

Clinician Update

March 7, 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](#).**

Haiku: Enhancing the Power of Connection

Have you installed Haiku yet?

As we prepare for the transition to Epic Secure Chat from QliqChat, clinicians currently using QliqChat on their mobile phone must prepare for this transition by installing the Haiku mobile application, if they haven't already. Haiku is the platform that Epic Secure Chat uses to send and receive messages.

"Haiku also provides easy access to chart review, patient lists, schedules, and more," said Samir Doshi, MD, FAAP, associate medical director of informatics at Virtua. "It's a great tool to keep you connected to your practice and your fellow physicians 24/7."

To download and register Haiku:

- While using the mobile device you wish to add Haiku to, visit the [Virtua Digital 411](#) site.
- Click on the "Virtua Haiku Activation Instructions" link in the right-hand column.
- Follow the instructions listed there.

Please note that it may take 24 to 48 hours for your device to be activated after it is registered.

Also, please be aware that you must at minimum have Apple iOS version 16 or Android OS version 11 to use Haiku on your mobile device.

Virtua Awarded Thrombectomy-Capable Stroke Center Certification

Virtua Our Lady of Lourdes Hospital, in strategic alliance with Penn Medicine, has earned two prestigious designations for its advanced stroke care. The Camden hospital recently received The Joint Commission's Gold Seal of Approval® and the American Stroke Association's Heart-Check mark for Thrombectomy-Capable Stroke Center Certification.

"Ischemic stroke, when a blood clot blocks blood flow in the brain, accounts for about 87% of all strokes. Mechanical thrombectomy is an advanced procedure to surgically remove the clot quickly and safely, restoring blood flow to the brain," explained Omar Choudhri, MD, a cerebrovascular surgeon with the [Penn Medicine | Virtua Health Neurosciences Program](#) and an assistant professor of neurosurgery at the Perelman School of Medicine at the University of Pennsylvania.

“The stakes are high and every minute counts,” Dr. Choudhri added. “That’s why we train to identify, prep, and treat these patients as quickly as possible from the moment they come into the emergency department.”

To learn more, read news coverage in [New Jersey Business Magazine](#) and in [ROI-NJ](#).

New Simulation Center Enables Enhanced Surgical Training

Virtua has created a simulation center to train surgical residents and staff members on operating room procedures. Located at the Virtua Health & Wellness Center in Berlin, the state-of-the-art center provides hands-on surgical experience through simulated but lifelike operations. “The stakes are high in a real operating room,” said Meg Coley, Virtua’s VP of surgical services. “The sim center gives students and established professionals a chance to learn, grow, and gain confidence.” Listen or read on [KYW Newsradio](#).

Warning Issued to All iPhone Users

Virtua is requiring everyone using an Apple device, whether they are personal or Virtua-issued, to apply the latest update released from Apple to patch a critical vulnerability. iOS 17.4 fixes at least four security issues, two of which are already being used by attackers. The two exploited vulnerabilities are both kernel memory protections flaws which allow an attacker to bypass operation system protection. An attacker could then install programs, view, change, or delete data, or create new accounts with full user rights.

In addition, Apple also patched a privacy flaw in the Accessibility feature that could allow apps to read sensitive location information.

For details, click [here](#). Also note that if your device software version is less than the versions described, your device is at risk for compromise.

Happy National Hospitalist Day

Occurring the first Thursday in March annually, National Hospitalist Day celebrates the enduring contributions by hospitalists to the evolving health care landscape. It is a specialty with the mission to provide exceptional care for hospitalized patients through education, advocacy, research, quality improvement initiatives, and more. Hospitalists have been and continue to be a critical part of our health care service delivery.

“At Virtua, over 170 hospitalists serve across our system,” said John Matsinger, DO, executive vice president and chief operating officer. “They play a major role in the continuum of care for our patients, providing the medical care patients need during their hospital stay, and setting the course for the patients to follow up with their primary care physician or specialist after they’ve been discharged. We can’t thank them enough, not just today, but all year round.”

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:

“He is a compassionate, knowledgeable, and amazing cardiologist. He listens to his patients’ concerns and explains what is going on in an easy-to-understand manner.” (Ralph Russo, III, MD)

“Had a great experience. She asked questions and listened to me.” (Charmhee Lee, APN)

“Highly recommended! Hands down one of the best doctors I’ve come across in a long time. She listens, she cares, and makes you feel heard. She is friendly, polite, respectful, knowledgeable, professional and treats you like a human being, giving you a say, and options in your care plan. Before I found her, I didn’t know what was happening to me or how I would go on. She has helped to keep me functional at such a hard debilitating time in my life and has followed up with my other specialists to come up with a care plan for me. The staff have also been great!” (Justine Spisak-Mosher, DO)

“He listens to my concerns and is very knowledgeable regarding my medications and lab work.” (Robert Davis, DO)

“She has such a down-to-earth personality and is easy to talk to. We recommend her to all our family and friends and don’t want to see anyone else but her.” (Holly Griscom, DPM)

Virtua Is “All In” on Excellence

Last week, we completed our final tip of the *All In on Excellence* program. All Virtua colleagues should have completed this Practicing Excellence program. This spring, we will launch a new, advanced learning program, and you can anticipate more information about that throughout the month. In the meanwhile, let’s continue being “All in on Excellence” by revisiting a favorite tip or taking this moment to complete the program. Click to [view the tips](#) in Practicing Excellence’s [All in on Excellence library](#).

Connecting with Resources in Our Community

To help our patients, colleagues, and neighbors connect with much-needed social services, Virtua leverages the [Community Connection platform](#)—a driving force for good that helps build healthier communities. In the past two years, Virtua staff usage of the platform has increased eight times and continues to grow.

Community Connection is an online search and referral platform for free and reduced-cost social services available throughout our region. By using Community Connection, which is also available via Epic and MyChart, Virtua staff can use the platform to connect patients to needed services. The tool

engages with reputable community partners that can help individuals access food, find job-training resources, secure housing, pay bills, and more.

“The search engine has proven to be a worthy asset in addressing social determinants of health,” said Jubril Oyeyemi, MD, medical director of Community Health at Virtua, the Camden Coalition, and the Cherry Hill Free Clinic. “It essentially helps streamline communication with organizations that are at the ready to provide needed services.”

[Click here to access the site](#). For more information, [contact Dan Master](#), director of Health Equity at Virtua. Also, [click here to get answers to FAQs](#).

More of Virtua in the News

Virtua Welcomed ‘Leap Day Babies’ on February 29

Virtua Voorhees Hospital celebrated the births of more than 20 Leap Day babies, providing frog-themed gifts and other festivities. Some families also enjoyed a visit from Eric Grossman, MD, a “leapster” born in 1972. The OB/GYN shared his reflections on having this unusual birthdate, which occurs just once every four years. Read on [Today.com](#) and watch on [CBS 3](#), [6 ABC](#), and [Fox 29](#).

Innovative PET/CT Provides Advanced Cardiac Imaging

As seen in last week’s issue of *Clinician Update*, Virtua recently installed GE HealthCare’s Omni Legend digital PET/CT and Revolution Apex platform, adding leading-edge capabilities to its newly expanded cardiology facility in Moorestown. “The highest quality of cardiovascular imaging matters because it helps us more accurately diagnose a patient’s heart condition,” said Virtua cardiologist Mark Finch, MD. Read in [ROI-NJ](#).

Best Practices for Media Relations

To encourage a cooperative flow of information between Virtua and the news media, all media inquiries must be directed to the media relations team within the marketing department. Similarly, colleagues should not contact the media directly. The definition of media includes podcasts and blogs, in addition to more traditional outlets like television/radio stations, magazines, and newspapers.

The media relations team also can support colleagues in differentiating earned-media opportunities from “pay-to-play” scenarios (that often appear to be legitimate news inquiries at first glance). For instance, there are many publications that will offer to create profiles/articles/features for a fee or in exchange for paid advertisements/sponsorships. Sometimes the opportunity is free for Virtua but requires monetary support from our partners or contractors (which conflicts with our philanthropic priorities).

Please direct any media inquiries or related requests to Daniel Moise, director of communications and engagement, at dmoise@virtua.org or 856-355-0802.

Occurrence Reporting Now in Epic

Colleagues who use Epic have mentioned it takes additional steps to place a safety event or good catch in the occurrence reporting system when they are using Epic. They've requested a more straightforward method for reporting occurrences, aside from initiating it via the Colleague Corner.

There is a new shortcut on the right-hand side of the Epic yellow tool bar. The link will directly lead users to the RL Datix occurrence reporting system. You can then log in and submit your report as usual.

Nutrition Resource at the Ready for Your Patients

Registered Dietitian Nutritionist Day is March 13, and it provides a good opportunity to spotlight all the resources available to you as you serve your patients. Here at Virtua, our hospitals have a team of 52 specialists, from registered dietitians to dietetic technicians. VMG has a team of 15 outpatient dietitians that support all practices. Patients can be referred to an outpatient dietitian by ordering an ambulatory referral to nutrition in Epic. No need to specify location, simply select any location and the team will cater to the patient preference. In addition, registered dietitians are part of our transplant and Eat Well "Food Is Medicine" programs.

Please join us in celebrating our registered dietitian nutritionists (RDNs) and nutrition and dietetic technicians registered (NDTRs) and the indispensable services they provide to help people enjoy healthy lives.

Spreading Awareness on Kidney Disease, March 14

World Kidney Day, March 14, seeks to educate the public about the importance of early detection and encourage people to get regular check-ups with their healthcare providers.

Raising awareness matters because far too many people are unaware of the signs and symptoms of kidney disease. Virtua kidney care specialists are experts in the diagnosis and treatment of chronic kidney disease and other renal disorders.

As we spread awareness of the disease, we ask colleagues to wear green and submit team photos to be shared via social media and across our marketing channels. Email your photo file as an attachment to marketing strategist Mike Sonnentag at msonnent@virtua.org.

Pass It Along: WomenHeart at Virtua, March 14

If you know a woman living with heart disease, invite her to join our free, fun, and informative group for monthly gatherings. Facilitated by WomenHeart Champions—heart disease survivors trained at the Mayo Clinic's WomenHeart Science and Leadership Symposium—attendees can expect expert-led discussions to help improve heart health and reduce future risks as well as peer support from other women with heart disease. Meetings are held on the second Thursday of each month from 6:30 to 8 p.m. in the Training Room of 303 Lippincott Drive. A Zoom option is available as well.

The next meeting upcoming is **Thursday, March 14**. Jeanne Hendricks, RDN, CSSD, and owner of This InspiRD Life, will speak to the participants. All are welcome. Share [this link](#) to register.

Special Webinar for Clinicians During Patient Safety Awareness Week, March 14

Patient Safety Awareness Week commences this Sunday. The week is intended to encourage everyone to learn more about health care safety. The Safety, Quality, Risk, and Performance Improvement Department at Virtua stresses all colleagues have a role in advancing safety in our health care system.

A special opportunity is coming up for clinicians. Join us on **Thursday, March 14**, 11 a.m. to 12 noon, for a free webinar on “Diagnostic Excellence,” a session in the Institute for Healthcare Improvement Leadership Alliance Patient Safety Learning Series, sponsored by the Gordon and Betty Moore Foundation. [Register here](#).

AHA Training Center Moving to New Location, March 18

Beginning **Monday, March 18**, the American Heart Association (AHA) Training Center will be located at 301 Lippincott Drive, Marlton, Suite 120, moving from its previous location on Fellowship Road. The AHA Training Center offers a [wide array of classes](#) including neonatal resuscitation, EMT education, EMS continuing education, and patient logistics courses.

Quarterly Cardiology Grand Rounds, March 20

Join us for the next Quarterly Cardiology Grand Rounds, to be held virtually on **Wednesday, March 20**, from 7 to 8 a.m. Virtua cardiothoracic surgeon Eden Payabyab, MD, will discuss the diagnosis and management of thoracic aortic diseases, surveillance of aortopathies, and indications for surgical intervention.

Objectives:

1. Diagnose aortic aneurysms and provide medical management
2. Describe the proper surveillance of aortopathies
3. Identify the criteria for surgical intervention

The target audience is physicians and the interprofessional teams. To register for this online event, click [here](#). For continuing medical education accreditation information, and to learn more about the event, click to [view the flyer](#).

“Virtua Marlton is Home”

Anna Deutsch Shares Why on Here for Good: Inside Edition

Anna Deutsch is a mom, a Disney fanatic, a leader, and, of course, Here for Good.

In this episode of "Here for Good: Inside Edition," Dennis Pullin dives deep into Anna's impressive journey at Virtua—including beginning her career as a unit secretary to becoming the assistant nurse manager—all at Virtua Marlton Hospital. Celebrating 12 years as a Virtua colleague, Anna says: “Virtua Marlton is home. Everybody knows your name. They ask about your day, and they genuinely care about you as a person. They make you feel welcome.”

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

IDEA – Inclusion, Diversity, and Equity for All

Tomorrow, the world observes [International Women’s Day](#), with this year’s theme being [Inspire Inclusion](#).

On the eve of **March 10**, the Islamic observance of [Ramadan](#) begins, and continues until sundown, **April 10**. During this month-long practice, many Muslims globally will participate in fasting and prayer.