



UCSF Department of Medicine

ZUCKERBERG SAN FRANCISCO GENERAL

WELCOME TO OUR INCOMING CHIEF RESIDENTS

Our chief residents play key roles in teaching, supporting and mentoring the 180 internal medicine residents who rotate through ZSFG each year. In June our three incoming chief residents started in their positions.

Matt Hickey, MD, and Jennifer Olenik, MD, are chief residents for inpatient care, and Ashley McMullen, MD, is the chief resident for ambulatory care. Each of them brings a passion for taking care of vulnerable populations, as well as an affinity for addiction medicine, palliative care or resident well-being.

Dr. Matt Hickey *Connecting People with Care*

“I’m interested in figuring out how to distribute things that work in an equitable, effective way,” said Matt Hickey, MD, chief resident for inpatient care at ZSFG.

A Houston native, he attended Texas A&M University, majoring in biochemistry. He came to UCSF for medical school and stayed for residency, choosing the San Francisco General Primary Care Track. Dr. Hickey, interested in basic HIV research, became intrigued by how implementation science could help overcome health disparities in HIV.

During medical school orientation, he met a classmate who had co-founded an HIV organization in Kenya called Organic Health Response, and soon got involved. Throughout medical school and residency, Dr. Hickey helped conduct research on an island in Kenya where approximately 30 percent of adults were HIV+, piloting innovative ways to encourage communities to get tested and stay in care. “At UCSF, we’ve had tremendous mentors, but the coolest thing has been working



From left: Dr. Matt Hickey, Dr. Ashley McMullen, and Dr. Jennifer Olenik

with interdisciplinary students and other residents who are like-minded,” he said. “I’ve learned a tremendous amount from my colleagues, whether about jail health, taking care of people experiencing homelessness, or policy work.”

As a chief resident, he is excited to collaborate with his co-chiefs to mentor and teach medical students and residents. “We will try to energize (morning) report, get people excited to talk about new cases, and facilitate access to faculty,” said Dr. Hickey. “Equally important is culture-shaping – helping residents find the positive things at ZSFG, and troubleshooting challenges. ... People who are here care about the mission of this place, and the camaraderie is really unique.”

Dr. Hickey plans to incorporate more addic-

tion medicine into the curriculum, including disseminating a protocol for offering patients with opiate use disorder the opportunity to start buprenorphine in the hospital. Unlike methadone, buprenorphine can be taken at home, which can make it a more sustainable treatment option for some. “Often people may start it in the hospital, but getting connected to an outpatient provider who can continue the medication isn’t always easy,” he said. “We want to work along that cascade of steps to help people get connected with long-term care.”

In the future, Dr. Hickey plans to pursue global health and implementation research, focusing on addiction medicine and HIV. In his free time, he enjoys road biking, backpacking, and eating out with friends.



Dr. Jennifer Olenik
Building Toolkits for Learning



“Bearing witness to people in their vulnerability and suffering, and accompanying them and their family on that journey, is one of the most meaningful things we can do in medicine,” said Jennifer Olenik, MD, chief medical resident for inpatient care at ZSFG.

Dr. Olenik earned her bachelor’s degree in behavioral neuroscience from Lehigh University in Bethlehem, Penn. During college, she volunteered at clinics in El Salvador and her hometown of West Chester, Pennsylvania, and completed her medical degree from the Perelman School of Medicine at the University of Pennsylvania.

She then chose the UCSF Primary Care General Internal Medicine Residency Track, but fell in love with ZSFG after she arrived. “It seemed like the people who came here were adventurous spirits who also valued taking care of marginalized populations,” said Dr. Olenik.

During residency, she completed the UCSF Pathways to Discovery program in health professions education. As part of this training, she developed a new framework called RISE to help residents solidify the information they teach to interns and medical students on the fly during rounds. It includes Reintroducing material, Inviting them to actively respond to a prompt, Summarizing the group’s learnings, and Expanding upon them.

“We know that repetition over time helps things stick” said Dr. Olenik. “Also, coming up with a 30-minute talk as a busy resident can be daunting, so this is a way to make teaching efficient and capitalize on what you’ve already been teaching during the week. Residents can take 10 minutes to integrate those learning points, bring their team together and make it formal.” This year she hopes to refine and disseminate this methodology.

Dr. Olenik just completed a fellowship in Hospice and Palliative Medicine at UCSF, and is working with colleagues to help residents and attending physicians build their toolkits for managing symptoms and finding authentic ways to communicate effectively with seriously ill people.

In the future, Dr. Olenik plans to combine her interests in palliative care, internal medicine and medical education. In her spare time, she enjoys yoga, playing basketball, and photography.

Her biggest goal this year is working with her co-chief residents to create the best possible learning environment. “Our primary role is helping residents feel supported, whether on the wards or morning report,” said Dr. Olenik. “We want residents to feel they’re a part of that shared mission of taking care of an underserved population.”

Dr. Ashley McMullen
Cultivating Leaders

Ashley M. McMullen, MD, grew up in Houston, where she sometimes accompanied her mother to her work as a pediatric nurse. “My mom has been the driving force and light in my life, and I saw how much her patients loved her,” said Dr. McMullen, the ambulatory chief resident at ZSFG.

She majored in neuroscience at Trinity University in San Antonio and conducted immunology and HIV research. As a student at the University of Texas McGovern Medical School in Houston, she volunteered with a student-run homeless clinic. “I had been interested in global health, not realizing that we had some of the same issues in our backyard,” she said. “I valued the longitudinal relationships and being an advocate for vulnerable patients.”

For internal medicine residency, she chose the San Francisco General Primary Care Track because of its “doctor-plus” model. “We learned clinical medicine, but also about social aspects of care such as food insecurity, working with interpreters, and navigating insurance systems,” said Dr. McMullen. One formative experience was speaking at a City Hall rally with United States House of Representatives Minority Leader Nancy Pelosi in support of affordable health care. “Before coming to UCSF, I didn’t see myself as a leader, but UCSF really draws that out of you starting from day one,” she said.

This is the first time that ZSFG has had a chief resident solely dedicated to ambulatory care. Dr.

SPOTLIGHT

We welcome our newest DOM faculty members:

Lucas Zier	Cardiology
Jessica Beaman	General Internal Medicine
Rachel Stern	General Internal Medicine
Wagahta Semere	General Internal Medicine
Jean-Marc Schwarz	Endocrinology
Diana Alba	Endocrinology
Joshua Vasquez	Experimental Medicine
Rachel Rutishauser	Experimental Medicine
Joel Ernst	Experimental Medicine
Jennifer Chen	Gastroenterology
Monika Roy	HIV, ID, & Global Medicine
Isabel Rodriguez	HIV, ID, & Global Medicine
Michael Reid	HIV, ID, & Global Medicine
David Chia	Hospital Medicine
Molly Anderson	Hospital Medicine
Marlene Martin	Hospital Medicine
Hana Lim	Hospital Medicine
Christopher Strayhorn	Hospital Medicine
Emily Silverman	Hospital Medicine
Meghan O’Brien	Hospital Medicine
Timothy Poore	Hospital Medicine
Walter Eckalbar	Lung Biology
Marquita White	Lung Biology
Patrick Phillips	Pulmonary
Priya Shete	Pulmonary

McMullen looks forward to working with her co-chief residents to promote safe transitions of care from the inpatient to outpatient setting, and championing quality improvement and safety initiatives.

She will also facilitate ambulatory morbidity and mortality conferences, and work to foster even stronger relationships among teams of residents, medical assistants, nurses and nurse practitioners at the Richard Fine People’s Clinic. She wants to enhance ways for residents to support each other, such as by writing and sharing patient narratives about their most challenging cases. “We’re seeing record high rates of burnout in medicine, and we have to figure out the best way to take care of ourselves in order to take care of these really sick patients,” she said.

Dr. McMullen plans to pursue a career in academic primary care, incorporating ways to promote diversity and channel her passion for writing. Outside of medicine, Dr. McMullen enjoys browsing vintage bookstores, urban bicycling adventures, and visiting family in the East Bay.

Elizabeth Chur
Editors: Neil Powe, Laurae Pearson

