

Clinician Update November 22, 2023

Happy Thanksgiving!

Clinician Update is coming out a day early in advance of the Thanksgiving holiday. As clinicians, you know all too well the needs of our community never take a holiday. You are all selfless professionals and irreplaceable. You serve on the frontlines each day, and that includes holidays.

But you too have parents, grandparents, children, grandchildren, and others who you long to celebrate with. We thank you for your hard work each and every day and to wish you and your loved ones a safe and restful celebration.

Patients Share Their Thanks for Virtua Clinicians

In this time of thanksgiving, it is heartwarming to share the gratitude our patients have revealed for the care they have received from their clinicians. Note the following recent examples and how the patient felt about the experience, and the clinician referenced:

- “An incredible surgeon with excellent bedside manner, he truly takes the time to listen to his patients and puts their mind at ease as far as any questions or concerns they may have. I knew what to expect each step of the way. **Thank you**, Dr. McMillan!” (Sean McMillan, DO)
- “I have seen some of the office staff changes through the years and yet it remains the same, **thankfully**—courteous and helpful. I will always be **grateful** for Dr. Zarrella.” (Geoffrey Zarrella, DO)
- “You will not find a more concerned and caring doctor. I have a very extensive medical history, and he was able to figure out what was happening with me. After spending a week at (another hospital) and them saying that I was completely fine, he knew they were wrong and figured it out on his own. I owe this man my life! **Thank you**, Dr. Silverman.” (Farrel Silverman, DO)
- “I **appreciate** you taking the time to check on me, because I was scared to death and you just made my day! It just warmed my heart knowing you’ve always actually care.” (Denne Thomas-Patterson, MD)
- “He made sure I understood everything every step of the way! He made me feel confident in my decision and I’m so **grateful**. **Thank you**, Dr. A!” And, another: “I am so glad I trusted Dr. A in doing my surgery. So **thankful** to have him as my doctor, I can't thank him enough!” (Emeka Acholonu, MD)
- “Wonderful surgeon. He ensured that my family member was thoroughly educated on their procedure. Went above and beyond. He is also very professional and kind. **A million thank yous.**” (Khaled El-Badawi, MD)

Here is a thankful review that came in through Facebook:

“I had a one-week stay in October and my care was managed at Virtua Marlton. To a person, I found everyone incredibly caring, responsive, and informed. It was during this stay that I met an amazing colorectal surgeon, Dr. Khaled El-Badawi, and his team, and an equally wonderful infectious diseases physician, Dr. Adam M. Ferin, and his team. I received follow-up calls by both physicians and the response time when I had questions was amazing. Very empathetic teams, which I believe has aided in my overall outcome and recovery. I went on to have an elective surgical procedure at Virtua Mount Holly with this surgeon, and my experience was as great as my initial stay. The medical staff was first rate, as was the nursing, operations, food service, tech staff, and housekeeping. **Thank you, Virtua!**”

Virtua Marks Milestone of 35,000 Robotic Surgeries – Highest in Area

Colleagues gathered at Virtua Voorhees Hospital recently to celebrate an exciting landmark: 35,000 total robotic-assisted surgeries, more than any other South Jersey health care provider.

Festivities included demonstrations of two robotic-assisted surgery systems—the da Vinci for soft tissue procedures and Mako for joint replacement. Staff and other guests got to “test drive” the robotic equipment, and several former patients came to thank their surgeons and care teams.

“The staff, the doctors, the hospital, the environment—everything is wonderful about this hospital,” said Marcia Hinden, who had robotic hernia surgery at Virtua Voorhees in July by Craig Zaretsky, MD, chair of Virtua’s Department of Surgery.

Robotic surgery—performed by skilled and experienced surgeons like those at Virtua—can provide better outcomes for patients, including fewer complications and faster recovery with less pain.

Watch on [6 ABC](#) and see more photos on Virtua’s social media channels @virtuahealth. To learn more about robotic surgery at Virtua, visit virtua.org/services/robotic-surgery.

Celebrating 200 Robotic-Assisted Bronchoscopy Procedures

When it comes to robotics for bronchoscopies, Virtua continues to grow its use of this new technology, with our interventional pulmonologists recently performing their 200th procedure. Syed Riaz, MD, launched the interventional pulmonology robotics program in June 2020. Virtua Marlton Hospital was the first to have this program in the South Jersey area. This technology has led to faster diagnoses, increased patient satisfaction, and improved patient outcomes. Dr. Riaz has a 100% patient satisfaction score.

To learn more about bronchoscopy advances at Virtua, click [here](#) and [here](#) for recent editions of *Pulmonology Today*.

Virtua Is “All In” on Excellence

Thank you for being *All In on Excellence*! This week, we view the fourth tip of the series: “I Belong Here: Collaborating Across Teams.” Click to [view the tip](#).

We invite colleagues to share their reflections on tips 3 and 4 of “I Belong Here.” All participants who respond will get a chance to win two tickets to **Mariah Carey Christmas** at the Wells Fargo Center on **Dec. 13** at 7:30 p.m. (two lucky winners will be chosen at random).

Here’s how to enter:

1. Watch the Practicing Excellence tips “We Have a Future Together” and “Collaborating Across Teams” and consider how the content pertains to your role and experiences at Virtua.
2. Send your response virtuainfo@virtua.org or [Grace Roche via Teams](#). Limit one entry per colleague.

The reflection questions are:

- “We Have a Future Together”: What makes you feel proud of your team, its members, and their accomplishments? What actions or behaviors give you the feeling of belonging?
- “Collaborating Across Teams”: Recall a situation that required the skill and efforts of several different teams and specialties to resolve successfully. How did you acknowledge appreciation to your teammates for their efforts?

Entries are due by 11:59 p.m. on **Friday, Dec. 1**. Winners will be chosen on **Monday, Dec. 4**.

Please note that it is critical that all colleagues who have not yet completed the Patient Experience Certification program do so before Dec. 31. Visit the [Practicing Excellence page](#) on the Colleague Corner to view the Patient Experience tips. Please email members@practicingexcellence.com with any questions.

Virtua Health Distributes 1,200 Free Turkeys, Fresh Produce

In preparation for Thanksgiving, Virtua gave away frozen turkeys and fresh produce to local families—350 in Burlington County and 350 in Camden County—who otherwise might not be able to afford them. Virtua held a drive-thru giveaway at Virtua Willingboro Hospital and a walk-up event at the Virtua Health & Wellness Center - Camden. Each person or family received a 12- to 14-pound frozen turkey, celery, onions, carrots, sweet potatoes, and Idaho potatoes.

Plus, for the first time, Virtua distributed 500 turkeys and accompanying produce in Atlantic City.

Virtua aims to help people be well, get well, and stay well—and eating well is an essential component of that mission. Virtua’s Eat Well initiative furthers that goal by supporting nutrition as the foundation of a

healthy lifestyle. By creating reliable and affordable sources for nutritious food, Virtua is helping to create communities of wellness that demonstrate the impact a balanced diet can have on the health of an individual, a family, and entire neighborhoods.

Celebrating Our Radiology Professionals

Thank you to all our radiology professionals! National Radiologic Technology Week recognizes the vital work of radiology professionals and commemorates the discovery of the X-ray by Wilhelm Conrad Roentgen on Nov. 8, 1895. This year's theme is "Patients Are Our Passion. Safety Is Our Priority."

Colleague Corner Adds New Clinical and Resources Tabs

This week, the [Colleague Corner](#) introduced two new tabs on the primary navigation menu (coral-colored bar): a "Clinical" tab designed for clinicians and a "Resources" tab.

As content continues to find new, long-term placements on the Colleague Corner, the marketing and information technology teams will be working with our clinical leaders to develop new, relevant content as links are eventually decommissioned on the Virtua VINE. Thank you for your continued support and cooperation.

Quarterly Cardiology Grand Rounds

Mark Your Calendar for Dec. 20, 7 to 8 a.m.

Please join us for the next Virtua Cardiology Grand Rounds. Our guest will be Rupal O'Quinn, MD, MHCI, FACC, Director, Cardio-Oncology, Penn Presbyterian Medical Center & Associate Professor of Clinical Medicine (Cardiovascular Medicine). This session will cover the importance of cardio-oncology and cancer therapy related to cardiac dysfunction; diagnosis and management of cancer therapy-related cardiac dysfunction; and recognition of common cardiovascular side effects occurring from newer cancer therapies and optimal management of these toxicities. The target audience is physicians and the interprofessional teams. To register for this online event, click [here](#). To learn more, click to [view the flyer](#).

Virtua in the News

Virtua to Bring Mobile Grocery Store to Atlantic City

The New Jersey Economic Development Authority has committed over \$5.5 million to expand access to fresh, healthy food for Atlantic City residents. This initiative will enable Virtua's Eat Well Mobile Grocery Store to visit Atlantic City, in addition to its core communities in Burlington and Camden counties. Read in [ROI-NJ](#) and [Press of Atlantic City](#).

Virtua Donates Hospital Bed to Woman Recovering from Stroke

While recuperating at home from a massive stroke, Marshelle Jones needed an electric bed so she could sit upright. Her medical advocate, Guardian Nurses, worked with Virtua and Stryker to give Jones a hospital bed. Action News spoke with Jill English, AVP of quality management, and captured the heartwarming delivery. Watch on [6 ABC](#).

Pediatric Mobile Program Receives \$1M to Add Second Van

The Joseph Lacroce Foundation has pledged \$1 million in support of Virtua's Pediatric Mobile Services Program—an initiative it helped launch in 2018 with an equally generous donation. This gift will enable Virtua to introduce a second pediatric health vehicle in late 2024. Read in [NJ Biz](#), [ROI-NJ](#), and Virtua's [press release](#).

Annual Mandatory Conflict of Interest Disclosure Due Next Week

Virtua colleagues, who are supervisor level and above, and all employed health care providers (physicians, nurse practitioners, anesthesiologists, and physician assistants) are required to complete the annual Conflict of Interest Disclosure Attestation by **Thursday, Nov. 30**.

The Conflict of Interest Disclosure Attestation is available on the home page of Virtua Works under announcements. On Virtua Works, please click "View More Announcements" to complete the Conflict of Interest Disclosure Form.

Should you have any questions, please feel free to contact Ryan Peoples, compliance manager (856-355-0729), or Raquel Ravelo, corporate compliance auditor (856-355-0739).

IDEA – Inclusion, Diversity, and Equity for All

As we enter the winter holiday season, we encourage colleagues to learn about the holidays and observances that matter most to your team members. If you are creating a holiday party for your department or team or sharing season's greetings, take a moment for thoughtful reflection.

- Learn about the holidays your peers or team members celebrate.
- Recognize that colleagues may have different ways of celebrating or choosing not to celebrate a holiday. Some may abstain due to religious beliefs or other personal reasons.
- Be mindful of food-related preferences and dietary needs, such as allergies, dietary restrictions, or cultural preferences.

By taking a moment to honor our colleagues' wishes with inclusion and belonging in mind, we enhance the holiday spirit of togetherness, foster intentional respectfulness, and ensure a safe and inclusive workplace for all.

We encourage you to learn more:

- [Planning Inclusive Holiday Celebrations for the Workplace](#)
- [Let's Stop Saying "Happy Holidays:" How to create an inclusive workplace during the holidays](#)

Give for Good: Supporting Clinicians and Everyone We Serve

Virtua is grateful for the more than 900 colleague donors, including hundreds of Virtua clinicians, who have participated in Give for Good this year so far. Your generosity is a tremendous example of our Culture of WE. Thank you for making a powerful difference for our patients, our community, and each other!

If you haven't participated yet, there's still time! All colleague gifts made through the end of the year will count toward Give for Good 2023. Gifts of any size are appreciated, and here at Virtua, 100% of each dollar you donate goes directly to your designation. (Learn about the many designation options [here](#).)

"I **Give for Good** because it's at the heart of what we do in our vocation as doctors, allied health professionals, and nurses," said Erik N. DeLue, MD, MBA, CHCQM. "It's an important way we can enhance the positive impact we make upon our community."

"Making a philanthropic investment through **Give for Good** is important to me as a physician and community member," said Randolph B. Deger, MD. "It's a way to do all I can to support the health and well-being of everyone we serve. I invite and encourage all my clinical colleagues to participate along with me."

To learn more and make your gift, visit GiveToVirtua.org/Colleagues. If you have any questions, please contact the Office of Philanthropy at 856-355-0830 or gratitude@virtua.org.