

## Clinician Update

### April 18, 2024

With your busy schedules in mind, we are experimenting with a way to expedite the delivery of this important clinician messaging to you. **If you are interested in an abbreviated audio version of *Clinician Update*, [click here](#).**

### Clinicians: Take the Professional Fulfillment and Burnout Survey

Last year, Virtua conducted a survey based on a tool developed by Stanford University to assess clinicians' perceptions and factors affecting their well-being. Surveys were conducted among VMG and Virtua Health medical staff clinicians.

The results of that effort established a baseline for Virtua to understand the professional fulfillment and stressors impacting its members. This year, we are conducting a follow-up study. We are pleased to share that you are invited to take part in the survey. **Look for the invitation to participate that will be sent to you via email.**

The survey **is short and should take about five minutes to complete**. We want to assure you that your responses remain anonymous. We are using the well-respected health research firm, NRC Health, as a third party to collect the data and analyze results. Your participation will ensure we have a full picture of how we are doing and where we may better assist you in the future. We ask that you complete this by midnight on **Friday, April 26**.

### Secure Text Messaging: Important Steps You Need to Take

As reported in recent weeks, Virtua's implementation of Epic Secure Chat, the replacement for QliqChat, has been postponed. We will continue to use Qliq for securing text messaging until we are fully ready to make the transition to Epic Secure Chat. In this interim, everyone needs to complete the next steps to be ready for the transition:

- Because QliqSoft will remain active for the coming months, colleagues should be aware that the QliqConnect mobile application for both the iPhone and Android (also known as Qliq Secure Texting) and the QliqConnect application for the desktop (available on both Windows and Mac) is being replaced with a new application called QliqChat. To stay current, colleagues must download the new mobile application before **June 30**. Once downloaded, log into the new application using your username and password.
- While the transition to Epic Secure Chat may still be several months off, colleagues who have not done so yet are encouraged to [download Haiku](#) on their mobile device.

We will have much more to share about the new Secure Chat timeline in the coming weeks. Thank you for your patience and collaboration as we make these important improvements to patient care.

## **Epic Hyperdrive Platform Live for All Users Next Week**

Over the past two months, Virtua IT has been transitioning Epic's basic platform technology, Hyperspace, to a new, web-based platform called Hyperdrive. Users will notice a more modern look and feel, with workflows and documentation completed in much the same manner as they were before.

We are in the final stretch of our journey. All remaining workstations equipped with Epic will transition to Hyperdrive on **Wednesday, April 24**.

Colleagues are reminded that it is important to leave all workstations, laptops, and computers on overnight. This will allow for automatic updates, including for Epic Hyperdrive, to be installed. This allows us to keep equipment current, secure, and functioning optimally.

The IT Enterprise Clinicals Instructional Design, Training, and Support team created a video that highlights many of the upcoming changes. When connected to the Virtua network, you can download and view that video using [this link here](#).

## **Now Open: Virtua Cardiopulmonary Rehabilitation – Bordentown**

Virtua has expanded its cardiopulmonary rehabilitation services in Burlington County with the opening this month of Virtua Cardiopulmonary Rehabilitation — Bordentown. The office is offering immediate openings for cardiac, pulmonary, and peripheral artery disease (PAD) rehab services. Bordentown joins Virtua's four other locations across the region: Cherry Hill, Moorestown, Voorhees, and Washington Township.

Cardiopulmonary Rehab's interdisciplinary team provides education and exercise regimens for patients with a variety of cardiac and pulmonary diagnoses. Through carefully monitored exercise and education, the programs are customized for each person and paced according to their condition and abilities, helping them rebuild strength, increase mobility, and get back to the activities they enjoy.

Patients can be referred directly via Epic.

## **Top Physicians 2024 - *South Jersey Magazine***

In its August issue, *South Jersey Magazine* will highlight those physicians as voted by the public who have made an impact on the lives of people in our area. Each person can vote one time per day [here](#). Entries must be received by June 3.

## 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:

“He is amazing! I would recommend him 100 times over! One of the best doctors and experiences I’ve had in my life. My surgery was painless and went off without a hitch!” (Alexander Au, MD)

“She listened. She cared. And we are on a path to give me a better quality of life. I’m so happy I found her.” (Erika Poderis, APN)

“He is always familiar with my case and recent tests as soon as he comes in. I always feel that I can call him if I have a problem before my next appointment.” (Kevin Curl, MD)

“She is caring, smart, and she listened to and addressed all my concerns. I can't say enough nice things about her just from my first visit. I am confident in putting my care into her hands.” (Alice DiPietro, APN)

“Wonderful office staff, greatest doctor ever. Polite, caring, and very clean office.” (Timothy Morris, DO)

## Advancing the Patient Experience

Thank you for your commitment to Practicing Excellence’s Advanced Patient Experience Program. This week, we invite you to focus on the invaluable insights provided in the [Week 2 Guide](#).

This week, we spotlight Track 5: Acute Care Staff. They are watching the tip, [“Connecting along the Patient Journey: Cheerfulness.”](#) This video highlights the importance of starting each shift with a positive and cheerful attitude, which improves the work atmosphere and the relationships between colleagues and the people we care for.

Pamela Sheppard posted in the comments section, “Our words and behaviors matter.”

Jennifer Callan shared, “Presentation and sincerity are important aspects in interaction.”

**Try This Challenge:** Observe yourself and the signals you send to advance or diminish cheerfulness. What do they say about you? Do you signal cheerfulness?

**Remember:** Each video includes a comments section. Follow the example set by Pamela and Jennifer by posting your thoughts and reading and responding to the reflections of others.

## A Spotlight on Having Heart and Caring for the Heart

Let’s take a beat to announce two new commercial spots featuring members of our community who have developed heartwarming partnerships with their physicians and care teams.

In [this spot](#), we hear from community members who've experienced life-altering medical procedures. From a crucial kidney transplant to innovative breast cancer surgery, these are real stories about real trust—showing the profound impact of Virtua's care teams.

In [this commercial](#), patients thanked their physicians for saving their life...and for being a friend. These stories go beyond treatment; they're about genuine human connection.

As you watch these commercials roll out during the Summer Olympics, your favorite shows, and popular digital and social channels, we hope you feel a sense of pride and inspiration. Whether you're watching or listening, these stories reflect the dedication and compassion of our Virtua community.

## Virtua in the News

### **Virtua Hospitals Earn Unique Designation for Antimicrobial Stewardship**

The Infectious Diseases Society of America has recognized all five Virtua hospitals with its Antimicrobial Stewardship Centers of Excellence designation. These hospitals are among just 16 institutions nationwide to receive this distinction. Read in [Infectious Diseases Society of America](#).

### **Virtua Our Lady of Lourdes Hospital Nationally Recognized**

As reported here last week, *U.S. News & World Report* has honored Virtua Our Lady of Lourdes for excellent outcomes among Black maternity patients. This is the only acute care facility in Greater Philadelphia to receive distinction. Learn more about this honor from [U.S. News & World Report](#).

### **Chief Medical Officer Recognized**

An industry publication has named Virtua's Jennifer Khelil, DO, among "180 chief medical officers to know." She focuses on reliability, quality, safety, and patient outcomes and provides leadership for both physician services and medical affairs, the story noted. Among her accomplishments, Dr. Khelil helped create Virtua's affiliation with Rowan University and has increased opportunities for medical-student rotations at Virtua campuses. Read in [Becker's Hospital Review](#).

### **Hospitals Honored for Patient Safety and Price Transparency**

Virtua Marlton and Voorhees hospitals were among 472 facilities recognized for excellent patient safety ratings and the highest level of adherence to federal price transparency rules. Fewer than 20% of U.S. hospitals met these criteria, the story reported. Read in [Becker's Hospital Review](#).

### **Improving Care for Women With Intellectual Disabilities**

A Rowan-Virtua program will lead a state initiative to help address inequities in sexual and reproductive health care for women with intellectual and developmental disabilities. These women have "the same gynecological health issues as people who don't have a disability but are less likely to get these health care needs met," said Wendy Aita, a clinical psychologist and co-director of the Rowan-Virtua Regional Integrated Special Needs (RISN) Center. Read in the [Courier-Post](#) and [New Jersey Family](#).

### **Virtua's Culture Enhances Staff and Patient Satisfaction**

President and CEO Dennis Pullin discussed the organization's commitment to its employees' well-being, which has a positive impact on both staff and patients. The phrase "everybody always" guides Virtua's culture, he said. "Everybody will get the same level of care, the same focus, the same attention, always. That's who we are," Pullin explained. Read in [\*Becker's Hospital Review\*](#).

## Free Vascular Screenings Offered to Patients April 20

Virtua's vascular team will hold the second of two free public screening events on **Saturday, April 20**, at Virtua Cardiology Moorestown at Marne Highway.

Screenings involve a short pre-screen evaluation. Based on results, an ultrasound or other tests are performed as needed.

If you know someone who could benefit, please share. Appointments are highly recommended, but walk-ins are welcome. Click to [register](#). Click to [view the flyer](#).

## Nutrition and IBD, Important Information to Know, April 23

Understanding the role of proper nutrition and its impact on inflammatory bowel disease (IBD) is paramount. Sanket B. Patel, DO, director of the Virtua Crohn's and Colitis Center, will be virtually discussing this topic in depth for clinicians at a non-accredited educational event on **Tuesday, April 23**, at 3:30 p.m. To participate, [click here on Teams](#).

## CME Event on Advanced Cardiac Imaging and Hypertension, April 24

Hypertension remains a leading cause of cardiovascular complications for our patients, and a large proportion of these patients are not adequately controlled. This presentation will review the epidemiology of hypertension and offer an alternative treatment option for difficult-to-control hypertensive patients. Additionally, we will review options for cardiac imaging and how it may benefit patients. Interventional cardiologist Kintur Sanghvi, MD, FACC, FSCAI, chief of interventional cardiology, and clinical cardiologist Mark Finch, MD, will be speakers at the event to be held **Wednesday, April 24**, 5:30 to 7:30 p.m. at the Barry Brown Health and Education Center. Click to [view the flyer](#).

## Renal Denervation for Hypertension & Beyond, May 7

Join Dr. Sanghvi for an education session for clinicians on renal denervation. The program will cover:

- Implications of uncontrolled hypertension on cardiovascular health
- The role of the sympathetic nervous system in etiopathogenesis of hypertension
- A review of the renal denervation procedure and evidence supporting its use
- Appropriate patient selection and referral for advanced hypertension care

The event is on **Tuesday, May 7** at 12 p.m. live on Teams or in person at the Physicians Conference Room in Virtua Our Lady of Lourdes Hospital. Or [click here on Teams](#). Click [here](#) for a flyer.

## Embracing Mental Health Conversations, May 2

The goal of this virtual forum hosted by We Thrive is for colleagues to learn more about Virtua's dedication to help recognize and embrace the importance of mental health and what we can do as health care workers to support ourselves and those around us. The event will take place **Thursday, May 2**, 5 to 6 p.m. Feel free to spread the word to your teams.

The expert panelists include: Caitlyn Van Wagner, LCSW, CCFP, We Support program manager; Jay Case, MD, VP of clinical operations for behavioral health; Suja Matthews, MA, director of inclusion, diversity, and equity; Hafeza Shaikh, MD, assistant program director of cardiology; and Erika Dawkins, PsyD, clinical psychologist and Carebridge professional.

When on network, [click here](#) to register on the Virtua Learning System.

## Mark Your Calendars: Gatherings to Celebrate Virtua Colleagues

We are gearing up to celebrate Nurses' Day (**May 6**), Nurses' Week (**May 6 to 12**), Hospital Week (**May 12 to 18**), and EMS Week (**May 19 to 25**) and invite you to mark your calendars for the upcoming colleague gatherings. Enjoy the festivities, connect with colleagues, and share a meal. The schedule and venues for these gatherings are noted below. Further information will be provided by your site leadership.

Note: Virtua Medical Group colleagues and those based in other locations are encouraged to attend a celebration at the nearest Virtua hospital. Colleagues at select corporate offices will have their celebrations onsite. Additional details will be forthcoming via an email invitation.

### **Virtua Our Lady of Lourdes Hospital**

Wednesday, May 15

11 a.m. to 2 p.m.

10 p.m. to 12 a.m.

### **Virtua Marlton Hospital**

Wednesday, May 15

11 a.m. to 2 p.m.

5 to 8 p.m.

10 p.m. to 12 a.m.

### **Virtua Health & Wellness Center – Camden**

Wednesday, May 15

6 to 7 a.m.

11:30 a.m. to 4 p.m.

**Virtua Mount Holly Hospital**

Wednesday, May 15

11 a.m. to 2 p.m.

5 to 8 p.m.

By 10 p.m.: Boxed meals delivered to units

**Virtua Voorhees Hospital**

Thursday, May 16

11 a.m. to 2 p.m.

5 to 8 p.m.

10 p.m. to 12 a.m.

**Virtua Willingboro Hospital**

Thursday, May 16

11 a.m. to 2 p.m.

5 to 8 p.m.

By 10 p.m.: Pick-up boxed meals

**Virtua Health & Wellness Center – Berlin**

Wednesday, May 29

11:30 a.m. to 3 p.m.

8 to 9 p.m.

## Help Spread the Word — Camp Oasis Set for June 2

Presented by the Penn Medicine | Virtua Health Cancer Program, Camp Oasis is a free, spirit-lifting one-day getaway camp for children who have a parent or loved one with cancer.

Registration is now open for the summer session on **Sunday, June 2 from 9 a.m. to 4 p.m.** Please help spread the word by sharing the [Camp Oasis Brochure and Registration Form](#) with your teams, patients, and anyone who may be interested in participating.

For more information, please visit [GiveToVirtua.org/campoasis](https://www.givetovirtua.org/campoasis) or contact Jackie Miller at [jmiller2@virtua.org](mailto:jmiller2@virtua.org) or 609-724-8480.

## On Sunday, June 9, It's Time to Run With the Docs!

The popular 5K run and 1-mile walk known as [Run with the Docs!](#) will take place on the Virtua Voorhees Hospital campus on Sunday, June 9, all to support our programs for families who have experienced [pregnancy and infant loss](#).

For event organizers and OB/GYN physicians Drs. Stacy McCrosson and Kimberly Bridges-White, the event is a great opportunity to get out for a truly meaningful cause. "We are so inspired by the families who show up with their teams each year," Dr. McCrosson said. "We are overwhelmed by the outpouring of support these families receive from our colleagues at Virtua, all the doctors, nurses, and staff, the

running community, and friends and family from all over the tristate area who make it a tradition of kindness to be at this event.”

“All of us together,” said Dr. Bridges-White, “it’s how we show we are truly Here for Good. So, we hope everyone feels welcome to be a part of it!”

For more information, including registration details, [click here](#).

## Virtua Clinicians Celebrate Diversity

While the world celebrates Diversity Awareness on a global scale in October, April is [National Diversity Month](#). Created in 2004, the goal is to highlight and respect the unique experiences of others, while also acknowledging our shared humanity. Celebrate all year around by taking advantage of resources at Virtua such as [joining a Colleague Community](#).

Click to [view this video](#) featuring our multilingual physicians who embrace and champion diversity and inclusivity. Included are Angela Skrzynski, DO; Christina Chao, MD; Maria Sarmento-Leite, DO; Jasmine Bajaj, MD; Haarika Reddy, MD; and Bhavesh Patel, DO.

“No matter what language you speak, you will be heard, respected, and cared for,” said Dr. Chao.

## IDEA – Inclusion, Diversity, and Equity for All

*Chag Pesach Sameach* to those observing [Passover](#), which will begin on sundown, **April 22** and run through **April 30**. Click to [learn more](#) about this significant Jewish holiday, including its sacred rituals like seder, which involves the re-telling of the Exodus from Egypt through stories, music, and food.