

## Clinician Update

### March 16, 2023

#### It's Practicing Excellence Enrollment Week!

This week is Practicing Excellence Enrollment Week across Virtua Health! That means, if you haven't yet, it is time for you to register for your specific learning track of the *Patient Experience* program.

The Practicing Excellence platform was created with physicians in mind. But the creators soon realized that all health care workers—regardless of role—can benefit from the tools and teachings. And so, all colleagues will enroll in the *Patient Experience* program, which will run from April through October.

#### Step One: Register an Account

The first thing to do is to register with Practicing Excellence. **Download the Practicing Excellence app** on your phone by following [these simple steps](#). You can also register for and access Practicing Excellence on its [website](#), but many users prefer the mobile app for its simple navigation and for the ability to engage with the content on the go.

Registration tips:

- While your Virtua email is preferred, please use whatever email address you use most often.
- When prompted to provide a join code, enter the word VIRTUA.
- You will be asked to provide an Employee ID number. That six-digit number should be on the back of your ID badge. If you do not know your ID number, you can enter any sequence of numbers (like 000000) and move ahead with the signup process.

#### Step Two: Enroll in the *Patient Experience* Program

[Step by step enrollment instructions](#) are also available on the Colleague Corner. Take a few moments to enroll today!

**Please note:** When you enroll in the *Patient Experience* program, you will be asked to provide a join code. There are different [codes](#) for different subsets of the Virtua workforce. This helps to ensure that colleagues receive tips that reflect where and how they work. Please enroll using the join code that corresponds to the learning track that best matches your role at Virtua (such as acute care clinician or ambulatory clinician).

If you need assistance with enrollment, we will hold “Spring into Practicing Excellence” activation events at all five Virtua hospital locations (Virtua Marlton, Mount Holly, Voorhees, Willingboro, and Virtua Our Lady of Lourdes) in the cafeterias on March 22, 23, 29, 30, and April 5.

**Remember:** The launch of the *Patient Experience* program is not until the first week of April. We just want to be ready for when that time comes! All nine tracks of the *Patient Experience* program will launch on April 3 and will run for 26 weeks—taking us to October. Regardless of learning track, the

intention is that everyone watches one tip each week and applies the learn-try-share method of turning concepts into part of our culture.

**A second reminder:** Clinician leaders should continue with the *Leading the Patient Experience* program, which is separate and distinct from the Virtua-wide program launching in April.

### Virtua Opens Urgent Care in Mullica Hill

Virtua celebrates the opening of its second Urgent Care location in Gloucester County. [Virtua Urgent Care – Mullica Hill](#), located at 141 Bridgeton Pike.

Virtua clinicians will treat patients with urgent, non-life-threatening health concerns including, but not limited to, cold, flu, sinus infections, headaches, minor burns and injuries, upset stomach and urinary tract infections. X-ray services are also available onsite.

Virtua Urgent Care – Mullica Hill is open 365 days a year to patients, accepts walk-in appointments, and offers [telehealth services](#). Patients who receive care at this location can access their medical records via Virtua's free, secure online portal, MyChart.

### In the News

#### Marking 3 Years of COVID-19

Dr. Erik DeLue, chief medical officer for Virtua Health Marlton/Voorhees, appeared on 6ABC in a news segment marking the 3-year anniversary of the COVID-19 national emergency. Dr. DeLue commented on looking back at the early days of the pandemic, its challenges, and how the eventual treatments and vaccines helped turn the tide. Click [here](#) to view the segment.

#### Critical Drug Shortage Impacts Some Asthma and Allergy Patients

Dr. Eric Szejman, pulmonologist and VP of clinical operations at Virtua, was featured in coverage on the critical nationwide shortage of liquid albuterol. Especially impacted are older people who use liquid albuterol because it's cheaper than inhalers and is covered by Medicare. Also, the challenge is upcoming allergy season. For the NJ Spotlight News segment click [here](#), and KYW Newsradio [click here](#).

#### How to Protect Yourself from the Stomach Flu

Dr. Dennis Guest, Virtua's vice president of clinical operations for emergency services, was featured in a CBS 3 segment on the contagious spread of Norovirus, commonly called stomach flu. New Jersey saw a big spike in January and February. [Click here](#) to view the segment.

### Top Docs Polling - *SJ Magazine* - March 31 Deadline

*SJ Magazine's* Top Doc Ballot (doctors-only voting) and Top Doc Patient Poll are now open! The deadline for voting for both is **March 31 at 5 p.m.** for the special issue which will be published in September.

Here's how it works. "If you were ill, who would you go to?" That is the guiding question being asked by *SJ Magazine*. [Click here as a physician to vote](#).

Please feel free to share with patients, as they can vote [here](#).

Looking back to last year, to view the physicians who were chosen by their peers—and patients—as a *SJ Magazine* 2022 Top Doc, [click here](#).

## It's National Pulmonary Rehabilitation Week March 12 to 18

National Pulmonary Rehabilitation Week highlights the importance of rehabilitation and the impact it has on the lives of people with chronic pulmonary illnesses.

"It is always important to raise awareness about these conditions and to also highlight the highly effective lifesaving management available, thanks to dedicated professionals like those we have here at Virtua," said Renee Lombo, director of cardiopulmonary rehab services.

"Our pulmonary rehab team is helping patients with COPD, long COVID, and a great variety of other lung conditions," said Jim Earley, cardiopulmonary rehab supervisor. "This week and year-round, we would like to call attention to the many clinicians working together—respiratory therapists, nurses, and exercise physiologists—to enhance the quality of life for all our patients."

Click to learn more about [cardiopulmonary rehabilitation at Virtua](#).

## Upcoming Events

### APC Educational Series

March 23 and May 9, 6 to 7:30 p.m.

The target audience is medical physicians, physician assistants, advanced practice nurses, and registered nurses. The March 23 session on *HRO and Quality* features speaker Lisa Ferraro, SVP and chief quality, safety, and risk officer. The May 9 session on *Evaluation of the Patient with Dizziness* features neurology physician assistant Alexandra Mazzaresse. Click to [view the flyer](#).

### Quarterly Cardiology Grand Rounds

March 29, 7 a.m.

Virtua Cardiology has initiated a Grand Rounds series for clinicians. The inaugural program will be held virtually. Hear Dr. William Lombardi, professor of medicine from the University of Washington, discuss the "Emotional Toll of High-Risk PCI: Effects on Operator Ability to Improve." Click to [view the flyer](#). You can register [here](#).

## Physicians in the Spotlight on Real Talk!

With the goal to connect current and prospective patients with our services and physicians, *Real Talk! Women's Health Chats* have now completed 13 live on-line sessions with the public since May of 2020. Throughout that span, nearly 1500 attendees have interacted with physicians in these live sessions. Four more episodes are on tap for 2023. As for the most recent episode, over one hundred engaged attendees peppered Virtua physicians with over eighty questions about heart health and a good night's sleep. Tolulope Agunbiade, MD, medical director of the Virtua Advanced Heart Failure Program, and Neha Vagadia, DO, pulmonologist with Virtua Pulmonology & Sleep Medicine, provided helpful insights and tips to sleep better and be more heart-healthy. [Here is a dynamic highlight reel](#). And click [here](#) for news on upcoming sessions and for a library of links to all the past chats to view on-demand.

### Connecting with Resources in Our Community

Previously in *Clinician Update*, we shared information about the Community Connection platform, which helps our patients, colleagues, and neighbors connect with much-needed social services that are free or at a reduced cost.

Virtua clinicians can leverage this extensive open network any time to search, share, and refer patients to trusted community partners throughout the region, including the Center for Family Services, Jewish Family & Children's Services, and the Southern New Jersey Perinatal Cooperative, to name a few. These organizations and others offer services to help access food, find job-training resources, secure housing, pay bills, and more. Colleagues may also use the platform for their own benefit.

The platform is conveniently accessible in EPIC for staff and MyChart for the community. All Virtua colleagues are encouraged to explore and begin using Community Connection today.

Click to [access the platform](#), [learn more about the platform](#), and [get answers to FAQs](#).

### Ramadan Begins Next Week

Ramadan is expected to begin on March 22 or 23, depending on the moon sighting. For 30 days, most Muslims fast daily from dawn to dusk. Muslims recognizing Ramadan will wake up about 90 minutes before sunrise to eat an early breakfast (known as suhoor). After dawn, they refrain from eating and drinking anything (not even water!). Click to read more about understanding [Ramadan and supporting your Muslim colleagues](#).

### St. Patty's Day Fun Fact

The first St. Patrick's Day parade was held in America—not Ireland—in 1601 in what is now St. Augustine, Florida! Click to [learn more](#).

### From the Hello Good Mailbox

Nelson Mandela once said, "We can change the world and make it a better place. It is in your hands to make a difference."

We extend our appreciation to John Marz, RN, at Virtua Voorhees Hospital, and Ilia Peregudov, a third-year resident in Virtua's OB/GYN program, who have made a profound difference in the lives of our patients and community members.

A patient wrote the following letter about John.

"I would like to bring to your attention the professionalism of John Marz from the infusion department. He was very attentive to all of my needs, especially when I had a severe reaction after receiving 200 mg of Remdesivir. He immediately recognized my symptoms and had me transferred to the emergency department.

"Sometime later, he visited me in the ED to express his concern and reviewed my situation with the attending physician. This was after his shift ended. Twice in the past year, I brought my son and wife to the emergency room. He was the triage person for these visits. I remember, at that time, how impressed I was with his efficiency, professionalism, obvious concern, and devotion to duty. All of these attributes have a calming influence during stressful times. Please commend him on my behalf."

Additionally, congratulations to Ilia, who received well-earned recognition at the Camden County Hero Scholarship Fund's 56th Annual Dinner. More specifically, Ilia received an award for coming to the aid of a person experiencing cardiac arrest on the pedestrian walkway of the Ben Franklin Bridge. Ilia's quick thinking and eagerness to help, along with the rapid activation of first responders and EMS providers, is likely why the stranger he helped survived.

"Ilia is well-loved by his Virtua colleagues and patients," said Dr. Rachel Kramer, medical director for women's services at Virtua and a lead physician for VMG. "He is enthusiastic, smart, and empathetic. He is an excellent resident who truly embodies the values and culture of Virtua."

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.