

Clinician Update October 3, 2024

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Transition to Secure Chat to Take Place Oct. 10

Virtua Health is transitioning to Epic Secure Chat as part of the October Epic upgrade* on **Thursday, Oct. 10** for all person-to-person clinical secure messaging. Secure Chat will replace QliqCHAT for clinical communications and will be available in Epic on workstations as well as through Haiku and Rover. In preparation, any clinician who would like to use Secure Chat on their personal mobile device should download and activate Epic Haiku if they have not already done so. Please note that if you download/activate Haiku, Secure Chat will not be available until go-live on Oct. 10.

A [Secure Chat Home Page](#) is available with resources to help you transition to Secure Chat. The page includes information on how to access and use Secure Chat—including tip sheets—and frequently asked questions.

Additionally, IT is hosting Haiku download and activation events at these Virtua hospitals over the next two weeks:

Date	Time	Hospital	Location
Friday, Oct. 4	11:30 a.m. to 1:30 p.m.	Virtua Voorhees	Outside Cafeteria/ Rounding
Friday, Oct. 4	6 to 8 p.m.	Virtua Voorhees	Outside Cafeteria/ Rounding
Thursday, Oct. 10	11:30 a.m. to 1:30 p.m.	Virtua Mount Holly	Outside Cafeteria/ Rounding
Thursday, Oct. 10	6 to 8 p.m.	Virtua Mount Holly	Outside Cafeteria/ Rounding
Tuesday, Oct. 15	11:30 a.m. to 1:30 p.m.	Virtua Our Lady of Lourdes	Back of Cafeteria
Tuesday, Oct. 15	6 to 8 p.m.	Virtua Our Lady of Lourdes	Back of Cafeteria
Wednesday, Oct. 16	11:30 a.m. to 1:30 p.m.	Virtua Voorhees	Outside Cafeteria/ Rounding
Wednesday, Oct. 16	6 to 8 p.m.	Virtua Voorhees	Outside Cafeteria/ Rounding

If you encounter any technical issues, please submit a ticket through the [IT Customer Portal](#). A dedicated tile is being set up for Secure Chat issues. To utilize it, click the link above, click “Go-Live Related Issues” and look for the tile labeled “Secure Chat.”

*The Epic Upgrade downtime starts Tuesday, Oct. 9 at 11 p.m.

Practicing Excellence Update: Week 26 is Here!

And just like that, we have reached the end of our 26-week Practicing Excellence Advanced Patient Experience Program. Discover valuable insights and discussion starters in the [Week 26 Guide](#).

Congratulations to everyone who followed along week by week and successfully completed the program—demonstrating a significant investment in yourself, your team, and those we care for.

When you receive your digital badge (look for an email from Practicing Excellence via Credly), follow the prompts to share the achievement on LinkedIn.

Since we launched the advanced program in April, Virtua colleagues have **watched 177,000 tips** and **posted more than 4,000 comments**. Here are some of our favorites.

“To [work as a team](#), we have to make our teammates feel valued.” – Emilio Mazza, MD, pulmonologist

“[Being positive](#) gives someone else the opportunity to become positive or realize they could maybe be more positive!” – Sandra Regenye, manager of patient accounting

“I have never heard of the concept of ‘[The Pause](#)’ in the past. It helps all involved and is so respectful.” – Betty McLeod Dansbury, care coordinator for Hospital at Home

More to come!

In November, Virtua will launch a system-wide Practicing Excellence program centered on the notion—and impact—of gratitude. In the meantime, those who have completed the advanced program are encouraged to continue to consult and browse the Practicing Excellence platform.

Please use the days ahead to catch up and, as always, discuss the teachings with your teammates. Email virtuainfo@virtua.org if you have any questions about what is required.

Commemorative Recognitions

National Advanced Practice Provider Week presents the opportunity to thank all our advanced practice providers who deliver comprehensive, patient-centered care year-round. There are 360 APNs/CRNAs at Virtua. They work closely with physicians, nurses, and other health care professionals to deliver comprehensive, coordinated care. This team-based approach ensures that patients receive the best possible care.

This time of year, we also celebrate **National Physician Assistant Week**, which recognizes the PA profession and its contributions to our nation's health. Physician assistants represent a crucial component of a complete health care team. At Virtua, there are 188 PAs across Virtua serving in a wide range of specialties.

"We appreciate their dedication, and we recognize the positive impact they all make in the lives of patients every day," said Christopher Pomrink, DO, vice president of Medical Affairs. "They help manage acute and chronic conditions while reinforcing preventive care, and they are key advocates in improving the quality of life for our patients."

Also upon us is **National Primary Care Week**. Virtua is proud to celebrate and highlight our dedicated clinicians, nurses, specialists, and staff year-round, and especially now. Outside of providing essential care, primary care providers are a go-to resource for the community's health care needs.

"Whether it's the common cold or a critical illness, primary care physicians and their staff are often the first health connection to our community," said Sam Weiner, MD, vice president and chief medical officer, Virtua Medical Group. "We have 164 primary care clinicians as part of VMG. And now with Rowan Medicine as an affiliate, even more of the South Jersey community is relying on our expertise, and we are honored to be here for them."

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. Crawford gave me confidence and trust in his care from day one of meeting him. He continues to take the time to answer all my questions thoroughly and patiently. I would recommend him to anyone who needs help with breast cancer treatment." (James Crawford, MD)

"She is awesome. Kind, compassionate, never in a rush. She answers all questions and explains her plan of care for you. She is a doctor who will go that extra mile for her patients. I have been blessed to have her caring for me. I feel safe and comfortable in her care. Thank you, Dr. Brenda, you are the best." (Brenda Velasco, MD)

"She takes her time. She explains everything and you feel like she is family." (Ashley J. Coleman, DO)

"Dawn Cooper is amazing! She genuinely cares about your health. She answers questions on the portal in a timely fashion and she always asks you to keep her informed through the portal if you are on a new medicine or dealing with an illness." (Dawn J. Cooper, APN)

"It was my first visit with this doctor and I felt very comfortable opening up about rather sensitive information. Very happy to have him as my new doctor." (Brian M. Flynn, DO)

Virtua Our Lady of Lourdes Hospital Launches TeamBirth

Virtua Our Lady of Lourdes Hospital recently celebrated the kickoff of TeamBirth, making this model of care now widely available at all Virtua maternity sites.

TeamBirth NJ is an evidence-based model that empowers patients to be active participants in decisions related to their care. During labor and delivery, patients and their support people huddle together with the entire care team to make informed decisions and voice their preferences.

TeamBirth is designed to enhance patient communication and ensure shared decision-making with the goal of improving maternal outcomes.

“In now launching TeamBirth at Virtua Our Lady of Lourdes, we are taking another critical step in ensuring that all families have access to quality, respectful, and equitable maternity care,” said Virtua OB/GYN Chidinma Arole, MD, MPH, FACOG. “The practices of TeamBirth prioritize communication between the care team and the patient, strengthening their relationship, and setting the stage for the best possible outcomes for moms and babies.”

Click [here](#) for a video of Dr. Arole’s comments and watch on [6 ABC](#).

NICU Families First to View New “Wall of Hope”

Dozens of grateful families gathered this past week for a very special occasion at Virtua Voorhees: the unveiling of a new portrait gallery featuring former NICU babies, now vibrant toddlers, kids, and teens.

The “Wall of Hope” gallery features 28 sets of photos showing tiny NICU babies then and now, accompanied by their brief stories. The display is meant to inspire families with children in the NICU and give them hope for their babies’ future.

Supply Chain Update: Possibility for Sustained Disruption

Two major global events are likely to impact product availability and the supply-chain process at Virtua. The first is Hurricane Helene, which caused significant damage to communities across the southeastern United States. The second is the labor strike of the International Longshoremen's Association, which represents tens of thousands of workers at 14 ports across the East Coast and Gulf of Mexico.

Although the full details and implications of these events are not presently known, Virtua's sourcing and clinical resource management team is being proactive. They are communicating with our major vendors and our buying group, HealthTrust, and have initiated conversations with key department leaders. A task force (with a dedicated Teams channel) will be established shortly.

Look to future communications for more information as the situation evolves. If you have any questions, please email sccs@virtua.org.

Upcoming Events

LAST CALL: Hepatology and Gastroenterology Updates: Closing the Gaps, Oct. 5, 8 a.m. – 1 p.m.

In this CME session at the Virtua Barry D. Brown Health Education Center in Voorhees on Saturday, Oct. 5, participants will be able to:

- Diagnose, evaluate, and treat alcoholic hepatitis
- Recognize updates on new advanced and endoscopic techniques, such as transgastric liver biopsy
- Understand nonsurgical treatment options for liver tumors by interventional radiology
- Create a platform that allows the providers within the network to manage patients with hepatobiliary and GI diseases collaboratively, as well as empower communication with advanced care

Speakers include Simona Rossi, MD; Charles Snyder, MD; Ashraf Malek, MD; Nyan Latt, MD; Joseph Broudy, MD; Ely Sebastian, MD; Raman Battish, MD; and Brian Colangelo, LCSW.

Please register in the VLS. For more details, including CME accreditation, the agenda, and more, [click here](#).

Virtua’s Heart Health Fair, Oct. 5, 10 a.m. to 2 p.m.

401 Young Avenue, Moorestown

Spread the word about this free event open to the public, rain or shine, under tents in the employee parking lot at the Virtua Health & Wellness Center — Moorestown.

The public can:

- Tour our facilities and learn about our services
- Participate in health screenings
- Relax with a chair massage
- Let the kids enjoy face painting and balloon artists
- Enjoy healthy snacks and giveaways and enjoy music from our live DJ
- Join a short fitness session with our instructor
- Meet clinicians and practitioners for heart-healthy information sessions
- Take a “walk with a doc” to get your steps in for the day
- Check out our EMS and mobile screening vehicles

To learn more and register for activities, [click here](#).

Slicer-Dicer for Researchers, Oct. 8, 5:30 to 6:30 p.m.

303 Lippincott Drive, Marlton, Training Rooms 1 & 2

This is an interactive session with researchers to learn how to use the Slicer-Dicer in Epic to obtain information for feasibility or sponsored research studies, as well as how to find and collect data for investigator-initiated studies. Click to [view the flyer](#).

Interprofessional Critical Care Symposium, Oct. 18

The Virtua Center for Nursing Excellence and Innovation, in collaboration with Virtua critical care leadership, will be hosting its [first critical care symposium](#). This interprofessional, accredited event will include presentations on advanced heart failure, cardiovascular surgery, organ transplantation, complex technology in the ICU setting, and much more. The target audience is physicians, physician assistants, advanced practice nurses, medical fellows, nurses, pharmacists, and medical residents.

Participants will be able to:

- Discuss strategies for improving patient outcomes, including respiratory management of ARDS, hemodynamic management, and pharmacological interventions
- Foster collaboration of the interprofessional team to promote best practices in the care of complex patients
- Explore technological advances in critical care and their practical applications

Presenters will include Gary Weissman, MD, MSHP; Emilio Mazza, MD, PhD; Tolulope Agunbiade, MD; Dan Choi, MD; Michael Lee, MD; Janine Vallen, MSN, RN, CCTN, APN-C; Ann Thompson, DO; Mikel Shea Ehntholt, MD; Joanne Phillips, DNP, RN, CPPS, NEA-BC, FCNS; Kavitha Dalal, PharmD; and Donna Wixted, MS, RD.

The event will take place **Friday, Oct. 18, 7:30 a.m. to 4:30 p.m.**, at the Barry D. Brown Health and Education Center (the HEC) in Voorhees. For more details, including CME accreditation, registration information, the agenda, and more, click [here](#).

We're Stepping Up for Cancer Survivorship With the American Cancer Society, Oct. 20

The Penn Medicine | Virtua Health Cancer Program is proud to support Making Strides Against Breast Cancer **Sunday, Oct. 20**, at Cooper River Park in Pennsauken. The 26th annual event starts at 8:30 a.m. and the 3-mile "at your own pace" walk begins at 9:45 a.m., rain or shine. It ends at 12 noon. The event site will be filled with interactive tents for all ages, and many wonderful sponsors around the field with info and giveaways. Look for the Virtua-sponsored Survivor's Tent.

"Feel free to join us," said Matthew Puc, MD, Virtua thoracic surgeon, and the program's director. "It will be a great day to support our community and go for a walk."

For more information and to sign up, go to MakingStridesWalk.org/GPSNJ.

Innovations in Care, Through Nov. 1

This virtual program showcases posters created by Virtua nurses, highlighting research, evidence-based practices, and quality improvement projects across Virtua. The program is open to all Virtua colleagues. Click here to [view the flyer](#).

Virtua Health Gala Set for Nov. 2, Dr. James E. George to Be Honored as Humanitarian of the Year

The 2024 Virtua Health Gala will be held on **Saturday, Nov. 2** at the Borgata Hotel, Casino, and Spa in Atlantic City. Virtua is pleased to recognize James E. George, MD, JD, as Humanitarian of the Year for his compassion, generosity, and remarkable contributions to improving the health and well-being of our community. Through his leadership in emergency medicine and passion for the healing arts, Dr. George inspires hope and healing for children and families across South Jersey. During the event, Virtua will also present Chef Jose Garces with a Distinguished Service Award for his commitment to nurturing others through food, employment, and education.

Tickets are still available for the annual black-tie event, benefiting Virtua's Eat Well food access programs. For event details, sponsorship information, and tickets, visit www.GiveToVirtua.org/Gala.

Virtua in the News

Dennis Pullin Named Among Top 10 Healthcare CEOs

Healthcare Digital selected Virtua's Dennis Pullin as one of 10 pioneers shaping the future of healthcare in the U.S. The article states that Dennis and his peers "drive innovation, improve patient care, and shape the landscape of medicine." The esteemed list also includes the leaders of the Cleveland Clinic and Mayo Clinic. Read more on [Healthcare Digital](#).

Patient Celebrates Successful Cancer Treatment With Walk Across Spain

Danielle DiRenzo celebrated the 10-year anniversary of her 2014 breast cancer diagnosis and successful treatment at the Penn Medicine | Virtua Health Cancer Program by embarking on a different kind of journey. The Cherry Hill resident decided to walk the Camino de Santiago—a 500-mile pilgrimage in Europe. She completed 280 miles before foot problems forced her to finish the route by bus.

"Danielle's determination and positive outlook helped her during her cancer journey, so it's no surprise that she took on this challenge," said her Virtua breast surgeon, James Crawford, MD. "She is an inspiration to me and many others." Watch or read on CBS 3 [here](#).