

Clinician Update

Jan. 28, 2021

Burlington County Mega-Site Update

Effective yesterday, **Jan. 27**, hours of operation expanded at the Burlington County COVID-19 Vaccine Mega-Site in Moorestown. The location now operates 12 hours each day due to increased vaccine availability.

Since vaccines first became available on Dec. 18, 2020, Virtua has administered more than **26,000 doses** to its colleagues, external health care workers, and others who meet the state's eligibility criteria.

Virtua continues to encourage vaccine participation among its workforce. **Colleagues with vaccine-related questions are invited to participate in an open-forum Zoom Q&A from 7 to 8 p.m. tonight.** Details are below.

Virtua colleagues who received the COVID-19 vaccine from a non-Virtua location (such as a Cooper or Inspira clinic) are asked to submit their vaccination information to support our record-keeping efforts. Please email covidvaccinedocumentation@virtua.org and include your employee ID number and a photo of your CDC COVID-19 Vaccination Record Card.

Virtua knows that our community is keenly interested in learning more about the vaccination process, including our family, friends, and neighbors. Below are resources to support those looking to better understand what to expect.

- [Burlington Mega-Site FAQs](#)
- [Tip-sheets and videos for appointment registration/scheduling](#)
- [A video tour of the mega-site](#) to acclimate your patients to the location and process

Hit Me with Your Best Shot: COVID-19 Vaccine Open Forum Tonight

As noted above, a forum is being held tonight for Virtua colleagues to answer questions about the vaccine.

To participate, please click the link below to join the webinar:

<https://zoom.us/j/98387027342>

Or iPhone one-tap:

US:+13126266799,,98387027342# or +19292056099,,98387027342#

Or Telephone:

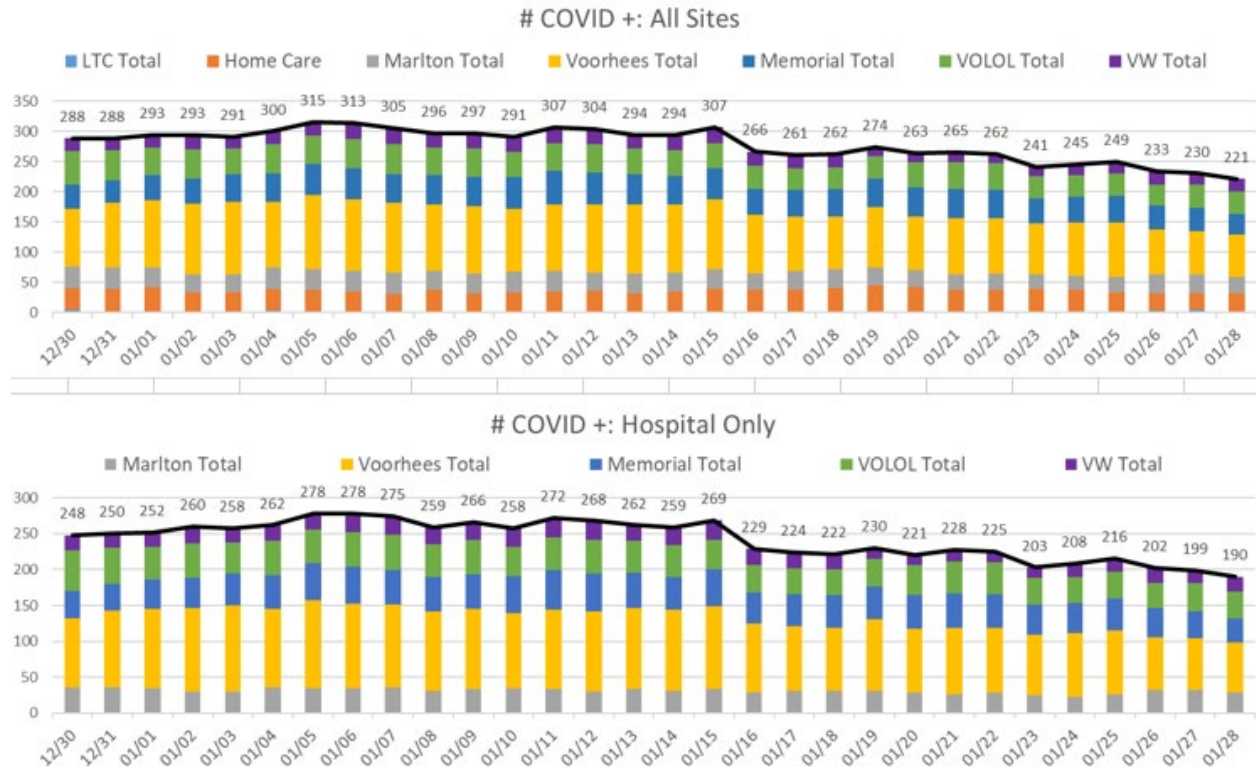
US: +1 312 626 6799 or +1 929 205 6099 or +1 301 715 8592 or +1 346 248 7799 or +1 669 900 6833 or +1 253 215 8782

Webinar ID: 983 8702 734

Two New FAQs for Your Practice

With the increased public interest in the vaccine, Virtua has created two additional frequently asked questions for you to share with your patients. One document addresses [general questions about the vaccine](#) and the other answers [questions concerning the timing of the vaccine](#), particularly around issues of exposure.

Virtua COVID-19 Census



Fast Facts

- The rate of transmission in New Jersey is currently at 0.91.
- Locally, in the tri-county area, there have been a total of 2,034 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 139 fatalities.
- The total number of cases are as follows:
 - Burlington County 27,398
 - Camden County 35,827
 - Gloucester County 18,785

Remote Patient Monitoring for COVID Patients– New Workflow in Epic

Since the early days of the COVID-19 pandemic, Virtua has sought innovative ways to treat patients, identifying initiatives to reduce and avoid unnecessary hospitalization. One of the strategies has been the use of a remote patient monitoring (RPM) program to discharge patients home, supported by a team dedicated to assessing patients’ vitals and symptoms virtually. The goal is to prevent readmissions, reduce length of stay, and improve the patient experience. The RPM program involves the discharge of patients from Virtua with a kit from a company called Vivify that includes a computer tablet, pulse

oximeter, scale, and blood pressure cuff. The program, modeled on earlier work of the LHS Health Network, allows for scheduled telehealth visits with physicians and registered nurses. The patient is able to return home sooner with self-administered health monitoring that automatically transmits data to the team via Bluetooth-enabled technology. The Vivify kits have been made available through a grant from Virtua's Department of Philanthropy.

Early results of the program have shown reduced readmissions and overall costs, as well as active engagement by patients, some in quite advanced age (the oldest being 95 years). To date, nearly **300** patients have been discharged from Virtua on this technology.

Effective today, in the event there are no full kits available, a new Epic workflow directs the discharging nurse to provide the patient with a pulse oximeter and enrollment in a "Care Companion" program that, using the patient's MyChart account, provides daily home monitoring through a series of questions and prompts. If the patient's answers or oxygen level indicate there are issues, a nurse will be alerted to reach out to the patient. Please note that the RPM team of nurses and physicians support patients, no matter whether they receive a Vivify kit or participate in the Care Companions program.

It is anticipated that as COVID-19 cases decrease, the program will continue by expanding the case use to individuals with chronic conditions.

For questions about the RPM program, contact: Donna Antenucci, RN, president of the Virtua Integrated Network (DAntenucci@virtua.org) or Dr. Andrew Cohen, VIN's vice president for clinical operations (acohen@virtua.org).

Proton Therapy Center Rising in Voorhees

If you've noticed the large crane at the Virtua Voorhees campus, that's the future site of South Jersey's first proton therapy center.

Scheduled to open in September 2022, the Penn Medicine | Virtua Health Proton Therapy Center will provide advanced radiation therapy for many types of cancers. It will enable South Jersey residents to receive this state-of-the-art treatment close to home. In the meantime, Virtua patients who need proton therapy can access it at the Roberts Proton Therapy Center in Philadelphia through the [Penn Medicine | Virtua Cancer Program](#).

The new building will connect to the current Penn Medicine | Virtua Radiation Oncology location at the Virtua Health and Wellness Center – Voorhees. Watch for more details in the months ahead!

Countdown to the Cures Act: Release Set for End of February

As previously reported, the Cures Act calls for the immediate electronic release of personal health information (PHI) through the patient's electronic health record portal (MyChart). The Act is sure to bring transformative changes in how health care data is delivered and shared. Soon, it will become part of our daily routine.

The Act was initially planned to go live last fall. However, compliance had been delayed from Nov. 2, 2020 to April 5, 2021 by the Office of the National Coordinator (ONC) for Health Information Technology

and the Centers for Medicare and Medicaid Services' (CMS). Virtua has made a decision to go live slightly ahead of the government's schedule. Following is Virtua's plan for implementation.

Timeline on the Cures Act:

- **End of February** - Virtua plans to begin immediate electronic release of all inpatient and outpatient clinical results and open notes to the patient's MyChart account.
- **End of March** - Attestation and Public Reporting, and contact info in NPPES, is to be completed.
- **April 5** - Cures Act regulations take effect nationally with full compliance expected.
- **End of April** – Admission, Discharge, Transfer (ADT) notification takes place.
- **May** - New rules take effect applying to ADT as well as the certification of EMRs.
- **December** - Information Blocking CEHRT Compliance is fulfilled.

We will be sharing much more in the weeks ahead with regular updates. Remember, we have a [Cures Act resource section](#) on the Vine within Digital 411. Feel free to direct any questions to VirtuaClinician@virtua.org.

Five Stars for Penn Medicine | Virtua Radiation Oncology – Washington Township

How do you remember an experience? Some hold on to first impressions, while others judge their experience based on its final moments. Since it's not clear what a patient may connect with the most in his or her journey, every touch point should be as seamless as possible to increase the individual's positive experience and the possibility of garnering positive online feedback.

Today, we share a five-star Google review that embodies a seamless journey from **Elaine S.**, a patient of Penn Medicine | Virtua Radiation Oncology – Washington Township:

I knew I would receive phenomenal care and treatment at Penn Medicine | Virtua Radiation Oncology, and I did! I was greeted each day with an upbeat and smiling "Hi" from everyone, beginning with Gina Moss, JoJo Boswell, and Sunny Lee. Dr. Alexis Harvey was knowledgeable, friendly, and honest. She listened and understood my concerns and questions and was always available when I needed help. Radiation therapists Amanda Parrot and Marijeanne Carroll made me feel comfortable and confident during radiation. They always explained what I would experience from day one. If cancer is ever again in my lifetime, I would return to Penn Medicine Virtua in Washington Township without a doubt.

Whether encounters are in-person or virtual, it's important to keep the patient's needs at the center of every interaction. In just three weeks of 2021, Virtua has collected **231 five-star reviews**, which speaks to the memorable patient experiences we provide.

Help Your Community by Giving Blood

We invite you to join your Virtua colleagues by helping the American Red Cross maintain a sufficient blood supply. The Red Cross will host several blood drives at various Virtua locations in the days ahead, including:

Wednesday, Feb. 3

Virtua Health & Wellness Center – Washington Township, 2 to 7 p.m.

Monday, Feb. 15

Virtua Memorial Hospital, 8 a.m. to 1 p.m.

Monday, Feb. 22

Virtua Health & Wellness Center – Berlin, 9 a.m. to 2 p.m.

Thursday, Feb. 25

303 Lippincott Drive, Marlton, 9 a.m. to 2 p.m.

Friday, Feb. 26

Virtua Voorhees Hospital, 7 a.m. to 5 p.m.

Wednesday, March 3

Virtua Health & Wellness Center – Berlin, 9 a.m. to 2 p.m.

303 Lippincott Drive, Marlton, 8 a.m. to 6 p.m.

Friday, March 5

Virtua William G. Rohrer Fitness Center, 2 to 7 p.m.

The Red Cross continues to take additional measures to ensure the safety of its donors and recipients. These include donor temperature screenings, additional screening questions, enhanced disinfecting, and social distancing.

It is quick and easy to sign up for our blood drives. Appointments are preferred. Click [here](#) to sign up and use sponsor code Virtua.

Virtua in the News**Governor Murphy Tours Moorestown Vaccination Mega-Site**

New Jersey Governor Phil Murphy visited the Burlington County Mega-Site, which is jointly run by Virtua, the county, and the state. This *6ABC* story provides a look inside the center, and includes remarks from Virtua President and CEO Dennis W. Pullin. Watch [here](#).

Monoclonal Antibodies Can Help High-Risk People with COVID-19

This page-one story in the *Philadelphia Inquirer* explains the innovative treatment, which must be given soon after a person tests positive. Dr. Martin Topiel discusses Virtua's monoclonal antibody program, and a patient shares her experiences with receiving the life-saving medication. Read [here](#).

New Online Tool Helps Patients Access Care

Virtua has launched an artificial-intelligence chatbot and live chat feature to improve consumers' experience on its website. Chrisie Scott, Virtua's senior vice president and chief marketing officer, explains the benefits of the tool, called Guide. Read the *Yahoo Finance* story [here](#).

Missed Yesterday's Musicians on Call Performance? No Worries

Musicians on Call, an organization that delivers the healing power of music to hospital patients, held another virtual performance yesterday, this time featuring local talent (and Jerry Garcia lookalike) Dave Falcone. This special concert is exclusively held for select hospitals in the Philadelphia region, including Virtua. To watch and listen, visit: <https://youtu.be/2ItJVy6Tg3k>