

Clinician Update February 22, 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](#).**

Cyberattack Hits US Health Care Technology Giant

A subsidiary of UnitedHealth Group's Optum, Change Healthcare, which is one of the largest health care technology companies in the United States [fell victim this week](#) to a cyberattack that began disrupting a number of its systems and services. The specific nature of the attack remains unconfirmed, but it has resulted in widespread system disruption. The full extent of the damage and potential data exposure is currently unknown.

Virtua has services with Optum, including pharmacy services. Optum has not been affected. But, fallout from the cyberattack is already apparent. Pharmacies are reporting difficulties in processing prescriptions due to Change Healthcare's role as a central prescription processor. So, while not affecting Virtua directly, it could be causing service issues for patients at many pharmacies.

As a response, Virtua has gone through necessary protection measures and analyzed all connection points. "We've worked with our partners and all our local hospitals," said Tom Gordon, chief information officer at Virtua. "That collaboration has been key these last couple days in ensuring our protection. Of course, we always want everyone to know, while this is an ongoing present issue, we can never let down our guard."

Action Required: Externally Accessing the Virtua Network Have You Enrolled in Microsoft Authenticator Yet?

Beginning this week, clinicians who remotely access the Virtua network need to be enrolled in Microsoft Authenticator. This past Tuesday, Virtua transitioned to the Microsoft application as its multifactor authentication protocol for access to Citrix. Those not enrolled in Microsoft Authenticator will **NOT BE ABLE TO ACCESS CITRIX OR EPIC—INCLUDING PHYSICIAN LINK—REMOTELY.**

Once enrolled, clinicians will be part of the next transition and will not need to take any additional action. Beginning **Tuesday, Feb. 27, at 10 a.m.**, multifactor authentication for external access for all remaining applications, including Global Protect VPN, Virtua Works, API, ServiceNow, and more, will be completed. Any colleague who needs to externally access these applications of the Virtua Network will need to ensure they've downloaded and enrolled in Microsoft Authenticator.

For those who have enrolled, thank you. For those still waiting to do so, [follow the instructions on the tip sheet here](#). Clinicians can also find a list of support resources, including FAQs and a troubleshooting

guide on the tip sheet. Should you need any assistance, do not hesitate to reach out to the IT Service Desk at 856-355-1234 or extension x51234.

Please Note: Once Authenticator is installed and you are enrolled, please be sure to have notifications turned on. **DO NOT** disable notifications or the application will not prompt you properly.

Another Record Year for Transplants in 2023

The Virtua Advanced Transplant & Organ Health Team is proud to share that 2023 was the third consecutive year of record transplant volume, 114 transplants in all.

The 99 single and 15 dual transplants were:

- 70 kidneys
- 29 livers
- 10 kidney-pancreas
- 5 liver-kidneys

“With expanded capabilities and progressive patient and organ selection criteria, it is our mission to improve access to kidney, liver, and pancreas transplantation and other life-saving treatments to our community and beyond,” said Christine Palms, senior vice president of Tertiary Services, who oversees the transplant program.

These advanced options include:

- Robotic-assisted living kidney transplant
- Split-liver transplant
- New technologies and approaches enabling broader organ acceptance
- The only center in New Jersey performing simultaneous liver-kidney transplant

If any of your patients require organ health care, please contact our transplant liaison, Natalie Frament, at 215-528-1195. Your patients can also visit go.virtua.org/VATOH to request a consultation directly.

Virtua Is “All In” on Excellence

Thank you for being *All In on Excellence*! As we near the end of this program, know that we will launch a new, advanced learning program this spring. You can anticipate more information about that in March. For now, let’s continue moving “Forward Together” with the tip, “Problems Resulting from Staff Shortages.”

In this tip, colleagues will learn strategies for demonstrating support to patients despite staff shortages. It emphasizes the importance of maintaining open communication, managing expectations, and ensuring that patients are aware of care processes and timelines throughout their care journey.

Click to [view the tip](#).

Leading the Charge in Cardiac Care and Physician Well-Being

Here for Good: Inside Edition Features Dr. Hafeza Shaikh

In this episode of "Here for Good: Inside Edition," Virtua President and CEO Dennis Pullin sits down with cardiologist Hafeza Shaikh, DO. She shares her efforts at offering access to heart care to our neighbors in Camden, teaching the next generation of clinicians, and addressing physician burnout. In her roles as assistant program director for the cardiology fellowship at Virtua and assistant professor at the Virtua Health College of Medicine & Life Sciences at Rowan University, Dr. Shaikh is dedicated to making a difference to our patients and community members. Despite her busy schedule, Dr. Shaikh finds joy in spending quality time with her family and hitting the road on her bike. She recently achieved a personal record—100 miles in a single ride!

Listen on your preferred podcast platform or [watch the video podcast](#).

Real Talk: Sharing Heart Healthy Food Advice

Thursday, Feb. 29 at 7 p.m.

There's no denying that maintaining a healthy lifestyle has significant benefits. But eating heart healthy doesn't mean you have to skip on the flavor.

Join Dr. Shaikh and Jeanne Hendricks, registered dietitian nutritionist and owner of This InspiRD Life, on the Feb. 29 edition of our Real Talk! online chats. They'll discuss the essentials for eating a heart-healthy diet and demonstrate how to create easy, delicious meals combining foods with healthy fats, vinegars, herbs, and spices.

Registration is required to receive the event link to the live online webinar. Share with your patients, family, and friends!

Click [here to register](#).

Virtua Orthopedic Surgeon Co-Authors Manuscript on New Arthroscopic Technique

Anterior cruciate ligament (ACL) repairs, once widely abandoned due to historically high failure rates, have recently regained interest with the development of the bridge-enhanced ACL repair (BEAR) implant, a novel arthroscopic technique that uses a resorbable protein-based implant combined with autologous blood to primarily repair a midsubstance ACL tear. But how well does the implant work?

Sean McMillan DO, FAOAO, is a sports medicine surgeon at Virtua Orthopedics & Spine and chief of orthopedics at the Virtua Health Willingboro and Camden Campuses. As a principal investigator for the BEAR III clinical trial, he has coauthored a manuscript published this week in *American Orthopedic Society for Sports Medicine* that presents a step-by-step surgical method for performing an isolated

midsubstance ACL repair using the BEAR implant. The manuscript follows the restoration procedure and subsequent rehab protocol.

“While initial data remain promising,” said Dr. McMillan, “future long-term designed studies are needed to determine the clinical efficacy of the BEAR technique, particularly comparing itself with bone-patellar tendon-bone autograft ACL reconstruction. Such studies and experience are indeed vital and worthwhile endeavors as we strive to enhance our success with ACL repairs.”

To read the paper, and to see the corresponding technique video, click [here](#).

Virtua in the News

Virtua-Rowan Partnership Sets Sights on Health Equity

The academic partnership between Virtua and Rowan University is working to ensure all South Jersey residents have access to quality health care—including nutritious food and other essential components of good health. Virtua President and CEO Dennis W. Pullin, FACHE, and Rowan University President Ali Houshmand, PhD, discussed their efforts and vision for greater health equity in [ROI-NJ](#).

Rowan-Virtua Doctor Comments on Cannabis Risks for Kids

Last week, four South Jersey middle school students were sent to the hospital after eating marijuana gummies. Jim Bailey, DO, of the Rowan-Virtua School of Osteopathic Medicine, explained the dangers of the drug, which can affect an adolescent’s developing brain. Watch on [6ABC](#).

New Jersey Primary Care Report Has National Implications

Primary care physician Mary Campagnolo, MD, MBA, medical director of value-based programs and payer contracts at VMG and a board member of the New Jersey Health Care Quality Institute (NJHCQI), commented on a report published by NJHCQI that raises alarm about a primary care physician shortage. Read in [HealthLeaders Magazine](#).

Virtua CEO Named to NJBIZ ‘Power 100’

A statewide business publication has named President and CEO Dennis Pullin to its 2024 list of New Jersey’s 100 most influential leaders. “Pullin focuses on all that a health system should be,” the magazine stated. It cited a wide range of accomplishments, from Virtua’s multifaceted partnership with Rowan University to Virtua’s “Culture of WE” based on employee respect and empowerment. Read in [NJBiz](#).

Virtua Introduces AI-Assisted Technology with care.ai

Virtua has formed an expansive partnership with tech company care.ai that aims to incorporate new innovations in acute care settings. Florida-based care.ai is considered “the world’s first and most advanced provider of AI Smart Care for healthcare.” Its portfolio of products includes optical cameras and sensors. “Our focus is not just on integrating cutting-edge technologies, but on enhancing the

human aspects of health care,” said Michael Capriotti, Virtua’s SVP of integration and strategic operations. Read in [New Jersey Business Magazine](#).

More Accolades for Virtua Voorhees Cafeteria

Two *Philadelphia Inquirer* reporters—joined by two young children—checked out Virtua Voorhees Hospital’s internet-famous cafeteria. During three separate visits, the reviewers tried everything from chicken fingers (“divine”!) to sushi (“fresh and good”) to double-chocolate cake (“full of flavor”). Read in [The Philadelphia Inquirer](#).

Last Call: Ballots Due for Jersey Choice Top Doctors

New Jersey Monthly surveys the state’s physicians each year to determine its list of “Jersey Choice Top Doctors.” While the printed ballot postmark deadline has passed, online voting will remain open through **Feb. 25**. Vote [here](#) by using your state license number.

The results of the survey will be published in the November 2024 issue of *New Jersey Monthly*. [Click here](#) to consult the 2023 list. To learn more about the methodology, [click 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:

“Very caring doctor with great bedside manner. Makes you feel like things are going to be handled and taken care of even in times when you are very frightened about your status.” (Joshua Crasner, DO)

“I can’t say enough good things about her. She took the time to review my medical history before my visit and truly listened to me and helped with all of my concerns. I would highly recommend her to anyone looking for a new OBGYN.” (Kristen McCullen, MD)

“I can't see myself going any other place. This last time I went to see her, I just needed some support because of all my health issues, and she always makes me feel better just with her words of encouragement and letting me know I'm not alone. Love her!” (Beth Bergman, APN)

“He is not my regular physician. He saw me in an afterhours telehealth appointment for an emergent matter. Even though he had never seen me before, he was fully informed on my medical history and was very helpful.” (Nikhil Patel, DO)

“She is a remarkable physician. I followed her when she left one health system for another, and I traveled out of state because she is just that good. She is thoroughly knowledgeable, listens intently, and responds to all questions and concerns with clarity. She is honest, compassionate, understanding, and reassuring with her treatment. The staff is highly efficient, polite, and professional, even when they are very busy and dealing with an emergency in the office. The experience was very positive, and I am

happy to have Doctor Rossi as my hepatologist. I highly recommend her and the facility.” (Simona Rossi, MD)

Pass It Along: WomenHeart at Virtua

If you know a woman living with heart disease, invite her to join our free, fun, and informative group for monthly gatherings. Facilitated by WomenHeart Champions—heart disease survivors trained at the Mayo Clinic's WomenHeart Science and Leadership Symposium—attendees can expect expert-led discussions to help improve heart health and reduce future risks as well as peer support from other women with heart disease. Meetings are held on the second Thursday of each month from 6:30 to 8 p.m. in the Training Room of 303 Lippincott Drive. A Zoom option is available as well. The next meeting upcoming is March 14. Share [this link](#) to register.

Young Adult Diabetes Support Network

Do you know of a young adult patient with diabetes who could use some support? There is a group that meets the needs of our young adult diabetes population. It meets the second Thursday of every month from 5:30 to 7 p.m. at Virtua Voorhees Health and Wellness Center, Suite E130. For the link to share, click [here](#).

Learn More About GLP-1 Medications, Feb. 26

Much discourse has been taking place in the media and amongst the public over a class of type 2 diabetes drugs known as GLP-1 medications. Commonly called glucagon-like peptide 1 (GLP-1) agonists, the Food and Drug Administration has approved formulations of GLP-1 medications for type 2 diabetes and chronic weight management. Jean Davidson, DO, Virtua medical director of endocrinology, will be virtually discussing this topic in depth at a non-accredited educational event on Feb. 26.

To participate, just [click here on Teams](#) on Feb. 26 at 11:30 a.m.

Virtua Bioethics Symposium to Take Place Feb. 29

Virtua's inaugural Bioethics Symposium, an interprofessional educational activity, will take place Thursday, Feb. 29 virtually from 7:30 a.m. to 1:30 p.m.

The agenda will focus on difficult care decision making, the difference between Physician Orders for Life Sustaining Treatment (POLST) and advance directives, the challenges the LGBTQ+ community faces when seeking medical care, and how to identify moral distress in yourself and colleagues so our

caretakers can take better care of themselves. Topics will also delve into the Medical Aid and Dying Act and some of the ethical concerns related to artificial intelligence.

For a full agenda, as well as details on accreditation and registration, [click this flyer](#).

Mark Your Calendar: Quarterly Cardiology Grand Rounds Wednesday, March 20

Join us for the next Quarterly Cardiology Grand Rounds to be held virtually on Wednesday, March 29, 7 to 8 a.m. Virtua cardiothoracic surgeon Eden Payabyab, MD, will discuss the diagnosis and management of thoracic aortic diseases, surveillance of aortopathies, and indications for surgical intervention.

Objectives:

1. Diagnose aortic aneurysms and provide medical management
2. Describe the proper surveillance of aortopathies
3. Identify the criteria for surgical intervention

The target audience is physicians and the interprofessional teams. To register for this online event, click [here](#). For continuing medical education accreditation information, and to learn more about the event, click to [view the flyer](#).

Lace Up for Run With the Docs, June 9

Run with the Docs' 2024 event will be held on Sunday, June 9 at Virtua Voorhees Hospital. This 5K run and 1-mile walk supports our programs for families who have experienced pregnancy and infant loss.

[Register now.](#)

IDEA – Inclusion, Diversity, and Equity for All

As we celebrate Black History Month, we shine a spotlight on the contributions to heart health made by two figures in history: [Dr. Daniel Hale Williams](#), and [Dr. Josephine Isabel-Jones](#).

Dr. Williams is celebrated for his groundbreaking work as a heart surgeon and for establishing The Provident Hospital and Training School for Nurses. His pioneering efforts not only advanced heart surgery techniques, but also opened doors for Black nurses and doctors in the late 19th century, setting a foundation for diversity in the medical field.

Dr. Isabel-Jones broke barriers as the first Black woman in the United States to become a certified pediatric cardiologist. Her remarkable career extended beyond this milestone, as she dedicated herself to serving underserved populations both within the U.S. and internationally, providing critical heart care to those in need.

Together, their legacies highlight the enduring impact of Black professionals in shaping heart health care and medical inclusivity.