

WOLPER PHYSIO AT HOME

Let us come to you!



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WOLPER

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President's Message

As a not-for-profit hospital sponsored by the Sydney Jewish community, Wolper Jewish Hospital has always “stayed ahead of the game” with a history of adapting to the current demand for outstanding medical care.

Wolper Jewish Hospital is self-sufficient, always standing on its own “two feet”, never seeking an allocation from the JCA. Close to 100% of our revenue stream is provided by the Private Health Funds by way of rebates to their members for services provided by the private health care system. We do receive donations and bequests that assist us greatly in providing the outstanding health care that Wolper provides. We sincerely thank all of these donors.

With these facts in mind I wish to bring to your attention two recent developments.

First, I am sure you are aware Private Health Funds' premiums continue to rise at a greater rate than CPI. The funds claim this is at least partly due to them paying rebates for unwarranted health services.

There is also some debate amongst surgeons as to whether the outcomes to patients for certain orthopaedic procedures are the same after 12 months with or without intense inpatient rehabilitation.

As a consequence pressure is being applied by the Private Health Funds to reduce rebates for in-hospital rehabilitation especially following knee or hip replacement surgery. You may have read or heard news reports to this effect.

Wolper acknowledges that this may be the case for some patients but certainly not all. What is not often mentioned in the debate is that many orthopaedic patients have multiple medical conditions and/or are elderly. This generally means they will continue to need the inpatient hospitalised intensive rehabilitation that Wolper is so good at providing.

Wolper has already adapted to the changing demand

and has allocated many of our rehabilitation beds to an outstanding team of specialist Geriatricians. These Visiting Medical Practitioners together with our allied health and physiotherapy teams are available to treat patients who require what we describe as slow stream rehabilitation following hospitalisation at a more acute hospital or following serious illness. The response to our increased focus on rehabilitation for older patients has been very positive.

In addition we have commenced our Wolper Physio At Home service for those who prefer to have their rehabilitation in the privacy of their own home. For more information turn to page 3 of this Pulse Newsletter.

Second, Wolper is constantly improving our physical environment using our internal financial reserves.

Currently we are undertaking minor construction works to the vehicular entry and exit gating plus a revamped downstairs patio area.

Also we are installing a permanent coffee cart in the downstairs lounge adjacent to the patio so that family and friends visiting patients can enjoy a coffee, and perhaps a snack, from our very friendly baristas – all kosher of course.

New window treatments and patient chairs have already been installed in all first floor patient suites. Also our lounge areas now have new sofas and an operable wall will shortly be installed in the upstairs NCJW lounge to facilitate its multi use. Additional landscaping will be undertaken in coming weeks.

Wolper Jewish Hospital doesn't stand still. We are constantly improving our offering and the quality of our care.

I take this opportunity of wishing everyone Chag Kashruth Pesach. May your Seders with family and friends be joyful and full of celebration.



Daniel Goulburn OAM
President, Wolper Jewish Hospital



Like

Look us up on Facebook!
facebook.com/wolperhospital



New Service: Wolper Physio At Home

Let us come to you

Our new Wolper Physio At Home service allows the Hospital's rehabilitation experience to be available to patients who are home-bound or have difficulty getting to the Hospital for Day Rehabilitation or Movewell classes.

One of our experienced physiotherapists will come to the patient's home where they will develop a tailored treatment program based on agreed healthcare needs. Each session will work towards maximising the patient's health, quality of life and mobility. Physiotherapists can also go to the patient's aged care facility or retirement village. Private health fund rebates may be available.

Wolper Physio At Home is open to all members of the community – the individual does not need to have been a patient at Wolper, nor do they require a referral from their doctor.

Our new service enables patients to receive the best of Wolper's rehabilitation services in the comfort, safety and privacy of their own home.

For further information and bookings, please contact Wolper Day Rehabilitation administration staff on 8324 2261 or email dayrehab@wolper.com.au



Wolper Physios deliver their rehab expertise for inpatients, day patients and now in the home

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. 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



Community Genetics Program in the media

Recently a story on the ABC's 7:30 and a follow-up article in the Sydney Morning Herald focussed on a young couple who lost their baby to Spinal Muscular Dystrophy – a genetic disorder.

A straightforward saliva or blood test could have been administered to determine whether the couple were carriers of the gene causing this disorder, potentially avoiding this heartbreaking situation.

In the Sydney Morning Herald article, Debra Kennedy, a geneticist at The Royal Hospital for Women, wrote "Genetic carrier testing can be enormously successful. The Ashkenazi Jewish community is a good example. Individuals from this background have a one in 25 chance of carrying a recessive gene for Tay-Sachs disease, which is a progressive neurodegenerative disorder and means that affected children don't live beyond five years of age. Yet thanks to a comprehensive screening program in schools and the community to identify carriers, there have been no cases born to couples who have been screened in Australia..."

Debra Kennedy is indeed correct that no Tay-Sachs-affected children have been born to parents in the test population since the inception of the Community Genetics Program in 1995, a benchmark recognised internationally.

Working together with NSW Health Pathology, Wolper Jewish Hospital is proud to sponsor this successful testing program targeting Jewish senior high school students and Jewish couples planning their families. The program tests for 9 conditions including Tay-Sachs disease and Cystic Fibrosis.

It is crucial that couples be tested before they start their families.

For more information on the Community Genetics Program, contact Wolper Jewish Hospital on 9328 6077 or see www.wolper.com.au



Drs Jennifer Stevens, Tracy Murrant and Michael Solomon at the education session

Wolper holds education session for local GPs

Wolper held its first Central and Eastern Sydney Primary Healthcare Network educational session for local GPs and allied health professionals in February.

The subject for the evening was rehabilitation following hip and knee replacement – a subject that Wolper knows a lot about!

Our speakers on the night were Dr Michael Solomon, orthopaedic surgeon who is a frequent referrer to Wolper, Dr Tracy Murrant, Wolper's specialist rehabilitation consultant and Dr Jennifer Stevens, anaesthetist and pain specialist at St Vincent's Private Hospital.

The presentations on the evening informed the attending professionals on when to refer patients to a surgeon for joint replacement, the role of rehabilitation in post-surgery recovery, Wolper's approach to rehabilitation and its services as well as the latest thinking on pain-management.

The session was well attended, giving Wolper a unique opportunity to raise awareness of its facilities and services with professionals from the local area.

Wolper staff news

A brilliant new management team has been appointed to the Rehabilitation Ward.

Marcelle Segal has taken on the role of Manager, Rehabilitation Services and will continue on in her role as Occupational Therapist Manager.

Alex Holloway returns to Wolper from a role in community health to fulfil the role of Clinical Team Supervisor.



Alex Holloway and Marcelle Segal

Two families' special gift to Wolper

The Stein and Malek families have come together to donate an ice machine that dispenses specially-shaped soft crushed ice that is easily chewable and slow-melting.

Caron Stein's mother, Susanne Markus, came to Wolper from Chris O'Brien Lifehouse.

"At Lifehouse they were giving mum small ice cubes that she found easier to manage than sipping water," said Caron. "At Wolper, the staff were using a blender to crush larger ice cubes into a more manageable size. We thought a machine that would do that for them would be good for the Hospital to have."

While Mrs Markus was in Wolper, Caron stayed with her overnight and was struck at the quality of care that her mother was receiving right around the clock.

"All the nursing staff and doctors delivered excellent care and it was particularly touching to see that the staff extended this compassion and care to the rest of our family."

Reflecting on her family's experience at Wolper, Caron added "Wolper has such a warm communal feel about it – it didn't feel clinical like the other places we had been to during Mum's illness. I wish the Hospital were bigger so that all patients who need it could experience their wonderful care."



Wolper nursing staff, Ricky Lacsina and Krishna Napit, with the ice machine

Andrew Driehuis, Deputy Director of Clinical Services and Manager of the Medical Ward commented, "The ice making machine donated by the Malek and Stein families was a tremendous gift to the Hospital. It has allowed us to offer ice that patients can easily chew or suck without causing them pain or discomfort. Previously, staff were using a noisy blender to do this which was not ideal as it disruptive and not effective. The machine is compact, unobtrusive, extremely hygienic, and is being very heavily used. The gift is very much appreciated."

Managing the flu season

Last year's flu season proved to be challenging for Australia as the season lasted much longer than expected with virulent strains of the virus causing a record number of infections in the community. The NSW Health Department reported more than 130,000 flu cases were recorded in NSW during the 2017 flu season, a record!

The influenza virus is mainly spread from person to person via coughs or sneezes (droplet spread). People may also become infected by touching an object or a surface that has the influenza virus on it and then touching their mouth, eyes or nose.

This year a number of measures have been implemented to ensure the Hospital is a safe environment for patients, visitors and staff. Staff education sessions have been held outlining infection control measures that must be adhered to, alcohol hand-rub is available in all patient rooms and throughout the corridors for all patients and visitors to use and posters regarding hand hygiene and cough etiquette are also visible throughout the Hospital.

When patients with influenza are admitted to the Hospital, a number of precautions are put in place. Precautions also apply to visitors to the Hospital that are displaying flu-like symptoms.



- All visitors entering a room in which a patient with influenza is located will be instructed to wash their hands on entering and on departure.
- Visitors having close contact with an infected patient will be offered personal protective equipment (PPE) to wear. This includes a mask, apron and gloves.
- All non-essential visitors will be discouraged from coming to the Hospital until symptoms have resolved.
- Non-essential visitors displaying symptoms of acute respiratory symptoms may be asked not to enter the Hospital.

Wolper Jewish Hospital appreciates all patient and visitor cooperation as we endeavour to provide the best possible care for all during the up-coming flu season.



WOLPER Wellbeing PROGRAM

Wellbeing Q&A focuses on Anxiety

The Wolper Wellbeing Q&A on Anxiety aimed to provide an interactive, expert briefing on anxiety and its management.

It was one of our most popular Wellbeing sessions with not one seat left empty in the venue.

Our speakers were:

Associate Professor Melissa Norberg: Deputy Director of the Centre for Emotional Health (CEH), Macquarie University

Associate Professor Vladan Starcevic: Associate Professor of Psychiatry at the University of Sydney

Professor Niels Buus: Professor of Mental Health Nursing, St Vincent's Hospital

Special audience members: Renee Mill, Lisa Champion, Liz Trillia, Julie Leitch

The panel members covered many topics, including the relationship between anxiety and depression, practical things that can be done to prevent or reduce anxiety, when and where to seek help and the roles family members, workplaces and schools can play in supporting a person with anxiety.

You can view the video of the seminar on the Wolper web site at <https://wolper.com.au/videos/>



Wolper Wellbeing Q&A panel left to right: Liz Trillia, Professor Niels Buus, Associate Professor Melissa Norberg, Dr Allan Shell, Renee Mill, Associate Professor Vladan Starcevic, Julie Leitch, Julie McCrossin, Lisa Champion



Danny and Sheina Baroukh, Renee Mill



Rafi and Louise Glaser



Barbara and Robert Shotland



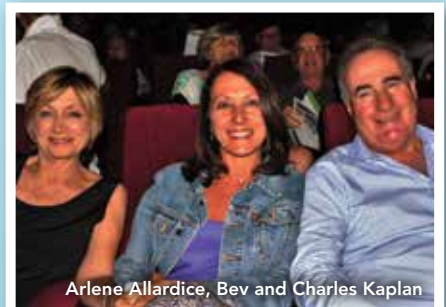
Cliff and Evelyn Sossen, Barbara Berman



Michelle Ray, Leone Hersh, Nina Blair



Jo Karney, Barbara Rothenberg, Karen Metz



Arlene Allardice, Bev and Charles Kaplan



Wolper Wellbeing Program 2018

**All events start at 7.30pm
at Event Cinemas, Westfield, Bondi junction**

**Wednesday
21 MARCH**

RESPIRATORY DISORDERS

**Wednesday
9 MAY**

Q AND A: ANTIBIOTIC RESISTANCE

**Monday
4 JULY**

Q AND A: HEALTHY AGEING

**Wednesday
5 SEPTEMBER**

**Q AND A: GENETICS:
CRACKING THE CODE OF LIFE**

**Wednesday
14 NOVEMBER**

MY GUT FEEL



Wolper Jewish Hospital is a member of the
JCA Family of Communal Organisations

WOLPER
Wellbeing
PROGRAM

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



Safety and Quality Improvements at Wolper

Each year Wolper's staff education and competency calendar schedules targeted training for clinical, administrative and food service staff.

Beginning with comprehensive orientation for new employees, and followed up with regular face to face education sessions plus scheduled on-line training and staff appraisals, staff satisfaction has improved by 9% over the past few years from 88% in 2014 to 97% in 2017.

Feedback from patients, carers, doctors and staff is communicated Hospital-wide at department meetings and action for improvements are made as promptly as possible. Some examples of recent improvements are the implementation of a coffee kiosk providing refreshments for patients, visitors and staff; landscaping and security upgrades, increased physio to patient ratio in Day Rehabilitation, new light options on the food menu and inpatients now being given the choice of having medications dispensed prior to discharge or taking a prescription with them.

Other recent improvements include the implementation of new cleaning and hand hygiene products throughout the Hospital to improve infection control, mattress covers for the rehabilitation ward to reduce heat rashes and special non-slip grip socks for patients to reduce the risk of falls.



Emily Pezzotti

Quality Liaison



Prefer to receive the Wolper Pulse via email?

Please send an email to newsletter@wolper.com.au

Personal Perspectives

Wolper rehab aids Dr Ellen Biggs to get back to the big outdoors

Ellen Biggs is a dentist and leads a very active lifestyle. Bike riding, hiking – she loves it all.

Sadly, Ellen recently had an accident, falling off her bike and breaking 5 ribs and the head of her femur. After being taken to Royal North Shore Hospital for surgery, Ellen came to Wolper for rehabilitation.

Ellen had been to Wolper several times in the past to visit friends who were patients. She repeatedly heard of Wolper's excellent reputation for rehabilitation, and of the care and dedication of the staff. She then discovered for herself that every aspect of Wolper exceeded her expectations. Every member of staff including kitchen staff, cleaners, nurses, physios and occupational therapists were caring, polite, friendly, comforting, respectful, sensitive and made her feel as though she was an individual – not just a case.

After a couple of days at Wolper, Ellen could see that every rehab patient was walking more freely and had a happier disposition. Ellen sees that as a direct result of the care given. "The anxiety and fear that every patient feels about their situation is alleviated by the kindness and professionalism of the staff", says Ellen.

Ironically, it was one of Ellen's non-Jewish country-based patients that convinced her to go to Wolper for her rehabilitation, proving Wolper to be a wonderful ambassador of the Jewish community to broader community.



Dr Ellen Biggs



Education at Wolper Jewish Hospital

Learning is an ongoing undertaking for all health professionals. At Wolper Jewish Hospital, education is a regular part of the working week. All registered health professionals including nurses, physiotherapists and occupational therapists, are required to engage in professional development or learning activities for a specified number of hours annually (approximately 30 hours). This may include attending lectures, seminars, or conferences; reading professional journals and research articles; sponsoring or mentoring less experienced colleagues or students.

All Wolper staff engage in a comprehensive monthly education program which offers face-to-face sessions presented either by Wolper staff or by external speakers.

Most recently we have welcomed Dr Richard Parkinson, neurosurgeon, and Dr Stephen Quain, orthopaedic surgeon. The Doctors talked about their work and answered our questions, enabling us to better understand their surgical procedures. This in turn will lead to more specialised care for our patients.

Wolper conducts an annual professional nurse's study day with a range of lectures for nursing staff. This contributes to the Continuing Professional Development (CPD) points all health professionals are required to accumulate annually. Our new graduate registered nurses and physiotherapists have also attended 2 study days arranged by Wolper, as part of their new graduate program.

In the Occupational Therapy department we engage with the Australian Catholic University annually to offer clinical placement to their students. OTs, like other allied health professionals are required to complete 1000 hours practical experience prior to graduating. Last year, 10 students attended half day placements at Wolper as an introduction to the role of an OT in a hospital environment. Also, first year students attend a 2 week placement in a clinical setting to start developing their OT skills. This is a valuable learning experience for both students and staff as we introduce them to the role of the OT, how the Hospital runs, as well as learning to interact with patients and staff from other disciplines.

As their supervisor, it is my responsibility to provide the students with a valuable learning experience, both theoretical and practical, allowing them to practise their skills in a supervised and encouraging environment without compromising patient care. Having students observing is a great way to keep one's own performance and skills at the highest professional level, setting an example for future members of the profession.

Wolper is dedicated to ensuring that its staff's skills are continually being advanced and updated and is pleased to play a supporting role in providing quality training for allied health students.



Marcelle Segal

Manager, Rehabilitation Services and Occupational Therapy

Listeria management at Wolper

There has been a lot of coverage lately about the outbreak of Listeria linked to contaminated rockmelons.

For many years, Wolper has adhered to a strict food safety practise that has reduced the risk of Listeria contamination to a safe level by sanitising all fruit and vegetables served in the Hospital.

Since the renovations of our kitchens in 2016 this has involved using e-sterilising water to effectively destroy all bacteria that may be on the produce.

Often a patient will make a special request for some fruit or melon. The food safety processes outlined above may mean that we cannot meet the request for just one serve of the product.

Other high-risk foods such as smoked salmon is used at Wolper under a hazard analysis critical control program, where every batch of the product is tested for Listeria before being served. Any leftover salmon not used within a 24 hour period will not be served.

Wolper Jewish Hospital maintains its A-rating from the NSW Food Authority due to its thorough adherence to food safety standards and practises.





Maroubra Synagogue Bar Mitzvah boys bring cheer to Wolper patients

Students from the Bar Mitzvah program at Maroubra Synagogue, accompanied by the twin sister of one of the boys, met Rabbi Yossi Friedman at Wolper after school during Chanukah. They spent the next hour learning about Wolper and visiting patients, where they spoke about themselves, their program and Chanukah.

They wished patients a *refuah shleima* (full recovery) and left the patients smiling after they had gone.



Roses for Wolper

Michael and Talia Rubinstein have been delivering roses to patients and staff at Wolper Jewish Hospital on Valentine's Day for many years.

As always, they started at the markets to buy the roses at 4.00am, and finished at Prince of Wales Hospital at 7.00pm.

On arrival at Wolper, Michael and Talia spend time trimming each roses, pouring water in plastic cups, and placing a rose in each cup. Then they deliver to each patient and every staff member, bringing joy and delight to all.



Natalie Greenfield and Kim Lai deliver mishloach manot on behalf of the children of Moriah and Mt Zion Early Learning Centres.



Yeshiva Cheder Chabad girls with Michael and Ruth Goulburn

Purim fun at Wolper

Yeshiva Cheder Chabad girls came to Wolper for Purim, singing and telling the story of the jolly festival that commemorates the salvation of the Jewish people in ancient Persia.

The children brought hamantashen (traditional three pointed filled pastry) that were baked in Our Big Kitchen for the patients that were very much appreciated by the audience.

Also, appreciated were the lavish mishloach manot (gifts of food and drink) that were handed out to each and every patient and their families by the children from Moriah and Mt Zion Early Learning Centres.

Wolper Jewish Hospital sincerely thanks Yeshiva Cheder Chabad and the Moriah and Mt Zion Early Learning Centres for their generosity.

Cap Away Coffee

During our renovations, the Cap Away coffee cart is temporarily located in the first floor NCJWA Lounge. Hours of operation are Monday – Friday 8am – 4pm.

Daniel and Shmueli's coffee is still great with tasty treats from Jesse's bakery also available.

Pictured: Brothers Shmueli and Daniel Barukh at the Cap Away coffee cart in Wolper's first floor NCJWA Lounge



**SAVE
the
DATE**

THE 2019 FRIENDS OF WOLPER GOLF DAY

will take place
ON 13TH MARCH
at St Michael's Golf Course



HOW YOU CAN SUPPORT WOLPER JEWISH HOSPITAL

Everyone is welcome at Wolper – we are a non-denominational hospital where you will receive truly personalised expert care.

As we don't receive funds from any government sources, we rely solely on patient fees, donations and bequests from benefactors.

If you'd like to support us, there are many ways you can help. Whether your gift is large or small, it will be greatly appreciated:

- Become a Friend of Wolper for \$30 per annum.
- Make a one-off tax-deductable donation.
- Make a bequest – this is a gift of money as specified in your will and is a wonderful way to leave a legacy for future generations.
- Make an endowment. Your name can be remembered at Wolper Jewish Hospital in a number of ways:
 - Have your name associated with one of the panels in our magnificent stained glass mural, Bereshit – In the Beginning, located in the Hospital foyer, created by leading stained glass artist, Marc Grunseit.
 - Endow a room. Your name or that of a loved one will be honoured with a door plaque.
 - Sponsor a specific piece of equipment. Your generosity in providing a critical piece of equipment will be remembered with a plaque.



For more information please
contact John Tucker,
CEO Wolper Jewish Hospital
on 02 9328 6077.