Clinician Update
December 1, 2022

Virtua's Journey to High Reliability: System Design

This month, we are focusing on the importance of system design, including safeguards, to reduce the opportunity for human failure.

In today's super-charged world, we are all looking for improved efficiency. In fact, the design of a workflow (system) can seem arduous; we may perceive it to slow us down, especially when we are experiencing pressure to produce. This can lead to people to create "workarounds," which can lead to something called "drift."

A "workaround" is defined as a plan or method to circumvent a perceived issue in a system. It is often used when there is a perceived gain in efficiency, especially when there is an under-appreciation for the safeguards built into the original design. Over time, in the absence of error, a workaround can turn into practical drift, an incremental movement away from the original defined procedure. The team essentially adjusts the procedures and workflows to suit their needs with *the intent* to enhance operations. Workarounds and drift may initially offer a perceived efficiency without an immediate catastrophic error. However, it is only a matter of time before it catches up with us.

Here is a recent example of a workaround that occurred in our organization: At Virtua we utilize barcode scanning as an electronic safeguard to ensure that the correct patient is identified and associated with the correct care, treatment, and service. We expect our colleagues to use the patient's bracelet (wristband) to verify the correct name and date of birth, and then we scan the barcode as a second check.
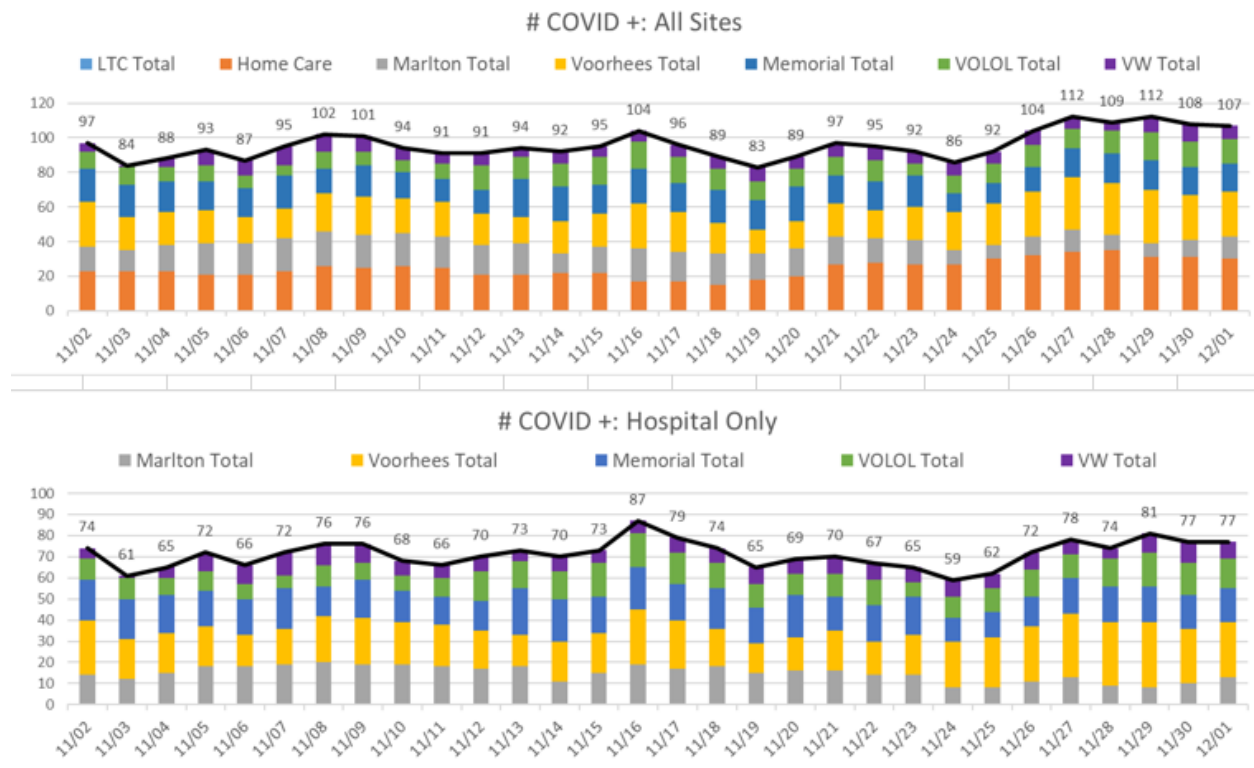
Recently, it was identified that some colleagues were using the patient "sticker" from the chart to scan, in lieu of the wristband itself. There was a perceived efficiency, resulting in a workaround, which "worked" initially. The workaround did not immediately result in a negative consequence and thus provided positive reinforcement. This resulted in drift. In fact, this became a new process for some colleagues.

Inevitably, there was a mix up that resulted in a medication error and the patient requiring a higher level of care. In response to the identified workaround, Virtua I.T. was able to change the barcode on the patient sticker so that it does not match that of the wristband, providing a technical solution to prevent the workaround.

Take-away: Can you think of a system and/or process that you have created a workaround for? Have you allowed yourself to drift? If you have, it is completely normal as we are all human. Still, it is imperative to recognize and remind yourself that while it may be a perceived efficiency it may not be without significant consequence.

Call to Action: If you are running into efficiency issues due to a system or process that feels unnecessarily labor-intensive, reach out to your CMO. We can evaluate the system/process without compromising safety.

COVID-19 Census

 # COVID +: All Sites

 # COVID +: Hospital Only

Latest COVID-19 Fast Facts

- The rate of transmission in New Jersey was last reported on Wednesday as 0.88.
- The total number of cases reported as of 3 p.m. yesterday:
    - Atlantic County 67,272
    - Burlington County: 107,566 cases
    - Camden County: 130,546 cases
    - Gloucester County: 66,484 cases
- COVID-associated mortality for Camden, Burlington, Gloucester, and Atlantic counties: 4,962.
- The state's Vaccination Overview dashboard reported 19,761,112 doses of vaccine have been administered.
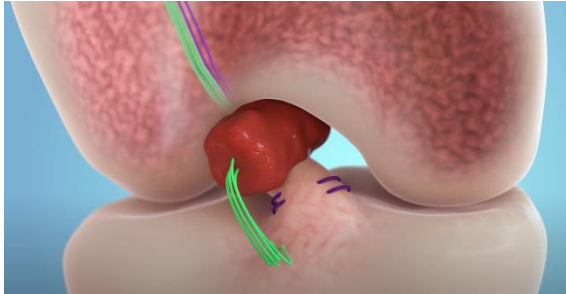
Mpox is the New Name for Monkeypox

The World Health Organization (WHO) announced this week that "mpox" is now the preferred name for monkeypox. Assigning names to new and, when needed, existing diseases is the responsibility of WHO under the International Classification of Diseases (ICD). Human monkeypox was given its name decades ago after the virus that causes the disease was discovered in captive monkeys. According to WHO best practices in naming diseases, new disease names should be given with the aim to "minimize unnecessary negative impact." Additionally, the term mpox is better suited because it can be used in other languages.

"Monkeypox" will remain searchable in the ICD in order to allow access to historic information, and both names will be used simultaneously for one year while "monkeypox" is phased out. The Biden administration said they "welcome the change" and the U.S. will use the mpox name from this point forward.

About 15 cases are now being recorded among Americans each day, less than 4% of the tally when the surge was at its worst earlier this summer. As of Wednesday's weekly posting, the number of probable and confirmed cases of mpox cases in New Jersey is **760**.

Virtua Physician Recognized for New Technique in Treating ACL Injuries

The anterior cruciate ligament (ACL) is one of the most injury-prone ligaments in the knee. The Bridge Enhanced ACL Restoration (BEAR) technique is the first FDA-approved medical technology to enable healing of a torn ACL and serves as a less-invasive alternative than traditional ACL reconstruction.

Becker's Hospital Review recognized eight orthopedic clinics in the nation that have added BEAR implant technology this year, and the list includes Virtua's own Sean McMillan, DO, sports medicine surgeon at Virtua Orthopedics & Spine, who was recognized for becoming the first surgeon to use BEAR implant technology in New Jersey. The technique works by using the BEAR device to bridge the gap between the torn ACL ends (see image above). The implant is a bovine-derived extracellular matrix that will help repair the ruptured ACL without requiring tissue grafts, and it allows orthopedic surgeons to reconstruct a patient's ACL through a natural healing process, as the implant is reabsorbed by the body in about eight weeks.

To learn more, we shared more details on this technique in the May issue of *Orthopedics & Spine Today*.

Physicians and Health System Branding: *Becker's Hospital Review* taps Virtua CMO

Becker's reached out to several chief medical officers to ask how rebrands have played out at their systems from the perspective of involving physicians. "It's so much more than a creative exercise," said Jennifer Khelil, DO, MBA, Virtua's senior vice president and chief medical officer. "Our inclusive rebrand journey at Virtua Health led us to the positioning of being 'here for good'—a sentiment that overwhelmingly rang true for our doctors and seemingly reconnected them to that aspirational purpose of why they chose their profession." Read the full article here.

Be Alert: Phishing Text Messages

Virtua Health's IT department is reporting a significant increase in phishing text messages—including texts with personalized greetings that falsely claim to be from members of Virtua's leadership team. Tom Gordon, senior vice president and chief information officer, reminds all colleagues to use good judgement and a questioning attitude when it comes to suspicious or unusual text messages and emails. It is especially important NOT to click on links. For more information about how to recognize and report spam text messages, please consult this article from the Federal Trade Commission.

Phishing, Smishing, and Safe Pop-Up Messages

Reporting Phishing: The Virtua IT team has implemented some new features to help colleagues report suspicious email as phishing. These improvements include message banners in the body of the email to indicate if the email:

- Originated externally

- Came from a potentially untrusted sender
- Came from an imposter impersonating a Virtua colleague
- Impersonated another domain.

Examples of Message Banners
- The banner will warn colleagues that the email may be a suspicious message.
- The banner allows colleagues to report phishing by clicking on the Report Suspicious button (helpful for mobile devices)

This Message Is From an External Sender
This message came from outside your organization.   Report Suspicious

This Message Is From an Untrusted Sender
You have not previously corresponded with this sender.   Report Suspicious

Examples of Warning Messages

Be Careful With This Message
The sender may be an imposter falsely claiming to be an internal sender.

This Message Is From An External Sender
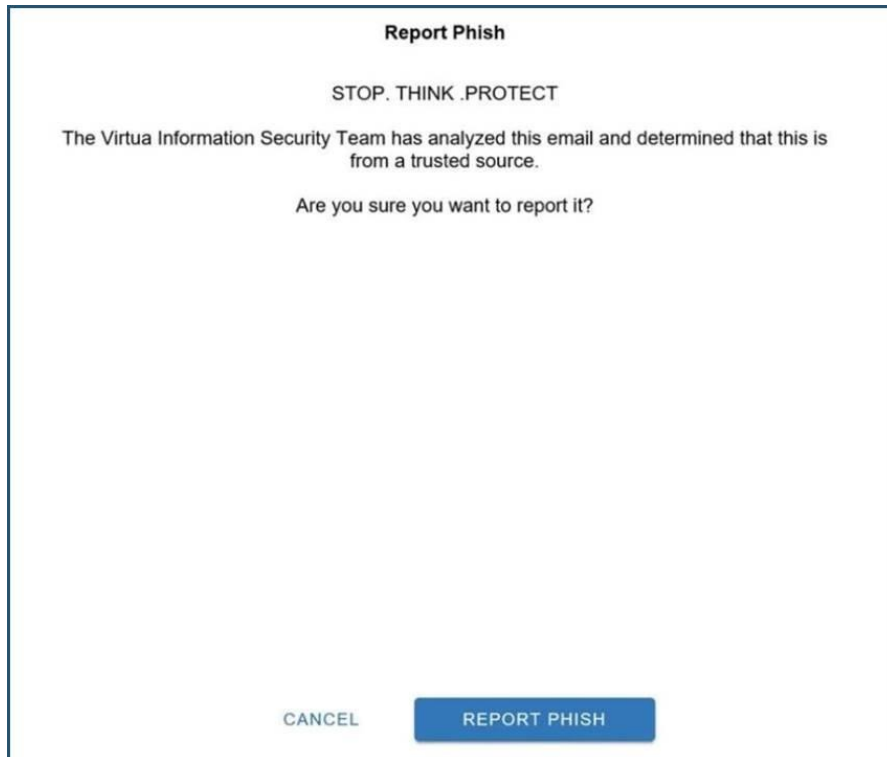This message was sent by someone outside your company.

Be Careful With This Message
This message contains links that may be impersonating another domain.

Do You Recognize This Sender?
You have not previously engaged with this sender.

New Safe Pop-Up Message
The Virtua IT team also has introduced a new pop-up message for emails that have been identified as safe. Below is an example of the safe message, which states:

The Virtua Information Security Team has analyzed this email and determined that this is from a trusted source. Are you sure you want to report it?

Report Phish

STOP. THINK .PROTECT

The Virtua Information Security Team has analyzed this email and determined that this is from a trusted source.

Are you sure you want to report it?

CANCEL   REPORT PHISH

Messages from the following email senders have been marked safe:
- VirtuaMailQuarantine@Virtua.org (personal quarantine emails)
- PasswordStation16@Virtua.org (password station)
- ISCSC@Virtua.org (IT Help Desk team)
- Virtuainfo@virtua.org (*By Design* and *Communication Cascade* newsletters)

Note: Colleagues will still have the ability to report these emails as phishing; however, the message will remain in your inbox because it was analyzed and deemed safe by the Virtua IT team.

Stay Safe from Smishing
With fraudulent emails and text messages on the rise, the Virtua IT team encourages colleagues to be aware of smishing (SMS+Phishing). Smishing attacks are cunning—here are important actions to limit the damage of a successful smishing attempt:

- **Report** the suspected attack to institutions that can assist.
- **Freeze** your credit to prevent any future or ongoing identity fraud.
- **Change** all passwords and account PINs where possible.
- **Monitor** finances, credit, and various online accounts for strange log-in locations and other activities.

Smishing attacks are delivered through traditional text messaging and non-SMS messaging apps.

Virtua Community Health Connection Addresses Social Determinant Needs
Virtua Health Community Connection is a social needs search engine powered by the social care network FindHelp. It is Virtua's mechanism to connect patients to local community benefit organizations

that address the social determinants of health, such as food insecurity, difficulty paying utility bills, assistance finding clothes for children, education assistance, job placement, and much more.

As a search engine, Virtua Health Community Connection offers the ability to connect patients directly to these programs in our area, and is available either in Epic or on your web browser. That kind of interoperability enables clinicians to provide their patients the social care they need, whether in an inpatient, outpatient, or mobile care setting.

As we advance our system-wide health equity strategy, Virtua Health Community Connection is vital in our efforts. Reach out to [Dan Master](), strategic project manager for Virtua's Community Health Engagement Department, to learn more.

Congratulations to the November WE Award Winners!
This month, WE celebrate colleagues who excelled in performing the Guiding Principle of Continuous Learning & Innovation. Virtua is pleased to present the WE Award in the Continuous Learning & Innovation category to the **Monoclonal Antibody Infusion Team**—*now the Outpatient COVID-19 Therapeutics Team.* The team includes Dodi Iannaco, Dr. Martin Topiel, Colleen DiLuigi, Amy Parker, Adrianne Ortega, Emilie Lehman, Jodi Laughlin, Debra Canale, and Colleen Wahl.

Here is an excerpt from the nomination, submitted by Dodi Iannaco, lead nurse practitioner at Virtua Urgent Care.

In December 2020, the team launched the monoclonal antibody infusion program at Virtua Willingboro and Virtua Voorhees hospitals. Monoclonal antibodies are EUA-approved medications to prevent disease progression and hospitalization in high-risk patients with COVID-19. After providing the first infusion on Dec. 1, 2020, the team went on to administer more than 2,500 outpatient infusions by the end of 2021, which means that the team called and screened about 5,000 patients throughout the year. Virtua was the first local health organization to set up a monoclonal antibody infusion program.

Congratulations, Outpatient COVID-19 Therapeutics Team!

Additionally, Virtua is honored to present the WE Award for Continuous Learning & Innovation category to the Pediatric Pavilion and Pediatric Teams at Virtua Mount Holly and Virtua Voorhees hospitals. The team from Virtua Mount Holly includes Kelly Carbone, Kristin Fiore, Suzanne O'Brien, and Jody Durbin. The team from Virtua Voorhees includes Jennifer Catania and Megan DiTore.

Here is an excerpt from the nomination, submitted by Pam Gallus, AVP of patient care services at Virtua Mount Holly and Virtua Willingboro.

Since the start of the pandemic, the number of children and teens with behavioral health issues has tripled. This team used creativity and innovation to introduce the Traffic Light Program to young patients who present with behavioral health concerns in the ED. The Traffic Light Program's coping cart utilizes various activities, following green, yellow, and red pathways, which are deemed safe for patients after assessment and evaluation.

For example, green activities are typically safe and include playing cards, art projects, and music. Yellow activities are more stimulating and include board games, jewelry making, and Lego creations. Red

activities require a physician order and include art projects that include scissors and social media activities. The Traffic Light Program encourages healing and creativity.

Congratulations to the Pediatric Pavilion and Pediatric Teams!

WE express our sincere appreciation and heartfelt gratitude for the meaningful actions and remarkable achievements of our colleagues. WE invite you to join in by sending our WE Award winners a specially created eCard. Visit WE Applaud on the Colleague Corner portal.

Give for Good: Achieving our Goal, Together!
Virtua's colleague campaign Give for Good celebrates our shared culture of WE, bringing all colleagues the opportunity to impact the programs and services that mean the most to them through philanthropy.

Thanks to the more than 1,000 Virtua colleagues who have made a gift in 2022, we are less than 250 gifts away from our goal. With another month left in the year, we know that together we will have a strong finish. As you consider your participation, remember that 100% of your gift directly supports the program or service you select, and gifts of every amount are important and appreciated. Visit GiveToVirtua.org/Colleagues to learn more.