

Clinician Update

May 2, 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](#).**

Professional Fulfillment and Burnout Survey Closes May 6

Last year, Virtua conducted a survey based on a tool developed by Stanford University to assess clinicians' perceptions and factors affecting their well-being. Surveys were conducted among VMG and Virtua Health medical staff clinicians.

The results of that effort established a baseline for Virtua to understand the professional fulfillment and stressors impacting its members. This year, we are conducting a follow-up study. We are pleased to share that you are invited to take part in the survey. **Look for the invitation to participate in your email. The subject line reads: "Action Needed: Take the Virtua Professional Fulfillment and Burnout Survey." (If you have not received the message, let us know by contacting VirtuaClinician@Virtua.org.)**

We've extended the survey to close by midnight on **Monday, May 6**.

The survey **is short and should take about five minutes to complete**. We want to assure you that your responses remain anonymous. We are using the well-respected health research firm, NRC Health, as a third party to collect the data and analyze results. Your participation will ensure we have a full picture of how we are doing and where we may better assist you in the future.

Virtua First in Region to Use Advanced Heart Imaging Tool

Advancements in imaging are providing physicians with a more detailed look into the blood vessels of the heart, from the inside-out, providing additional information about the appropriate stent size required to treat the patient. The interventional cardiology team at Virtua recently became the first in the Philadelphia region to utilize the AVVIGOTM+ Multi-Modality Guidance System. The Boston Scientific device utilizes artificial intelligence and can automate key steps and provide precise vessel measurements. It reduces procedure time and provides enhanced guidance by drawing a physiology graph that helps to provide a roadmap to treat the diseased coronary artery.

"It is all about providing the best care for our patients," said Virtua interventional cardiologist Luai Tabaza, MD. "This enhanced and automated tool helps us treat patients with ultimate precision and optimize procedures to provide better outcomes for our patients with coronary artery disease."

Be Ready to Transition to Passphrase Password

This update affects EVERY individual who logs into the Virtua network. Beginning **May 6**, a new policy will be rolled out to all colleagues that will require you to update your password with a new required passphrase, detailed below. Most individuals will be able to accomplish this during their next scheduled password reset. Others will receive an email alerting them of the window in which they must update their password.

What is a passphrase?

The new policy will require colleagues to use a passphrase with a minimum requirement of 15 characters, inclusive of spaces and punctuation). Examples of a strong, secure passphrase can include lyrics from a song or a user's favorite quote (like **Fly Eagles Fly!**). The benefits of this change include:

- Passphrases are easier to remember and harder for bad actors to crack.
- No need for complexity (i.e., numbers, or changes in capitalization) or special characters.
- Colleagues will no longer be required to change their password every 90 days. Passphrase changes will only be required on an as-needed basis after the first change is complete.

Why is the move to passphrases happening?

Virtua Health is committed to aligning our organization with best practices of security for our network and data. As part of this commitment, we are making this transition to a new standard for network login security by adopting passphrases. We are changing Virtua's password policy to better protect our colleagues, data, and assets.

Details to know:

- This transition will take place over the next two months.
- Any colleague whose current password is set to expire in this window will be required to update to the new passphrase requirements at their next scheduled password reset.
- If your current password expiration is beyond this window, your password reset date will be pushed up and you will be required to reset your password in the next two months.
- To reset your password, on your computer while signed into the Virtua network, select 'Change Password' from the menu options. Colleagues can also utilize this link <https://passwordreset.microsoftonline.com> to change their password through the Microsoft Authenticator application.

We acknowledge these changes will impact everyone and we thank you for your cooperation in Virtua's commitment to maintaining the highest security standards to protect our patients, our colleagues, and the organization's data.

Advancing the Patient Experience

As we continue our Practicing Excellence journey, we thank you for your ongoing commitment to the Advanced Patient Experience Program. This week, we invite you to focus on the invaluable insights provided for your track in the [Week 4 Guide](#).

Virtua Health Celebrates Colleagues

Spring is in full swing, and here at Virtua, we have a lot to celebrate! We're kicking things off with National Patient Experience Week (**April 29 to May 3**), followed by Nurses' Day (**May 6**), Nurses' Week (**May 6 to 12**), Hospital Week (**May 12 to 18**), and EMS Week (**May 19 to 25**).

Throughout these dedicated times, we recognize the incredible contributions of our colleagues and the patients we serve.

Patient Experience Week

Our purpose is to be "Here for Good" for everybody, always. This Patient Experience Week, we express our gratitude to our incredible colleagues who make these connections and deliver exceptional care. Let's celebrate together.

- **Spread the love:** Print and distribute this [Patient Experience Week note](#). It's a simple way to show patients how much we value them.
- **You and your team can take the challenge:** The first-ever Patient Experience Week Challenge features [six simple tasks](#) designed to enhance your interactions with patients and create a more positive experience. Once you've completed the tasks, share your experiences by emailing us at virtuainfo@virtua.org.

All participants will be entered to win two tickets to a concert of their choice at the Freedom Mortgage Pavilion in Camden. This season's lineup is impressive, featuring artists like Sting, Neil Young, Santana, Counting Crows, Alanis Morissette, Willie Nelson, Dave Matthews Band, Earth, Wind & Fire, and Jason Aldean. A lucky winner will be randomly selected on **Tuesday, May 7**.

- **Share your celebrations:** We'd love to see how you and your team celebrate Patient Experience Week! Send photos to virtuainfo@virtua.org and some may be featured on Virtua's social media.

Hospital Week Gatherings

Mark your calendars for the upcoming colleague gatherings. Enjoy the festivities, connect with coworkers, and share a meal. The schedule and venues for these gatherings are noted below.

Note: Virtua Medical Group colleagues and those based in other locations are encouraged to attend a celebration at the nearest Virtua hospital. Colleagues at select corporate offices will have their celebrations onsite. Additional details will be forthcoming via an email invitation.

Virtua Our Lady of Lourdes Hospital

Wednesday, May 15

11 a.m. to 2 p.m.

10 p.m. to 12 a.m.

Virtua Marlton Hospital

Wednesday, May 15
11 a.m. to 2 p.m.
5 to 8 p.m.
10 p.m. to 12 a.m.

Virtua Health & Wellness Center – Camden

Wednesday, May 15
6 to 7 a.m.
11:30 a.m. to 4 p.m.

Virtua Mount Holly Hospital

Wednesday, May 15
11 a.m. to 2 p.m.
5 to 8 p.m.
10 p.m. to 12 a.m.

Virtua Voorhees Hospital

Thursday, May 16
11 a.m. to 2 p.m.
5 to 8 p.m.
10 p.m. to 12 a.m.

Virtua Willingboro Hospital

Thursday, May 16
11 a.m. to 2 p.m.
5 to 8 p.m.
10 p.m. to 12 a.m.

Virtua Health & Wellness Center – Berlin

Wednesday, May 29
11:30 a.m. to 3 p.m.
8 to 9 p.m.

Everybody, Always

We share a commitment to high reliability, practicing excellence, and embodying our Culture of WE. As unique individuals with diverse experiences, **respect** looks and feels differently to each of us.

With a focus on Open Communication, Jake Semple, practice manager of Virtua Pride Primary Care – Marlton and co-chair of the OUT at Virtua Colleague Community, shares their perspective of what respect means to them:

“To me, respect means recognizing the inherent worth and dignity of every individual, regardless of their background, beliefs, or actions. I feel respected when others listen to my thoughts and ideas without judgment and when someone can engage in a thoughtful conversation about opposing ideas without judging or brushing my ideas aside.”

Jake shares the following tip: As a member of OUT at Virtua Colleague Community, an example of respect is asking clarifying questions to gain understanding such as asking someone for their pronouns and preferred name to address that person in a way that makes them the most comfortable.

Virtua Willingboro Hospital Honored for Five-Star Reviews

This week, Virtua Willingboro Hospital hosted a celebration of its consistently positive Google reviews. So far in 2024, the Willingboro team has earned more than 220 four- and five-star reviews on Google, demonstrating a commitment to outstanding patient experiences and outcomes. The hospital was also among the Virtua listings to earn a [Reputation 800 Award](#) earlier this year. Well done, Willingboro! Read a sample of glowing reviews [here](#).

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:

“She treats me with genuine care as an expert medical practitioner. There aren't enough superlatives for her bedside manner and proficiency. I had put myself in her hands and she saved my life.... that was nearly 20 years ago. I trust her implicitly and recommend her whole-heartedly.” (Stacy Ann McCrosson, MD)

"He literally saved my life! I have a rare condition and he worked quickly to analyze and treat me." (Craig Turner, DO)

“She took her time to listen to all my concerns. She was very kind, and I am very happy that I chose her.” (Janet Osayamwen, APN)

“She gives amazing and consistent care to me as a person, not just a patient. She is upbeat with a huge heart. She listens, has conversation, compassion, focus, and directs great care. I just know she is truly one of the best!” (Laura Pino, PA)

"He was so nice and thorough. He showed respect and with a great bedside manner. You can really tell that he cares about his patients.” (Doug Stranges, DO)

Virtua in the News

Virtua Featured on Best Hospitals List

A statewide magazine has named Virtua Marlton and Voorhees among New Jersey’s “Best Hospitals” in several categories. The publication cited one or both facilities for excellence in patient satisfaction, clinician-patient communication, breast cancer care, and hip and knee replacement. Read in [Jersey's Best](#).

Colleagues Embrace ‘Practicing Excellence’

Virtua’s 14,000-member workforce has started an advanced phase of the Practicing Excellence program, designed to enhance their work experiences and their lives.

“We want our staff to have tools and resources that ensure they feel inspired, challenged and enthusiastic about the incredible impact they make each day,” said Reg Blaber, MD, EVP and chief clinical officer.

“Most people learn best by doing. The [program’s] short videos serve as a launching point for action, after which teams can share their experiences implementing the tips during Daily HUGs,” added Chrisie Scott, SVP and chief marketing officer. “Our aim is to celebrate self-discovery and the ongoing commitment to be our best and give our best.”

Based on Virtua’s high participation levels, Practicing Excellence last year honored Virtua with its Commitment to Caregiver Experience Award. Read in [ROI-NJ](#).

From Pediatrics to Fresh Produce, Virtua Is on the Move

Virtua’s fleet of mobile health programs visits communities across South Jersey most days of the week. From the Eat Well Mobile Grocery Store and Mobile Farmers Market to the Pediatric Mobile Services Unit, these programs on wheels are improving the health and well-being of area residents, especially those in under-resourced areas or who lack transportation. Pediatric services are free, thanks to support from donors including the Joseph Lacroce Foundation. The Eat Well program offers high-quality food at deeply discounted prices, plus free nutrition guidance. Read in [The Sun Newspapers](#).

Meet the Man Behind the Camera

Drew Matyas, Virtua videographer and photographer, steps in front of the lens this time to join President and CEO Dennis Pullin on "Here for Good: Inside Edition."

From filming key Super Bowl moments to soaring in the private helicopter of Dallas Cowboys’ owner Jerry Jones, this Eagles fan may not have uncovered the Cowboys’ secrets, but he does talk about his NFL career and his journey to Virtua.

Click to [watch this exciting 50th episode](#) of the “Here for Good” podcast.

Renal Denervation for Hypertension & Beyond, May 7

Join Kintur Sanghvi, MD, FACC, FSCAI, chief of interventional cardiology, for an education session for clinicians on renal denervation. The event is on **Tuesday, May 7** at 12 p.m. live on Teams or in person at the Physicians Conference Room in Virtua Our Lady of Lourdes Hospital. Or [click here on Teams](#). Click [here](#) for a flyer.

Share the Word: CPR Training Opportunity

All are welcome to participate in this month's WomenHeart Support Group. The program will feature instructors from Virtua's clinical education department who will offer instruction on CPR. This is a non-certificate informational course, but the team will share resources for those interested in a full AHA program. The group will meet on **Thursday, May 9**, 6:30 to 8 p.m. at 303 Lippincott Drive, Marlton. Questions about this session can be addressed to VirtuaClinician@Virtua.org.

WomenHeart is an expert-led support group formed to help improve heart health and reduce future risk factors. If you know of someone who may have interest in this and other events hosted by the group, have them click [here](#).

On Sunday, June 9, It's Time to Run With the Docs!

The popular 5K run and 1-mile walk known as [Run with the Docs!](#) will take place on the Virtua Voorhees Hospital campus on **Sunday, June 9**, all to support our programs for families who have experienced [pregnancy and infant loss](#).

For more information, including registration details, [click here](#).

Upcoming Colleague Community Events

Asian American Pacific Islander Heritage Month Festival

May 5, 12:30 to 3 p.m.

Cherry Hill West High School

For details, contact VirtuAsiaCommittee@virtua.org

Military Vets Art Show

Reception scheduled for May 19; artwork displayed throughout the month

Virtua Mount Holly Hospital Art Gallery

For details, contact WeServeColleagueCommunity@virtua.org.

¡HOLA! Meet and Greet Event

May 7, 5 to 7 p.m.

Be Well Bistro, 303 Lippincott Drive, Marlton

IDEA – Inclusion, Diversity, and Equity for All

Happy Cinco De Mayo to all who celebrate. Click to [learn more](#) about this holiday's origins, from commemorating the time Mexico defeated the French in the Battle of Puebla in 1862, to how this holiday has evolved and is celebrated today.

May is [Older Americans Month](#). This year's theme is "Powered by Connection," highlighting the impact and relevance of relationships and social connections for older adults. Connect with older adults in your life to help strengthen their mental and social well-being.