

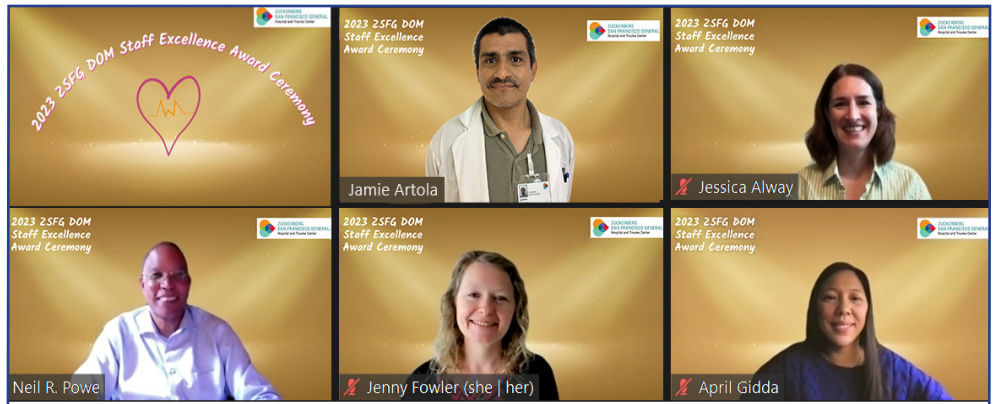


# UCSF Department of Medicine ZUCKERBERG SAN FRANCISCO GENERAL

## CELEBRATING OUR STAFF WHO SET THE GOLD STANDARD

### ZSFG Department of Medicine Staff Excellence Awards 2023

Each year, our department unearths those golden individuals who shine brilliantly in the areas of Administrative Support, Leadership, Patient Care, and Research. Just as gold is discovered and valued, staff are nominated by colleagues and their radiance is assessed by a committee of both staff and faculty, and then finalized by department leadership. All embody our missions, reflecting the gold standard of serving our community with unparalleled excellence. We recognized award recipients in an online ceremony on Friday, September 29, 2023.



ZSFG Department of Medicine Staff Excellence 2023 awardees: (Top row) Jamie Artola, Jessica Alway, (Bottom row L and R) Jenny Fowler, April Gidda with (bottom row, left) Chief of Medicine Neil R. Powe MD

### Excellence in Research Jessica Alway

*Division of General Internal Medicine*

In the vibrant tapestry of the ZSFG Department of Medicine (DOM), there are threads of excellence that shine bright. Among them, Jessica Alway sparkles.



Jessica Alway

Jessica's nominator shared that when meeting Jessica for the first time as an applicant for a clinical research coordinator role, her uniqueness was immediately clear. A rich tapestry of diverse experiences painted her background—from marketing and communications to

her invaluable time as an Emergency Medical Technician in San Francisco. Her pivot towards public health, marked by a deep dive into Health Policy and Management at UC Berkeley, broad-

ened her horizon. It was, however, her hands-on work with the UCSF Bixby Center in Kenya that sealed her passion for public health, especially for the underserved.

By 2020, Jessica graced the team, leading a challenging clinical trial centered on a smoke-free home intervention across permanent supportive housing in the Bay Area. Kicking off this monumental project during the turbulent onset of the COVID-19 pandemic would have been daunting for most, but Jessica's indomitable spirit and experience as an EMT, having had intimate familiarity with some project sites, came to the fore.

Facing every challenge head-on, Jessica's unyielding commitment shone through. Her innate ability to connect, rooted in trust and empathy, became the project's bedrock. Whether tenaciously reaching out to a participant or innovatively setting up an on-the-spot data collection point in a hallway, Jessica's actions spoke volumes.

The community partners consistently sing Jessica's praises, echoing sentiments that the team all deep-

ly feel. Her robust academic contributions, paired with her leadership in mentoring roles, accentuate her dedication. UCSF's CIRCLE mentorship program's role stands as a testament to her passion.

And in response to this spotlight, Jessica humbly remarks, "Thank you so much. This honor means so much, and my gratitude towards Maya Vijayaraghavan is boundless. Maya not only brought me into this incredible team but has been a constant beacon of inspiration. The joy of working with such a phenomenal team and the broader ZSFG community is unparalleled. Every day, I'm reminded of my passion for community-engaged research, particularly its impact on the underserved. My journey here might have been roundabout, but it feels like destiny. A heartfelt thank you to our partners, participants, and research community for their openness and trust. It's a privilege to share stories and perspectives."

Jessica, undoubtedly, embodies the very soul of ZSFG DOM and UCSF. Her tireless efforts in championing health equity for San Francisco's most vulnerable deserves not just acknowledg-

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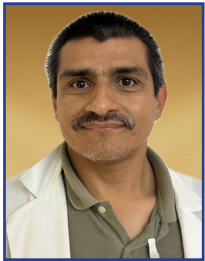
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ment but celebration. Through her words and actions, she is indeed an embodiment of excellence, and this recognition is but a small token of our immense appreciation.

**Excellence in Patient Care**

**Jamie Artola**

*Division of Cardiology*



Jamie Artola

When it comes to patient care, one star has shone particularly bright this year - Jaime Artola. His role as a sonographer in the Cardiology division is a testimony to a professional whose dedication and commitment resonate with both colleagues and patients. Over a decade

at ZSFG, Jaime's transformative excellence has touched countless lives, reiterating the essence of genuine care within our community.

Jaime's journey in the cardiology division at ZSFG spans a decade, a time marked by transformative excellence. As a sonographer, the very rhythm of our patients' hearts is in his capable hands. Yet, it isn't merely his impeccable technical skills that have earned him these nominations. Those who work alongside Jaime, and indeed, those who have been under his care, repeatedly highlight his profound compassion, unparalleled bedside manner, and the unerring respect he affords every patient. Regardless of who lies on the examination table, Jaime sees the person, not their background.

The pandemic era, rife with challenges, truly highlighted the mettle of our medical professionals. Jaime, during this period, exemplified resilience. His work ethic was an inspiration, as he constantly exceeded expectations in productivity. A consistent theme across both nominations is Jaime's unwavering "let's get it done" spirit, even when faced with towering challenges.

Moreover, despite being critically understaffed, Jaime has been a bulwark of the cardiology unit. His prowess as an ECHO sonographer is unmatched, performing an impressive average of seven to eight ECHOs daily. His tasks often take him bedside, moving equipment throughout

the hospital. Yet, he approaches every task with warmth, humility, and boundless dedication.

There are myriad instances to attest to his unmatched professionalism— countless late hours spent ensuring our patients receive the best care. The ZSFG Cardiology unit beams with pride when speaking of Jaime, expressing immense gratitude for his contributions.

Upon receiving the award, Jaime humbly remarked, "I'm profoundly honored to receive this award for my role in cardiac sonography. The support from my team and the trust from our patients have been instrumental in achieving this milestone. This recognition fortifies my commitment to delivering the highest standard of cardiac care and inspires me to continue advancing in this field."

In celebrating Jaime Artola, we are honoring an outstanding professional with a spirit of relentless dedication, compassion, and excellence.

**Excellence in Leadership**

**Jenny Fowler**

*Division of Cardiology*

For seventeen years, Jenny Fowler has consistently exemplified remarkable leadership, adeptly navigating intricate challenges with unwavering dedication during her tenure at the University, especially within ZSFG's Department. Her extensive experience has afforded her the invaluable perspective of working with a diverse range of



Jenny Fowler, MPA

colleagues, revealing a myriad of opportunities and achievements.

In her roles within the Cardiology and Pulmonary divisions, Jenny has tackled numerous challenges, ranging from unforeseen staffing shortages affecting patient care to intricate human resource issues. Her collaborative efforts with the Medical Director, transparent dialogues across UCSF/ZSFG, and relentless determination to fill staffing voids showcase her unyielding commitment.

Her synergy with the Central Administration Research Financial Analysts underscores her profound expertise in research administration. Jenny's consummate professionalism, reliability, and foresight shine in her interactions, especially as she adeptly navigates complexities of research grants, fervently supports her team, and nurtures an environment of mutual respect. Her profound understanding of sponsored funding, coupled with her steadfast adherence to PRIDE values, truly distinguishes her.

Colleagues have consistently underscored Jenny's transformative influence. Beyond her administrative prowess, Jenny's passion for fostering talent is evident. Revered as an exceptional mentor, she is deeply invested in molding future administrative leaders by sharing her extensive knowledge and experiences. Her leadership in cultivating the administrative teams for Cardiology and Pulmonary at ZSFG is lauded as unparalleled in recent decades.

Upon receiving this reward, Jenny remarked, "What is accomplished every day by this community is remarkable. Your humanity, ambition, and radical optimism inspire me." She reserves special praise for the finance professionals and administrators she works with, saying, "Our shared work, though less visible, is executed exceptionally well and is no less heroic."

In the broader landscape of administrative distinction, Jenny Fowler genuinely emerges as a luminary, her dedication and leadership guiding countless others.

**Excellence in Administrative Service**

**April Gidda**

*Division of Gastroenterology & Hepatology*

April Gidda's dedication to the Gastroenterology and Hepatology division over the past decade is more than just a professional commitment; it's a heartfelt journey. As the heart and soul of the division, April serves as the first point of contact for faculty, staff, and trainees. She is a beacon of warmth, ensuring seamless operations and being the best of UCSF.

April, while immensely humbled by the recog-

dition, wants everyone to know: "This means a lot to me, but I couldn't do it all alone. I am very appreciative of all the wonderful GI faculty, staff, and colleagues in other divisions whom I work with daily. You all make me better."



April Gidda  
with gratitude.

April's association with UCSF, starting in 2004, saw a short hiatus, but she returned in 2012 with renewed vigor. "I've been blessed to be part of UCSF. I did leave for a short time, but on returning, I can honestly say this is the best organization I've worked for," she fondly recounts.

Colleagues laud her dedication, with accolades for her meticulous nature and proactive approach. These affirmations, combined with April's tenacity and critical thinking, have made her an invaluable asset. But it's her kindness and dedication to fostering a collaborative and inclusive environment that stands out the most.

Looking ahead, April's aspirations remain high, "I look forward to working many more years in this department and great organization. I hope to continue the mission and help make our department a great place to work."

Concluding her heartfelt acknowledgment, April adds, "Thank you, again, from the bottom of my heart. I truly appreciate you all." We celebrate April Gidda's contributions, we also embrace her gratitude and commitment, echoing the collaborative spirit that makes our department a premier organization.

We celebrate these four individuals for bringing their background, expertise and skills to the Department of Medicine at ZSFG and inspiring others to do the same. Congratulations Jessica,

Jamie, Jenny, and April!

**Other Awards**

**SPIRIT of DOM Award  
Rebecca Hoh**

*Division of HIV, ID and Global Medicine*

Becky joined UCSF in the 1990s as a dietitian, transitioning to clinical study coordinator and later becoming SCOPE clinical project director. In 2019, she became vice chair for the Research Unit Design Group, significantly influencing the new Community and Clinical Research Center (CCRC) in Pride Hall. During the Covid-19 pandemic, her team initiated the LIINC study, a pioneering longitudinal cohort on Covid-19. Recognized for her outstanding service, professionalism, inclusivity, responsibility, and teamwork, Becky is praised for her problem-solving skills and understanding of the CCRC community's needs. Her leadership in the LIINC program led to several collaborations, clinical trials, and over \$20 million in NIH and foundation funding. Becky is celebrated as a collaborative and effective leader, enhancing research quality and positively impacting study participants, trainees, staff, and investigators. One of her nominators wrote, "Becky is an exemplar of a collaborative, effective team leader who quite simply makes excellent research happen and elevates the experience of everyone who works with her, including study participants, trainees, staff and investigators."



Rebecca Hoh

**Chancellor's Award for the Advancement of Women  
Laurae Pearson**

*Central Administration*

Laurae, esteemed for her dedication to promoting diversity, equity, and inclusion at UCSF and ZSFG, is celebrated for her impactful advocacy and leadership, particularly in advancing women's issues. As Co-Chair of the Committee for the Status of Women, she has significantly contributed to addressing challenges such as the impact of COVID on women's careers, caregiver issues,

and remote working. Laurae's role in organizing International Women's Day and participating in various task forces and committees underscores her commitment to tackling inequities affecting women.

Her colleagues commend her for consistently advocating for women in faculty and staff meetings, leading initiatives to engage women staff, and creating a supportive environment. Laurae's ability to listen and respond to women's narratives at ZSFG DOM, coupled with her efforts in advancing the goals of diversity, equity, and inclusion, like advocating for lactation rooms in Pride Hall, exemplifies her dedication. Recognized as a role model and champion for women, Laurae's leadership, compassion, and commitment have had a lasting impact on the UCSF community, particularly in enhancing the status and experiences of women.



Laurae Pearson

*Laurae Pearson  
Editors: Neil Powe, Laurae Pearson*

**SPOTLIGHT**

Thank you for visiting the Pride Pin Pledge table in Pride Hall last week. You may still take the pledge and receive a pin by visiting <https://lgbt.ucsf.edu/ucsf-pride-pin-pledge>.



Christine Khuu, Department of Medicine Central Administration, and Olive Giovannetti, UCSF Proposals and Grants Teams, presenting pins to employees who signed the pledge

