

## Clinician Update

### July 27, 2023

#### Welcome VMG Anesthesia South and North!

“Virtua’s anesthesiologists provide invaluable service to our clinical operations,” said Craig L. Zaretsky, MD, VP of Clinical Operations-Surgery for Virtua Medical Group. “That is why it is a very exciting time here at Virtua.” As of July 1, the former West Jersey Anesthesia Associates group became VMG Anesthesia South. New colleagues were met with celebrations on July 5 and 6, including a welcome breakfast that was attended by many surgical service colleagues and a luncheon for the office team at their White Horse Road location. This group will cover Voorhees, Marlton, and Summit Surgical Center.

The exciting news follows the addition of VMG Anesthesia North back in June when Virtua Mount Holly Hospital, Virtua Willingboro Hospital, and Virtua Mount Holly Hospital – Ambulatory Surgery welcomed Virtua Anesthesia Group. This group is comprised of clinicians who are now a part of Virtua Medical Group, as well as contracted practitioners from Morris Anesthesia Group.

“What this means for the people we serve and our team of clinicians is a continuation of our top flight care that we expect here at Virtua,” said Dr. Zaretsky.

#### Practicing Excellence: Shared Thoughts as the Journey Continues

Thank you for your commitment to Practicing Excellence and the Patient Experience journey. This week, we invite you to focus on the invaluable insights provided in the [Week 17 and 18 guides](#).

Topics include Listening Well, Supporting your Team, Explaining Care, Beyond the Work, and Conveying Compassion.

A reminder as we take this journey together, Practicing Excellence offers a wealth of videos in its library. Physicians and their teams have been sharing feedback from their favorite tips so far.

Virtua obstetric hospitalist Michelle Lyn Salvatore, MD, has [shared this video](#) to express her takeaways from *Listening Well Tip #3: Listening without Expending Time*. She emphasizes the significance of attentive listening so that patients can fully share their concerns. This approach, she says, enhances the care she provides but also fosters a stronger connection with her patients.

We welcome your feedback as we share the Practicing Excellence journey. Email your thoughts to [VirtuaClinician@virtua.org](mailto:VirtuaClinician@virtua.org).

We are about 2/3 into our 26-week Patient Experience journey! If you haven't been keeping track of the weekly tips, here is what to do:

- Visit the [Practicing Excellence page](#) on the Colleague Corner.

- Scroll to the bottom of the page to the *Resource Library* and click on *Patient Experience Program Guides* under *Documents*.
- Consult the guide for a quick overview of the tips for weeks 1 to 17 and the remaining weeks ahead.

## Open for Registration: Cardiology for Primary Care - Sept. 9, 2023

[Register today for the annual Virtua Cardiology for Primary Care Symposium](#), scheduled to take place on Saturday, Sept. 9. This will be the 13th year Virtua Cardiology has held this event to educate primary care practitioners, physicians, NPs, PAs and other health professionals on news and trends in cardiovascular care. A few of this year's topics include sleep and the heart, imaging modalities, a panel discussion on heart failure and so much more. Check out the many excellent presentations on the agenda. [Learn more and register here](#).

The symposium is part of the Rowan series, "Key Essentials for Optimizing Patient Care," a virtual/hybrid 5Block CME Series, and is designed specifically to better prepare primary care clinicians for the management of their patients. Once again, the program will be held in person at Rowan College of Burlington County, as well as virtually. Questions? Email [VirtuaClinician@virtua.org](mailto:VirtuaClinician@virtua.org).

## Colleagues Attend Ion Open House

Thank you to everyone who stopped by our open house for the Ion bronchoscopy robot newly introduced at Virtua Mount Holly Hospital. Interventional pulmonologist Mark Weir, MD guided colleagues and visitors as they controlled the robot and explored a model of the lungs.

This robotic-assisted bronchoscopy allows physicians to access all 18 segments of the lung and enables minimally invasive biopsy. By using this robot, physicians can reach 80 to 90% of suspicious lung nodules and reduce the need for more invasive approaches like a needle biopsy through the chest.

## Virtua in the News

### **Patients, Doctors, and Legislators Laud 'Hospital at Home'**

*NJ Spotlight News* recently highlighted Virtua's [Hospital at Home](#) program, an innovative care model that enables certain patients to receive hospital-level care from the comfort of their home. This statewide TV story includes Raul Berio-Dorta, MD, medical director of Hospital at Home, and Diego Ortega, MD, a hospitalist with the program. Watch [here](#).

### **Virtua Launches A.I. Technology to Prevent More Colon Cancers**

A new artificial intelligence (A.I.) system is helping Virtua doctors perform more thorough colonoscopies—enabling them to find and remove more pre-cancerous polyps. The media covered a recent demonstration by Gregory Seltzer, MD, medical director of Virtua GI and

Digestive Health, and Keith Meslin, MD, section chief for colorectal surgery. Check out [CBS 3 \(story 1\)](#), [CBS 3 \(story 2\)](#), [6 ABC](#), [KYW Newsradio](#), [Beckers GI & Endoscopy](#), and [The Trentonian](#).

## **Reconstructive Orthopedics Now Part of Virtua Health**

Virtua recently became South Jersey's largest orthopedics provider, with the acquisition of Reconstructive Orthopedics, a prominent regional practice. The Moorestown-based medical-surgical group is now called [Virtua Reconstructive Orthopedics](#). Read in [New Jersey Business Magazine](#), [ROI-NJ](#), and [NJBiz](#).

## **Wildfires Expected to Continue, New Research Shows Dangers**

A recent Rutgers University study reveals that wildfire smoke may be more dangerous than car emissions and similar to being in a smoke-filled bar. Craig Turner, DO, director of emergency medicine at Virtua Marlton Hospital, discussed the risks from inhaling these toxins, especially for people who already have lung conditions such as asthma or emphysema. Watch on [CBS 3](#).

## **Virtua's Peer Support Program Welcoming Nominations for Peer Supporters**

WE Support is a groundbreaking initiative at Virtua, designed to offer non-clinical crisis support and resources in an empathetic and confidential manner. The program aims to provide colleagues who have been affected by stressful events or personal stressors with a safe space for structured conversations with trained peers. Through these interactions, individuals can share their experiences and find support during challenging times.

As we roll out WE Support, our focus begins with the physician population, followed by nursing and MICU, with plans to eventually expand the program to encompass all populations across Virtua.

Currently, we are inviting nominations for Peer Supporters from all career networks within Virtua. These Peer Supporters will play a pivotal role in fostering an environment where sharing and seeking support for our struggles is not only welcomed but actively encouraged.

If you are interested in joining this transformative journey, consider applying to become a peer supporter or nominate a colleague by completing the [Peer Supporter Nomination form](#). For any additional questions or further information, reach out to Caitlyn Van Wagner at [cvanwagner@virtua.org](mailto:cvanwagner@virtua.org).

## **Virtua I.T. Cyber Threat Alert: What to Watch For**

The Virtua I.T. department wants to draw attention to a series of phishing attacks carried out by cybercriminals aiming to deceive recipients.

Key points about these phishing attacks:

- The email lures may have sender names like HR Alerts or HR Department, but the actual sending address will not be associated with our company or HR department.
- Recipients are typically urged to take immediate action regarding an HR assignment or alert by clicking on a malicious link. This can lead to the download of a zipped .url file or a PDF attachment.
- Watch out for notable grammatical or syntactical errors in these phishing emails, as they are common indicators of a scam.

### **STOP, THINK, and ACT:**

If on Virtua email you come across any suspicious emails, click:

- The Report Phish button within the Outlook application.
- The Report Phish button within Outlook webmail.
- The new Report Suspicious button within the email body.

Please remember that we occasionally conduct phishing simulations to assess the potential impact of real attacks. If you encounter any emails matching the tactics described above, report them promptly. If a reported message turns out to be a simulation, you'll receive a notification indicating so. No further action will be necessary.

However, if a reported message is not a simulation and involves a time-sensitive request, take extra steps to verify its validity before acting on it.

Tips to remember (at work and at home):

- Stay cautious of emotionally charged emails. Cybercriminals often use HR warnings or alerts related to payroll issues to pressure recipients into interacting with malicious links or attachments.
- Be alert for phishing indicators. Sending addresses that don't match our organization's name or obvious spelling and grammatical errors should raise suspicions.
- Always verify the legitimacy of unsolicited or unexpected emails, especially if they instruct you to click on links or download files. If anything seems off, report it—don't ignore it.

Accidentally clicked? Contact us.

Phishing emails can be deceptive. If you believe you've interacted with a malicious message, email [securityawareness@virtua.org](mailto:securityawareness@virtua.org). Thanks for your steady vigilance.

## **Important Apple Device Security Update**

Apple recently 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 16.6), 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 16.6. for iOS/iPadOS or 11.7.9 for macOS Big Sur, macOS Monterey versions prior to 12.6.8, and macOS Ventura versions prior to 13.5, 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 that 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 16.6. or higher
- 11.7.9 for macOS Big Sur,
- macOS Monterey versions prior to 12.6.8
- macOS Ventura versions prior to 13.3.1

### **How do I check which version I have?**

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

### **How do I update my device?**

- Refer to this article: [Update your iPhone, iPad, or iPod touch](#)

### **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 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.

## From Scholarship Recipient to Medical Assistant: Erin Irby's Inspiring Journey

In the [latest episode](#) of the *Here for Good: Inside Edition* podcast, President and CEO Dennis Pullin engages in a conversation with Erin Irby, medical assistant at Virtua Cardiology – Willingboro.

The daughter of a nurse, Erin was always drawn to health care and became a receptionist at Virtua Cardiology – Willingboro. Erin's career went in a new direction, however, when she received the Keith Jones Memorial Scholarship in 2021. Through the scholarship, Erin completed a rigorous 27-week Patient Care Technician Certification Program at Lincoln Technical Institute. She then went a step further and earned certification as a medical assistant (MA). This past spring, she was promoted to an MA at her cardiology practice, where she is a favorite of colleagues and patients alike.

Erin offered straightforward advice to those who want to go back to school to further their careers: "Just do it! Don't overthink it." Erin emphasized that people will support and rally behind you. Despite the initial challenges of managing a full-time job and taking care of her children, she would do it all over again in a heartbeat.

Erin's leaders, team members, and family members, including her three sons, are proud of Erin. She noted that her sons "thought it was so cool" that she went back to school and shared the experience of doing homework together around the table.

To learn more about Erin's inspiring story, click to [view the latest episode](#) of the *Here for Good: Inside Edition* podcast. To view all episodes of *Here for Good: Inside Edition*, visit the [Colleague Corner](#).

Social Share of the Week: All episodes of *Here for Good: Inside Edition* are shared on Virtua's social media accounts. Show some love to your fellow colleagues by posting a comment, liking the video, or sharing with your own social circles.