

COVID-19 Clinician Update

July 9, 2020

WANTED: Physicians Helping Friends & Family Tend to their Health during this Time of Uncertainty

One of the most credible voices right now is that of the physician. People are scared, anxious, and confused and feel uncertain about how and when is best to attend to their health needs.

We are looking for doctors who want to share their personal stories about how they are helping family and loved ones navigate health care right now. This does two important things:

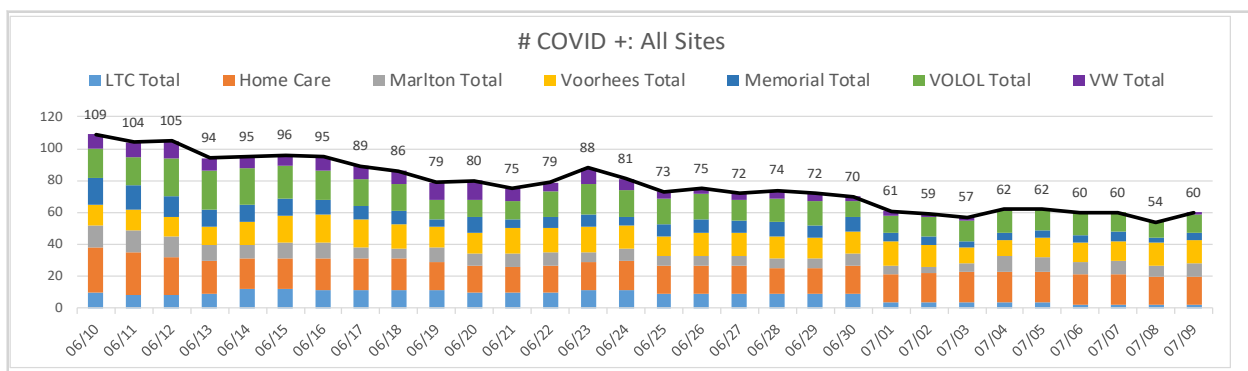
- 1) It amplifies the credibility and voice of the physician at a time when consumers need them most, and
- 2) It humanizes physicians and creates an equal playing field around our common worries about our health and the health of those we love.

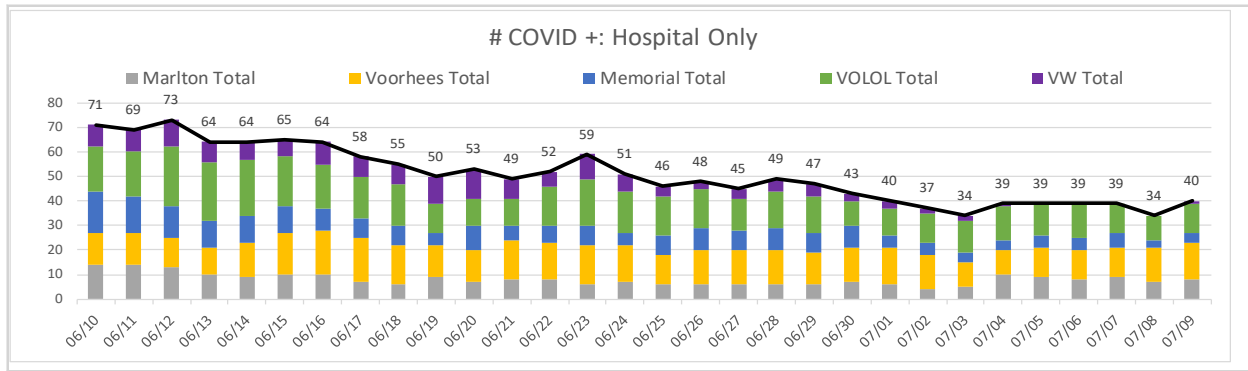
So, doctors, have you convinced your husband into having his back pain looked at? Did you talk to your mom about scheduling her mammogram? Have you encouraged your sister to follow through with her bariatric surgery journey? Did you assure your neighbor that the Emergency Room was the right destination to have his shortness of breath evaluated? Did you reschedule your own cardiology test?

Send us a quick email at virtuainfo@virtua.org describing how you are helping others feel comfortable seeking health care. We may use your voice and share you story with our community.

By the Numbers

The following charts reflect the latest figures for Virtua-site cases of COVID-19.





Fast Facts

- Based on tests returned from July 4, the statewide spot test positivity rate is 3.23 percent.
- Currently, the rate of transmission in New Jersey is 1.10, reflecting a slow upward trend that is cause for concern. For 10 weeks, the state maintained a rate of transmission below one, but last week it passed that number and prompted the governor to pause reopening and require all residents to wear a mask outdoors when social distancing is not possible.
- Locally, in the tri-county area, there have been a total of 1,079 confirmed deaths and an additional 100 probable fatalities, as of 1 p.m. today.
- The total number of cases are as follows:
 - Burlington County 5,316
 - Camden County 7,600
 - Gloucester County 2,697

AmeriHealth NJ – COVID-19 Practices

AmeriHealth New Jersey recently alerted Virtua Health and other regional systems that its payment integrity activities are set to resume in the very near future. AmeriHealth had paused these activities in response to the COVID-19 pandemic, but will resume to avoid a large backlog of recoveries. Further, AmeriHealth announced that it would continue payments related to telemedicine through the end of the calendar year and have created a team to review benefit design, reimbursement methodologies, operating systems, and policies in anticipation that telemedicine would become a permanent part of the options available to members.

To learn more about AmeriHealth’s response to COVID-19, visit its [COVID-19 Provider Hub](#), [news feed](#), and [consumer page](#).

Travel Advisory

On Tuesday, Governor Murphy added to a directive that advised individuals traveling back to New Jersey from states with significant community spread of COVID-19 to quarantine for a 14-day period from the time of last contact within the identified state.

The updated advisory includes three additional states, **Delaware, Kansas, and Oklahoma**, bringing the total to **19 states**: Alabama; Arkansas; Arizona; California; Florida; Georgia; Iowa; Idaho; Louisiana; Mississippi; North Carolina; Nevada; South Carolina; Tennessee; Texas; and Utah. The travel advisory

applies to any person arriving from a state with a positive test rate higher than 10 per 100,000 residents or a state with a 10 percent or higher positivity rate over a seven-day rolling average.

According to the governor, several outbreaks across New Jersey have been directly tied to travel from COVID-19 hotspots nationwide.

Therefore, colleague travel is strongly discouraged to these areas at this time. For colleagues traveling to the areas identified above, as well as any international travel, you are required to call the colleague hotline at 609-444-2828 upon return for guidance and return to work instructions. Colleagues traveling to or from these areas, provided they are not exhibiting symptoms, will return to work. Per updated NJ Department of Health guidelines, health care workers, as “critical infrastructure workers,” are exempt from the NJ Travel Advisory 14-day quarantine period.

All colleagues should always adhere to all of our safety practices prior to and during their work shift including:

- Regular monitoring of symptoms
- Wearing appropriate PPE
- Social distancing
- Frequent hand washing
- Disinfecting work spaces

In order to responsibly continue caring for our community during this pandemic, we must remain vigilant in our collective effort to role model safe practices and reduce the rate of transmission. We urge you to reconsider any unnecessary travel to one of these 19 states to ensure the health and safety of your, your family and your fellow Virtua colleagues and patients.

Virtua’s Journey to High Reliability: A Focus on “Got Your Back”

As part of Virtua Health’s High Reliability journey and pursuit of Zero Harm, we are featuring a Safety Behavior, “Got Your Back.” To practice this behavior, clinicians are encouraged to cross check and coach colleagues. This behavior is especially important for our clinicians to model and is a critical component of the achieving Zero Harm.

How should we use this tool?

- When cross checking, watch out for each other’s work, use the lightest touch possible and be willing to be checked — it’s not personal.
- To coach colleagues, think five to one feedback, meaning encourage safe and productive behaviors five times as often as you correct an unsafe and unproductive behavior.
- Point out lapses, work conditions, or hazards that your colleague might not have noticed, including a floor that recently was mopped, a supply room key left on the counter, or an order placed in the wrong chart.
- When receiving feedback, demonstrate a willingness to be checked by saying, “Thanks for the cross check!”

By practicing these tools, we will point out and catch errors before they reach our patients. Additionally, we will hold each other accountable for following policy and procedure.

We invite our clinicians to share examples of how you practice this and other High-Reliability behaviors. Send your comments to virtuainfo@virtua.org.