



UCSF Department of Medicine ZUCKERBERG SAN FRANCISCO GENERAL

A LOVE SUPREME: LEARNING, TEACHING, AND LEADING

This month we welcome our new chief residents, who ascended to their new roles after finishing UCSF’s three-year internal medicine residency program last month. In this 2022-2023 new academic year, these exceptional young physicians will help teach, support and mentor the 180 interns and residents who rotate through the Medicine inpatient and outpatient services at ZSFG. Our chief residents are Cati Crawford, MD, for ambulatory care, and Jessie Holtzman, MD, and Veronica Manzo, MD, MS, for inpatient care. They bring passion and radiance for caring for vulnerable populations, helping trainees connect with the joy of learning, and transforming systems of care.

Connecting and Coaching

The daughter of immigrants from Mexico, Veronica Manzo, MD, MS, grew up in a tight-knit family near Sacramento. “I had about 40 first cousins, and there was always a birthday or something to celebrate,” she said. She translated language for family members at medical appointments, and later helped her mother when she was diagnosed with cancer. “I saw what an impact physicians can have in giving you hope and helping you navigate challenging diagnoses,” she said.

She earned her bachelor’s degree in neurobiology from Harvard University, and also conducted



Veronica Manzo, MD

research at the Dana-Farber Cancer Institute and Broad Institute in Boston. She studied genetic mutations in brain tumors, and links between infectious diseases and idiopathic and inflammatory diseases. Dr. Manzo also worked with the organization Global Oncology, partnering with graphic designers to create better educational pamphlets for

low literacy patients. “That work helped me check my assumptions about what other people know,” said Dr. Manzo. “We tried to put the patient at the center and shape the material around what would be most helpful for them.”



ZSFG Department of Medicine 2022 - 2023 Chief Residents (left to right) Jessie Holtzman, MD; Cati Crawford, MD; and Veronica Manzo, MD, MS, with Neil Powe, MD, Chief, ZSFG Department of Medicine (center)

She completed her medical degree and master’s degree in epidemiology and clinical research at Stanford University, researching the gut microbiota and its interplay with the immune system. She also evaluated the role of antibiotics on immunotherapy outcomes. “That bridged my previous research in cancer and the future of the field, which is immunotherapy,” she said.

Dr. Manzo recently completed the categorical track of the UCSF Internal Medicine Residency Program, where she especially enjoyed taking care of immigrant patients at ZSFG. “It reminded me of my own Spanish-speaking family, and I’ve been able to deliver language-concordant care and help in this special way,” she said. “At the General,

we also think a lot about taking care of the whole person when they may be navigating complex social circumstances.” During residency she developed an interest in cardiology. “Seeing patients diagnosed with heart failure receive therapies and return to a more active lifestyle has been particularly striking,” she said.

She felt very supported by her chief residents, which inspired her to give back in a similar way this year as one of the inpatient co-chief residents at ZSFG. “I love seeing learners think through problems,” said Dr. Manzo. “Coaching them is one of my favorite methods of teaching. Having just completed residency myself during the pandemic, I look forward to partnering with leadership teams to create a safe learning environment and continue to deliver excellent patient care.”

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Her advice to interns? “Time will be precious, so don’t feel bad about investing in things that give you time,” said Dr. Manzo. “Also, try to maintain



your physical, emotional and spirit well-being as well as your support network as you immerse yourself in this experience. One of my friends says she has her ‘board,’ like companies have boards. Connecting with your co-residents can help you know you’re not alone.”

Dr. Manzo will be applying for cardiology fellowships. She is particularly interested in combining her interests in cardiology and oncology by pursuing cardio-oncology, an emerging field which focuses on the cardiovascular health of cancer patients and survivors. In her free time, she enjoys playing tennis with her husband, a neurologist at UCSF.

“The people at the General are amazing – they carry a spirit of service, teaching and collegiality,” said Dr. Manzo. “I’m excited, and look forward to this opportunity.”

The Love of Learning

As a child in San Francisco, Jessie Holtzman, MD, remembers her mother, a psychiatrist, filling the house with books about women scientists like Marie Curie. “She made medicine and science so fun,” she said.

Dr. Holtzman earned her bachelor’s degree in human biology from Stanford University, where she researched bipolar disorders in children, worked at the Stanford Arbor Free Clinic, and became a certified Spanish-English medical interpreter. She then spent a year in Buenos Aires as a Fulbright Scholar researching stigma and mental health care utilization. “I found an incredible mentor who said, ‘Come on down!’” she said. “He took me into his research and his family. Argentina has embraced psychology in popular culture, and it was such an opportunity to learn about their incredible mental health structure and try to pull some of that back to the United States.”

While attending Harvard Medical School, Dr. Holtzman became a chief fellow and executive correspondent for the CardioNerds Podcast, a national consortium led by internal medicine res-



Drs. Lipinsky Degette & Mitchell



Outgoing 2021-2022 and incoming 2022-2023 Chief Residents



Drs. Vanessa Thompson & Larissa Thomas



Dr. Lisa Winston & Melody Davenport-McLaughlin

Celebrating our Chief Residents Old and New

Our department gathered to express thanks to our outgoing 2021-2022 Chief Residents, Andreas Mitchell MD, Rafaela Lipinsky Degette MD, and Adali Martinez, MD, MPH, and welcome our incoming Chief Residents.

idents and cardiology fellows seeking to democratize cardiovascular education. “It ties together a podcast, Twitter-based tweetorials, educational feeds, infographics, and online journal clubs,” she said. “To distill complex topics, I pretend I’m talking to a medical student. We try to make it really digestible and have small, quick learning points that will stick with people.” Much of her work focused on female-specific risk factors and presentations of cardiovascular disease, and has led to an investigation of women’s representation in cardiovascular clinical trials.

She chose UCSF for internal medicine residency for the chance to return to her hometown. “It’s a privilege to give back to the community I grew up in, and the General is the crown jewel of our hospital system,” said Dr. Holtzman. She especially appreciates caring for Spanish-speaking patients in their native language. “You build such an instant connection when people feel understood,” she said. One patient who was not taking her medications eventually revealed that her partner was abusive and accompanied her to the pharmacy,

making it difficult for her to access her prescriptions. “Rather than labeling her ‘non-adherent,’ we were able to help address the root cause,” she said.

As inpatient co-chief resident at ZSFG, Dr. Holtzman looks forward to reincorporating more teaching into the residency structure. “During COVID, morning report and learning conferences became less well-attended because it’s hard to be on a Zoom conference after being on Zoom all day,” she said. “Hopefully we can bring back a love of learning, because it’s one of the biggest things we can do to prevent burnout.”

She encourages trainees to lean on their colleagues. “Residency is a lot of work, but when you do it with your residency family, it makes it fun,” said Dr. Holtzman. “I have great memories of spending New Year’s Eve in the ICU, where everyone was working towards a common goal. I also tell people to ask questions of everyone – the consultant, surgeon, cardiologist, respiratory therapist, whoever it may be – and soak in learning from as many places as you can.”

Dr. Holtzman is applying for cardiology fellowships, and hopes to become a clinician-researcher at an academic medical center focused on shaping federal health policy. Outside of medicine, she enjoys playing soccer, kayaking and salsa dancing. “UCSF has a very special culture of intellectual curiosity and humility, and it’s an honor and a dream to return to San Francisco and work with patients at the General,” she said.

Moving The Needle Over Time

Cati Crawford, MD, grew up in California, Chicago and Germany, and relished meeting new people from different backgrounds. That, plus her interest in science and math, led her to a career in medicine.

She earned bachelor’s degrees in public policy and neuroscience from Pomona College and her medical degree from the Icahn School of Medicine at Mount Sinai in New York. She enjoyed coordinating patients’ care in the hospital, clinic, and through home visits. “It was so cool to see the worlds you step into when you cross their front door,” said Dr. Crawford. “It gives you a much better picture of their barriers to care.”

Dr. Crawford has a longstanding interest in public policy, and how it can support positive behavioral change in areas such as substance use disorders and diet. “I love clinical medicine, but the real change will come with applying science to impact the lives of individuals and communities,” she said.

She recently completed the UCSF San Francisco

Primary Care (SFPC) Internal Medicine Residency Program. “UCSF is a world-class academic



Cati Crawford, MD

medical institution that also has an incredibly strong commitment to social medicine and the community,” said Dr. Crawford. She appreciated that all her co-residents were exposed to a robust outpatient curriculum.

“The majority of medicine happens outside the hospital, especially as we develop different health care models that provide care in the home or on the street,” she said. “After seeing my patients over multiple visits, we’ve developed a special bond. People tell me about the tough times they’re going through, or show me pictures of their pets. It’s such a privilege.”

Her excellent primary care training complements her inpatient work. “If someone comes in with an acute COPD exacerbation, I understand what’s important for them at home and can help set them up for success when they leave the hospital,” said Dr. Crawford.

As the ZSFG ambulatory chief resident, Dr. Crawford hopes to foster a supportive culture. “Because of the pandemic, it’s been harder for classes to develop closeness, although trauma brings people together in surprising ways,” she said. “I hope to have in-person gatherings to talk, write and share about experiences.”

Besides staffing the addiction medicine clinic at the Richard Fine People’s Clinic, Dr. Crawford will design the curriculum for interns’ outpatient immersion months, and wants to enhance the substance use disorder curriculum. During residency she was involved in recent quality improvement (QI) efforts at ZSFG, such as increasing Hepatitis C screenings, and hopes to promote other QI innovations in her new role. “It’s fun to see the needle move on things over time,” she said.

In the future, she wants to work in urban health care and develop novel substance use care models within specialty care. “Often people with substance use disorders are denied access to advanced treatments, but substance use is like other chronic conditions such as diabetes – patients take lifesaving medications, but can still access therapies for heart failure or cirrhosis,” said Dr. Crawford. She also hopes to provide care in settings outside the hospital or clinic, such as street medicine or home-based visits.

She has a special affection for the ZSFG cafeteria. “The workers are really friendly, and they offer so many different cuisines and celebrate holidays from across the world,” Dr. Crawford said. “There’s nothing like a delicious breakfast in the cafeteria after working 28 hours in a row.” Outside of medicine, she loves biking, making pottery, and spending time with her partner, software engineer Markham Shofner, and their cats, Appa and Momo.

Elizabeth Chur

Editors: Neil Powe, Laurae Pearson, Brooks Bigart



ZSFG Department of Medicine new Primary Care interns gathered joyfully at the start of their residency in June at SPARK Social SF in Mission Bay.

Welcome to Our New Faculty!

- Jaya Mallidi, MD - Cardiology
- Colin Feuille, MD - Gastroenterology
- Raphaela Lipinsky Degette, MD - Gen. Internal Med.
- Leslie Suen, MD - Gen. Internal Med.
- Emily Wistar, MD - Gen. Internal Med.
- Ana Velasquez Manana, MD - Hem- Onc
- Jessica Briggs, MD - HIV, ID & Global Med.
- Emily Harris, MD - Hospital Med.
- Samuel Hatfield, MD - Hospital Med.
- Tessa Kaplan, MD - Hospital Med.
- Angela Labastide, MD - Hospital Med.
- Sandra Moody, MD - Hospital Med.
- Trudy Singzon, MD, MPH - Hospital Med.
- Jon Amatruda, MD - Nephrology
- James McNicholas, DO, MPH - Occ. & Env. Med.

