

## **Clinician Update**

### **June 29, 2023**

#### **Virtua Teams Honored by the American Heart Association**

The cardiologists, hospitalists, and nurses at Virtua Our Lady of Lourdes Hospital have been honored by the American Heart Association for the third consecutive year for achieving the Get With The Guidelines®—Heart Failure Gold Plus with Target: Heart Failure Honor Roll and Target: Type 2 Diabetes Honor Roll.

“I am so proud of our clinicians and teams at Virtua Our Lady of Lourdes Hospital,” said Theresa Rowe, MSN, CRNP, director of Heart Failure Services at Virtua. “This is really not just about the award, but about the commitment our teams have shown to ensure we are following national guidelines, which represent excellence in care. This honor also lets the community know that we follow standards that ensure patients are receiving guideline medical directed care, which have shown to reduce cardiovascular death, as well as decrease HF hospitalizations.”

Additionally, Virtua Home Health Care achieved certification from the American Heart Association for its heart failure program. Virtua is only the eighth home care agency in the nation and the sole one on the East Coast to receive this esteemed recognition.

The Virtua Home Care heart failure program is dedicated to delivering exceptional care to patients with heart failure. Virtua home care nurses provide treatment and education to patients, ensuring they receive the necessary support and monitoring within the comfort of their own homes. Through the program, patients have access to a team of specially trained nurses, social workers, dietitians, therapists, and other staff who provide a range of services, including medication management and nutrition education. The team works closely with the patient’s cardiologist or primary care physician to ensure continuity of care.

#### **Virtua Former VP for Physician Services and Chief Medical Officer Honored**

James Dwyer, DO, has been honored with the WE Award for Outstanding Board Leadership. He is vice chair of the Virtua Board of Trustees, and chair of the Board’s quality and safety committee. Virtua Health honors select individuals with WE Awards as a way of acknowledging those who go above and beyond what’s expected in order to provide an outstanding experience or outcome for our patients and community.

Dr. Dwyer served as a major in the Army and oversaw the emergency room at Walson Army Hospital at Fort Dix, earning an Army Commendation Medal. Following his service, he joined Virtua’s medical staff in 1980. The internist and rheumatologist rose to many leadership roles to eventually serve as executive vice president for physician services and chief medical officer.

Dr. Dwyer’s attention to quality and safety brought about national change. When appointed to the National Committee for Quality Health Care as the co-chair of the Performance Measurement Tools Task

Force, he helped create a CEO Survival Guide for the measurement of health care quality to assist health systems nationwide.

Mentoring clinicians has always been Dr. Dwyer's passion. "This vocation we share is focused on dedication to the wellness of our patients and community," he said. "I have gained a deep respect for our clinicians at Virtua and the impact that they have had through the years and to this day to make Virtua such a special place. I know the future will continue to be in a great place thanks to your dedication."

## Practicing Excellence at Virtua

Thank you for your commitment to Practicing Excellence. This week, we invite you to focus on the invaluable insights provided in the [Week 13 and 14 guides](#).

As we have reached the halfway point of our initial 26-week *Patient Experience* journey, take some time to check in with your teams and ask for feedback. Celebrate those who have fully embraced the platform and encourage those who are behind to jump back in and be part of this exciting new way of living and learning together at Virtua.

## From the Hello Good Mailbox

We would like to express our gratitude to our colleagues who generously shared their exciting news and memorable moments with us.

The Virtua Cardiology & Interventional Cardiology – Woodbury team recently received a heartfelt thankyou from a patient. During her stress test, the patient encountered a medical emergency, and our dedicated staff swiftly sprang into action to provide assistance. Grateful for their exceptional care, the patient reached out to express her gratitude and even sent a delightful fruit basket as a token of appreciation.

We also celebrate the Virtua Primary Care – Medford team for successfully conquering an exhilarating Escape Room experience in Cherry Hill. Working together, they managed to escape from the Area 51-themed room with an impressive 10 minutes to spare. This outing provided the perfect opportunity for the team, including new members who joined the practice within the past six months, to relax, bond, and forge deeper connections outside of the workplace.

In another noteworthy achievement, the Virtua Eat Well team participated in a "Hunger Games" cooking competition, earning a commendable second place. The talented members of Team Eat Well, Denise Padilla, Melanie Ernest, Rebecca Ruoff, and Reya Crosland, demonstrated their culinary prowess with the support of Chef Ryan. This event not only showcased their cooking skills, but also contributed to the noble cause of supporting the Food Bank of South Jersey.

Additionally, the Virtua Physical Therapy & Rehabilitation – Voorhees and cardiopulmonary rehab teams recently came together to savor the refreshing open air while also introducing their families to one

another. This delightful gathering allowed team members to strengthen their connections, fostering a sense of unity and camaraderie.

Finally, we would like to spotlight Brandi Mosko, the lead medical assistant from Virtua Neuroscience in Marlton and Washington Township. Brandi attended the world premiere of her movie "Called to Duty," which showcases the inspiring journey of female fighter pilots as part of an aerial demonstration team. This film will be released in theaters and will be available to stream.

See the good? Share the good! Email [hellogood@virtua.org](mailto:hellogood@virtua.org) with stories, letters, and cards about fellow colleagues who are spreading the good in our campuses and the community.

## Virtua Clinical Social Worker Provides Incredible Gift to Local Family

As a nationally recognized [best place to work](#), Virtua Health is known for its "Best People." As outcomes manager and clinical social worker Kasey Hewitt demonstrates in the latest episode of "Here for Good: Inside Edition," this capacity for caring extends to every aspect of our colleagues' lives.

A few years ago, Kasey gave a gift to a local family that changed their lives forever, and even earned the attention of *Good Morning America*. To learn more about Kasey and her incredible deed, watch her [conversation with Virtua President and CEO Dennis Pullin](#). To catch up on past episodes of "Here for Good," click [here](#).

Kasey's giving spirit seems to have no bounds. Read more about her journey and her care from the maternal fetal medicine team including Shailen Shah, MD, from the spring issue of our [HeartTalk magazine](#).

## Happy Fourth of July!

### American Hospital Association Partners with Special Concert While Honoring Health Care Workers

To honor our nationhood and America's birthday, communities across the country engage in festive activities such as festivals, fireworks, picnics, and parades. This year, the American Hospital Association (AHA) [has announced](#) its sponsorship of the "[A Capitol Fourth](#)" concert. Marking its 43rd year, this legendary live national tradition remains the premier Independence Day celebration in the United States.

As part of this sponsorship, AHA in partnership with PBS, will air a 30-second television spot at the top and bottom of the concert broadcast. They will highlight the stories of health care workers and their contributions via digital media throughout the programming. This year's concert will air on approximately 340 PBS member stations covering over 180 markets across the United States, and on the show's [YouTube](#) page.

Virtua extends warm wishes for a safe and enjoyable Independence Day to you and your loved ones.