

## **Clinician Update**

### **June 18, 2021**

#### **Virtua Clinician Town Hall Wrap Up**

Virtua President & CEO, Dennis W. Pullin hosted a Virtua Clinician Town Hall Wednesday evening. The event was a clinician-focused update from Virtua leaders on how we have met our community's needs and what we are planning for the future.

Dennis took the opportunity to share his personal thanks and appreciation for Virtua clinicians, especially during the last 15 months, for stepping up to meet the tremendous challenges brought on by the pandemic. "I extend my deepest appreciation and admiration of all of you," Dennis said. "You have risen to meet the needs of our patients and fellow colleagues. You have stepped up fearlessly to serve during a time of enormous uncertainty."

At the meeting:

- Chief Clinical Officer Dr. Reg Blaber provided an overview of Virtua's response to COVID-19, thanking all clinicians and colleagues for their extraordinary efforts during the pandemic.
- Chief Medical Officer Dr. Jennifer Khelil joined Dr. Blaber in a conversation about our ongoing journey to become a high-reliability organization, and what clinicians can do to support this important initiative.
- Chief Operating Officer Dr. John Matsinger and Chief Strategy Officer Stephanie Fendrick shared some of the facility enhancements and new ventures that are part of "Advancing Well *into the Future*." (See next article.)
- Chief Human Resources Officer Rhonda Jordan spoke on the progress we are making in building inclusive communities and achieving diversity and equity in our workplace.

If you were unable to attend, a link to the town hall will be included in a future *Clinician Update*.

#### **Advancing Well *into the Future***

The world has changed. We're changing with it. This past year inspired us to reflect, ask questions, and put some powerful thinking into effectively responding to the needs of our community.

Now, Virtua Health is rebuilding from the pandemic and experiencing a transformation like never before. This is an exciting time for all colleagues as we collectively provide the best possible health care experience and uphold our promise to help people be well, get well, and stay well by *Advancing Well*.

*Advancing Well* is the story of how Virtua optimizes its care delivery network. It's about how we balance access and high-quality services with top-performing operational efficiency.

*Advancing Well* is about bringing a strategic, system-powered, and consumer-oriented focus to our resources in a way that allows us to amplify our core competencies to best benefit our community.

*Advancing Well* is about Virtua colleagues serving as champions of this bold and extraordinary vision for a dynamic future-state.

Every great journey starts somewhere. Visit [virtua.org/about/advancing-well](https://virtua.org/about/advancing-well) and discover Virtua's evolution of care. From expanding our telehealth services to launching a comprehensive fleet of our

own transport vehicles, discover how we're looking forward and planning for the future. We encourage you to check back often for new videos, photos, and information.

Let's embark on this extraordinary journey together.

### ***Virtua Recognizes Juneteenth*** **A Message from Dennis W. Pullin**

Dear Colleagues,

As a native of Texas, the place where Juneteenth originates, I am pleased to see how this important day in history has become more widely recognized throughout the country. This year is the first time New Jersey will recognize Juneteenth as an official state holiday, and, earlier yesterday, President Biden signed a Juneteenth bill that establishes the first new federal holiday in decades.

If you are unfamiliar with the origins of the celebration – sometimes known as “Freedom Day,” I invite you to consult great resources from [NPR](#) and [The New York Times](#).

Virtua's Black and African American Colleague Community has compiled a list of books and films/series that celebrate Black excellence and achievement. Virtua will share these resources on its social media accounts on Saturday, but we are providing you with a sneak preview below.

Additionally, if you haven't done so yet, I invite you to visit WE University to participate in two trainings to help us grow: [The Intersection of Blind Spots & Your Brain](#) and [The Danger of a Single Story](#).

We are all learners, and we are learning together. Thank you for your time and for being part of our journey.

Dennis

### **Recognizing and Learning More**

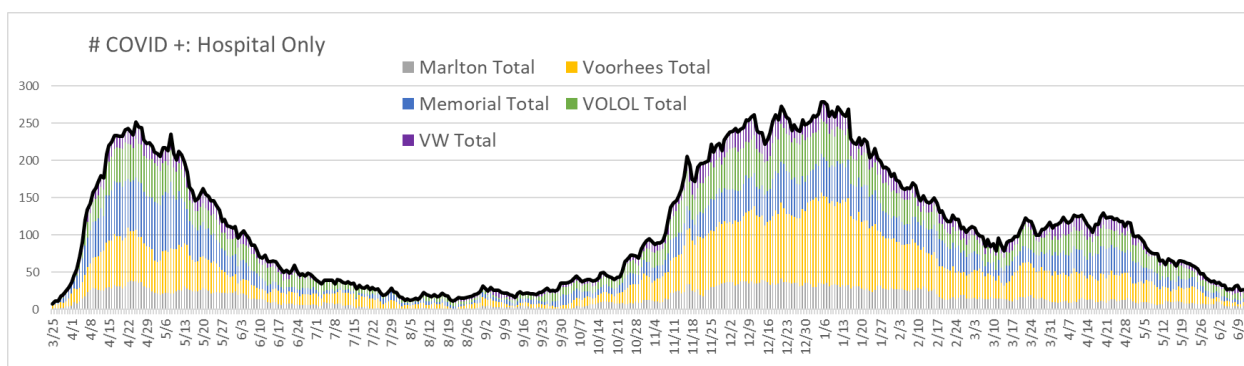
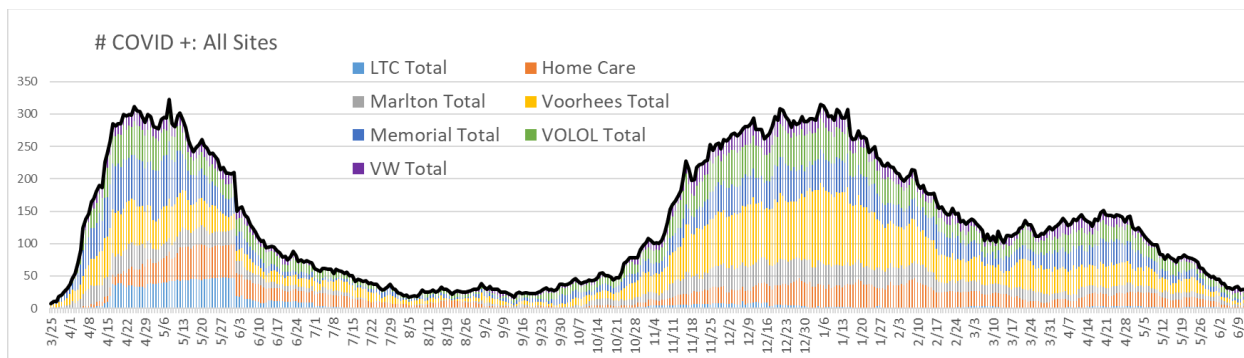
- **Juneteenth greetings.** Special Juneteenth holiday eCard on the WE Applaud platform, [peopleareeverything.com/virtua](https://peopleareeverything.com/virtua)
- **Juneteenth learning module.** [Celebrating Juneteenth at Work](#) self-paced module in the Virtua Learning System
- **Juneteenth watchlist.** Amend, High on the Hog, Black Panther, Remember the Titans, Rogers & Hammerstein's Cinderella, The Wiz, Drumline, The Pursuit of Happyness
- **Juneteenth reading list.** “Between the World and Me” by Ta-Nehisi Coates; “Homegoing” by Yaa Gyasi; “Juneteenth” by Ralph Ellison; “The Nickel Boys” by Colson Whitehead; “The Vanishing Half” by Brit Bennett

### **Coming Soon: Video Debut for O.U.T. at Virtua**

Earlier this week, Virtua's marketing team sat down with members of the newly formed O.U.T. at Virtua Colleague Community to learn more about the group and what they hope to achieve at Virtua. With Pride Month underway, it's an exciting opportunity to discover new ways to make Virtua an even more sought-after place to work and receive care by embracing inclusion, diversity, and equity. Look for the completed video soon! In the meantime, visit [peopleareeverything.com/virtua](https://peopleareeverything.com/virtua) to send a Pride Month eCard.

## Virtua COVID-19 Census

Good news! The COVID-19 census at Virtua facilities is now so low, we are no longer creating daily trending graphs as we have for the last 15 months. This is truly a sign that things are improving. The weekly graphs had become a regular feature of our communications and served as a way to chart our monthly progress throughout the pandemic. The following graphs show that full journey through wave 1 and 2, and a pictorial reminder of how the vaccination effort has positively impacted our community.



### Fast Facts

- The rate of transmission in New Jersey stands at 0.91.
- The state’s own “Vaccination Overview” [dashboard](#) keeps tabs on how New Jersey is doing. A total of 9,318,817 doses of vaccine have been administered.
- The total number of cases in our region, as of June 17 at 3 p.m., are as follows:
  - Burlington County: 38,317 cases
  - Camden County: 49,077 cases
  - Gloucester County: 26,599 cases
- COVID-associated mortality for Camden, Burlington, and Gloucester counties: 2,621.

### Rolling Cart COVID-19 Vaccination Schedule

After successful stops at Virtua Voorhees and Virtua Marlton hospitals, the “rolling cart” COVID-19 vaccine campaign continues at our facilities. Please note the upcoming site visits and help spread the word. When you speak with your teammates, please emphasize how vaccines are effective, free, and critical to ensuring that Virtua is a safe place to provide/receive care.

- **June 23:** Virtua Our Lady of Lourdes Hospital

- **June 29:** Virtua Memorial Hospital
- **June 30:** Virtua Willingboro Hospital

Colleagues interested in receiving the COVID-19 vaccine from the rolling cart team do **not** need to make an appointment. Instead, we encourage them to inform their leader of their interest. Anyone who receives a first dose from the rolling cart will be able to receive a second dose at the same hospital location three weeks later.

### **Travel Advisory Update**

With vacation season upon us, we have received inquiries regarding Virtua's travel policy. Please view the updated guidelines for [domestic](#) and [international travel](#) from the Centers for Disease Control and Prevention.

Virtua colleagues traveling beyond the immediate region (New Jersey, New York, Connecticut, Pennsylvania, and Delaware) are required to call the **Colleague Hotline at 609-444-2828** upon return for guidance and return-to-work instructions.

Upon completion of screening, colleagues who traveled beyond the immediate region who are not exhibiting symptoms will return to work. Should screening indicate that a 14-day period of self-monitoring is required before returning to work, colleagues may be required to use their own paid time off and/or may need to take time off on an unpaid basis if no paid time off is available.

### **Virtua's Journey to High Reliability: A Focus on No Harm**

In Wednesday night's Clinician Town Hall, Virtua's leaders outlined our efforts to become a High-Reliability Organization (HRO). As part of Virtua's HRO journey and pursuit of Zero Harm, a Safety Behavior of the Month. In June, we highlight No Harm.

At Virtua, any colleague, no matter their role, is empowered to stop all work activities if they are ever uncertain of a situation because the information doesn't seem right. It's not just OK to stop the line and seek clarity, it is expected — even if the concern turns out to be unfounded. Know harm; no harm.

Here is an example of how this tool is used: A nurse notices that a nurse assistant is about to feed a patient who is not permitted anything by mouth. By calmly and politely saying, "Stop the line, I need clarity," the colleague will understand the phrase and stop to confirm the care plan – while not creating stress for the patient and family.

"Stop" might be the most important four-letter word in health care.

We invite you to share with us an example of how you practice No Harm. Email [virtuainfo@virtua.org](mailto:virtuainfo@virtua.org) and your story may be featured in an upcoming Daily Huddle.

**Note: June 21 to 25** is Health Care Risk Management Week, which honors our risk management and patient safety professionals who are dedicated to helping our organization eliminate preventable serious safety events.

This year's theme is "Prepared for the Present, Planning for the Future," which captures the essence of the risk safety manager's role. Risk safety managers collaborate with colleagues to identify and mitigate

risks across the system and promote high reliability behaviors and principles to provide safe environments, place trust in health care, and improve outcomes. Along with risk safety managers, all colleagues play a vital role in safety across the continuum of care.

As we celebrate Health Care Risk Management Week, we recognize and appreciate everyone's efforts in keeping our patients and colleagues safe and getting us closer to zero preventable serious safety events.

WE Applaud our risk safety mangers during this special week! They include AJ Papeika at Virtua Marlton Hospital; Jen Carmody at Virtua Memorial Hospital; Monica Hehl at Virtua Our Lady of Lourdes Hospital; Louela Taylor at Virtua Voorhees Hospital; and Kathleen Hogan at Virtua Willingboro Hospital.

### **Celebrating Virtua's Lasting Impact Project Honorees**

Last year, nearly 70 Virtua colleagues and teams were recognized by a grateful patient or community member with a philanthropic gift to Virtua. We thank our 2020 Lasting Impact Project Honorees for being such a wonderful example of Virtua's Culture of WE and for their commitment to making a difference for our patients and their families. Please join us in extending your congratulations to this distinguished roster of honorees! Click [here for more](#).

Visit [virtua.org/gratitude](http://virtua.org/gratitude) to learn more about how we invite our community to make a lasting impact through philanthropy.

### **Five Stars for Virtua Physical Therapy & Rehabilitation – Westampton**

As a health system, Virtua strives to provide personalized care each day. This impactful approach leads to exceptional care coordination and team collaboration. Today, we share a five-star review that reflects Inclusive Teamwork, one of our guiding principles.

Here's what Renee G., a patient of Virtua Physical Therapy & Rehabilitation – Westampton, had to say about her experience:

“My experience at this rehab center has been amazing. I had a total knee replacement and thought that I would never walk again. When I first walked into the facility, I had an evaluation with Tom and felt a glimmer of hope that things will get better. My first full session was rough, but Jennifer kept telling me that she believed in me. After five weeks of therapy and positive reinforcement, I am walking without assistance. I cannot say enough about this facility and its employees, especially therapists Jennifer and Tom. Thanks to them, I am happy and back to my normal routine. If I could give them a million stars, I would!”

### **Virtua Willingboro Hospital RISE Team Introduces Well Walk Trail**

The Virtua Willingboro Hospital RISE Team invites colleagues to take a relaxing stroll on the campus' new Well Walk Trail. The half-mile trail begins at the front of Virtua Willingboro and extends halfway around the building. Arrows have been placed along the course of the walking path to direct colleagues.

**Diana Tingle**, Virtua Willingboro storeroom supervisor, says, “I think that the Well Walk Trail is great addition to the campus. There are times that I need to take a break and go outside to release stress and get fresh air. While exercising, I enjoy the beautiful scenery and flowers. I love it!”

### **Enjoy Past Performances from Musicians on Call**

Musicians on Call, an organization that delivers the healing power of music to hospital patients, continues to host a virtual performance each week. We invite our hospital colleagues, patients, and guests to view the live 30-minute show each Wednesday at 3 p.m.

Link: [https://connect.musiciansoncall.org/virtual\\_programs/philly](https://connect.musiciansoncall.org/virtual_programs/philly)

Code: lourdes

To view past performances from Musicians on Call, click on the same link and type in the same code.