

Clinician Update

December 22, 2022

Virtua and Aetna Reach Initial Agreement

Earlier today, all Virtua colleagues received an email from Virtua President and CEO Dennis Pullin regarding significant progress in Virtua's efforts to arrive upon a contract renewal with Aetna.

Here is the message in full:

We are pleased to share the good news that we have reached an initial agreement on the contract renewal between Virtua Health and Aetna. This means that Virtua facilities will remain in network for Aetna members as of January 2023.

Virtua and Aetna have signed a 90-day contract extension to provide ample time for both parties to work out the details of the new terms. This is great news for all parties, especially community members who count on us for care. We are grateful that our efforts to reach a mutually reasonable compromise have averted any immediate service interruption or higher out-of-network costs for our patients.

As a point of clarification, this contract issue never impacted employees of Virtua or their dependents who are covered under our Aetna plan. Because we are a self-insured plan, the outcome of these negotiations, specifically the inability to reach a contract, would have caused no changes or adverse effects to those covered under Virtua's employee benefit plan with Aetna. While we repeatedly emphasized this point in all of our internal communication, we recognize that public information about the Aetna issue created confusion for some. We are sorry for any unnecessary worry you may have experienced during this time.

We are working to inform Aetna members and the community of this positive development. We should all feel proud of the trust our community places in Virtua and their desire to receive their care from us.

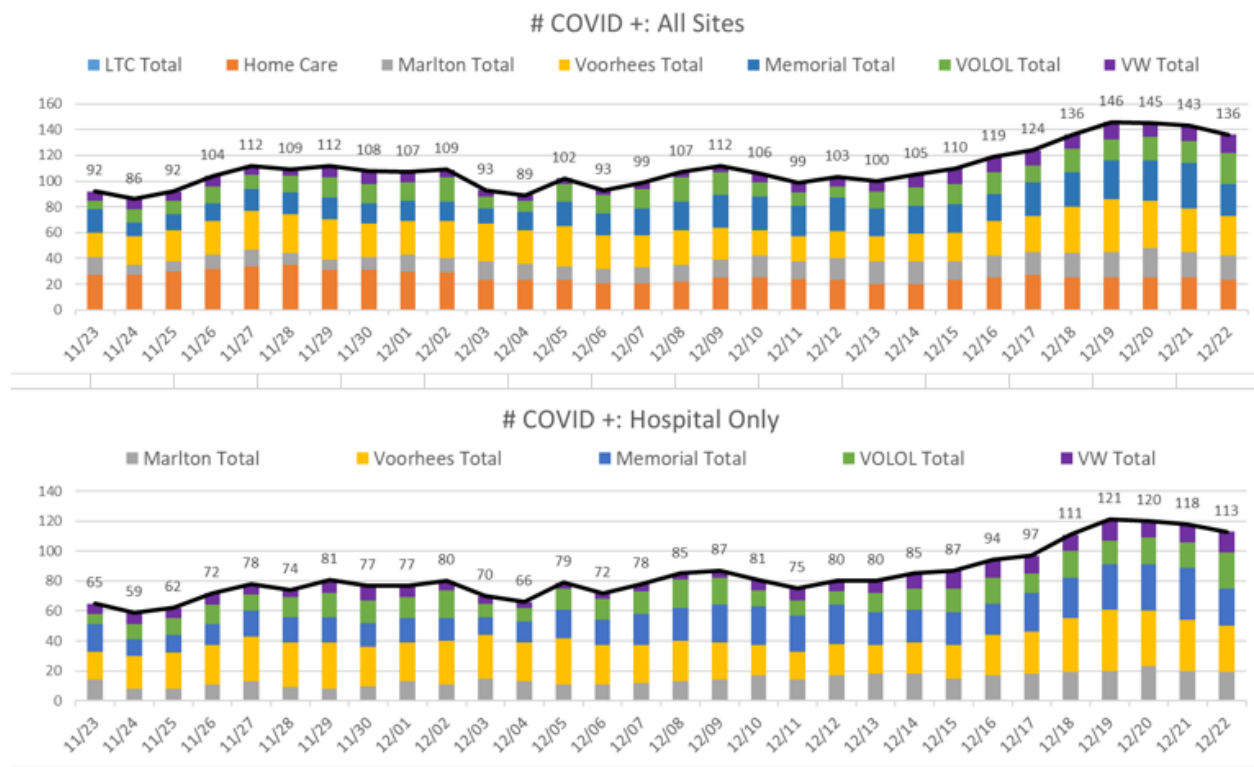
Sincerely,

Dennis W. Pullin, FACHE
President and CEO

Looking Back on the Good of 2022

This month's [Wow-We video](#) showcases the good news and special moments to end a very special 2022. Examples include celebrating South Jersey's first proton therapy center; forging an amazing partnership with Rowan University; distributing 700 free turkeys for Thanksgiving; recognizing WE Award winners; and so much more. We invite you to view the video, and let the good vibes continue in 2023. Best wishes for a happy and healthy holiday season!

COVID-19 Census



Latest COVID-19 Fast Facts

- The rate of transmission in New Jersey was reported today as 1.07.
- The total number of cases reported as of 3 p.m. today:
 - Atlantic County 68,110
 - Burlington County: 109,280 cases
 - Camden County: 132,399 cases
 - Gloucester County: 67,376 cases
- COVID-associated mortality for Camden, Burlington, Gloucester, and Atlantic counties: 5,001.
- The state's Vaccination Overview dashboard reported 19,952,960 doses of vaccine have been administered.

Mpox Stats

As of the last weekly posting, the number of probable and confirmed cases of mpox cases in New Jersey: **763**.

Continued Growth in MyChart Patient Usage

Patient usage of MyChart at Virtua has grown substantially during the pandemic period. At the beginning of 2020, the MyChart activation percentage at Virtua was 34%. By the end of 2022, that percentage is now 53%.

We encourage you to remind your current and new patients to update their contact information (email, phone, address), as well as their communications preferences, in MyChart so that they can continue to receive the information they need in the form they most prefer. Click to [learn more about MyChart at Virtua](#).

MyChart Now Available in Spanish, Response Tool Provided for Clinicians

To better serve our community, Virtua MyChart is now offered in Spanish. The function is enabled by selecting a drop down from the top of the patient's MyChart home page.

"As a consequence to this, we should prepare for the possibility that when our Spanish-speaking patients see this option, they may feel comfortable messaging their care team in their primary language," said Dr. Angela Skrzynski, lead physician for telehealth at Virtua Health. "That's why we are also providing assistance for clinicians should they receive such a message in Spanish."

To prepare for that potential messaging, Virtua has created this [MyChart Spanish Patient Response Tool](#) with provided smart phrase language. This verbiage can be used to respond directly to the patient using a MyChart message. For any questions or to learn more, reach out to Director of Digital Transformation Alexandra Natale Jackson.

New Technique Presented by Virtua Surgeon and Arthroscopic Team

Dr. Sean McMillan, sports medicine surgeon at Virtua Orthopedics & Spine, was part of a team that has just published a [new technique](#) for all arthroscopic supra-pectoral biceps tenodesis. Biceps tendinopathy can have significant clinical manifestations in active patients. Failure to achieve resolution of symptoms through nonsurgical modalities oftentimes results in surgical intervention.

Dr. McMillan's research team has presented an all-arthroscopic technique for a subgroove biceps tenodesis using a unicortical tensionable button. The ability to perform this procedure with a minimum invasive incision no bigger than 1 cm in size allows for a quicker return to function, less pain, and a more cosmetically pleasing result. Patients are able to remove their sling as early as two weeks after surgery and begin their healing process in a more rapid manner than previously done. The findings are [here](#) in the *Video Journal of Sports Medicine*, along with a video and video transcript of the procedure. The technique has also been accepted to be shown at the American Academy of Orthopaedic Surgeons (AAOS) video theater to take place in March 2023 in Las Vegas.

Share Your Community Benefit Activities

The community health engagement team needs your help in capturing system-wide community benefit activities to maintain compliance for Virtua's non-profit/tax exempt status. Community benefit activities are programs and services designed to address unmet community health needs, improve health in communities, and increase access to health care. Click here to [learn more](#).

If you participated in or organized community-benefit activities, please contact Tina Bortner, educator of community health engagement, at cermertbortner@virtua.org. The team will answer your questions and add Virtua contributors to the Community Benefit channel on Teams to access the annual reporting spreadsheet. Thank you in advance for helping to fulfill our community benefit obligations.

Important Apple Device Security Update

It is time to update your iPhone and Apple devices again. Apple sent out an alert requiring devices to be updated to the latest version. We are requiring everyone using an Apple device, whether they are personal or Virtua issued (i.e. Epic Rover, Home Care, Telemedicine), to apply the latest update (version 16.2) released from Apple to patch a critical vulnerability. Due to these important Apple security updates, any device without the required release version will be restricted from synchronizing Virtua email for security protection reasons.

If your device version is **less than** 16.2 for iOS/iPadOS or 11.7.2 for macOS Big Sur, macOS Monterey versions prior to 12.6.2, and macOS Ventura versions prior to 13.1, **YOUR DEVICE IS AT RISK OF BEING COMPROMISED.**

WHAT DOES THIS MEAN?

- Apple has identified two vulnerabilities that are being actively exploited. The latest update addresses both vulnerabilities.
- Attackers who successfully exploit these vulnerabilities can steal data or install malware onto your device.
- This puts your personal information as well as confidential Virtua information at risk.

WHAT DO I NEED TO DO?

- Apply the latest software update to your personal device.

WHICH UPDATES DO I NEED?

- iOS and iPadOS to version 16.2 or higher
- 11.7.2 for macOS Big Sur,
- macOS Monterey versions prior to 12.6.2
- macOS Ventura versions prior to 13.1

HOW DO I CHECK WHAT VERSION I HAVE?

- Refer to this article: [Find the software version on your iPhone, iPad, or iPod \(service-now.com\)](#).

HOW DO I UPDATE MY DEVICE?

- Refer to this article: [Update your iPhone, iPad, or iPod touch \(service-now.com\)](#).

WHAT IF MY DEVICE IS AN OLDER MODEL AND CANNOT UPDATE TO THE REQUIRED VERSIONS?

- Acquire a device that is compatible with the required versions of iOS and macOS.
- Certain older devices will not support the latest iOS upgrade and are unable to patch.
- Certain older devices will not support the most current critical security updates.

WHY CAN'T I CONTINUE TO USE MY CURRENT/OLDER DEVICE WITHOUT THE UPGRADE?

- Any device without the required security updates will be restricted from synchronizing Virtua email for security protection reasons.

A FEW TIPS TO KEEP IN MIND:

- Do not download, accept, or execute files from untrusted and unknown sources.
- Do not visit untrusted websites or follow links provided by untrusted or unknown sources.

Thank you in advance for protecting your device and Virtua!

Have a Happy and Restful Holiday Season

Because of the upcoming holiday week, there will not be an issue of *Clinician Update* next Thursday, December 29. The editors wish you a safe, healthy holiday. We hope you get to have some needed time off to refresh. We will see you again in 2023!