



OUR HEROES

Thank you to all our staff for providing excellence in healthcare



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A Word from our President

I sincerely hope that this edition of Pulse finds you and your loved ones in good health and managing well through these challenging times. None of us could have foreseen the way our lives have been changed this year by COVID-19 and, relative to almost all other countries, we have been very fortunate. Australia being an island helps enormously. However it is strong leadership, tough decisions made early and a spirit of understanding and co-operation that has characterized Australia's success. And it is those same characteristics that have seen Wolper adapt so well to the seemingly daunting prospect of running a hospital with a vulnerable older patient profile in the midst of a pandemic.

I can't speak highly enough of the way in which the Wolper team responded, whether it was the management team, the nursing and allied health staff, the maintenance staff and cleaners, our catering and administration teams and of course our resident and visiting medical professionals. And I must give a special 'shout out' to our Reception staff who had the unenviable task of managing the registration, screening and limiting of our visitors to ensure we were better able to protect our patients. And finally, to our community, thank you for understanding the reasons why we put restrictions in place and for respecting our stance.

I would like to re-emphasise the importance of following the NSW Health guidelines to reduce your risk of catching the virus. There are signs of creeping complacency in Sydney that can't be justified. This is not a trivial illness and some people have been devastated by its effects. Please stay physically distanced, practise good hand hygiene, avoid crowds and if you are at risk wear a mask when you are out and about near others (such as public transport or even shopping). What is happening in Melbourne as I write, could easily happen here.

And now on a brighter note - given the challenging times, we decided to recognise your support and loyalty by removing the Friends of Wolper membership fee for this new financial year. We hope you will continue to be involved with Friends of Wolper as we continue with a range of activities and seminars to keep you entertained and informed over the next 12 months.

Stay safe and keep well.



Richard Glass
President, Wolper Jewish Hospital

Judy Amzalak Retires

After 29 years of dedicated service, Judy Amzalak has retired.

In 1991 it was suggested to Judy that she apply for the position of Food Services Manager at Wolper. This role involves being responsible for the day-to-day management of the food services department (in other words, the kitchen).

As Judy already had extensive experience in food production in accordance with the laws of Kashruth (Jewish dietary laws), she thought it sounded challenging and fun. On 1 July 1991, Judy left her teaching job to take up the position at Wolper.

Judy always enjoyed the challenges of her job. Problem solving was a constant, with menus continually changing depending on the needs of patients in the Hospital on any given day as well as the ingredients and produce available at the time. Judy said, "While we are operating within Kashruth and other dietary restrictions we always strive to give our patients the best food possible."

Over the years the nature of the job changed dramatically. Due to more formalised food safety guidelines there were numerous training courses to attend and piles of paperwork to complete in order to maintain accreditation and Government standards requirements. What didn't change



Judy Amzalak with (L to R) her son, Benny Amzalak, John Tucker - Wolper CEO and husband Rev Henry Amzalak

was her insistence on using only the best fresh and nutritious ingredients to help our patients' recovery.

For our patients and her staff, nothing was too much trouble for Judy. She was often seen walking through the Hospital with a supermarket shopping bag having returned from another special trip to get a special request for a patient needing a bit of extra care.

Judy's staff are dedicated to her, greatly admiring her quiet approach, her warm heart, her supportive nature and that cheeky twinkle in her eye.

Everyone here at Wolper wishes Judy all the very best and hopes she enjoys her very well deserved retirement. She will be greatly missed.

Public urged to wear face masks where physical distancing is not possible

Wearing a mask is a very effective adjunct to other COVID-19 safety measures such as physical distancing, hand hygiene and cough and sneeze etiquette. The NSW Government is now encouraging the community to avoid the use of public transport if possible and to reconsider non-essential travel.

If you must use public transport or find yourself in other situations such as crowded shops or supermarkets where distancing is not possible, you should consider wearing a face mask.



It is important to know how to properly handle a face mask. Please review these steps:

How to put on a face mask

1. Clean your hands thoroughly before touching the mask or removing it from its packaging. Remove the mask from its packaging and avoid touching the front of the mask.
2. Identify the top of the mask (generally it has a stiff bendable edge that will mould to the shape of your nose) and the front of the mask. Usually a mask is coloured on the front with the white side towards your face.
3. If your mask has ear loops, hold the mask by the ear loops and place a loop around each ear. If your mask has ties bring the mask to nose level and place the ties over the crown of your head and tie with a bow (leave the bottom set of ties at this time).
4. Pinch the stiff nose piece to the shape of your nose.
5. If your face mask has ties take the bottom ties (one in each hand) and tie at the nape of your neck with a bow.
6. Adjust the bottom of the mask over your mouth and under your chin.

How to remove a face mask

1. Clean your hands thoroughly before touching the mask.
2. Avoid touching the front of the mask as it is a contaminated surface.
3. If you are wearing gloves you should remove your gloves and clean your hands before removing your mask.
4. Only touch the ear loops, ties or bands.
5. If your mask has ear loops hold both of the ear loops and gently lift and pull the mask away from you and away from your face.
6. If your mask has ties untie the bottom bow first (at the nape of your neck), then untie the top bow and pull the mask away from your face as the ties are loosened.
7. Throw the mask in a bin. Clean your hands thoroughly.

Face masks are not a complete shield against the virus – touching your mask if you have virus on your hands, or touching the outside of the mask and then your face, could lead to infection, so keep up your hand hygiene!

Wolper is following all advice from the Clinical Excellence Commission in consultation with our Medical Advisory Committee regarding the use of masks within the Hospital.



International Nurses Day

This year has been designated as the Year of the Nurse by the World Health Organisation as it marks the 200th anniversary of the birth of Florence Nightingale (the “Lady with the Lamp”). In this time of COVID-19, it is more important than ever to recognise the contributions of our nurses and it is very fitting that we regularly show our appreciation.

We held a morning tea and afternoon tea to celebrate this important day and our nurses received a gift bag with delicious treats and other goodies. We also held a fun TikTok competition which saw many of our nurses take part as individuals and as teams. To see the comradery and teamwork of the Rehab team dancing to take on the Medical team was a lot of fun and showed the unique culture of Wolper and why our nurses tell us they love working here.

To celebrate International Nurses Day at Wolper we interviewed a number of our nurses to discover more about them; their passions, the reason they chose nursing as a career and generally what it is that makes them so wonderful. We have included a few of these interviews in this newsletter.

Tina Boger

Director Clinical Services

Where did you study nursing?

Catholic College at North Sydney. I was the first year where Nursing was offered at a University and not at a hospital.

How long have you been a nurse?

Since 1988.

Why did you choose nursing as a career?

My mother and aunt were nurses. I grew up learning about nursing and hearing about patients and it sounded very interesting.

What is the funniest thing that’s happened to you on a shift?

One of my patients had ice-soaked gauze on one side of her bed and sandwiches on the other side. After eye surgery I walked into her room to find her with the sandwiches resting on her eyes.

What things do you most love about nursing?

All the people you meet and the relationships you form, especially with the people who come back to the hospital. I love having my office downstairs near reception and see people coming and going, and love it when people pop in to say hi. I also love walking around the hospital and seeing everyone.

What are the hardest parts of nursing?

Seeing relatives really upset and vulnerable and feeling at times you can’t do anything to help them is hard. Also seeing colleagues and staff upset and dealing with difficult things .

What advice would you give someone considering a career in nursing?

Lots of avenues are open to you when you do nursing. There are lots of opportunities.

What’s great about working at Wolper?

The comradery within the team, meeting patients, learning about Jewish culture, the community spirit – feels like a community hospital and one big family. Also I love that I can walk to work!

What is something surprising about yourself that your colleagues wouldn’t know?

I used to love horses when I was a kid and actually went to a high school because they had a riding school there and I could ride every day. The funny thing is now I am petrified of them.



Join Wolper on social media



Amanda Sales

Registered Nurse, Medical Ward

Where did you study nursing?

South Africa.

How long have you been a nurse?

Over 35 years. I qualified in 1996.

Why did you choose nursing as a career?

I like helping and caring for people and helping people take ownership of their health. I actually started as a first aider with St John ambulance when I was 12 years old.

What is the funniest thing that's happened to you on a shift?

There are too many funny things. I am actually in the middle of writing a book about them called 'The Funny Side of Nursing'. You'll have to wait to read all the stories in the book!

What things do you most love about nursing?

The gratification you get from sharing your expertise with patients and colleagues. Also helping people get on the road to recovery and showing them the way forward.

What are the hardest parts of nursing?

I never thought there was a hard part to be honest. Just challenges you need to rise up to. You do have bad days but we manage it.

What advice would you give someone considering a career in nursing?

It really is an amazing profession because there is so many different aspects of nursing you can pursue. You can move around within the career to find your comfort zone. If you have a caring nature and love working with people, it's the best job.

What's great about working at Wolper?

It's like a family. Everyone knows everyone. Everyone is friendly and warm and it feels like a family organisation. I especially love the Shabbat dinners – the traditions, the wonderful food and the family feel about them. (Currently Shabbat dinners are on hold at Wolper due to COVID-19).

What is something surprising about yourself that your colleagues wouldn't know?

I'm a huge Elvis fan. And I was on TV once when I did a roadtrip with my sister to the Elvis festival in Parkes. 7 News interviewed and filmed us dancing and singing!



Chloe Carr

Registered Nurse, Rehabilitation Ward

Where did you study nursing?

Canterbury, England.

How long have you been a nurse?

7 years. Since 2013.

Why did you choose nursing as a career?

I like to do challenging jobs, helping people, being around people and meeting new people every day. I also have an interest in biology and medicine.

What is the funniest thing that's happened to you on a shift?

When I started working as a new qualified nurse in the colorectal ward someone vomited all over me from head to toe. I had to change into scrubs and everyone thought I was a doctor the whole day.

What things do you most love about nursing?

It is very interesting and you learn new things constantly. I love to make a difference to people's lives too.

What are the hardest parts of nursing?

When you do everything you can possibly do but still can't help people. When you see people and their relatives

suffering. There is a big physical and emotional toll it all can take on you.

What advice would you give someone considering a career in nursing?

Really think about whether it is the right vocation for you. It is ok to not know things as you learn as you go and it is important to know that it is always ok to ask for help.

What's great about working at Wolper?

Everything!! I love working at Wolper. The work-life balance is great. Management and all the staff are really good. Great working conditions including really good teamwork and it's very supportive.

What is something surprising about yourself that your colleagues wouldn't know?

I was born with black hair and a mullet. My mum was so horrified that she cut it all off.





Patients practising physical distancing on Wolper's sunny terrace.

Adapting to COVID-19

Many changes have been made at the Hospital since the start of the COVID-19 pandemic.

A COVID Management Plan has been developed to assist staff through this challenging time.

Some of the changes we have made include:

Patient Protection

Our visitor restrictions remain in place. Please see www.wolper.com.au/coronavirus-covid-19-update/check for full up-to-date details.

We are also continuing with our extensive cleaning regime throughout the Hospital.

Staff Wellbeing

Self-care can be the first thing to go during times of stress as we become overwhelmed with changes to our normal lives. During this time, Wolper staff have been invited to attend stretch and strengthening exercise classes in the gym and a weekly hydrotherapy session. These sessions have been greatly appreciated as many staff have not been able to attend their normal gym classes. It has also been a great opportunity to try out the outstanding services offered by the Wolper Physiotherapy Team.

We also continue to encourage staff who wish to talk to a professional about any concerns or issues that they have to utilise the Employee Assistance Program. Additionally we share useful strategies that our staff can use to cope with feelings of loneliness, isolation and anxiety that they may be having at this time.

Staff members are screened at the start of their shift to ensure they do not have cold or flu-like symptoms and they have not been in contact with a person with a known or suspected COVID-19 infection or been to a "COVID hotspot".

Visitors

To keep us all safe, visitors are being screened on arrival and must declare they do not have cold or flu-like symptoms, they haven't been in contact with a person with a known or suspected COVID-19 infection and that they have not been to a COVID hotspot. All visitors have their temperature taken on arrival at the Hospital and are being instructed to attend to hand hygiene.

Wolper Wellbeing program

Our very popular Wellbeing program, previously held at Event cinemas in Bondi Junction, has now joined the online world via Zoom. The program of topics was adapted in order to help people navigate these unusual and difficult times. Throughout June, we ran a series of 3 Wellbeing webinars focussed on mental health during COVID. Please see page 7 to read about these webinars.

Video recordings of webinars can all be found on our website [wolper.com.au/videos](http://www.wolper.com.au/videos) together with past Wellbeings from over the years.

MoveWell classes

In line with the NSW government's easing of restrictions on exercise venues, our new MoveWell program re-commenced on 6th July. We have reduced the number of participants in our classes due to the requirement for physical distancing and the program has new hygiene protocols and staggered class start times to allow for extra cleaning and distancing during changeover.

Private and semi private physiotherapy and exercise physiology sessions are continuing.

Wolper Jewish Hospital will continue to work hard to provide a COVID-19 safe environment for all our staff, patients and visitors.

Palliative Care Outcomes Collaboration at Wolper

Evidence to improve patient outcomes

How do we know we are improving patient care? How do we show that we do what we say we are going to do? Wolper Jewish Hospital has joined the Australian Palliative Care Outcomes Collaboration (PCOC – pronounced peacock) in order to do just that.

PCOC is a voluntary national program which provides a framework for the collation and sharing of information regarding the treatment of patients in palliative care.

It measures outcomes for pain including physical symptoms and psychological needs. This provides the evidence to monitor and prove the outcomes of care and drive continuous improvement in palliative care.

Through PCOC palliative care clinicians use standardised patient and family/carer assessment tools to assess and respond to each patient's needs. PCOC measures outcomes for pain, physical symptoms, psychological-spiritual needs,

as well as family and carer outcomes. Clinicians use the information PCOC produces to measure the effectiveness of the care they provide and to continually improve the palliative care provided to patients and their families.

PCOC is the world's largest national routine point-of-care data collection scheme for quality improvement and national results show statistically significant improvements over time in all symptom domains and in all key palliative care problem domains.

It's early days for Wolper but Andrew Driehuis, Wolper Deputy Director of Clinical Services, has already seen the advantages that the standard assessment tools and common language used when planning care have provided.

By firmly embedding a culture of quality improvement through the PCOC program Wolper can measure and improve the care it provides resulting in a better patient and family/carer experience and improved outcomes of care.

WOLPER Wellbeing Zooms Online PROGRAM

Wolper has moved its popular Wellbeing program online via the Zoom platform and updated the scheduled topics to provide vital information in the current situation.

There is no-one untouched by this pandemic and whilst most people have a GP to go to when they are physically unwell, most people don't have a clinician to whom they can reach out to for mental health issues.

We held webinars on "Managing the Mental Health of Children and Adolescents", the "Path Back to a 'New Normal' – Managing Depression, Anxiety and Suicide Risk" and finally "Supporting Older People in a Time of Crisis".

The recordings of these webinars are all on the Wolper web site, so if you missed any of these sessions or would like to revisit them, please see www.wolper.com.au/videos

We will be staying with Zoom webinars for the remainder of the Wellbeing program for 2020.



Screen grab from our Wellbeing webinar on Supporting Older People in a Time of Crisis

Our new upcoming schedule is:

Wed 19th August Helping Teenagers Navigate the Impact of COVID-19 on Their World

Wed 2nd September Boosting your Immune System: never more important than now

Wed 25th November Cognitive Impairment and Dementia: understanding the disease; support for patients and carers

Quality Audits

During this unprecedented time, it's no surprise that we've had an extra special focus on infection prevention and control. Intensive hand hygiene auditing over the past 3 months returned a result of 96.1% compliance - Wolper's highest compliance ever. The national result was 88%. This represents a significant improvement related to

greater awareness related to COVID-19 management. Cleaning services were increased to ensure frequently touched areas are disinfected several times a day. Cleaning audits have returned excellent results of 97% – 99%.

Risk environment checks have been undertaken on all levels with results between 94% and 100% despite ongoing renovations.

STAY THE DISTANCE AND STAY SAFE

As the pandemic enters a new phase of community transmission in NSW it's important we all do our part to keep ourselves and those around us safe.



Practising physical distancing will save lives

KEEP YOUR DISTANCE

- Hand hygiene • Cough / sneeze etiquette
- Physical distancing • Flu shot • COVIDSafe app

See www.csqns.org.au/alerts for information on the Jewish Emergency Management Plan (JEMP)



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