

Clinician Update

June 20, 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](#).**

Robotic Surgery Advancement Gains Attention

As reported in last week's [Clinician Update](#), Virtua Marlton Hospital is the first hospital in the immediate Philadelphia region—and one of just 100 U.S. sites—to use the world's most advanced robotic surgery system, the da Vinci 5. The new addition to our surgical capabilities garnered much public attention following a recent media event.

With more than 150 enhancements, the da Vinci 5 system “will propel robotic surgery’s advantages to an even higher level,” said Craig Zaretsky, MD, chair of Virtua’s Department of Surgery.

Surgeon Michael Winter, DO, said the updated version gives surgeons like him more control and the ability to be even more precise than before. “So, we can do anything from complex urology, thoracic surgery, general surgery—particularly for hernias—colon surgery, and more. There’s really endless applications of this robot.”

Watch a demonstration by Dr. Winter on [6 ABC](#). Hear insights from Dr. Winter and Jackie Wills, Virtua's director of robotic services, on [KYW Newsradio](#).

More of Virtua in the News

Pediatric Mobile Services Expands with Second Vehicle

More than 100 attendees—including a group of local preschoolers—celebrated the newest member of Virtua’s mobile health fleet, thanks to a generous \$1 million donation from the Joseph Lacroce Foundation. With the addition of a second pediatric mobile unit, Virtua will be able to provide 70% more children’s health services to families in Burlington, Camden, and Gloucester counties. Watch on [Fox 29](#) and [6 ABC](#). Read in [Philadelphia Business Journal](#) and [Tap Into Camden](#).

Shore Newspaper Highlights Veteran’s Kidney-Transplant Journey

Virtua transplant patient Budd Springer was featured in his hometown publication this week, in a touching story about receiving a kidney from a stranger in Nebraska. Budd and his living donor, Jill Pinkelman, met in person for the first time at a Virtua-hosted celebration last month. The transplant was performed in 2023 by Virtua Advanced Transplant & Organ Health. Read in the [Cape May County Herald](#).

Advancing the Patient Experience

As we continue our Practicing Excellence journey, we thank you for your ongoing commitment to the Advanced Patient Experience Program. This week, we invite you to focus on the invaluable insights provided for your track in the [Week 11 Guide](#).

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:

“I trust her completely. She always provides care and information with compassion and respect.” (Jean Davidson, DO)

“From the minute I enter the office, I feel a welcoming atmosphere where staff are attentive and friendly. Wait time is minimal. The medical assistants are thorough and friendly. As a former MICU paramedic and preceptor to medical students, I enjoy Dr. Collins overseeing medical students who participate at my appointments. He is relaxed, never hurried, listens attentively, and includes me in treatment decision options. I've been a satisfied patient for many years.” (Phillip Collins, DO)

“From check in to check out I was cared for in a friendly and professional manner. This was a first visit and both my doctor and staff made me feel like a long-time patient. Outstanding! My doctor was like an old friend.” (Robert Shmuts, DO)

“It was my first time meeting her, and she is wonderful. She's very considerate and caring and does listen and made me feel comfortable when I left the office.” (Ashley Thomas, APN)

“He is a remarkable and knowledgeable physician. He genuinely cares about his patients' well-being. I feel blessed that he is my doctor.” (Steven Santangelo, DO)

An Outpouring of Gratitude for Virtua's Clinicians

Congratulations to all our clinicians who have been recognized so far this year as a 2024 Lasting Impact Project honoree. Through [The Lasting Impact Project](#), we invite our grateful patients and families to express their thanks by celebrating their Virtua clinician, caregiver or team with a gift that will have an impact for years to come. This spring, we received an outpouring of support from donors who chose to honor their clinicians with a gift of gratitude especially in celebration of National Doctors' Day and Hospital Week. Here are some of the kind sentiments they shared with us:

“How do you possibly express what it means to have someone save your life? I appreciate your [Dr. Randolph Deger's] care and concern long after my surgery. You are not only a great surgeon, but a wonderful person, too.”

“My donation is being made in recognition of the entire staff at Virtua’s Hammonton office, including the office staff, the prescription office, and Dr. Gerald Ukrainski and staff. I am so thankful for their kind and caring approach to the people they interact with. I am grateful for each and every one of them.”

“I don’t know where I would be if I had not been lucky enough to have Dr. Theresa DiSandro on my care team. Besides being a brilliant doctor, her compassion is unmatched. Dr. DiSandro has kept me fighting when I wanted to give up.”

“Dr. Seth Berk is an exceptional doctor and person who goes above and beyond his profession. I consider myself to be extremely fortunate and grateful to have him treating me. He is a true and humble man who cares about his patients.”

“Dr. Scott Gabler is my anchor! He has always been there for me. I'm grateful to have him as my cardiologist!”

As you hear expressions of gratitude from patients or their loved ones, we encourage you to respond warmly and let them know about [The Lasting Impact Project](#). This is a great way for patients and their families to share their gratitude in a way that is meaningful to them. Whether they share their story, write a review, or make a gift in honor of a caregiver or team, their expression of gratitude will uplift us all.

To learn more about The Lasting Impact Project, visit virtua.org/gratitude. There you could also view a full listing of the current and past honorees.

This Is Health Care Risk Management Week, June 17 to 21

Health Care Risk Management Week raises awareness of the work risk management and patient safety professionals do to help their colleagues become highly reliable in eliminating preventable serious safety events. This year's theme is “Risk Professionals: Prioritizing Safety, Mitigating Risk.”

The risk safety managers (RSMs) collaborate with colleagues to identify and mitigate risks across the system. They promote high-reliability principles and behaviors to prioritize safety over competing priorities. They advocate for everybody always to be mindful, to look for and to report unsafe conditions when they are easy to fix before they pose a substantial risk to patient and colleague safety.

Everybody always plays a vital role in patient safety through mindfulness, reporting identified opportunities, and contributing to improvement activities. Thank you for using and inspiring our error prevention STRONG behaviors.

Medical Director of Berlin Emergency Department Shares Lessons Learned

In this episode of "*Here for Good: Inside Edition*," President and CEO Dennis Pullin chats with Darren Menditto, DO, medical director of the Berlin Emergency Department. With a career spanning two decades at Virtua Health, Dr. Menditto brings his patient-focused approach to every encounter.

Dr. Menditto shares how he has embraced the lessons learned from his passion for skateboarding to excel in his role at Virtua. His journey from skateparks to emergency rooms highlights the incredible way he translates his lifelong passion into compassionate care for others. Click [here](#) for this latest *Inside Edition*.

Expert in Cardiovascular Anesthesiology to Address Echo Considerations for the LVAD Patient, July 9

Join us virtually or in person, as we welcome S. Michael Roberts, DO, FASE, FAOCA, chief of cardiovascular anesthesiology at Penn State Health-Hershey Medical Center, as he discusses:

- Pre-, peri-, and postoperative considerations and management of HeartMate 3 left ventricular assist device (LVAD) patients
- Interpretation of transesophageal and transthoracic echocardiograms
- Hemodynamic management of HeartMate 3 LVAD patients
- Anesthesia considerations

The event will take place **Tuesday, July 9**, from 12 to 1 p.m. in the Physician's Conference Room at Virtua Our Lady of Lourdes Hospital, or [virtually live here on Teams](#).

[Click here for a flyer](#). For more information, contact 856-952-1056 or email Theresa Rowe-Ruffin, director of Heart Failure Services, at troweruf@virtua.org.

IDEA – Inclusion, Diversity, and Equity for All

Virtua Celebrates Juneteenth

Virtua is committed to inclusion, diversity, and equity through its colleague communities, such as the Black and African American Colleague Community (BAACC).

Members of the BAACC shared what [Juneteenth](#) means to them:

“Juneteenth is a celebration of official freedom for our enslaved Black ancestors. I would encourage folks to garner an understanding as to how and why President Joe Biden made Juneteenth a national holiday. Opal Lee, who is the quintessential ‘Grandmother of Juneteenth’ must be celebrated for her tenacity, perseverance, and strength in bringing public awareness to Juneteenth and what it represents.”

“It’s important to remember that people in this country have not had the same freedoms that our Constitution has afforded us. Today reminds us all not to take these freedoms and liberties for granted.”

“It’s a celebration of freedom, to never forget the past sins of slavery so it does not happen again. Our people have come a mighty long way to stand shoulder-to-shoulder with ALL Americans.”

The BAACC fosters belonging by growing its membership, representing Virtua in various community events, and hosting events. Join them at [Winslow Township's Juneteeth Event](#) on **June 22**, 2 to 8 p.m., for health screenings and health-related resources. For details, reach out to BAACC@virtua.org.