

## Clinician Update

### April 4, 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](#).**

### Important Virtua Security Update – Change to Password Reset Policy

We want to share an important update to Virtua’s Password Policy for Multifactor Authenticator. As reported here previously your mobile devices must be enrolled in Multifactor Authenticator to access the Virtua network remotely. If you need to change the enrollment of a device through Multifactor Authenticator, you now need to know an important late-breaking update to Virtua’s password reset policy.

In recent weeks, Virtua has seen a large increase in attempts to gain access to our network and applications. The request typically starts by informing the Customer Support staff that they just bought a new telephone and/or changed their number and need help getting back online. If the imposters can get the password reset and the Microsoft Authenticator changed to their telephone, then they can gain access to Virtua’s systems and data.

Due to this, Virtua is changing its policy and procedure for password resets when Microsoft Authenticator is involved. If an Authenticator reset to a new telephone/number request is involved, **Virtua’s IT Service Desk will set up a Microsoft Teams meeting or an in-person meeting at 301 Lippincott, where identification can be positively made.** When calling the IT Service Desk (856-355-1234), the requester will now need to provide a valid photo identification, such as a license or passport, and answer specific questions to verify their identity.

We realize this could inconvenience you as you authenticate your legitimate new telephone or telephone number. However, with the increased attacks and the potential risks, Virtua feels it is important that we invoke this level of response to the attacks. We will continue to monitor the situation and will try to make the process as seamless as possible for our colleagues. Thank you for your support in protecting our network and data.

### Self-Service Password Resets and Unlocks with Microsoft Authenticator

Additionally, Virtua IT is excited to announce the availability of Microsoft self-service password reset as a replacement for Password Station for colleagues enrolled in Microsoft Authenticator! Virtua colleagues can now reset their expired/forgotten passwords or unlock their account without contacting the IT Service Desk. There is no new registration needed to utilize this feature. Microsoft self-service

password reset is accessible from a web browser on any internet-connected computer, whether on-site or remote, for colleagues who have registered for Microsoft Authenticator.

To utilize a Virtua password reset or to unlock their account, colleagues can:

- Go to <https://passwordreset.microsoftonline.com>, enter their Virtua email address, and complete the verification prompts on the Microsoft Authenticator application
- Go to Self-Service Password Reset in the Information Technology (IT) tab of the Colleague Corner.

## Update: Transitioning to Epic Hyperdrive Platform

Epic is in the process of updating its basic platform technology, moving from Hyperspace to a web-based platform called Hyperdrive. As we continue our rolling update with Epic Hyperdrive, we have transitioned the workstations at the following locations:

- Specific cardiology locations at Virtua Our Lady of Lourdes and Virtua Marlton Hospitals
- Cardiac testing at the Virtua William G. Rohrer Center in Voorhees
- Virtua Primary Care at 2225 Evesham Road in Voorhees (Tatem Brown)

In the next two weeks, Hyperdrive will transition to the new clinical decision unit (CDU), emergency department, med/surg 5A/5B at Virtua Voorhees Hospital, and additional cardiology departments.

Click to [view that video](#) highlighting many of the upcoming changes. Please note that you must be signed in to the Virtua network to download the video. The Epic Hyperdrive transition will be completed for all Virtua Epic users no later than the beginning of May 2024.

## Sharing “Here for Good” in Colorado Today

Virtua President and CEO Dennis Pullin earlier today gave a keynote address at The Beryl Institute’s ELEVATE PX conference in Denver. The annual global event brings together health care leaders from across the world to share best practices in patient experience. Dennis’ remarks focused on how Virtua’s “Here for Good” philosophy requires recognition of everyone’s unique individuality — the cornerstone of delivering outstanding care to “everybody, always.”

## Virtua Launches Complete Weight Management Program

Virtua has assembled a team dedicated to helping patients manage their weight in a safe, sustainable way. The Complete Weight Management Program offers a comprehensive, personalized approach to weight loss that is medically supervised and backed by science. Virtua’s board-certified obesity medicine and bariatric surgery experts will review all weight loss medication options and develop a plan that works best for the patient, based on health history, health status, and goals. As part of the program, the

patient will also receive support from behavioral health specialists, registered dietitians, exercise physiologists, and navigation team.

“We’re thrilled to be offering this service. Our goal is a lifetime of wellness for our patients,” said bariatric surgeon and obesity medicine specialist Gaurav Sharma, MD. “This program matters. Not only is this a life saver, but it is about quality of life moving forward. It’s about helping and guiding them along the way with the ever-present approach of dignity that these patients deserve.”

For more information or to request an appointment, [click here for the Virtua Complete Weight Management Program](#).

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

Understanding the role between proper nutrition and its impact upon Inflammatory Bowel Disease (IBD) is paramount. Sanket B. Patel, DO, Director of 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.

2.7 million Americans suffer from IBD. An estimated 70,000 new cases are diagnosed each year. Prevalence of malnutrition in IBD has been reported to be as high as 85%. One in three newly diagnosed IBD patients present with malnutrition at the time of diagnosis.

“It is clear that diet plays a critical role in human health, but especially for patients with IBD,” said Dr. Patel. “In this webinar, we’ll be discussing the latest clinical updates in the management of IBD patients and the role of nutrition. All clinicians are invited to this as we collaboratively work to enable our patients to get back to their normal lives with confidence.”

To participate, [click here on Teams](#) on Tuesday, April 23, at 3:30 p.m.

## **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:

“Always a pleasure to see him! Visits are always thorough, and he listens carefully to provide the best care!” (Kristofer Hillegas, DO)

“The best care and the kindest practitioner!! I will definitely go back.” (Alysa Jeffers, APN)

“She is professional, knowledgeable and shows concern for my health care needs. I’m glad I found her. The staff is great, too!” (Mirela Draganescu, MD)

“He did a very thorough history and examination. He was consistently explaining what he was doing and why he was doing it and interpreting the results. He gave me time to be sure all my questions were answered. He gave me a written summary of my visit, which included all the information I could ask for.

It was nice to see that he and his staff love and respect each other. I could not wish for a better physician or a better experience. I give him my highest recommendation.” (Richard Levine, MD)

“She provided personalized, warm, and compassionate care. It was clear that my input and feedback were important to her, that I was an active partner in my healthcare. I felt respected and heard. The entire small team seems like family. I highly recommend the midwives in Camden to everyone!” (Sheila Kaufman, CNM)

## Advanced Patient Experience Program Launches Next Week

The Advanced Patient Experience Program launches next week, starting **April 8**, and will run for 26 weeks.

In case leaders missed the virtual catalyst camp sessions last week, visit the Virtua Learning System to [view the Catalyst Camp video](#), which offers practical information and inspiration to guide your team through the advanced program.

If you and/or your team haven't already, please check to see if you have been auto-enrolled in the advanced program. You can check now by opening the Practicing Excellence platform and looking for the program under the *Progress* menu/tab. (Tap “Select Program” and look for the word “Advanced.”) If you see it listed, you are all set for the launch on **April 8**. If not, enrollment instructions can be found on the [Practicing Excellence page of Colleague Corner](#).

Anything you may need to launch or sustain the advanced program can be found on the [Colleague Corner](#). This includes a toolkit for each learning track that maps out the program from start to finish. The Colleague Corner also includes handy weekly guides (which are easy to print and post in breakrooms, nurses' stations, etc.).

Remember, our Practicing Excellence programs are more than training; they're about building a community dedicated to growth, improvement, and excellence. Together, we're not just enhancing our skills; we're shaping a culture of excellence that impacts everyone, always.

## We Support Launches Support Network

Virtua's *Support* team works diligently to promote and improve the well-being of the Virtua community by creating an environment that delivers an outstanding customer experience. Now, WE Support is here to support you.

If you, or a colleague, need a confidential connection from a trained peer supporter [click here](#).

## Celebrating Our Lasting Impact Project Honorees

[The Lasting Impact Project](#) allows our community to give a philanthropic gift in honor of their caregivers. Virtua's Office of Philanthropy is pleased to share that last year more than 100 colleagues and care teams were honored by a patient or their loved one with a gift of gratitude.

Congratulations to the many clinicians and teams who were recognized in 2023! [View Full List of Honorees.](#)

Organ transplant surgeon Ann M. Thompson, DO, joins other honorees [in this video](#) to express how these thoughtful expressions of gratitude motivates our care teams and helps us stay focused on our mission.

## Virtua in the News

### Virtua CEO, Other Leaders Discuss South Jersey's Future

A local magazine asked prominent people, from elected officials to heads of organizations, to identify important issues and coming advances. Virtua President and CEO Dennis Pullin cited the need to increase access to health care services, especially for adults with special needs. "We have the opportunity—and the responsibility—to advocate for those who cannot advocate for themselves," Dennis said. Read in [South Jersey Magazine](#).

### Creative Messages Encourage Colonoscopies

For Colorectal Cancer Awareness Month in March, a business publication spotlighted Virtua's humorous marketing initiative that nudged people to get their colonoscopy. The "Class of '93 Colonoscopy Campaign" advised Generation X it was time to schedule their screening. The social media campaign resulted in a 33% increase in colonoscopies. Read in [NJ Biz](#).

### Experts Discuss AI in Health Care

More than 30 industry executives provided their insights about artificial intelligence (AI) in health care. Among them was Alexandra Natale Jackson, director for digital transformation. The technology "shows considerable potential for automating repetitive tasks" and "complementing human capabilities," she said. Read in [Becker's Hospital Review](#).

## Healing Through Good Food

Food is more than sustenance—it is an expression of culture, heritage, and creativity. And for Bernard French, a Virtua catering associate who has traveled the world through his love of food, he knows firsthand that it has the power to heal.

In this episode of *Here for Good: Inside Edition*, Dennis Pullin and Bernard talk about his background, how he came to Virtua, his philanthropic efforts, and more!

Listen on your preferred podcast platform or [watch the video podcast](#).

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

The month of April is dedicated to [Autism Awareness](#). This year's theme "Celebrate Differences" by the Autism Society acknowledges and honors the authentic experiences of individuals with Autism. The "[colors](#)" theme further promotes the diversity within the Autism community, emphasizing the journey from merely surviving to thriving.

[National Arab American Heritage Month](#) is also recognized in April. It was established in 2017 to honor the contributions and culture of Arab Americans. Tracing back to the initial wave of Arab immigration in the late 19th century, this month shines a light on the rich diversity and cultural heritage of the Arab American community.

**April 10** marks the end to the Holy Month of [Ramadan](#), culminating in Eid Al-Fitr or breaking of the fast. Eid Al-Fitr is observed with prayers, meals, and the exchange of gifts among those who celebrate. Eid Mubarak to those celebrating.

## Upcoming Community Events

### **Access in Crisis in the Black & African-American Communities**

[Black Maternal Health Week](#) is from **April 11 to 17**, offering various [educational awareness opportunities](#) nationwide to raise awareness and highlight the experiences of Black women. Join the Black and African American Colleague Community (BAACC) for an engaging virtual event on **April 16**, 12 to 1 p.m. via Zoom.

### **¡HOLA! Meet and Greet Event**

Join our newest colleague community, ¡HOLA! On May 7, 5 to 7 p.m., meet leaders and current members at Virtua's Be Well Bistro, 303 Lippincott Drive, Marlton and learn more about their mission and goals and how to get involved. Experience the food, passion, and culture that is HOLA! Reach out to [HOLA@virtua.org](mailto:HOLA@virtua.org) with any questions.

### **Cycling for Care**

The "Cycling for Care" event is a bike ride through the rolling hills of Burlington County. On May 11, 7:30 a.m., join to ride an easy 11 miles, a challenging 100 miles, or any distance in between. It's all to benefit the Cherry Hill Free Clinic (CHFC).

Click to [register](#). Click to [view the flyer](#).