



שנה טובה
SHANAH TOVAH

May the year 5784 bring you and your family good health and much happiness

President, Board of Directors and Staff
Wolper Jewish Hospital
Wolper Jewish Hospital Health Foundation




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Long COVID program, now at Wolper

Wolper has launched a new long COVID and post-acute COVID Day Rehabilitation program.

This program is a supervised reconditioning day rehabilitation program for people who have been diagnosed with long COVID and post-acute COVID. The program is designed to support a gradual return to activity and provide education on the management of common symptoms.

The term 'long COVID' is generally used to describe both ongoing symptomatic COVID-19 (COVID-19 symptoms lasting more than 4 weeks) as well as post-COVID-19 condition/syndrome (COVID-19 symptoms after 12 weeks that are not explained by an alternative diagnosis).

Long COVID can present differently in different people and symptoms can range from mild to severe. The most common symptoms reported with long COVID are fatigue (tiredness), shortness of breath and problems with memory and concentration ('brain fog').

If you have experienced any of these since having COVID and they are still present 3 months after, you may be eligible for this program.

Wolper's long COVID program includes:

- Exercise sessions with our physiotherapists and exercise physiologists
- Energy conservation and fatigue management education and goal setting with our occupational therapists
- Stress management and mindfulness sessions with our occupational therapists and social worker
- Nutrition and lifestyle consultations with our exercise physiologists and dietitian

Private physiotherapy and exercise physiology options are also available.

To book into the program, a referral from your GP or treating physician at a long COVID clinic is required.

The referral form can be found on the Wolper website. Progress within the program will be reported to referrers on completion of the program.

If you are currently attending MoveWell classes and have been experiencing long COVID symptoms, we encourage you to talk to us about how we can help you.



Please call Day Rehabilitation reception on 8324 2261 to make a booking or for further information



Dr Philip Redelman Retirement

Dr Philip Redelman, Chair of Wolper’s Medical Advisory Committee and Palliative Care Physician has announced his retirement.

Dr Redelman’s association with Wolper started during the 1980s as a young doctor assisting Dr David Golovsky and Dr Lyon Robinson in the surgical theatres. In fact, Dr Redelman was assisting in the widely publicised groundbreaking surgery performed by Dr Robinson which restored a patient’s eyesight. At the time it was called a “miracle”. Dr Golovsky’s surgeries, often concerning male fertility, were also cutting edge.

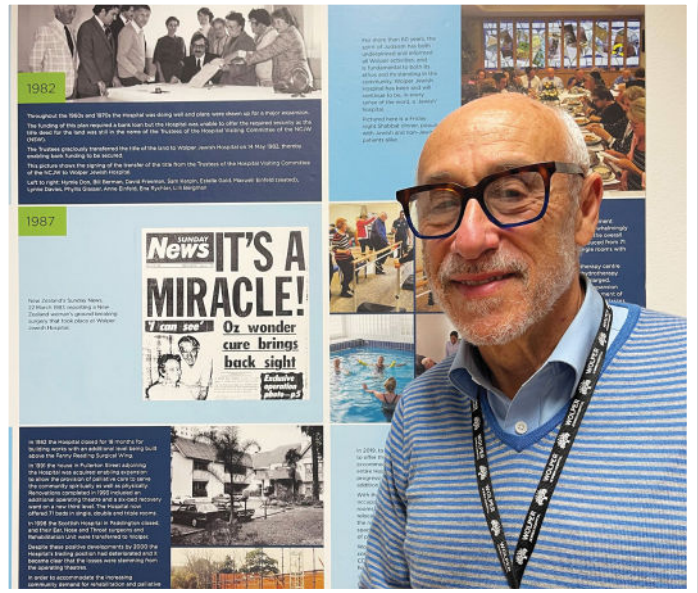
Dr Redelman opened a GP practice in Paddington with his wife Margaret and took on the role of locum doctor (on Tuesdays) at the Sacred Heart Hospice. He decided he wanted to be more than “the Tuesday doctor” as his relationship with the nuns and enjoyment of the work grew. This is where Dr Redelman’s path to specialising in palliative care began.

During the 1990s, the Wolper Board recruited Dr Redelman to join its ranks and to establish a palliative care unit at the Hospital. He did so and today, Wolper’s palliative care service enjoys a reputation for excellence offering a warm, empathetic and reassuring environment for patients and their families. Dr Redelman was accredited as a Palliative Care Physician in 2000 and subsequently appointed at Wolper and St Vincent’s Sacred Heart Hospice. In 2005, he was appointed chair of Wolper’s Medical Executive Committee (now the Medical Advisory Committee) which oversees all operations of the Hospital from a clinical perspective.

Over the years, Dr Redelman has seen palliative care change, moving from primarily focussing on symptom and pain management to becoming more of a supportive service for patients and their families, helping them to cope with difficult diagnoses and enabling patients to achieve the things important to them with the time they have left.

As a Palliative Care Physician, Dr Redelman sees people at their most vulnerable and finds the resilience they are able to find in very difficult times quite inspiring. The saddest times are often when people, or their families, cannot find peace. Often the hardest pain is psychological – not physical.

Dr Redelman paid tribute to the staff at Wolper saying the nursing and allied health staff are superb, with many having



It’s a miracle – Dr Philip Redelman standing at Wolper’s history wall next to an article about the sight-restoring surgery that took place at Wolper in which he assisted.

years of experience in this specialised area of medicine. The dedication displayed by all team members, including clinical, cleaning, kitchen, administration and other staff members, contributes to a unique environment - one of caring and compassion with a sense of the whole team working together to support the patient and their family.

Tina Boger, Wolper General Manager said, “In his role as Chair of the MAC and Board member, Dr Redelman has played a crucial role in the success of Wolper over many years. He is passionate about the role that palliative care can play in ensuring quality of life for patients with a life-limiting diagnosis and its ability to decrease the burden on their families. His approach to his patients is supportive and compassionate. His interactions with staff are respectful and engaging. He will be missed by all in the medical ward at Wolper. Personally I am going to miss our daily catch-ups and I wish him all the best in his retirement.”

Dr Redelman’s retirement message seems to be very much informed by his work. He says “Live each stage of your life to the maximum. Don’t just let your days happen. Be active and make plans to ensure you are getting the most out of life.”

Wolper Humour

A synagogue was looking for a new baal tekiyah (a person who blows the shofar) for its High Holy Day services.

Moishe got up to audition but didn’t do a good job.

He asked, “How did I do?”

The Rabbi said, “No good. You blew it.”





Voluntary Assisted Dying

Wolper has elected not to participate

Voluntary Assisted Dying legislation (abbreviated to VAD) will come into effect in New South Wales on 28th November 2023. VAD means an eligible person can ask for medical help to end their life. The person must be in the late stages of an advanced disease, illness or medical condition. They must also be experiencing suffering that they find unbearable.

VAD refers to the assistance provided to a person by a health practitioner to end their life. The term 'voluntary assisted dying' evolved in Australia in recent years following inquiries and parliamentary debates regarding laws enabling a terminally ill person to seek medical assistance to die. This term is now commonly used in Australia, rather than 'euthanasia' or 'physician-assisted suicide'. It includes:

- 'self-administration', where the person takes the VAD medication themselves; and
- 'practitioner-administration', where the person is given the medication by a doctor (or in some Australian states, a nurse practitioner or registered nurse).

'Voluntary' means the choice must be the person's own. To access VAD, a key safeguard is the requirement for the person to have decision-making capacity at each stage in the process. This decision cannot be made by a person's next of kin or others (such as an enduring guardian).

Wolper has a long history of providing exceptional end of life care and is committed to ensuring we never harm; that we relieve pain and other physical symptoms; we address psychological distress; we provide pastoral and/or spiritual care and support; and that we withdraw life-prolonging treatments when they are no longer significantly beneficial or they become overly burdensome, or when a person wants them withdrawn.

The new VAD legislation allows service providers like Wolper to choose whether or not to participate in VAD services. As such, service providers can have a conscientious objection to VAD and they have the right to refuse to:

- participate in the request and assessment process;
- prescribe, supply or administer a voluntary assisted dying substance; or
- be present at the time of the administration of a voluntary assisted dying substance.

Wolper has elected to not participate in or provide VAD services. Wolper supports Palliative Care Australia's guiding principle that *"dying is a normal part of life and a human experience, not just a biological or medical event"*. We



acknowledge that some of our patients may wish to explore VAD or may already be engaged in the process when they come into our care. Wolper will not impede patients doing this and shall assist with transfer to another facility if a person wishes to seek out these services elsewhere. Wolper will always respond respectfully to anyone within our care who expresses a wish to explore or consider VAD.

Wolper representatives have been involved in a number of VAD-focused discussions and working groups.

Wolper President Richard Glass attended a Voluntary Assisted Dying discussion for religious community leaders arranged by NSW Health, wanting to enable the sensitive and respectful implementation of the new legislation.

Deputy Director Clinical Services & Manager, Medical Ward, Andrew Driehuis, was kindly invited to regularly attend the St. Vincent's Hospital (Sydney) "VAD Working Party" as an observer. These meetings have been held fortnightly and have proven most beneficial. Andrew is now working on a number of policies and procedures regarding VAD to help guide Wolper Hospital and staff.

Finally, Associate Professor Richard Chye, Palliative Care Physician at Wolper, spoke at an Australasian Jewish Medical Federation meeting and provided an overview of VAD and explained Wolper's position to the attendees.



New counsellor at Wolper

Des Kahn, Grief Counsellor at Wolper, has retired after 12 years of service.

Des primarily provided counselling to patients and their family in the Hospital's palliative care service.

At a farewell afternoon tea in his honour, Andrew Driehuis, Wolper Deputy Director Clinical Services paid tribute to Des saying he was "a calming presence for staff and patients in sometimes stressful situations" and he thanked him for "always providing caring, compassionate support in times of pain and grief."

In his farewell speech, Des thanked his colleagues and noted his admiration for the care they provide.



Des Kahn (third from the right in black top) with his Wolper colleagues

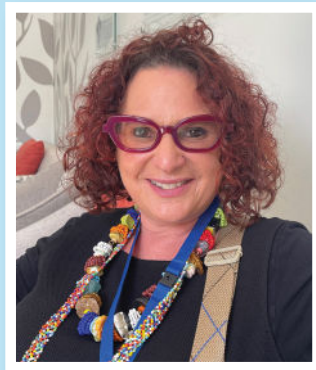
Joanne Jankelowitz is the new Grief Counsellor at Wolper.

Joanne specialises in grief and loss counselling as well as palliative care / end of life support.

Grief and loss counselling involves supporting people to cope with a significant loss. The loss is often that of a loved one but could also be the person's health, mobility or independence. This type of counselling often forms part of the treatment offered to patients in the general rehabilitation ward, addressing mental health needs which may be impacting physical recovery.

Palliative care / end of life counselling involves accepting a difficult diagnosis, being able to communicate about this as well as other practical, psychological and existential dimensions of dying. At Wolper this counselling involves both the patient and their family.

Joanne says it is an honour to support palliative care patients – sharing in their concerns and anxieties in order to alleviate their fear.



Joanne Jankelowitz

Joanne has always worked as a counsellor and credits this to her passion for people. She says that counselling allows people to be empowered to make choices that are right for them and has come to realise that people are instinctively insightful regarding what is good for them but can need support in making those choices.

Joanne is employed by JewishCare and Wolper nursing staff or consulting physicians are able to refer a patient for counselling if they feel this is needed. Patients that require continued counselling with Joanne post discharge can do so via JewishCare.

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We've had a few changes to event dates previously advertised.



Our Wellbeing webinar on **Living Well with Back Pain** is now taking place on Monday 11th September.

Our Wellbeing webinar on **Better Sleep** is now on Wednesday 1st November.

Both start at 7:30pm and will end around 9pm. Both will be held live on Zoom.

You can register for these at wolper.com.au/wellbeing

OUR FRIENDS OF WOLPER GOLF DAY WAS ADVERTISED FOR NEXT APRIL.

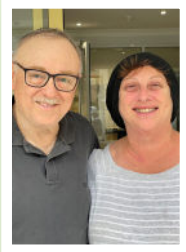
Unfortunately we need to change this date and we will provide an update when a suitable date has been locked in.

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Rosh Hashanah Reflections

We asked people around the Hospital what is most meaningful about Rosh Hashanah (Jewish new year) and Yom Kippur (Day of atonement) – two of the holiest days on the Jewish calendar.



Simon Horry, patient

As we are in the Jewish month of Elul prior to Rosh Hashana 5784 descending upon us, I can only think of gratitude at reaching this special time. Rosh Hashana gives me the opportunity on a spiritual level to take a stocktake each year and prepare myself for the next

year with self-improvement. It is a time of reckoning about what I have done this past year and where I can improve myself in the coming year. It is a very powerful time with my inner-self and also with engaging with my dear wife, loved ones, friends, extended family and community.

I love all the symbolism of round challot, apple and honey, and the blessings over special fruits and vegetables all to bring us a sweet, healthy new year. At this time my thoughts go in prayer to my late grandparents and parents when I remember celebrating around the Shabbat and yom tov table since I was a little boy, and gratitude for that legacy as we pass this love and emotion of our heritage to our dear children, grandchildren and loved ones.

This approaching festival is a golden thread interwoven with the past, present and future, rich in memories and intention to enact good deeds. This resonates within me as we listen and internalise the beautiful notes and sounds from the shofar blasts resonating around the shul and within each of us deep into our being and soul.

With all this ahead of us and me recently having been discharged from wonderful Wolper Jewish Hospital, I am so appreciative and grateful for the amazing care and professionalism that allows me to recover well in order to usher in the New Year in good health, happiness and in awe of the wonderful Sydney community we are all part of. Wishing everyone a ketivah v'chatima tova, meaning "a good inscription and sealing [in the Book of Life]".



Melanie Kanikevich, occupational therapist

My family and friends coming together is definitely what is most meaningful to me during Rosh Hashanah and Yom Kippur. Each member of my family adds their unique piece, contributing to the vibrant tapestry of laughter, stories and

shared delicious meals. The warmth of being surrounded by loved ones, the joy of reconnecting with aunts and uncles and the comfort of familiar traditions make these moments truly special. From the spirited debates over who

makes the best matzo ball soup to the harmonious singing of traditional songs, it's these collective experiences that create a sense of belonging, togetherness and create lasting memories that I cherish every year.



Ariella Glasser, occupational therapist

Rosh Hashana and Yom Kippur is a meaningful time for me as I get to spend such quality time with family and close friends while we collectively reflect on the year we have had, how we have grown over the year and how we can

continue to grow and strengthen our relationships over the year to come. For me, Rosh Hashana and Yom Kippur is a (necessary) reminder to stop and reflect about the year I have had and then to set goals for the upcoming year. I think this is even more meaningful that I can do this with my family and friends around the dinner table on Rosh Hashana – what a great start to the year!



Mary Guth, patient

Rosh Hashanah for me means new beginnings, the opportunity to reflect on the previous year and promise

myself that I would do better in the areas that I felt that perhaps I could have done better. Of course it is not just about me but my family and the community. Each Rosh Hashanah I am grateful that I have had another year to watch my family grow from strength to strength, to watch my grandkids striding off to Shul (Synagogue) knowing that another generation is continuing to keep the faith.

The days leading up to Yom Kippur are busy, preparing for Erev Yom Kippur and for the breaking of the fast.

To me the ultimate experience is attending Kol Nidre in a packed Synagogue, watching the almost transcendent faces praying fervently to be sealed in the good book for another year. On Yom Kippur day for me Kaddish (the mourner's prayer) is very important to remember family members who are no longer with me and to honour their memory.

I look down the long table where my family and friends have gathered to break the fast and I feel a special pride and contentment.



Quality Update

Hand Hygiene

Hand hygiene is always a key infection control focus for the Hospital. The result of our last hand hygiene audit was 86.8% compliance which is just above the national average of 86.7%. Hand hygiene results are continuously monitored throughout the Hospital to ensure all staff comply with protocols. Ongoing education is provided by the Infection Control Officer to boost practical training for all staff. This is in addition to mandatory online training modules for all staff. There has also been a drive by the IFC Officer to enhance the education given by hand hygiene auditors throughout the Hospital as they review staff practice.

Hand Hygiene results are benchmarked with other private hospitals each quarter at the Private Hospital Benchmarking Group meetings and are also reported to the Wolper Board of Directors in the Quarterly Safety and Quality Report. The results are publicly available on the Australian Commission for Safety and Quality in Healthcare website.

Doctor Survey

Wolper doctors had the opportunity to express their satisfaction with the Hospital in the recent annual Doctors' Survey. Doctor satisfaction is 97% which is 5% higher than last year. Doctors reported that nursing staff competency levels have improved by 15% this year which may be related to the hard work of the management team and our wonderful clinical Nurse Educator, Bhumi Dhungana. There are many new staff members and education is undertaken at orientation and at regular inservice meetings each week. Doctors also advised that allied health team members are providing 11% more timely and effective treatments and that their knowledge and involvement in Wolper's quality improvement programs has also increased this year.

Accreditation

We are well prepared for our first short notice accreditation assessment (just 24 hours notice!) which will take place in the next couple of months. These assessments observe day-to-day practices in order to identify gaps and to support health service organisations to improve safety and quality systems and processes.

More than ever before every staff member is participating in quality improvement activities and audits. It is important that all staff feel a sense of ownership of our quality systems. All data is available on the Hospital's information portal and audit results are analyzed and discussed at department meetings.

Consumer Participation

Consumer feedback is crucial to the Hospital quality program. The prolific feedback we receive from both inpatients and day patients is collated and reviewed at our monthly Quality and Risk Committee meeting as well as department meetings. Findings are reported to the Consumer Partnership Committee, a sub-committee of the Hospital Board, which then reports back to the Board of the Hospital.

Consumer focus groups are now held twice a year and always prove to be a great source of suggestions.

The Consumer Safety and Quality Performance report is available to view at wolper.com.au/about-us/accreditation-quality-and-safety/



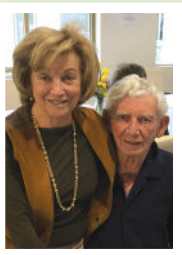
Daniel Barukh, barrista



The most meaningful part of Rosh Hashana and Yom Kippur to me is the family gathering together.

On Rosh Hashana it's rejoicing over the many simonim (signs or indicators that are meant to point the way to improved circumstances). Dipping apples in honey, eating the pomegranates and teaching my daughter all about our customs. During Yom Kippur traditionally we are to ask for forgiveness from our friends and family whether we upset them or not. I love this tradition, because it gives us the opportunity to correct any wrongs that we may have unknowingly caused. Sitting together in shul. Singing the songs we grew up with. Listening to the Rabbi tell his sermon. Reminiscing over past yom tovs. And finally breaking the fast with delicious foods.

Sidney Weintroub, patient



I always love going to Synagogue especially on the High Holy Days.

The main reason these days are so meaningful to me is because of the excitement and anticipation of renewal. Another chance for us all to benefit by facing our challenges in the coming year.

Become part of our future

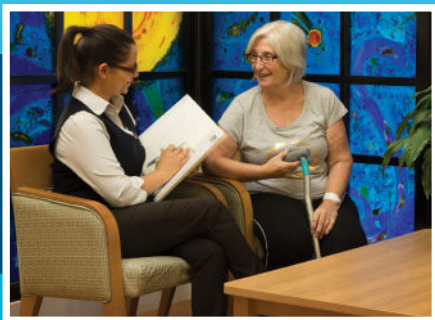
Since opening its doors on its present site in 1961, Wolper Jewish Hospital has become one of Sydney's leading private hospitals providing high-quality care to all members of the general community, within the framework of our Jewish ethos.

We are Australia's only Jewish hospital and do not receive funds from government sources. Whilst we are a dedicated JCA member organisation, we do not seek an allocation of funds from JCA. We are a not-for-profit organisation and our revenue from our patients is to a large extent dictated by the major health funds. The health funds do not take account of the additional costs we experience, such as providing fully kosher food and our higher patient/staff ratios.

So, your support is very important to us.

There are a number of ways in which your support can be acknowledged, or the memory of a loved one honoured, within the Hospital:

- Sponsor a panel in our magnificent stained glass mural, Bereishit – In the Beginning, located in the Hospital foyer and designed by leading stained glass artist, Marc Grunseit.
- Endow a room. Your name or that of a loved one will be honoured with an elegant door plaque appropriately worded.
- Sponsor, or make a donation towards, a specific piece of Hospital equipment. All donations are gratefully received irrespective of their size.
- Make a bequest to Wolper in your will



For more information please contact
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Wolper Jewish Hospital
on 02 9328 6077