

## IT IS IMPORTANT TO CALL HATZOLAH EARLY!

Studies in Australia have shown an average out of hospital Cardiac Arrest Survival rate of approximately 3% in Australia.

- Hatzolah's Cardiac Arrest Survival to Hospital rate is 46%
- Of those that make it to Hospital, Hatzolah's out of hospital Cardiac Arrest Survival rate is 28%

This success is due to Hatzolah's world class response times and level of clinical expertise.

## Chief Complaints

Abdominal Pain	15
Allergic Reaction	5
Altered Conscious State	6
Assault	2
Full Arrest	8
Back Pain	7
Burns	12
Chest Pain	69
Conscious Collapse	36
Stroke	8
Cyclist	7
Diabetic Problem	2
Electrocution	1
Fall	153
Fitting	12
Haemorrhage	44
Headache	10
Obstetric complaint	2
Other	50
Overdose	15
Pedestrian	6
Psychiatric Problem	10
Respiratory Distress	49
Road Traffic Accident	30
Unconscious	15
Unknown Incident	64
Unwell	110

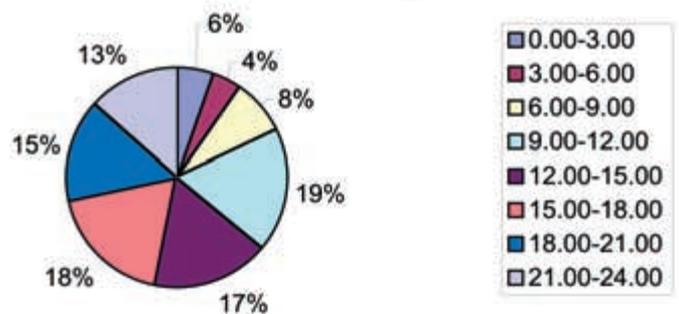
## Popular Response Suburbs

Armadale	3
Balaclava	11
Brighton	5
Carnegie	3
Caulfield	28
Clayton	3
East Bentleigh	3
East Brighton	6
East St Kilda	227
Elsternwick	60
Elwood	12
Gardenvale	2
Glenhuntly	7
Malvern	4
McKinnon	2
Murrumbeena	4
North Caulfield	178
Ormond	3
Prahran	2
Ripponlea	45
South Caulfield	68
South Melbourne	7
Springvale	2
St Kilda	19
Toorak	5
Other	39

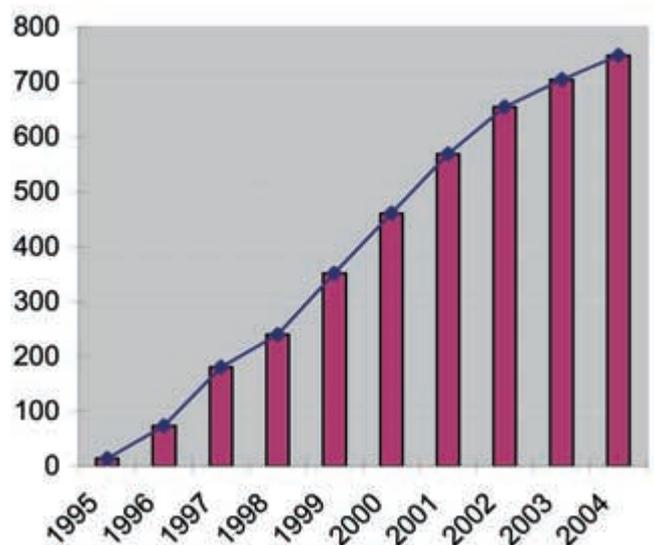
## Did you know?

Did you know that in 2004, Hatzolah's call volume increased to 748. Despite this, Hatzolah maintained a Response time of 3.09 minutes from the time of receiving the call to arriving at the scene of the emergency.

## Cases 2004 - Times of day



## Cases 2004



In a medical emergency Call

# 9527 5111

Hatzolah. Caring for the community

HATZOLAH ADMINISTRATION

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Chevra Hatzolah Registration No. A0031975B

# The Hatzolah Report

5765 / 2005  
Purim



In memory of  
Haim & Betty Gordon



## Where is your Green Sticker?

Your husband starts to complain of chest pain....Your child is choking on a fishbone...You witness a car accident...You cut yourself and can't stop the bleeding...Your nephew eats a peanut, his face swells, and he is having difficulty breathing....You visit your grandmother – she is lying on the floor and not responding to you..."Where is your Green Sticker?"

The Green Hatzolah sticker has, over recent years, become a fixture in Jewish homes and on mobile telephones throughout Melbourne. Many people are familiar with the Green Hatzolah Sticker as the first place to look in the event of a medical emergency.

Many of you that have placed stickers on your fixed phones and mobile telephones may find



that they are starting to peel off or fade, therefore we have enclosed a sheet of telephone stickers for your use. If you need more stickers for relatives or friends please contact Hatzolah Administration on 9532 4363.

Should you not require these stickers, please feel free to pass them onto a friend who may not be on our mailing list. If you would like to be added to our mailing list, please contact Hatzolah Administration on 9532 4363 (not the emergency number on the sticker).

Hatzolah expresses sincere gratitude to the Holzer families for their continued generous support of Hatzolah and for sponsorship of the stickers.

# Hatzolah the subject of Research Project

Hatzolah was recently invited to participate in a Research Project currently being conducted by Dr Caroline Spencer from the Centre for Ambulance and Paramedic Studies at Monash University. Dr Spencer is researching "How culture may influence Paramedic care in pre-Hospital acute health events".

A number of the Hatzolah Responders participated in the survey at an interview session held at Hatzolah Headquarters in January 2005. Dr Spencer has kindly answered a few questions about her research.

## An interview with Dr Caroline Spencer

### What is your role at MUCAPS?

My current role at the Monash University Centre for Ambulance and Paramedic Studies is as a Postdoctoral Research Fellow. This position involves teaching student paramedics and undertaking research, including helping student paramedics understand the importance of culture in emergency health care. Our research asks whether cultural factors influence optimal paramedic care.

### What do you wish to get out of the research that you are undertaking and what impact do you hope the results of your survey will make?

I would like to report that cultural factors do impact on optimal paramedic care however it is too early in the research to know if this will be the case. In terms of the impact we would like to have, I think it is important to stress that this is a pilot study and we would like to demonstrate that cultural factors are an important area and need more in-depth study. Once this pilot project is complete we plan a larger study which we would hope could have a positive impact on health outcomes for culturally and linguistically diverse people.

### Had you heard of Hatzolah prior to doing this research, and if so, how?

Yes – when I started teaching at MUCAPS, Paramedic degree conversion students alerted me to the existence of Hatzolah. I now wish I had been courageous enough to come and meet the Responders before starting my teaching.

### Do you feel that Hatzolah is unique, in so far as it is a culturally-based group, rather than a geographic-based group?

Yes – I do believe Hatzolah is a unique culturally-based group whose strength is in its capacity to define an acute health event in very broad terms and provide responsive, caring support to the community it serves.

### What were your perceptions of Hatzolah prior to meeting some Responders, and were these perceptions altered as a result of your meeting with them?

I don't think I had preconceived ideas – other than I was curious about how Hatzolah came about. I was even more curious and a little nervous about meeting the Responders, but they were very hospitable and equally generous in their desire to help us. I now understand a little more about Hatzolah.

### Besides Hatzolah's rapid response time, what value do you feel that Hatzolah adds to a patient's care and wellbeing?

From my current understanding I feel that Hatzolah's care goes beyond the medical emergency and also deals with the social support which I feel gives patients and families a much greater sense of care and security.

### Given the speedy response time by Ambulances within Hatzolah's Response area, Hatzolah's direct contact with a patient may only be brief. Do you think it is still worthwhile Hatzolah attending patients for such short times?

What I am learning from other groups is "when does an acute health event start and finish?" An acute health event does not start and finish with the event itself and I am firmly of the belief that not only is Hatzolah important for short visits but also for people to simply 'know' that a group such as Hatzolah exists to help and support your community beyond the immediacy of an acute health event.

### Do you see a value for Hatzolah type organisations within other social groupings?

Absolutely! I also believe that it could be even more important because of the way families and communities are becoming fragmented and disconnected. People now need access to services which were once readily available from the family or local community.

### What do you see as the future for Hatzolah?

From what I know at this point in time I would hope that it stands as an exemplar for other groups and communities and that it maintains its capacity to respond to your community and grow and develop in ways that best serve your community. Ideally, I believe all communities need their own Hatzolah!

### What advice, if any, would you like to give to Hatzolah?

I'm not sure that I can give any advice to Hatzolah as it is teaching me more than I can give the group. If you push me for some advice though – I think it would be 'keep up the good work', which is not only providing a culturally relevant service but is also providing a very important social support mechanism which must be the envy of many other communities.

Caroline Spencer has a background in anthropology and has worked with community organisations for the past 15 years. She is currently a Postdoctoral Research Fellow at the Monash University Centre for Ambulance and Paramedics. She can be contacted on 99044092 or caroline.spencer@med.monash.edu.au

**“Hatzolah's care goes beyond the medical emergency and also deals with the social support which I feel gives patients and families a much greater sense of care and security”**

## Don't get carried away this Purim!

**Purim is one of our most joyous holidays. It is a time to remember the wonderful miracle which the Almighty performed by averting a terrible tragedy...the loss of Jewish life.**

While many people's celebrations traditionally include the consumption of alcohol, one should bear in mind that Jewish Law forbids putting one's own life in danger or endangering others by driving whilst under the influence of alcohol.

Every year Hatzolah responds to many alcohol related emergencies on Purim – some of which involve life-threatening conditions. Every year people say "something has to be done".



This year YOU can do something. Be responsible and use your common sense. Don't drink and drive even if you think you can (even if you have only had a "couple" of drinks). Appoint a designated, non-drinking driver.

If you are a parent, closely supervise your children's activities during Purim. Know where they are going, with whom they are going, how they will get there and home, and what time.

Be aware that under Duty of Care laws, you may be held liable for injury/damage caused by or to people to whom you have served alcohol (particularly minors).

Purim is meant to be enjoyed by you and those around you, but all within reason. **THINK BEFORE YOU DRINK**, and don't get carried away or it could be you who is carried away.

***WITH BEST WISHES FOR A HAPPY, HEALTHY AND ENJOYABLE PURIM, FROM ALL OF US AT HATZOLAH.***

After fulfilling the Mitzvah of sending a minimum of two food items to a friend, in lieu of giving further gifts, why not make a donation to Hatzolah and send other friends a card for Purim? Purim Cards are available from Hatzolah by telephoning 9532 4363. There are a limited number in stock, so please order promptly to avoid disappointment.

## Hatzolah's new home

Just as we are going to press, some exciting news has come through. Hatzolah has recently negotiated the purchase of our own premises – a spacious property of 11,500 square feet located on Orrong Road in the heart of Caulfield. This property will give us scope for development of a purpose-built Hatzolah Administration and Training Centre.

As the need for Hatzolah's services continues to grow, Hatzolah aims to continue to provide the highest quality medical care to Melbourne's Jewish Community. Our new facility will enable us to continue to expand Hatzolah's services to meet the ever-increasing demand.

We look forward to providing you with more information in future editions of the Hatzolah Report.

## First Aid Kits

Hatzolah First Aid Kits are available for only \$50 by telephoning 9532 4363 during business hours. The kit contains everything you need at home, in the office, or in the car.

