

Clinician Update

July 18, 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](#).**

VMG to Test Medicare Dementia Care Model Under Federal Program

The Centers for Medicare & Medicaid Services (CMS) has selected Virtua Medical Group to participate in a new Medicare alternative payment model designed to support people living with dementia and their caregivers. Virtua is one of 400 health care organizations nationwide—and one of a dozen in the Philadelphia area—selected by the CMS to participate in the Dementia Care Program testing the [Guiding an Improved Dementia Experience \(GUIDE\) Model](#).

“We’re very excited to be a part of this pilot,” said Maryann Graham, AVP of practice education and clinical outcomes for VMG. “Eligible people with dementia and their caregivers will have access to a care navigator to help them access services and support, including clinical and non-clinical services such as meals and transportation through community-based organizations. It will include comprehensive, person-centered assessments and care plans, care coordination, and 24/7 access to a support line.”

“GUIDE is a new approach to how Medicare will pay for the care of people living with dementia,” CMS Administrator Chiquita Brooks-LaSure said in a statement. “The GUIDE participants are envisioning new ways to support not only people living with dementia, but also to reduce strain on the people who care for them so that more Americans can remain in their homes and communities rather than in institutions.”

Read more in [The Philadelphia Business Journal](#).

Advancing the Patient Experience

The summer sure is speeding by, and so is our Advanced Patient Experience Program with Practicing Excellence. We have now entered Week 15 of the 26-week Advanced Patient Experience Program.

“Colleagues across the entire Virtua Health system have really gained insight from this program,” said Sam Weiner, MD, VMG vice president and chief medical officer. “As we proceed into the final weeks of the journey, we want to thank you for your ongoing commitment to it. No doubt, we are all so busy, but focusing on one tip each week allows us to reset, reconnect with our professional purpose, and act upon the data-driven recommendations.”

Click to view the [Week 15 Guide](#), complete with links and discussion questions.

This week, we spotlight our colleagues in *Track 9: Ambulatory Clinical Staff*. They are watching the tip, [“How are you feeling?”](#) as part of the series on Respecting Patients. This video identifies ways to recognize the feelings of our patients and create opportunities for them to express themselves.

What Patients Are Saying About Our Clinicians

Confidence in care is a common reference among our clinician reviews. Please note the following recent examples and how the patient felt about the experience, and the clinician referenced:

“She and the providers in the Virtua MAT (Medication for Addiction Treatment Program) in Voorhees on Evesham Road are amazing. She is truly a great person. She listens, she cares, she knows everything, and she remembers. She’s a great doctor and I love going there. It’s always a great, peaceful experience.” (Lynda M. Bascelli, MD)

“She is AMAZING! Made me feel so comfortable and had an answer for every question. She really understood why I was there and did everything she could. The ladies at the front desk were welcoming and kind also. A great experience!” (Valerie D. Fulton, APN)

“Everyone at Virtua Rowan Medicine is very professional. They are very courteous and friendly—they all put you at ease. This is everyone from the reception area to the interns/students that I have met—most especially Dr. King. I have recommended him to family members and friends. He is extremely knowledgeable. Thank God for Dr. King.” (Alexander King, DO)

“Always a good experience. I trust her. She is a very smart doctor and I admire her knowledge and medical skills.” (Meagan W. Vermeulen, MD)

“Most kind, caring, and considerate medical practitioner. She truly wants to spend time with her patients and wants to help them however she can.” (Barbara Gleeson, APN)

More of Virtua in the News

Virtua HR Chief Honored as Health Care Leader

A statewide business publication has named Rhonda Jordan, EVP and chief human resources officer, among its 2024 “People to Watch in Health Care.” The story cites Rhonda’s many accomplishments, including her role in Virtua’s strategic and operational leadership, her oversight of all aspects of talent management, and her support of diversity, inclusion, and equity across Virtua. Read in [NJ Biz](#). Additionally, Rhonda received the Diversity & Inclusion Award at the annual NJHA Awards held earlier this month.

Healthy Smiles, Health Futures

Virtua's Pediatric Mobile Services Unit received a five-year grant from the Healthy Tomorrows Partnership for Children Program and American Academy of Pediatrics (AAP), which have supported community health initiatives since 1989. The grant allows Pediatric Mobile Services to provide access to

healthy, nutritious food and enhanced oral health care. The AAP was so impressed with the program that they highlighted it in their [35th anniversary newsletter](#).

Virtua Cardiothoracic and Interventional Cardiology Announces New Location

Virtua Cardiothoracic and Interventional Cardiology has announced a new location, effective July 22. The address is:

728 Marne Highway, Ste 100C
Moorestown, NJ 08057

The phone number is 856-291-8855.

S.T.R.O.N.G. Is Everybody Always

We share a commitment to High Reliability, to practicing excellence, to embodying our Culture of WE. When we practice the S.T.R.O.N.G. safety behavior of Got Your Back, we actively demonstrate our respect and care of one another through openness and trust.

In messaging to all our colleagues, we are stressing the importance of checking and coaching as seen in the following actions:

- We watch out for each other's work and are willing to be checked.
- We thank one another when cross-checked.
- We point out unintended slips or lapses and unsafe work environment conditions.
- We encourage and praise safe and productive behaviors five times as often as we discourage or give advice for unsafe and unproductive behavior.

Introducing "Colleague Well-Being Champions"

In October, we will officially launch our newest WE Thrive concept: **Colleague Well-Being Champions**. These champions will be representatives across our sites, Colleague Communities, and career networks. They will come together to design and promote well-being initiatives that can be implemented across the organization.

Champions will advocate for, drive awareness of, and support the rollout and promotion of the initiative for the population/location that they represent. This ensures that all colleagues can engage with and benefit from WE Thrive's well-being resources.

Over the next two months, we will undergo the selection process for the colleague representatives who will serve as our first cohort of Colleague Well-Being Champions. The application is open now and will remain open through **Friday, Aug. 16**. Click the [Colleague Well-Being Champion Application](#) to apply and learn more.

IDEA – Inclusion, Diversity, and Equity for All

[Voices of Resilience - Elevating Mental Health](#)

July 25, 5 to 7 p.m.

Barry D. Brown Health Education Center

In 2008, July was declared the [Bebe Moore Campbell National Minority Mental Health Awareness Month](#). In recognition of promoting awareness of mental health challenges within communities of color, and helping to erase stigma, join the Colleague Communities for an engaging event organized by the Black and African American Colleague Community (BAACC).

[Minority Donor Awareness Month Event](#)

Aug. 15, 5 to 7 p.m.

Barry D. Brown Health Education Center

Join VirtuAsia and other Colleague Communities in recognition of National Minority Donor Awareness Month and organ donation.