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Virtua's Reputation Highly Recognized in Nationally Released List

Virtua was well-represented this week when the reputation experience management company Reputation announced its annual coveted list of 800 Award winners, with clinicians, practices, and hospitals scoring high in the rankings.

According to Reputation's proprietary algorithm, **Virtua Willingboro Hospital achieved the highest reputation score of any acute care U.S. hospital in 2024** (881 points out of a possible 1,000).

Virtua Willingboro received 685 online reviews in 2024 and had an average rating of 4.82 stars (out of 5). Review volume and sentiment are the driving factors of a reputation score. However, Reputation also measures responses to reviews, listing accuracy, and listing views, among other considerations, to generate the ultimate score. Any score of 800 or more is considered the gold standard.

In addition to Willingboro, Virtua Marlton Hospital also surpassed the 800 benchmark, having earned a 4.5-star average based on 150-plus online reviews.

In total, **86 Virtua listings received the 800 Award for their 2024 performance**, an increase from 73 listings in 2023. The list includes 22 outpatient rehab services locations (representing PT & rehab, cardiopulmonary

care, and the outpatient hand center in Voorhees), 15 labs, and 12 joint-venture ambulatory surgery centers.

Three locations even achieved or surpassed a reputation score of 900! They are:

- Virtua Physical Therapy & Rehab - New Hanover (909)
- Virtua Physical Therapy & Rehab - Cherry Hill at Springdale Road (901)
- Virtua Physical Therapy & Rehab - Delran (900)

Additionally, these 12 clinicians achieved reputation scores of 800 or more:

Christopher Haydel, MD
Connor McElligott, MD
Kristen McCullen, MD
Scott Dorfner, DO
Elizabeth Kusturiss, APN
John Mariani, DO
Michael E. Hodde, DO
Nathan Bodin, MD
Richard Kader, DO
Scott Schoifet, MD
Thomas J. Schumann, DO
William R. Smith, MD

“We seek out and welcome patient feedback in all forms,” said John Kirby, president of Virtua Willingboro and Virtua Mount Holly hospitals and a senior vice president for Virtua Health. “It’s the age of the empowered consumer, and online listings help people make informed decisions about where to seek care.”

“Patient feedback is our compass. It guides us in supporting those we serve on their unique health care journeys,” said Chrisie Scott, chief marketing officer and senior vice president for Virtua Health. “This recognition shines a light on our vibrant culture, dedicated staff, and our unwavering commitment to excellence, and ignites a sense of pride within our team to keep going the extra mile with every patient encounter.”

For the list of Virtua’s winners, please click [here](#).

For the full list of 800 Award winners across industries, visit [reputation.com](https://www.reputation.com).

All in on Excellence 2025: Modeling Safety

Safety is everyone's responsibility. In this week's Practicing Excellence tip "[Everyone Leading Safety At The Local Level: Modeling Safety](#)," Lisa Ferraro, president of Virtua Our Lady of Lourdes Hospital and SVP of Virtua Health, shares the importance of demonstrating effective safety behaviors to promote a strong safety culture.

Lisa shares, "At Virtua, we understand how our shared success depends on everyone's contribution. Practicing Excellence reinforces these ideals and offers new perspectives. The 'Try This Challenge' accompanying each tip is a simple action to help turn principles into sustainable behaviors."

It's Heart Month!

There is much afoot (or at heart) here at Virtua in recognition of Heart Month. Here's how you can heighten awareness:

Lunch and Learn on Advancing Heart Function, Feb. 19

This upcoming informational session, "Advancing Heart Function, One Pump at a Time," is a great way to celebrate Heart Month and an opportunity to learn the latest in advanced heart failure therapies.

Meet the advanced heart failure team and learn who should be considered for advanced heart failure therapies, like the left ventricular assist device (LVAD). Learn how an LVAD functions and experience a day in the life of an LVAD patient.

You are welcome to join in person in the Virtua Our Lady of Lourdes Physicians Conference Room where boxed lunches will be provided, or via [Teams](#).

[Here is a printable flyer](#) for the event. For more information, please call Theresa Rowe-Ruffin, director of Heart Failure Services, at [856-952-1056](tel:856-952-1056) or troweruf@virtua.org.

Bulletin Boards

Create informative and engaging bulletin boards with heart-healthy tips, inspiring stories, and relevant statistics.

Departmental Decorations

Decorate your workspaces with red accents and messages promoting heart health.

Teams Background

Spice up your Teams meetings with a [downloadable Heart Month-themed background](#), available for a limited time on Brand Hub.

Team Challenges

Organize friendly competitions within your department, such as step count challenges or healthy recipe contests.

Join a Support Group

If you or someone you know is living with heart disease, join [WomenHeart at Virtua](#) support group. Meetings are held online or in person every second Thursday of the month. February's guest speaker is Eden Payabyab, MD, cardiothoracic surgeon.

Meet Cardiothoracic Surgeon Dr. Eden Payabyab

Speaking of [Eden Payabyab](#), MD, she feels that teamwork in the hospital, in sports, and in everyday life is an important part of her success as a CT surgeon. But the most rewarding part of her job is seeing patients happy and back on their feet.

Dr. Payabyab is dedicated to doing what inspires her, providing care to the people of South Jersey. To learn more about Dr. Payabyab, view this [video](#).

Virtua Selected for Fellowship Program to Support Early Detection of Cognitive Impairment and Alzheimer's Disease

The Davos Alzheimer's Collaborative, a pioneering worldwide initiative seeking to improve brain health and cure Alzheimer's disease, has launched its U.S. Early Detection Fellowship Program. Virtua is among only 10 academic health systems selected to participate in the grant-funded project. Virtua will work in close collaboration with the Rowan-Virtua New Jersey Institute for Successful Aging, a nationally recognized "center of excellence" within the Rowan-Virtua School of Osteopathic Medicine, to support early detection programs and

receive coaching from Davos experts through the first quarter of 2026. Read more at the [Davos Alzheimer's Collaborative](#).

Virtua Debuts New Technology Offering Relief for Treatment-Resistant Depression

Virtua's Behavioral Health team recently treated its first patients with transcranial magnetic stimulation (TMS), a noninvasive brain stimulation therapy to improve mental health for treatment-resistant depression (TRD) and obsessive-compulsive disorder (OCD). TMS is FDA-cleared and clinically proven to alleviate symptoms of depression without causing significant adverse or long-lasting side effects.

Virtua now offers two brain stimulation therapies for patients struggling with depression— electroconvulsive therapy (ECT) and TMS.

“For years, we have seen the positive impact that ECT can have for patients with severe depression and bipolar disorder,” said psychiatrist Tyler Veterano, DO, medical director of interventional psychiatry at Virtua. “ECT and TMS are both safe and effective treatments that offer hope for patients who have not responded to traditional methods like medications or psychotherapy.”

Click to [learn more](#) about TMS.

***Gastroenterology Today* Now Posted to Digital 411**

With one in 12 U.S. adults reportedly experiencing fecal incontinence, subspecialized services for this condition can dramatically help millions of people. Our most recent issue of the *Today* series of physician education newsletters centers on the advancements in gastroenterology at Virtua. [Gastroenterology Today](#) details the newer interventions that have improved the ability of specialists to characterize and resolve the condition.

“The vast majority of individuals suffering with fecal incontinence have not seen a provider about it. But even if they have, patients often feel housebound when conservative measures don't provide them the assurance they need,” said Virtua gastroenterologist Jane Jaffe, DO. “The perception is that this is a very difficult condition to address, but our ability to understand the cause and intervene more easily and effectively has gotten much better.”

To learn more, click here to view [Gastroenterology Today](#). Remember that our library of publications has a home base on [Digital 411](#), found under “Additional Resources/Clinician Publications.” There, you can find archived copies of *Clinician Update*, as well as the growing resource of the *Today* series.

Time to Vote in the Best Hospitals Ranking

Each year, *U.S. News and World Report* releases the results of an opinion survey highlighting the nation’s “Best Hospitals.” A vital component of these scores derives from surveying board-certified physicians who are registered as [Doximity](#) users, the online networking service for medical professionals. So, if you are a registered Doximity member, watch for an email sometime this month or next about the annual member survey. Even if you don’t receive the email, you can still vote by logging in to [Doximity](#) with your username and password.

We appreciate your help in recognizing the hard work and dedication our clinicians put into providing the highest level of care. Last year, Virtua hospitals were recognized as “high performing” in several categories by *U.S. News & World Report*.

If you are looking to establish your Doximity profile, just follow the instructions [here](#). Certain profile data is viewable via [USNews.com](#) through its [Doctors tab](#) (within the Health tab) and used by patients to find care, so it is always good to keep your profile up to date.

What Patients Are Saying About Our Clinicians

Confidence in care is a common reference among our clinician reviews. Note the following recent examples and how the patient felt about the experience, and the clinician referenced:

“I suffered from a broken collar bone and three torn ligaments. Five years later, my shoulder feels amazing. Dr. McMillan is very professional. I hope I never need another surgery, but if I have to, I would request him.” **(Sean McMillan, DO)**

“She listens to her patients and creates an individualized plan of care. I’m grateful. Because of her, my overall health has improved considerably. Thank you.” **(Adrienne Ortega, APN)**

“Loved my visit with Dr. Kelly! She is so personable and makes you feel so comfortable to talk to on top of being very thorough and informative!” **(Whitney)**

Kelly, DO)

“Dr. V is the best. I feel very comfortable with her. She explains everything very well, and she just has a great personality. I've been going to her for about four years now and wouldn't go anywhere else.” **(Sophia Vogiatzidakis, DO)**

“He is an excellent doctor who genuinely shows concern for his patients and always provides as much information as possible to aid them in any decision making that is needed.” **(Stefan Mathews, MD)**

Ballots Due Soon for Jersey Choice Top Doctors

New Jersey Monthly surveys the state's physicians each year to determine its list of “Jersey Choice Top Doctors.” The survey was mailed recently by the magazine’s polling company, K. Dale Associates, to every doctor licensed in the state for at least five years. **Mailed ballots must be postmarked by Feb. 14. Online voting will remain open through Feb. 23.**

Any doctor who did not receive a ballot can contact K. Dale Associates at [\(973\) 310-7567](tel:(973)310-7567) or kdale@kdaleassociates.com. Or just vote online by using your state license number at: <http://topdoctors.point2survey.net>.

The results of the survey will be published in the November 2025 issue of *New Jersey Monthly*.

[Click here](#) to consult the 2024 list. To learn more about the methodology, [click here](#).

Share With Your Patients: Feedback Sought for Improving Social Determinants of Health

Thank you to the clinicians in recent weeks who provided feedback for improving social determinants of health. Now it’s the public’s turn. Virtua Health and the South Jersey Health Collaborative (SJHC) are gathering data to learn more about the barriers to improving health and social determinants of health across South Jersey. The data collected will be an important component of the Community Health Needs Assessment (CHNA) and will identify resources, strengths, and opportunities for collaboration and collective action.

Please feel free to share these printable flyers in [English](#) and [Spanish](#) with your patients. They also may visit https://www.research.net/r/Virtua_SJHC_25. The anonymous survey should take about 10 minutes.

All the data gathered from this survey and other methods will be available for free on the websites of each SJHC member in 2025. **The survey will be open through March 14.**

Virtua in the News

Chief Clinical Officer Dr. Khelil Offers Guidance to Clinicians Nationwide

Health care media company *HealthLeaders* tapped the insight of Jennifer Khelil, DO, Virtua's EVP and chief clinical officer, on two important topics for clinicians.

In one, she provided [four tips for effective residency programs](#), focusing on faculty, teaching resources, clinical research, and resident candidates. Virtua has added several residency programs over the past five years, including family medicine, internal medicine, obstetrics and gynecology, surgery, and psychiatry. We also recently launched a fellowship program in cardiology and will soon start an anesthesiology residency program.

On a separate topic, Dr. Khelil offered valuable guidance for social media in health care. Social media can help medical professionals connect with the public and communicate important health information. But she warns that providers also should avoid potential pitfalls. Read in [HealthLeaders](#).

Virtua CEO Named a Top 75 Influencer in NJ

A statewide business magazine has again named President and CEO Dennis W. Pullin, FACHE, to its annual list of the most influential leaders in the state. The publication cites Dennis's work on the Virtua Health College of Medicine and Life Sciences of Rowan University. This partnership is designed to "fast-track doctors and increase translational research while putting emphasis on well care, access, and equity," the magazine notes. Read in [ROI-NJ](#).

A.I. is Making Hospitals 'Smarter' and Safer

Virtua is among several Philadelphia-area hospitals that are using artificial intelligence to advance care. For example, Virtua is creating "smart" patient rooms across its five hospitals, featuring sensors and two-way cameras that enhance connections between patients and their care teams. Michael Capriotti, Virtua's SVP and president of advanced care operations and logistics, discussed the benefits of these initiatives. Read in the [Philadelphia Business Journal](#).

Immigration Raids Could Be Traumatic for Children and Families

Schenike Massie-Lambert, PhD, an assistant professor at the Rowan-Virtua School of Osteopathic Medicine, discussed the potential mental-health impact of recent federal immigration raids in New Jersey and across the country. For example, children who are suddenly separated from a family member due to a raid or arrest could experience anxiety, depression, withdrawal, and isolation, the psychologist explained. They could display symptoms of PTSD, including flashbacks, nightmares, and behavioral changes. Read at [NJ Spotlight News](#).

The Ride That Changed Everything: James Baliko's Journey to Give Back

Virtua I.T. project manager James Baliko's story is one of resilience and a renewed dedication to helping others. In this conversation with President and CEO Dennis Pullin, James—a dedicated triathlete—shares how his life took an unexpected turn after experiencing a heart event and collapsing during a cycling ride. Thanks to the quick actions of a passing nurse and Virtua's first responders, his life was saved. Doctors then discovered a 95% artery blockage, despite his peak fitness. Now, James champions preventative health, urging everyone to get regular stress tests and listen to their bodies. Click to [watch the video!](#)

Introducing VisABLE: A New Colleague Community

Our newest Colleague Community VisABLE is dedicated to supporting colleagues who are neurodivergent, differently abled, or have special needs, as well as their allies. VisABLE's mission is to support colleagues of all abilities to safely share their journey and experiences with respect, support, inclusion, equity, and optimism for an expectation of difference. Click to [watch VisABLE's video](#). To join or learn more about VisABLE, contact: VisABLECommittee@virtua.org.

IDEA – Inclusion, Diversity, and Equity for All

This week's focus for Black History Month is on the theme of *Labor*. From before the Civil War to the present time, take a moment to learn key moments and stories and create a space to recognize and celebrate Black history—past, present, and future as a labor of love, not just this month, but all year long.

Click to find a local event in Camden County: [Camden County Celebrates Black History Month](#)

Click to learn more: [Black History Month Digital Toolkit](#)



Virtua Health

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