

Clinician Update

Feb. 11, 2021

Resources for Feb. 23 for Virtua Go-Live of Cures Act

Starting Feb. 23, Virtua patients will be provided online access to the health care notes that you, as their clinicians, write. Your patients will be able to access this information on MyChart – their secure, confidential medical record.

While all health systems will be following this protocol in accordance with the federally mandated 21st Century Cures Act (which goes into effect nationally on April 5, 2021), Virtua is enacting it earlier to ensure our patients benefit from the improved engagement and open dialog the access offers. Organizations that have already participated in this “open notes” approach found that it can lead to better communication, increased patient satisfaction, and improved accuracy and safety. It gives patients greater access and control through full and immediate access to their record, as well as their ability to share that record with whom they give authorization.

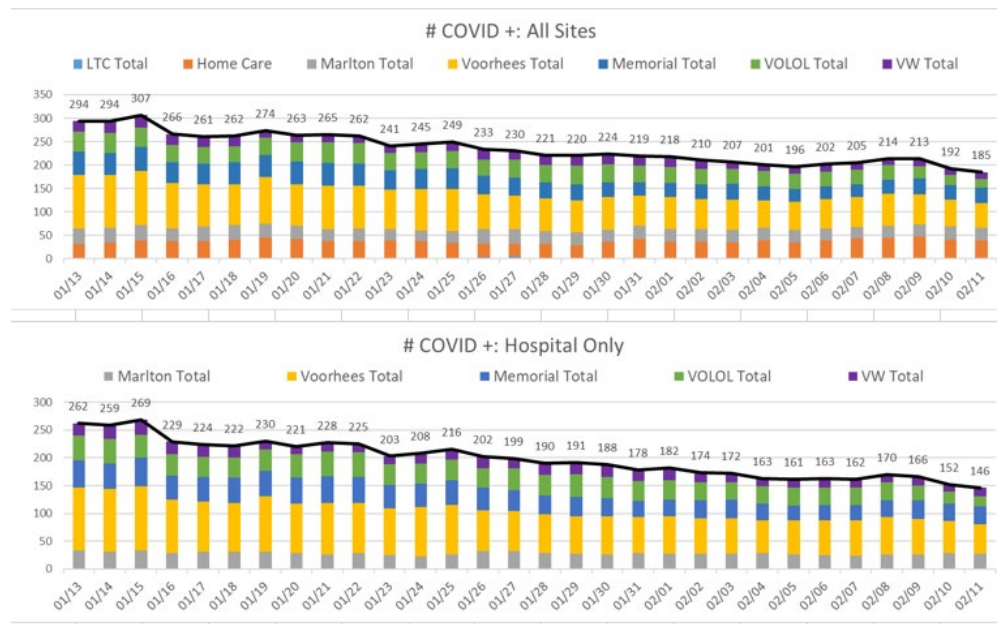
Resources:

- [Click here for a Cures Act Clinician Checklist](#) which briefly outlines some pointers.
- [Click here for a guide on writing notes.](#)

More information can be found at Virtua’s [“Cures Act Resources”](#) section on [Digital 411](#).

Also, keep watch for more communication as Feb. 23 approaches, and beyond, as this becomes part of our everyday routine.

Virtua COVID-19 Census



Fast Facts

- The rate of transmission in New Jersey is currently at 0.80, a new, positive milestone showing a decrease in overall transmission across the state.

- Still, COVID-19-related mortalities continue in the tri-county area. There have now been a total of 2,154 confirmed deaths, as of 1 p.m. today. The state also reports “probable” deaths from COVID-19, with figures shared separately on the [state dashboard](#). For the three counties, probable deaths would account for an additional 150 fatalities.
- The total number of cases are as follows:
 - Burlington County 29,326
 - Camden County 37,687
 - Gloucester County 19,997

Travel Advisory Update

All international air passengers to the United States, including U.S. citizens, are now required to have a negative COVID-19 test result or documentation of recovery from COVID-19 before they board a flight to the United States, regardless of vaccination status. Travel by land only is excluded. Please see the [CDC Travel Advisory](#).

This concern has been raised especially due to the development of variants in COVID-19, which may have increased transmissibility and severity. For the safety of our patients, colleagues, and community, and because meeting international testing requirements may be logistically challenging on a number of levels, Virtua Health is strongly discouraging all international air travel at this time.

The following process applies to Virtua colleagues, including employed clinicians.

By federal law, colleagues must:

- Get tested with a [viral test](#) 1 to 3 days before their return air trip; no more than 3 days before their return flight to the United States departs.
- To avoid the necessary testing on return, it would require a prior COVID-19 illness and documentation of the prior positive test result, three months prior.
- Airlines must refuse to board anyone who does not present a negative test result for COVID-19 or documentation of recovery.

Before international air travel:

- Colleagues must have approved PTO for the international travel **and** for any required self-monitoring time after the travel. Time off is at the discretion of leadership and may or may not be granted, based on patient care and business needs.

Upon return:

Colleagues must call the Colleague Hotline, **609-444-2828**, for instructions. Colleagues must get tested, at Virtua, 4 days after travel **AND** stay home and self-monitor for 7 days after travel.

- Even if you test negative, you will need to stay home and self-monitor for the full 7 days. Colleagues will not be permitted to work during that period.
- If you test positive after return and are symptomatic, you will need to be out a minimum of 10 days from symptoms or test date, and perhaps longer.
- If you test positive after return and are asymptomatic, you will need to be out a minimum of 10 days from the test date.
- **Colleagues will be required to use their own paid time off and/or may need to take time off on an unpaid basis.**

Beyond the Call of Duty: Virtua Teams Help with Vaccination Efforts

In the last two months, Virtua has provided **more than 50,000 doses of vaccine to South Jersey residents**, first at the HEC and now at the Burlington County COVID-19 Vaccine Mega-Site in Moorestown. What's more, our teams have scheduled many thousands of residents for the weeks and months ahead. Recently, when eligibility widened to [category 1B](#), Virtua colleagues discovered hundreds of instances in which a single individual had multiple vaccine appointments in his or her name.

Malik Bahar, director of the Access Center says:

"When we reviewed the data, it was clear that this was greater than duplicate names. Emails, home addresses, patient contact numbers, and other items were identical. Clearly, this was a situation that needed a solution."

A team of more than 200 Virtua colleagues from the **Access Center, information technology, patient accounting, finance, and internal audit** came together and, collectively, placed more than **10,400 phone calls**. Most people who had created two or more vaccine appointments — about 70 percent — had done so inadvertently.

By canceling the unnecessary extra appointments, these Virtua teams added more than **5,000 appointments** to the scheduling platform, which were eagerly claimed by others in the community.

Tessa Merry, I.T. support specialist, says:

The list seemed daunting at first. However, as we spoke with each patient, their gratitude and relief was so rewarding. It felt truly wonderful to be a part of something that was bringing so much to people in the community we serve."

Maria Foschi, assistant vice president of technology, says, *"Most of the members of our team do not have patient-facing roles, so it was rewarding to speak with and assist these patients directly. We received so much gratitude and appreciation; it made it clear we had done the right thing and made a difference."*

Tom Buckley, vice president of revenue cycle, agrees. He says. *"Our colleagues have demonstrated our Culture of WE by helping with Virtua's vaccination efforts. Many hands make light work."*

Karen Ghionni, patient accounting representative, says:

"We are all in this together. I am proud to do my part in vaccinating our neighbors and protecting them from COVID-19 once and for all."

Community Feedback for the Burlington County Mega-Site

Every day, Virtua receives glowing feedback from visitors to the Burlington County COVID-19 Vaccine Mega-Site. Below is a sampling of what we've seen on social media.

Richard writes...

I want to compliment the Virtua Health Organization on the wonderful job they are doing at the Moorestown, NJ vaccine mega-site. I had my first COVID-19 vaccination on Jan. 28, and I am so impressed with the whole operation there that I cannot speak highly enough of it. You are a first-class operation, and I want to shout it from the rooftops.

Linda writes...

Thank you doesn't seem enough. I cannot get over how friendly, well-organized, and easy it was to get my vaccine. I cannot say enough positive things. I hope other parts of the country copy your example. Amazing!

Tracy writes on Twitter...

Props to the Virtua Health team for a website and video intended to help the public access and feel comfortable with the #COVID19 vaccine experience at the Burlington #NJ mega site. Nicely done!

Another Twitter uses writes...

Dear President Biden, I urge you to look at @VirtuaHealth Burlington County (NJ) Vaccine Mega Site. As the NFL has offered their stadiums, with Virtua's exemplary system of using the National Guard alongside hospital staff, hospitals across the country could mimic their system.

Virtua Honored for Quality Maternity Care

Virtua's maternity care teams received the Blue Cross and Blue Shield Association's [Blue Distinction® Specialty Care](#) recognition for delivering outstanding quality care safely and effectively at Virtua Voorhees and Virtua Memorial Hospitals.

Kudos to our physicians, midwives, nurses, and maternal child health teams. A special thank you to **Nicole Carroll**, laborist teams led by **Dr. Michelle Salvatore and Amy Zehnder**, physician leaders **Dr. Marianne DiGiovanni, Stuart Shalit, Paul Zinsky, and Monica Agar**, midwife leaders **Anne Salomone, Karen McEvoy Shields, and Denise Cafagna**, as well as the Joint OB/GYN Associates board.

Dr. Nicole Lamborne, medical director of women's health services, says: "I'm so proud of our team for consistently offering outstanding care and always striving to improve the exceptional quality of our maternity services."

Congratulations, colleagues!

Crisis Support for Frontline Health Workers

The New Jersey Hospital Association (NJHA) recently shared news of an upcoming education series to support frontline health care workers with crisis counseling. [HEAL](#) is designed to support frontline staff in all healthcare settings, with an emphasis on those in long-term care settings. Funded by grants through FEMA and SAMHSA, and developed by Rutgers University Behavioral Health Care and DHS' Division of Mental Health and Addiction Services, HEAL crisis counseling program counselors are mental health specialists, nurses and related health care worker peer staff supervised by team leaders.

This webinar describes the new [NJ Health Care Worker COVID Hope and Healing Program \(HEAL\)](#). HEAL offers COVID crisis counseling by phone (1-833-416-8773), chat and email and will operate as a primary point of contact from 8 a.m. to 8 p.m. seven days a week. It also offers virtual support groups and virtual resilience and wellness webinars beginning Feb. 18.

Looking ahead, the series includes:

- Healing Together: Emotional Well-being and Coping through COVID
Feb. 18, 2 – 3 p.m.

- The Cost of Caring: Prevent Compassion Fatigue and Burnout
March 25, 2 – 3p.m.
- Social Wellness While Social Distancing
April 29, 2 – 3p.m.
- Healthy is the New “Happy”; Importance of Physical Wellness during COVID
May 27, 2 – 3p.m.
- Better Health through Better Space
June 24, 2 – 3p.m.

To learn more about HEAL, its webinars and services, go to www.healhealthcareworkers.com/.

In Case You Missed It – Musicians On Call Performance

Musicians on Call, an organization that delivers the healing power of music to hospital patients, hosted their most recent another virtual performance yesterday. Local artist **John Depaul** played a session exclusively for hospitals in the Philadelphia region, including Virtua. We invite our hospital colleagues to share the link to the 30-minute show, which can be found on YouTube [here](#).

Legacy Trinity Wireless Network Shut Down to Occur Next Week

With the final steps of hardware conversion and decommissioning of the ONEVirtua 2020 project nearing completion, the Virtua I.T. infrastructure team is shutting down all remaining legacy Trinity wireless networks next week. The shutdown is scheduled for **Tuesday, Feb. 16 at 8 a.m.** All legacy Trinity equipment using wireless would have been replaced as part of the ONEVirtua 2020 project. If there are any questions or concerns, colleagues can contact the Help Desk at x51234 or 856-355-1234.