



UCSF Department of Medicine ZUCKERBERG SAN FRANCISCO GENERAL

HONORING OUR STAFF FOR DEDICATION AND PASSION



UCSF ZSFG Department of Medicine faculty and staff gather to celebrate Staff Appreciation Day on Friday, September 13, 2019.

photo: Kevin Weil

Staff Appreciation Day 2019

ZSFG Department of Medicine (DOM) celebrated staff on September 13, 2019 with the annual Staff Appreciation Day. Faculty and staff gathered in the Building 100 courtyard to enjoy a catered lunch, engage in a raffle drawing, and celebrate the year's achievements. Dr. Peter Hunt's band provided swing jazz and DOM Chief, Dr. Neil Powe, opened his greeting with a recognition of the talents and achievements of staff. He encouraged luncheon participants to contribute what they appreciate about ZSFG.

The event culminated with the presentation of this year's Staff Excellence Awards for Administrative Support, Leadership, Patient Care, and, new this year, Research.

Staff Excellence Awards 2019

Excellence in Leadership

Jep Poon

With over 30 years of service to UCSF and ZSFG,

Jep Poon fuels the Division of Nephrology and Renal Center with her passion, infusing and energizing her team with her dedication and knowledge. As Division Manager since 2002, Poon has guided the flow of staff with her knowledge drawn from previous roles in IT, administrative support, and as a dialysis technician.

"She is like oxygen," wrote a nominator of Poon. "Without it, we, the dialysis unit, will not survive." Poon's commitment to care was especially highlighted this year with the EPIC rollout. Multiple colleagues noted her devotion to ensure that the launch of the medical record system would succeed.

"When we launched EPIC, she was here at 4:30 AM to help the clinical staff to start the day for the patients coming in at 5 AM for their treatments, and stayed till 8:30 PM to help staff close the treatment flow sheets," wrote one nominator.

Colleagues also noted Poon's ability to step in to any role effectively, recently providing leadership when the division was without a nurse manager.



Dr. Neil Powe and Jep Poon

photo: Kevin Weil

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"I enjoy helping people and problem solving. Being a division manager, there is a lot of critical thinking and problem solving," said Poon. "My expectation for my staff is if I can do it, you can do it. I lead by example. We work side-by-side and my team knows they can come to me."

Excellence in Administrative Support
Carlo Juárez

Carlo Juárez, Administrative Officer 2, Department of General Internal Medicine, was honored for his dedication and work toward realizing the mission of UCSF and ZSFG. Previously with the Center for Vulnerable Populations (CVP) as a program support analyst, Juárez transitioned this year to the newly established UCSF Latinx Center for Excellence (LCOE) team. He has supported the launch of four key pipeline programs as well as helping to create a retreat for SFSU pre-med and UCSF medical students who volunteer at Clínica Martín Baró.

"I recently had the opportunity to interview several students participating in a summer research program through the LCOE," wrote one nominator. "When asked if they had anything else to say,



Carlo Juárez and Dr. Neil Powe photo: Kevin Weil

they said, 'We love Carlo!' With faculty being so busy, the need for positive and dedicated staff who can continue to engage program participants and keep the work moving forward is critical."



Dr. Peter Hunt, Division of Cardiology, entertains Staff Appreciation Day attendees with bandmates Tomoko Funaki, Carl Rosenblum, and Omar Arun. photo: Kevin Weil

Now in his fourth year as staff at UCSF, Juárez is currently applying to medical schools. "The values and mission of UCSF and ZSFG resonates with me as I look toward a medical career," he said. "It means a lot to receive this award. All of the hard work here that I've put in is inspired and motivated by the outcomes I see in establishing events, the intricacies of the programs, and the professional growth of trainees, faculty, and staff."

Excellence in Patient Care
Erin Collins

Erin Collins, Clinical Social Worker with the Division of HIV, Infectious Diseases, and Global Medicine, is recognized for consistently exceeding expectations and providing devoted care to patients. Both her knowledge and empathy are cited by colleagues in celebrating her work at the Ward 86 HIV clinic.

"I have had three patients literally in the last week say that they would not be alive if not for Erin," wrote a nominator. "She takes every patient's needs seriously, administers care compassionately, finds housing for patients who had never had housing, reverses food insecurity and makes them all feel loved and supported by her. Her care is incredible."

Collins credits leadership, colleagues and patients together with inspiring her work. "My patients keep me going," she said. "And I have great colleagues and brilliant mentors with Monica (Gandhi, MD) and Diane (Havlir, MD). I value being able to grow and learn as a social worker in a health care setting and about HIV policy and international healthcare."



Erin Collins and Dr. Neil Powe photo: Kevin Weil

Excellence in Research

Paul Couey

Paul Couey, Senior Clinical Research Coordinator with the Division of Hematology and Oncology, is commended for his role as a mentor and leader. His responsiveness to the growth of the research program is noted by colleagues. In the past 18 months, he increased his oversight from two to three trials to almost a dozen studies, and became a supervisor to two new research coordinators.

“Paul has been instrumental in ramping up the Hematology-Oncology Division’s research capacity under the leadership of Dr. (Terence) Friedlander,” wrote one colleague.

“All told, Paul’s contributions have allowed our patients to access cutting edge and desperately needed cancer therapies,” added a colleague, “And his ability to navigate the complexities of ZSFG, UCSF and the DPH have made this possible.”

“I always liked the public health aspect of clinical research and making a difference in patient lives who often need more, a lot more, than research provides,” said Couey.

“It’s really gratifying to be recognized by coworkers,” he continued. “I feel like we are at a sort of threshold of a lot of growth...The group we have is so strong with so many caring people.”



Paul Couey celebrates with members of the Division of Hematology and Oncology *photo: Kevin Weil*

Excellence in Research

Kristina Bello

As Associate Lab Manager and Staff Research Associate with the Division of Cardiology, Kristina Bello is credited with continually extending beyond her duties to support collaborations and deliver impressive work. She is noted for the important role she fulfills in teaching challenging research methods to postdoctoral fellows, as well

as monitoring essential lab activities, ensuring quality control and servicing instruments. “She is also playing a vital role in preparing our P30 NIH analytical chemistry core renewal application, including the very extensive progress section on analytical chemistry support for collaborating researchers,” wrote one colleague. As another colleague noted, this includes “about 57,000 results that need to be tabulated and categorized according to method and supported project, a huge task!”

Bello explains her dedication as rooted in her passion for science and being part of research. “I feel privileged, and respect everyone in this group,” she said. “We work for the common good and I feel good to be contributing to the good of mankind.”

Brooks Bigart

Editors: Neil Powe, Laurae Pearson



Kristina Bello and Dr. Neil Powe

photo: Kevin Weil

SPOTLIGHT

Congratulations to staff selected for UCSF programs

Edward Wiedemann, Lead Research Financial Analyst, was accepted into this year’s School of Medicine Leadership Development Program.

Brandi Moretz, Post-Award Analyst, and **Brooks Bigart**, Executive Analyst/Office Coordinator, were accepted in the 2019-2020 Administrative Management Professionals Mentorship Program.