

Clinician Update

August 3, 2023

Virtua First in State to Use Next-Gen Ablation Catheter

Heart rhythm specialists at Virtua have performed the first case in New Jersey using the TactiFlex™ Ablation Catheter by Abbott Cardiovascular. The device was approved by the U.S. Food and Drug Administration (FDA) in May of 2023. Tactiflex™ is the world's first ablation catheter designed with a unique flexible electrode tip and contact force sensing to treat patients with atrial fibrillation.

According to Aatish Garg, MD, the Virtua electrophysiologist who performed three cases last week using this innovative new tool, “Tactiflex™ offers superior safety outcomes, increased success, and reduced procedure times. Combined with one of the most precise mapping catheters available today, this is a huge step towards delivering world class care for our patients.”

Lead clinician and electrophysiologist Darius Sholevar, MD, also shared, “When mapping complex and life-threatening lower chamber rhythm issues such as ventricular tachycardia, it is a powerful leap in the ability of cardiologists to treat complex arrhythmias.”

Practicing Excellence: The Skill of Listening Well

Thank you for your commitment to Practicing Excellence and the Patient Experience journey. This week, we invite you to focus on the invaluable insights provided in the [Week 18 and 19 guides](#). Topics include Explaining Care, Supporting Your Team, Conveying Compassion, Explaining Action, and Listening Well.

Regarding the skill of listening, it is no surprise that listening is a common reference among our clinician reviews. Note the following recent examples, and the clinician referenced:

- “Excellent care. Takes time to listen to you.” (Joshua Crasner, DO)
- “What’s most important for me is that she takes the time to listen to my needs.” (Denne Thomas-Patterson, MD)
- “I am very picky about doctors. I need one that will listen to me...he's the one.” (Farrel Silverman, DO)
- “Wonderful Doctor that LISTENS to you! Some of the best care I have ever received!” (Minda A. Green, MD)
- “He listens. Important. Don’t feel dismissed. Takes action.” (Daniel Brandt, MD)
- “Great doctor, listens and cares about his patients.” (Jason Breig, MD)

- “Takes his time to listen and finds the best solution and treatment for you. Very down to earth and will make sure you understand. Upmost respect.” (Daniel Lynch, PA)
- “She believed me, and my pain and took her valuable time to listen and address every little concern I had.” (Sukhwinder Gigeer Bhular, DPM)
- “Best Dr there is, he listened to me and my needs.” (Lawrence E. Greenawald, MD)
- “One of the most caring doctors. He explains to you in detail. He listens to the patient.” (Neil Cohen, MD)

Practicing Excellence allows you to search its library by topic. As we continue with our 26-week Patient Experience journey, you are also welcome to search for a topic that interests you -- like listening -- and find all related and relevant tips. We welcome your feedback as we share the Practicing Excellence journey. Email your thoughts to VirtuaClinician@virtua.org.

New Series Focused on Workplace Violence

In addition to continuing with our Patient Experience journey, we invite you to take a look at a [new series focused on workplace violence](#) and strategies to highlight actionable steps and best practices. Although the tips were created with nurses in mind, all colleagues can benefit from these tested techniques.

Also, congratulations to our own Fran Hogan, AVP of patient care services at Virtua Our Lady of Lourdes. Fran was asked to serve as part of the program faculty for this training and narrates a topic titled "The How-To of Reporting." Thank you, Fran, for sharing your expertise and Virtua's values in this capacity.

To access the weekly guides and additional resources, visit the [Practicing Excellence page](#) on the Colleague Corner.

Mark Your Calendar: Quarterly Cardiology Grand Rounds, September 20 Topic: CCTA in 2023 – Plaque, Physiology and Planning PCI

Join us on Wednesday, September 20, from 7:00 a.m. - 8:00 a.m. for the next session in our Quarterly Cardiology Grand Rounds series. We will be discussing Coronary Computed Tomography Angiography (CCTA), specifically “CCTA in 2023 – Plaque, Physiology and Planning PCI.” The featured speaker will be Jonathon A. Leipsic, MD, FRCPC FSCCT. Dr. Leipsic is head of the Department of Radiology and a professor of cardiology at the University of British Columbia. He is also a research chair in advanced cardiopulmonary imaging and has over 530 peer reviewed manuscripts in press or in print, over 300 scientific abstracts, and has edited two textbooks.

To register for the session, click [here](#).

Open for Registration: Cardiology for Primary Care - Sept. 9, 2023

[Register today for the annual Virtua Cardiology for Primary Care Symposium](#), scheduled to take place on Saturday, Sept. 9. This will be the 13th year Virtua Cardiology has held this event to educate primary care practitioners, physicians, NPs, PAs and other health professionals on news and trends in cardiovascular care. A few of this year's topics include sleep and the heart, imaging modalities, a panel discussion on heart failure and so much more. Check out the many excellent presentations on the agenda. [Learn more and register here](#).

The symposium is part of the Rowan series, "Key Essentials for Optimizing Patient Care," a virtual/hybrid 5-Block CME Series, and is designed to better prepare primary care clinicians for the management of their patients. Once again, the program will be held in person at Rowan College of Burlington County, as well as virtually. Questions? Email VirtuaClinician@virtua.org.

National Conference Features Rowan-Virtua Keynote

Jen Caudle, DO, FACOFP, was the keynote speaker last week at The National Conference of Family Medicine Residents and Medical Students, from the American Academy of Family Physicians (AAFP), held in Kansas City, MO. The only national event exclusively for medical students and family medicine residents, the conference enables attendees to interact with more than 4,000 peers, hundreds of residency programs, and leaders in the specialty, like Dr. Caudle.

"I had an amazing time speaking to these family doctors and future family doctors. My heart is full!" said Dr. Caudle. "My main message to them – go make a difference!"

She shared her journey to family medicine and delved into how her role evolved into "America's Family Doctor" on social media. "I feel so blessed to be able to talk about this profession I love, and to inspire others. Ours is a profession so very much needed today as we strive to meet the expanded need of the people we serve."

Dr. Caudle is an associate professor of family medicine at Rowan-Virtua School of Osteopathic Medicine, and the co-clerkship director for the third-year family medicine clerkship. She is a member of Rowan Family Medicine, an affiliate of Virtua Medical Group. In addition to seeing her own patients, she also serves as a preceptor in the Virtua Family Medicine-Rowan Ambulatory Clinics Residency program.

She is one of the most visible physicians in America, appearing in the homes of millions every week on "The Dr. Oz Show," "TODAY," "The View," "The Doctors," CNN, Fox News, "The Rachael Ray Show," and others. She has written articles for numerous national publications. And, she regularly posts informational videos on popular health topics, providing motivational tips to live a healthier life.

To learn more about Dr. Caudle, click [here](#) for her LinkedIn profile.

Meet Virtua's Transplant Surgeon with a Passion for Saving Lives and Scoring Goals

Get to know [Ely Sebastian, MD](#), lead clinician and talented transplant surgeon. Watch his [profile video](#) to learn about the gratifying aspects of his job, his dedication to organ transplantation, and his love for soccer.

Social Share Moment: Spread the word about Dr. Sebastian's inspiring work by reposting his profile video on your social media. Use hashtags **#BestDoctors** and **#BestPeople** to showcase Virtua's commitment to excellence.

Virtua in the News

Virtua Hits the Road to Care for South Jersey Communities

Virtua now has 10 different types of specialized vehicles that bring care directly to those who need it most. *NJBiz* magazine recently spotlighted Virtua's unique fleet and how it's making a difference in our communities. (The print edition features a full-page cover photo of our Eat Well Mobile Farmers Market!)

"We knew [we] had an obligation to really serve the residents of Burlington, Camden and Gloucester counties in a different way than just providing health care to them in our typical brick-and-mortar places," explained Deb Moran, SVP of health equity and community programs.

Virtua's 57-unit fleet also includes the Pediatric Mobile Services van and brand-new Mobile Health & Cancer Screening vehicle. On the EMS side, dozens of specialized units provide life-saving care. Read the web version [here](#) and view the print version [here](#).

Virtua Honored for Empowering Women

NJBIZ has identified Virtua as an organization making tangible and innovative efforts to advance women in the workplace and community. Rhonda Jordan, EVP and chief human resources officer, and Jenny Zanetich, VP of talent management, received the ["Empowering Women"](#) award at an Aug. 1 event.

Virtua CEO Views Artificial Intelligence as a Tool for Improvement

As health systems explore uses for artificial intelligence (AI), President and CEO Dennis Pullin says the technology can enhance interactions between providers and patients. "We must view AI as a tool to improve—not supplant—the meaningful connections we make."

Virtua has already begun exploring the benefits of AI. For instance, Virtua uses an AI-based chatbot on its website that can help answer patients' questions. And doctors are using an AI-aided polyp detection system during colonoscopies. Read in [Becker's Hospital Review](#).

Delta Dental Gives \$25,000 to Virtua's Pediatric Mobile Services

The Delta Dental of New Jersey Foundation recently announced a \$25,000 grant to Virtua to fund dental care and education for uninsured and underinsured people in Camden, Burlington, and Gloucester counties. Virtua will use the grant to support its Pediatric Mobile Services Program, which will provide fluoride varnish, SMILE bags for children, dental supplies, and travel vouchers for 1,950 patients. The program will also educate physician residents on the importance of connecting children to a dental home as part of a child's overall care.

"Virtua's oral health and nutrition initiative seeks to increase health equity and address social determinants of health for children ages 0 to 6 in at-risk areas of southern New Jersey by connecting them to pediatric oral health prevention," said Deb Moran, SVP of health equity and community programs. "This project can decrease obesity, oral health emergencies, and other associated health conditions while increasing clinical linkages to care." Read [here](#).

Celebrating Great Moments!

This month's [Wow-WE video](#) features our colleagues who are out and about—basking in the sunshine at outdoor concerts held at the Freedom Mortgage Pavilion, indulging in frozen treats to celebrate Well-being Day, and enjoying the links at the annual Golf Classic. Additionally, WE congratulate colleagues who received WE Awards, Best at the Beach Awards, and prestigious honors like "The Power 50" and "Who's Who in Healthcare."

Dr. Butzbach Discusses the Power of Embracing Gratitude

Deborah Butzbach, MD, a physician with Penn Medicine | Virtua Radiation Oncology, discusses in [this video](#) how embracing gratitude from our patients and their loved ones, as well as in our personal lives, can make a meaningful difference.

Through [The Lasting Impact Project](#), our physicians, clinical teams, and colleagues can help facilitate expressions of gratitude that might include a patient sharing their story, writing a review, or honoring their caregiver with a philanthropic gift. If you would like to connect a grateful patient to Virtua's Philanthropy team, email us at gratitude@virtua.org or send us a referral via:

1. Qliq to @Meghan Walsh
2. Epic by entering the keyword "Gratitude" into your referral orders.

See more about the power of gratitude through the Lasting Impact Project at www.virtua.org/gratitude.