

## Clinician Update

### March 21, 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](#).**

### Doctors' Day Celebration Preview

It may seem like we are way early in talking about Doctors' Day 2024, but this year it lands on a Saturday and a weekend where many people may be taking an extended holiday. And with celebrations taking place across Virtua Health, we want to give you the details on what's in store.

**Medical Staff:** This year, we will be offering our traditional celebration on the same date and time, no matter which facility you work at. Each of Virtua's acute-care hospitals will be providing a buffet lunch from **11 a.m. to 2 p.m. on Thursday, March 28**.

**Virtua Medical Group (VMG):** Beginning on **Monday, March 25** and rolling out to different locations throughout the week, VMG is partnering with Wawa to provide a catered lunch. VMG leadership is working with practice directors and managers to arrange details.

Then as we approach Doctors' Day on **March 30**, look to Virtua Health's social media channels to see how we are celebrating our "Best Doctors." We've asked some of your colleagues to share their "one word" that they use to describe their approach to care. At the same time, we'll be asking the public to engage with us by asking them to describe Virtua docs in their own words. We'll be using Virtua's social platforms ([Virtua's Colleague Facebook page](#), [public Facebook page](#), [LinkedIn](#), [Twitter \(now X\)](#), and [Instagram](#)) to solicit messages of gratitude and compliments from your patients, community, and fellow colleagues. We'll have more on this next issue, so stay tuned.

### Epic Secure Chat Timeline Postponed

Virtua's implementation of Epic Secure Chat, the replacement for QliqChat, is being postponed from next week's initial go-live date. This postponement allows colleagues additional time to download and register the Epic Haiku application and to ensure Secure Chat meets Virtua's highest standards of patient safety. Currently, we do not have a new go-live date, but will be targeting such a time as Haiku adoption has reached the appropriate threshold. This will likely be in a few months.

We will have much more to share about the new Secure Chat timeline in the coming weeks. This will include information about a new registration process for Epic Haiku, instructions on where to find Secure Chat training, and support videos and additional materials.

We thank you for your patience and collaboration as we make these important improvements to patient care.

## Palm Vein Scanning Set to Launch at Select Virtua Emergency Departments, Urgent Care Locations

In December 2023, Virtua successfully launched the Imprivata PatientSecure palm vein scanning pilot in several Washington Township departments. We are now set to expand implementation of this exciting new technology.

PatientSecure is a biometric technology device that identifies each patient using the unique characteristics of their palm veins. Palm vein scanning provides a fast and safe way to correctly identify each participating patient and accurately link to their medical record.

“Identification with palm vein scanning prevents misidentification of patients, eliminates serious safety events, and ensures clinicians are looking at the right record for the right patient,” said Jennifer Khelil, DO, MBA, senior vice president and chief medical officer at Virtua. “Using palm vein scanning for patient identification also decreases chart duplication and gives clinicians access to a more complete patient medical history.”

Palm vein scanning will be introduced in the following locations over the next few months (dates subject to change):

**March 27:** Virtua Berlin, Virtua Camden, and Virtua Willingboro emergency departments

**April 17:** Virtua Mount Holly adult and pediatric emergency departments

**May 13:** Virtua Urgent Care locations and Virtua Marlton emergency department

Rollout will continue system-wide in a phased approach throughout 2024.

“Patients trust their clinical providers,” said Dr. Khelil. “So, it’s important for clinicians and all colleagues to emphasize the safety and accuracy of palm vein scanning in patient identification.”

To learn more about palm vein scanning at Virtua, click [here](#) to download the FAQs.

## Modern Healthcare Best Place to Work Survey Opens Friday

Virtua Health is participating in *Modern Healthcare’s* “Best Places to Work” survey. Our commitment to our Culture of WE earned us a spot on this prestigious list last year, and we’re thrilled to take part once again.

On **Friday, March 22**, a random selection of Virtua full-time and part-time colleagues will receive an email from the Workforce Research Group to complete a brief survey. **Not everyone will get the email, which is why it’s critical that everyone looks for it.** If you are chosen, please allocate 10 minutes to share your honest feedback.

The email will come from [Surveys@WorkforceRG.com](mailto:Surveys@WorkforceRG.com) and the subject line will be “**Your Voice Counts – Best Places to Work in Healthcare.**” The survey is confidential.

Note: For colleagues who have the 365 version of Microsoft Outlook, this email is located in your "Other" inbox rather than your "Focused" inbox. Please also check your spam filter. Please do not report this as spam or phishing.

## Last Call: *U.S. News Physician Survey of Top Hospitals*

Have you voted yet?

If not, please consider recognizing your fellow clinicians by including Virtua Health in your vote in the *U.S. News & World Report's* annual Best Hospitals survey. The annual survey, which captures medical specialists' expert opinions on which hospitals provide high-quality referral care in their specialty, is expected to end soon.

We appreciate your help in recognizing the hard work and dedication our clinicians put into providing the highest level of care. Last year, Virtua hospitals were recognized as high performing in several categories by *U.S. News & World Report*.

Here's how to vote:

1. Go to your account at [Doximity.com](https://doximity.com). If you are looking to establish your Doximity profile, just follow the instructions [here](#).
2. Click on the *U.S. News* nomination icon, or search for "*U.S. News Best Hospitals*" in your [Doximity](#) account to submit your nominations.
3. When voting for Best Hospital, select Virtua's hospitals. Note that Virtua Marlton is included with Virtua Voorhees.

Thank you for all you do every day in bringing the best care to our patients.

## *SJ Mag Media Top Docs Polling Ends March 31*

*SJ Mag Media's* top doctor balloting asks the guiding question: "If you were ill, who would you go to?"

[Click here as a physician to vote.](#)

Share this link with your patients, friends, and family: <https://sjmagazine.net/health/2024-top-docs-patient-poll>.

The deadline for voting for both is **March 31 at 5 p.m.**

To view the physicians who were chosen by their peers and patients as a *SJ Mag Media* 2023 Top Doc, click [here](#).

## Virtua Is "All In" on Excellence

## Clinician Coaches Earn Certification

A dedicated group of 18 colleagues successfully completed a six-month Practicing Excellence certification course preparing them to take on the role of clinician coaches. Among the group are clinicians Doug Stranges, DO; Erik DeLue, MD; Alan Shubert, MD; Chuck Nolte, DO; Craig Turner, DO; Edward Rivera, MD; Ramu Channamsetty, MD; Anand Desai, MD; and Dodi Iannaco, APN. The group is dynamic and ready to make a big impact. You can anticipate more details about how to request the services of a clinician coach in the weeks ahead.

## Preparing for the Next Step in Practicing Excellence

Before we begin the next phase of our Practicing Excellence journey this spring, we encourage you to [explore the tips](#) and complete the *All in on Excellence* program.

Beginning April 8, the Advanced Patient Experience program will roll out fresh content and essential tips designed to enhance every interaction and ensure meaningful connections.

To prepare, all clinician leaders are invited to sign up for a 30-minute info session – called a mini catalyst camp – to help prepare your team(s) for the upcoming program.

Please consult the dates and times below and click on the one that best fits your schedule:

[Session A: Mar 27, 2024, at 7:00 a.m.](#)

[Session B: Mar 27, 2024, at 12:30 p.m.](#)

[Session C: Mar 28, 2024, at 11:30 a.m.](#)

[Session D: Mar 28, 2024, at 5:00 p.m.](#)

Selecting a session will open a Zoom registration page on your browser. Once you register, you will receive an email confirmation; that email contains the option to add the session to your Outlook/Teams calendar and the link to the Zoom gathering.

## What Patients Are Saying About Our Clinicians

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

“Dr. Islam is very caring and compassionate. She listened to my needs and gave me good advice on my health issues.” (Asma Islam, MD)

“Prompt, professional, and courteous service.” (Stephen Land, MD)

“Great bedside manner, I didn’t feel rushed and, most importantly, I felt heard expressing concerns.” (Jonathan Galli, MD)

“Dr. Levine is outstanding. His office is clean and bright with modern equipment. His staff is warm and welcoming. They make you feel like one of their family. You can tell they truly care about your well-being. He saw me right on time and was thoroughly familiar with my history.” (Richard Levine, MD)

“She gave me the most compassionate care and in-depth consultation I have ever experienced!” (Elizabeth Kusturiss, NP)

### ***Here for Good: Inside Edition* Features Dr. Jennifer LeComte**

Jennifer LeComte, DO, is the medical director of the Rowan-Virtua Regional Integrated Special Needs (RISN) Center. The RISN Center is South Jersey's first primary care practice dedicated to serving the needs of individuals with complex special needs.

With March being National Developmental Disabilities Awareness Month, Dr. LeComte joined Dennis Pullin, Virtua president and CEO, in a *Here for Good: Inside Edition* discussion about the "medical home" model and how it ensures her patients have coordinated and personalized care plans.

It's for this reason, and many more, that we're proud Dr. LeComte is part of Rowan Medicine, an affiliate of Virtua Medical Group.

Listen on your preferred podcast platform or [view the full episode](#).

### **Hypertension Innovation Named among ‘Best of Healthcare’**

A few weeks ago, we shared news of Virtua’s “first” as a center offering renal denervation for uncontrolled hypertension. We are happy to see that the news is getting out. A regional business publication included this advance in its “Best of Healthcare 2024” feature, with remarks from Kintur Sanghvi, MD, a Virtua interventional cardiologist who has pioneered the procedure. Read in [South Jersey Biz](#).

### **Virtua Recognizes Lymphedema Awareness Month**

Marking Lymphedema Awareness Month, we show our appreciation to the rehabilitation services team here at Virtua for the services they provide. The approach to treating lymphedema is with comprehensive decongestive therapy, customized to meet each person's specific requirements. Treatment options may include the use of compression garments, manual lymphatic drainage therapy, exercise, skin care, and educational advice.

If a patient you know needs an evaluation by a certified lymphedema therapist, call 855-847-8821 for an appointment.

## General Surgery Residency Program Welcomes Its Matches

The General Surgery Residency Program is pleased to announce its new matches with medical students. The following students will join as general surgery resident interns beginning July 1: Grace Gallagher, DO, from Rowan University School of Osteopathic Medicine; Hyein “Haily” Kil, DO, from Rocky Vista University College of Osteopathic Medicine; Sumita Mitra, DO, from Western University of Health Sciences College of Osteopathic Medicine of the Pacific; Hela Saidi, MD, from University of Connecticut School of Medicine; and Megha “Meg” Tilwala, DO, from Philadelphia College of Osteopathic Medicine. Welcome to Virtua!

## Wow—WE!

Since its debut in 2021 with the first high-energy Wow-WE video, we've spotlighted hundreds and hundreds of our colleagues. In the series' 18th episode, we continue to showcase the remarkable efforts of our team members who consistently go above and beyond for our organization.

Of the many faces in this video, you'll recognize clinicians Sanket Patel, DO; Hafeza Shaikh, DO; Rita M. Butler, MD; Ryan M. Hart, PA; Howard M. Weinberg, DO; Raul Berio-Dorta, MD; Chun (Dan) Choi, MD; Mark Finch, MD; and more. Also, the video includes Virtua Voorhees achieving Magnet designation; the grand unveiling of Virtua Berlin's new OR simulation center; and the launch of our HOLA Colleague Community!

Click to [view the video](#).

## Be Alert: Phishing Text Messages

Virtua Health's Information Technology Department is reporting a significant increase in phishing text messages—including texts with personalized greetings that falsely claim to be from members of Virtua's leadership team.

Tom Gordon, SVP and chief information officer, reminds all colleagues to use good judgement and a questioning attitude when it comes to suspicious or unusual text messages and emails. It is especially important NOT to click on links.

These phishing text messages, called smishing (SMS+Phishing), are cunning. Here are important actions when you receive a smishing attempt:

- **Never respond** to texts from unknown or suspicious number—even to tell them to stop.
- **Don't click on hyperlinks** in texts from suspicious or unknown number.
- **Consider your past relationship with the person** who allegedly texted you. Have they ever texted you before? Is that a likely way for them to reach out? Does the number match what's in the leader's email signature or what you have saved to your phone? If the answer is no to all these questions, it is likely a smishing attempt.
- **Consider the language used** in the text. Are there typos? Is the punctuation unusual? Does it just feel "off"? Listen to your inner voice.

Smishing attacks are delivered through traditional text messaging and non-SMS messaging apps.

## **IDEA – Inclusion, Diversity, and Equity for All**

Today, we recognize [International Day for the Elimination of Racial Discrimination](#), a day set aside in 1966 by the United Nations, after the tragic killing of 69 people at a demonstration against apartheid laws in South Africa in 1960. While a new theme is chosen each year, it is tied to the overall theme “International Decade for People of African Descent,” issued from 2015 to 2024. Thus, this year’s theme is: “A Decade of Recognition, Justice, and Development: Implementation of the International Decade for People of African Descent.”

Happy [Purim](#), to those celebrating on **March 23 and 24**. Learn more about the origins derived from the book of Esther, and how this holiday is celebrated, from fasting the day before to offering gifts of food, charity, and feasting.

Additionally, we recognize [Holi](#) on **March 25**, which is rooted in Hindu and Sikh traditions. This celebration welcomes the arrival of spring and acknowledges triumph of good over evil.

And, Virtua colleagues are welcomed to join the Black and African American Colleague Community (BAACC) for an engaging virtual event for Black Maternal Health Week, “Access in Crisis in the Black & African-American Communities.” Panelists will discuss pre-conception care, maternal mental and physical health, prenatal hypertension, and the benefits of doula support. The event will take place on **April 16, 12 to 1 p.m.**