can reduce the risk of falls.

It was a fascinating evening with a huge amount of information shared. To watch the video recording of the Wellbeing session on Parkinson's disease, please visit <http://www.wolper.com.au/news/video>

Parkinson's disease services at Wolper

Parkinson's counselling

Parkinson's NSW, a Wolper Jewish Hospital Health Foundation grant recipient organisation, has established a counselling service at Wolper.

This free and confidential counselling service gives people living with Parkinson's and their families the opportunity to speak to someone who has a good understanding of the disease and its physical as well as its emotional effects.

Shushann Movsessian is an experienced counsellor with Parkinson's NSW and sees clients at Wolper. All discussions are strictly confidential.

If you'd like to make an appointment to see Shushann, please contact the Parkinson's NSW infoline on 1300 644 189 or contact Shushann directly on 0488 218 299.

The Parkinson's NSW counselling service at Wolper Jewish Hospital is free once you become a member of Parkinson's NSW. See <http://www.parkinsonsnsw.org.au/> for more information.

Parkinson's support group

The aim of the group is to share information, education, latest research and developments, stories and companionship. Meetings are held on the second Friday of each month at Wolper.

To book in contact Melanie Browning from Parkinson's NSW on 8051 1912 or Jennifer Adams, the group coordinator, on 0415 559 788.

Rehabilitation

Wolper Jewish Hospital has two rehabilitation options for people living with Parkinson's disease:

1. Day Rehabilitation: this is a medically supervised program that is run by a team of physiotherapists, occupational therapists, nurses and doctors. The patient is assessed comprehensively and a tailored program is developed.
2. MoveWell exercise classes: this is more of a maintenance program after completing Day Rehabilitation. These classes include exercises focussing on strengthening, balance and include elements of the LSVT Big program.

To learn more about Wolper's Day Rehabilitation and MoveWell exercise classes, please contact us on 8324 2261 or see www.wolper.com.au



Improve balance and avoid falls with tai chi at Wolper

While tai chi looks like a gentle stretch, researchers have found that this is not the case. Actually as an aerobic workout, tai chi is roughly the equivalent of a brisk walk and as a resistance training routine, some studies have found it similar to more vigorous forms of weight training.

With its focus on strengthening the body and the mind, tai chi can address a range of physical and mental health issues; these include bone strength, joint stability, cardiovascular health, immunity, and emotional Wellbeing. It can also be especially useful for improving balance and preventing falls, a major concern for older adults.

Dr. Peter Wayne, research director of the Osher Center for Integrative Medicine at Brigham and Women's Hospital and Harvard Medical School, has found that tai chi can reduce falls in seniors by up to 45%. It can also improve balance in people with neurological problems and a recent study published in The New England Journal of Medicine found the program particularly effective for balance in people with Parkinson's disease.

Tai chi is particularly effective in improving balance because it targets all the physical components needed to stay upright—leg strength, flexibility, range of motion, and reflexes—all of which tend to decline with age.

Due to the fact that tai chi is "zero impact" it can be practised by people of all ages as it does not put too much strain on aging bones and joints.

To read an article from Harvard Health Publications about the benefits of tai chi, please visit <http://www.health.harvard.edu/blog/try-tai-chi-to-improve-balance-avoid-falls-201208235198>

Wolper now offers tai chi classes as part of its MoveWell program of community exercise classes.

For more information on Wolper's MoveWell program, please see the news box on the front page of the Wolper web site at www.wolper.com.au



Wolper Staff Satisfaction

Wolper Jewish Hospital is a member of the Small Private Hospital Benchmarking Group (PHBG), where audits are undertaken and results benchmarked with this peer group. This April, Wolper undertook its annual staff survey which is one of the quality activities forming part of the PHBG schedule. The survey showed a 5% increase in staff satisfaction, moving from 92% to 97% – an excellent result.

The major areas of improvement included feedback regarding work performance, support for environmental initiatives, relevance of educational initiatives, work culture and awareness of escalation procedures.

Managers reported an improvement in management training, support and direction, business goals awareness and open disclosure knowledge. There was also an improvement in the process to either prevent or address staff fatigue due to workload requirements.

Several management initiatives including the new Staff Recognition Awards Program, regular orientation sessions for all new staff and the Hospital's comprehensive education and competency schedule were reflected in this year's results.



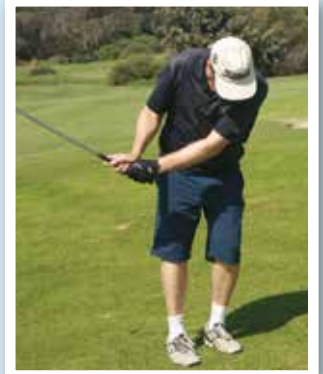
Friends of Wolper Golf Day

This year's golf day was a great success!

For the first time the event took place at St Michael's Golf Club and our regular participants really enjoyed the change of scenery.

Friends of Wolper is a great way for members of the community to support the Hospital and to stay informed of Hospital news. We thank you for your ongoing support

If you know anyone that would be interested in becoming a Friend of Wolper, please email friends@wolper.com.au and we will email an application form.



JCA Annual Fundraising Event

In it's 2017 Fundraising Campaign, JCA asks our community to "help us write our future", acknowledging that we all have a shared responsibility to help dream, write and build the future of our community.

Wolper Jewish Hospital is proud to be part of the JCA family, knowing that the hopes and dreams of our community are in JCA's safe and trusted hands. We urge you to support JCA'S 2017 Fundraising Campaign, for the benefit of our entire community.





Wolper staff trained in caring for victims of trauma

In February this year, I had the opportunity to accompany Tina Boger, Wolper's Director of Clinical Services, to the Sydney Jewish Museum to participate in a professional education program focussing on working with older people who have experienced trauma.

I have visited the Museum on several occasions to view the exhibits, to attend lectures, concerts and other functions. I did not know that every year, hundreds of health professionals have the opportunity to visit the Museum to increase their understanding of – and competence in caring for – patients who have experienced trauma in their lives. The trauma may of course have been the Holocaust, as is the case for many patients that come to Wolper, however the principles discussed can be applied to diverse populations independent of race, religion or culture.

For me, the most poignant aspect of the afternoon was the experience of trauma recounted by a Holocaust survivor – a Jewish lady in her 70s whom I have twice cared for during her admissions to Wolper following joint replacement surgery. I got to know her as a mother of 3 adult children, a grandmother, the wife of a retired professional, living comfortably in the eastern suburbs of Sydney. Highly intelligent and cultured attending concerts, theatre, lectures, travelling and at the time of her surgery, she is the sole carer of her husband who has a progressive illness. She is more or less a typical Wolper patient. At no time did it occur to me that this lady could possibly have endured the trauma she disclosed to the group that afternoon.

Hearing her recount the horror that was her life from age 4 to 19 or 20 when she arrived in Sydney, was literally unbelievable. Hearing her examples of how that trauma impacted her later life made me, an experienced health professional, really stop and think about how much life history our patients may have of which we are not aware. One tiny example from the hour-long story she shared

with us was how difficult it was for her to play with her children when they were young and more recently with her grandchildren. We assume that most parents rely on their own memories of childhood play as a template of what to do with young children. This lady has no such memory, no such history. There was no play in her childhood.

After a brief tour of the Museum we listened to Renee Symonds, a highly regarded Clinical Psychologist in this field. She brings personal and professional experience and expertise to her training and education of others. She touched on trauma and suffering and their relevance to being in hospital or in a care facility, numerous potential triggers, ways to initiate conversation and the concept of “second generation” survivors.

Having experienced the afternoon in such a profound way, Tina and I believe it is imperative and invaluable for other Wolper staff to share in this moving and relevant education. Commencing in May 2017, 2 – 3 Wolper staff will join staff from Jewish Care to attend these sessions at the Museum. Initially nursing staff from our medical and palliative care wards will attend as their patient group regularly includes Holocaust survivors. Over time we hope that many of our staff can have the experience as we are well aware that trauma in various forms may affect more of our patients than we realise.

Thank you to the staff and volunteers at the Sydney Jewish Museum who made this experience possible. Most hospitals offer general education opportunities to their staff. This is just one example of how Wolper sets itself apart from other facilities in so many ways for the benefit of both its patients and staff.

Marcelle Segal
Occupational Therapy Manager



Di Yiddishe Mamas – Bettina Ebert and Nogah Strum



Harold Woolf, Becky Goliger, Lana Woolf

Did you see Wolper on the news?

On Friday 24th March, an SBS film crew dropped by to film a Wolper MoveWell class. They were producing a news story about a newly released report on the importance of exercise in aging.

They interviewed a few class participants and filmed them doing their exercises. And yes, our Wolper footage was included in their news story that went to air!



Pesach joy comes to Wolper

During chol hamoed Pesach, Di Yiddishe Mamas came to perform at Wolper for our patients and guests. A large crowd had constant smiles on their faces as they enjoyed the banter and singing of Nogah Strum and her mother Bettina Ebert.



Joyce Falk, Janese Owen, Michael and Samuel Barell

A fun Purim at Wolper

Rivky Shuchat brought children from JEMS (Jewish Education Matters), and their parents, to Wolper for Purim. Much fun was had by all. Patients loved the children and their antics, and the children loved being at Wolper.

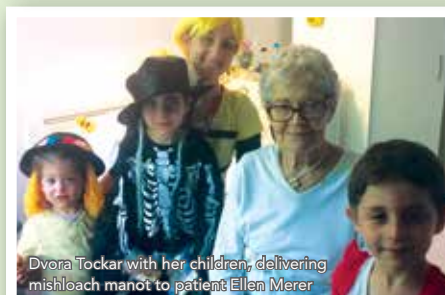
Rabbi Dovid Wilansky brought his family with him when he came to read the megilla to patients who wanted to hear it read.

Representing OBK (Our Big Kitchen), Dvora Tockar brought mishloach manot (presents of food) to give out to patients.

All the children delighted the patients in their Purim costumes.



Rivky Shuchat (dressed as a pencil) with children from JEMS



Dvora Tockar with her children, delivering mishloach manot to patient Ellen Merer



Rabbi Wilansky with his children, after reading the megillah to patients Harry Smith and Oscar Finkelstein



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Rehabilitation at Wolper Jewish Hospital

Wolper Jewish Hospital is one of Sydney's leading private hospitals offering high quality rehabilitation services. Our facilities include a fully equipped physiotherapy gym and chlorine free hydrotherapy pool.

There are two options for outpatient rehabilitation at Wolper:

Day Rehabilitation

The program typically runs for three hours, 2-3 times a week for four weeks and incorporates individually tailored physiotherapy, hydrotherapy and occupational therapy services. Treatment can run longer if needed. Ideal for:

- patients following orthopaedic or spinal surgery, injuries or trauma
- people who require rehabilitation for neurological disorders
- people during or following cancer treatment
- reconditioning following hospitalisation or illness

MoveWell exercise class program

Ideal for all members of the community wanting to lead a healthy and active lifestyle. All MoveWell sessions are offered at Wolper Jewish Hospital and are run by accredited exercise physiologists and physiotherapists.

Classes include

- aqua-aerobics and aqua-core
- tai chi
- strength and conditioning
- Parkinson's Disease exercise program
- falls and balance

Class descriptions and schedules can be found at www.wolper.com.au

FOR MORE INFORMATION

Contact Wolper Jewish Hospital on 8324 2261 or see www.wolper.com.au
For MoveWell enquiries or bookings call 8324 2296 or email movewell@wolper.com.au

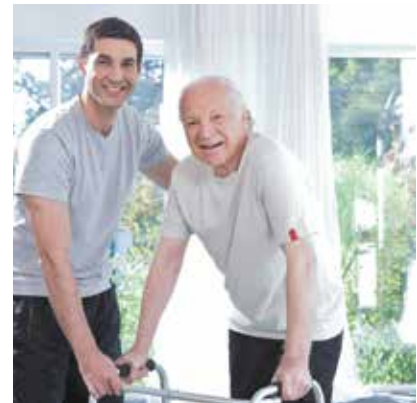


Think you're exhausted after Pesach?

During Pesach, Wolper's dynamic kosher kitchen developed a more contemporary menu (compared to the traditional dishes) and served in excess of 2585 main meals, 970 soups, 829 desserts.

63 different vegetables were used in our dishes which were kosher for Pesach while still catering for special diets such as puree, diabetic and low salt.

WOLPER
Wellbeing
PROGRAM



Wolper Wellbeing Program 2017

All programs at Event Cinemas,
Westfield, Bondi Junction, at 7.30pm

Monday
3 JULY

Q AND A: LIVING WITH DIABETES

Wednesday
13 SEPTEMBER

CARDIAC AND VASCULAR DISEASE
Includes Atherosclerosis.

Wednesday
29 NOVEMBER

Q AND A: ANXIETY AND STRESS

For more information call 9328 6077
or visit www.wolper.com.au