

# The Wilga Way

**PATIENT EDITION**

*Living your Best Life*

**Mt Wilga Rehabilitation Hospital**  
66 Rosamond Street, Hornsby NSW 2077  
**02 9847 5000**

**Spring 2017**

 **Mt Wilga  
Private Hospital**  
Part of Ramsay Health Care



## CEO Message

On behalf of the staff we trust you are enjoying the benefits of your rehabilitation here at Mt Wilga.

As a patient, friend or family member, your feedback about your Mt Wilga experience is important to all of us. Whilst most of our feedback is reflective of our "People caring for People" philosophy, we do receive constructive feedback which helps us identify and plan for improvements to our service and facilities. Your feedback also helps us recognise those employees who are consistently providing exceptional customer care and they are rewarded through our STARS program.

Customer feedback has resulted in the renovation of the large hydrotherapy pool in January this year and renovation of the large pool change rooms will happen in the first half of 2018. In December, we will replace the carpet and update our air conditioning system in the Brad Norington Ward.

We encourage you to provide feedback via our feedback card, write a letter, speak to a staff member or contact us on our website [www.mtwilgaprivate.com.au](http://www.mtwilgaprivate.com.au)

Last week Mt Wilga was recognised as a finalist in the Hornsby Business Awards, whilst we didn't come home this year with the trophy, we are proud of our role in this community and the work we do each day in helping get people back on their feet again after surgery, illness or injury.

All the best on reaching your own rehabilitation goals!

**Lorrie Mohsen**

## NDIS SERVICES GROWING

Ramsay Health Plus, located at Mt Wilga have been a Registered Provider of the NDIS since December 2016. Working with participants over 12 years old, the team has had over 80 referrals just in the last two months and Lorrie Mohsen, our CEO says "The NDIS is about ensuring people with a disability have choice and control over the providers they use".

"With our knowledge, experience and expertise in allied health, we are excited to be continually expanding our team to meet the demands of people living with a disability in our community".

Sarah Collison, Business Development Manager and responsible for the Mt Wilga NDIS implementation has recently handed the reins of NDIS to Tiffany Boland.

Sarah says "The rollout to the full scheme has been both challenging yet rewarding for our teams. We have been able to assist many participants to achieve their goals for independence and access the supports they need to live an everyday life".

Our NDIS therapy services include physiotherapy, occupational therapy, dietetics, speech pathology and behaviour support.

**For more information on the NDIS please call Tiffany on 9847 5312.**



## Exercise Class for people with Parkinson's Disease

A gym circuit class is now available for people who have Parkinson's Disease or Parkinson's plus syndromes.

Supervised by an Accredited Exercise Physiologist, the class is great for people who may have completed a Parkinson's Day Program at Mt Wilga and wish to continue exercising for the long term.

- You do not need a referral, however, if you have not completed a day program here at Mt Wilga, you will need an assessment.
- Sessions are \$25 each, purchased in bulk for 10 sessions.
- You may be able to claim some of this fee in your private health insurance extras cover.

**Call 9874 5015 or email [RHP.MWP@ramsayhealth.com.au](mailto:RHP.MWP@ramsayhealth.com.au)**

## Living With Osteoarthritis?

Since February, we have had over 95 people attend our Hip and Knee Osteoarthritis Management Program, which is overseen by Professor David Hunter, Rheumatologist. The program held twice a week over 6 weeks focusses on pain management, improving mobility and managing daily living activities.

The program is exercise based both in the gym and in the hydrotherapy pool and our dietitians work with the person regarding weight loss and management. All patients attend an initial assessment clinic with Professor Hunter, physiotherapist, exercise physiologist, dietitian and occupational therapist to design an individually tailored program.

A GP or specialist referral is required and can be faxed to 9847 5089. For more information please speak to a therapist or call Scott Appleton, OAMP Co-ordinator on 9847 5326.

If you would like Scott to present at your next community or club event on the importance of exercise and diet in managing Osteoarthritis please call 9847 5256.



**Next Assessment Clinic dates are 14th November and 12th December**

**WEDNESDAY AND FRIDAY**  
are Massage Therapy Days here  
at Mt Wilga



We are excited to introduce Lisa, our new massage therapist who provides remedial, relaxation and pregnancy massage.



Massage therapy may help alleviate stress tension and anxiety. Massage may also relieve joint and muscle pain, improve poor circulation and relieve symptoms of headaches and migraines.

**Hours** - 9.30am to 5.00pm

**Where** - Day Therapy Centre

**Call** - 9847 5015

**Email** - RHP.MWP@ramsayhealth.com.au



## What is an EP?

Many of our patients ask what is an EP? Mt Wilga has a team of 9 "Exercise Physiologists" who are university trained health professionals who specialise in the development of exercise programs for the prevention and management of injuries and chronic diseases.

Depending on your rehabilitation program you may see one of our EP team in the EP gym, studio or in the hydrotherapy pool, who will design an individual exercise program to help you

- manage persistent pain
- rehabilitate following a cardiac event or surgery
- prevent and/or control your diabetes
- improve your recovery following cancer treatment
- improve your general health and wellbeing
- better manage your weight
- return to work
- return to regular exercise
- return to hobbies and/or recreational activities



# DO YOU KNOW THE SIGNS OF A **STROKE?**

## #fightstroke

Whilst Stroke Week was in September, anytime is a good time to remind all of us how to recognise the signs of a stroke.

Dr Peter Stevens, Career Medical Officer here at Mt Wilga says “the quicker you recognise the symptoms of a stroke, the quicker you will call 000. To reduce the severity of the stroke, the key is to receive emergency medical treatment FAST and in many cases, you could be helping to save someone’s life”.

“When someone has a stroke, it could be either: an ischaemic stroke, where an artery in your brain has been blocked, or where an artery ruptures/bursts which is called a haemorrhagic stroke. Both stop the blood flow to the brain, resulting in brain

cells not receiving sufficient oxygen and nutrients, which then progresses to cell death. The more cells die, the larger the stroke and that is why acting FAST is vital. Treatment is dependent on the type of stroke.” Dr Stevens explains.

Mt Wilga is a reputable stroke rehabilitation hospital in NSW and our complex therapy treatment follows the Clinical Guidelines for Stroke Management as developed by the Stroke Foundation. Mt Wilga also offers day programs and exercise classes for people who continue to have long term rehabilitation goals even many years after their stroke.

Recognise **STROKE** Think **F.A.S.T.**



If you see any of these symptoms  
**Act FAST**  
**call 000**

If you wish to receive more information on stroke go to [strokefoundation.org.au](http://strokefoundation.org.au)

## Our old chairs are not just sitting around!

Mt Wilga recently donated a large number of chairs to a medical clinic in the Solomon Islands, through the Adopt a Clinic Charity. The charity operates medical clinics in 56 locations in isolated rural areas of the South Pacific.

The Kanata Clinic is on the island of Choiseul in the western region of the Solomon Islands. The clinic was rebuilt this year by Australian volunteers and has recently re-opened. Thank you to the Charity for sending us these images, we are very happy our chairs have a new home!



## Keep Fit after your Day Program

Gym and Hydrotherapy Season Pass  
12 weeks for \$360.00 (up to 3 visits during the week in the morning)  
Or \$20 per casual visit  
Check your private health fund for extras cover  
Call 9847 5015 or email [RHP.MWP@ramsayhealth.com.au](mailto:RHP.MWP@ramsayhealth.com.au)



## Our Standards Have Been Met and More!

Mt Wilga Staff, Doctors and Volunteers are proud to have been successful in meeting the 10 National Safety and Quality Health Service Standards.

We Met all criteria and Met with Merit - Standard 2 Partnering with the Consumer and Standard 10 - Preventing Falls and Preventing Harm from Falls.

This achievement reflects our commitment and dedication to our patients and their families in ensuring quality health care always!

All Ramsay Health Care hospitals now post their safety and quality performance on their website which compares their hospital to the industry benchmark. To see how Mt Wilga compares go to [www.mtwilgaprivate.com.au](http://www.mtwilgaprivate.com.au)

### MT WILGA PRIVATE HOSPITAL



-  Standard 1 – Governance for Safety and Quality in Health Service Organisations
-  Standard 2 – Partnering with Consumers
-  Standard 3 – Preventing and Controlling Healthcare Associated Infections
-  Standard 4 – Medication Safety
-  Standard 5 – Patient Identification and Procedure Matching
-  Standard 6 – Clinical Handover
-  Standard 7 – Blood and Blood Products
-  Standard 8 – Preventing and Managing Pressure Injuries
-  Standard 9 – Recognising and Responding to Clinical Deterioration in Acute Health Care
-  Standard 10 – Preventing Falls and Harm from Falls

## Pilates

Help improve your flexibility, strength, balance and body awareness.

Learn correct techniques and posture.

Learn how to activate different muscles for different movements.

Understand how to breathe to help with exercise and relaxation.

Small class environment for individual attention.  
Class led by a physiotherapist who has further qualifications in clinical pilates, pre and post natal pilates and Yoga for healthy ageing.  
Classes on a Wednesday afternoon from 3.30pm  
Call 9847 5015 or email [RHP.MWP@ramsayhealth.com.au](mailto:RHP.MWP@ramsayhealth.com.au) for more information or to make an appointment.



## Wanted Volunteers

You don't need to wear a yellow shirt to volunteer!

If you would like to help from time to time in providing feedback on education resources, new programs or services or completing specific surveys we would love to hear from you.

Call Justine on 9847 5256 or email [hickj@ramsayhealth.com.au](mailto:hickj@ramsayhealth.com.au)

# 7 - 9 hours of Good Sleep – Tips for Improving Sleep

Thank you to SMG Health for speaking with staff last week on the importance of a good night's sleep and for allowing us to pass on these tips to our patients!

Did you know that between 20%-30% of Australians have a problem with sleep. Most adults need 7-9 hours sleep a night, however some only require four hours and others need ten. Insomnia, the inability to get adequate or good quality sleep is a common sleep disturbance among adults. If you suffer insomnia for more than a few weeks, talk with your GP.

- **Routine** – Establish a regular schedule – Try to go and get up at the same time every day. Notice when you feel sleepy during the evening and make this your bedtime.
- **Environment** – Create a quiet and comfortable sleep environment. Invest in light blocking, sound absorbing curtains and a good mattress. Room temperature is important – between 16 and 18 degrees celcius.
- **Avoid caffeine, nicotine and alcohol** – We all know that these are stimulants and can be disruptive to our sleep. Alcohol alters sleep patterns so we experience less of the “deep sleep”.
- **Exercise Regularly** – Exercise helps you sleep better but try and exercise at least 3 hours before going to sleep.
- **Turn off all screens** – at least 30 minutes prior to going to bed. Blue light emitted from electronic screens is known to act as a stimulant.
- **Take a hot shower** – half an hour before bed. As your temperature drops your melatonin will rise helping you feel sleepy.
- **Clear your mind** – visualise relaxing environments, such as deserted beaches or mountain streams. You may find it helpful to have a “dump pad” by the bed, to write down things you want to remember (so you can get on with the job of sleeping).
- **Restrict fluid intake** – within 3 hours of bed time

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## Tai Chi

Embracing Mind, Body and Spirit



**7 week introductory course commencing 9 November \$150**

**Thursdays from 7.30am to 8.30am**

**Run by an Accredited Exercise Physiologist**

Call **9847 5015** to find out more

 **Ramsay Health Plus**  
Part of Ramsay Health Care



Search: Mt Wilga Private Hospital

Rehabilitation  
Living Your Best Life

Mt Wilga Private Hospital  
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**Mt Wilga Private Hospital** ✓  
@mtwilgaprivatehospital

Contact Us Message

# Incontinence it's not a laughing matter

For many who suffer bladder control problems, it's generally not a topic discussed with friends or family. But you may be surprised to know that they are not alone – with 1 in 4 or 4.8 million men and women living in Australia with continence problems.

The good news is that it can be treated and can be better managed and even cured according to the Continence Foundation of Australia.

For both men and women urinary incontinence maybe; stress incontinence when the pressure inside your bladder as it fills with urine becomes greater than the strength of your urethra to stay closed – this is when things like laughing or sneezing can cause urine to leak. Urge incontinence is the urgent and frequent need to pass urine. Having an “overactive bladder” is caused by your detrusor muscles in the walls of your bladder contracting too often, creating the urgent need to run to the toilet.

Overflow incontinence is often caused by a blockage or obstruction to your bladder, meaning you will not be able to empty your bladder completely which causes frequent leakage.

The pelvic floor which we often hear about when we do discuss incontinence is a complex web of muscle, fascia and fibrous tissue that helps support our bladder, uterus and bowel. Like all muscles, if not exercised regularly they get weaker and may affect continence.

A physiotherapist, like Graeme at Mt Wilga who has extra skills and training in the pelvic floor can undertake a pelvic floor muscle assessment. This may include ultrasound and then prescription of effective training of the muscles. It is also recommended that people consult with a Urologist as well to identify the causes of incontinence. For an appointment with Graeme please call **9847 5015** or email [RHP.MWP@ramsayhealth.com.au](mailto:RHP.MWP@ramsayhealth.com.au)

