



# UCSF Department of Medicine ZUCKERBERG SAN FRANCISCO GENERAL

## LOOKING BACK AND LOOKING FORWARD

As this year of 2023 comes to a close and we experience this winter holiday season, I am grateful for the community we have in our ZSFG Department of Medicine. Here, we share expressions of appreciation and hopes

for the new year from across the department. I appreciate that all of us inspire each other to make our work more meaningful and impactful. You are amazing. In 2024 we will continue to make our community

and the world a better place. Thank you for contributing your messages and photos. Best wishes for a happy new year!

- Neil Powe



# What do you appreciate about your work at ZSFG?



"I am grateful to work along side so many talented, caring, creative, and humble colleagues at ZSFG. It is a privilege to work in a mission-driven environment that focuses on both humanism and science. I value the hallway chat and sharing of family, pet, and hobby photos. People here are warm and have a great sense of humor too."  
– Terence Friedlander

"I am grateful to work with a thoughtful, dedicated, and empathetic team. When faced with inevitable challenges, we rise to meet them together."  
– Lisa Winston

"I am so appreciative of the commitment to outstanding research which includes vulnerable populations and evolving diseases, like MPOX and Covid-19. I am thankful to work with an incredible research team that is dedicated to tackling important questions in infectious diseases while providing compassionate patient centered care. We are enormously grateful to be able to do this work in the beautiful new Pride Hall."  
– Annie Luetkemeyer

"I truly appreciate being part of an organization that caters to the vulnerable population of San Francisco. Especially being part of a team that provides access to vital definitive care to that population."  
– Ashley Andres

"I am grateful to be part of a collective whose dedication and hard work inspire me daily!"  
– Mary Ellen Kelly

"I love the heart that people bring to the work and am especially grateful to work and learn with an interdisciplinary team like the Addiction Care Team."  
– Marlen Martin

"I am exceedingly grateful for the opportunity to serve and support our patients, teams, and ZSFG on a daily basis."  
– Susan Ehrlich

"I appreciate the opportunity to work with amazing colleagues providing fantastic clinical care to a population of patients that is in need and often overlooked. It is this commitment to a shared mission that makes ZSFG and the Department of Medicine such a wonderful place to work."  
– Lucas Zier



"I'm deeply grateful for managers & colleagues who welcome and support us in bringing our whole selves to work, and who have given me incredible support during a tremendously hard year for me personally. During the first years of the COVID-19 pandemic, I was constantly reminded that there is nowhere else I'd rather be working. This past year has very much reinforced for me that I've been blessed to have spent my entire career @ DOM-ZSFG."

- Jennifer Thomas

"I continue to appreciate the level of dedication and commitment from our faculty, staff, and trainees across clinical, research, education, and administrative roles. There are times when it becomes difficult to see the impact of my own role and I am then reminded when I hear about how much the patients mean to the clinical staff and how much they care about them; when the research faculty and staff are recognized for their continued efforts in their realms of expertise and knowledge; when fellows and trainees share experiences about what they are learning and what their future goals are; when the administrative staff contribute to problem solving and navigating within ZSFG DOM and beyond in skillful ways. All of these things are motivating and inspiring so continued dialogue and reminders are definitely key."

- Eunice Chang

"I appreciate that I have been able to work in my own neighborhood. I was born at SFGH, had my first job at 14 years old in OB-GYN 5M clinic, had my first 'real' job in the Pulmonary Division, and have been here now 35 years. I grew up eight blocks away and now live in the Mission Bay. SFGH is my second home and my coworkers are like family. I work with many patients regarding sleep issues and love to serve this community I know so well and they seem to appreciate me too."

- Mary DeJesus

"I am incredibly appreciative of the amazing clinical and academic work that I see improving care for our patients on a daily basis. And in addition I am very appreciative of the environment in which we work, the support we receive on multiple levels, and my colleagues who make it such a joy to come to work every day."

- Lucas Zier

"I have the most supportive and talented colleagues in the world. Grateful for every day I get to spend with them!"

- Jinoos Yazdany

"At the DEM, we get to work with a great group who work hard, support each other, do cutting edge research, and make our workplace a wonderful place to be. I have been at the DEM for almost 17 years, and have always been able to learn new skills and grow personally and professionally."

- Vanessa York

"I appreciate the opportunity to work with AMAZING colleagues who share a common vision to provide care with compassion and respect to our ZSFG patients, to advance our understanding of important conditions that affect persons living with HIV, and to have a little F-U-N."

- Laurence Huang

"I am thankful for the opportunity to work with colleagues who care deeply about health equity and advocating for our patients. The mission of ZSFG and the Department of Medicine continues to inspire me."

- Sumant Ranji



# What hopes do you have for our community?



"To continue to give all the best care and make everyone feel valued as we are doing."

- Elizabeth Gutierrez

**"I hope 2024 brings comfort and peace to those who are struggling in our community."**

- Mary Ellen Kelly



"I would love to see an expansion of our services, to be able to provide all patients with the support they need. We talk a lot about a "safety net", and to me that means having multiple types of services and resources for all different types of patients, to meet their needs. Improving the research and teaching missions goes hand in hand with improving the clinical mission, and more support for all of this work would enhance our ability to provide great care."

- Terence Friedlander

"I hope that ZSFG and UCSF can work together to navigate the many changes taking place in San Francisco and the healthcare environment in general, so that we can continue to ensure that every single San Franciscan can access high quality healthcare."

- Sumant Ranji

"My hope is that our community will continue to be resilient towards challenges presented throughout the years and persevere. I hope that we will build upon a supporting environment open to all who seek to part of our community."

- Amy Ossola-Phillips

"I hope that we are able to sustain our existing services for patients and expand in areas that need further development."

- Justin Vang-Moore

"Increased resources facilitating a better work life balance. Expansion of the research program. More collaborations with the move to Pride Hall."

- Brian Graham

**"I look forward to the ways in which our beautiful Pride Hall will continue to foster collaboration and cross-pollination."**

- E. Bimla Schwarz

"I hope that through collaboration, innovation and dedication to our patients we can continue to provide fantastic care and collectively advance our fields of medicine."

- Lucas Zier

"That we continue to move the needle on improving the lives of our faculty and staff."

- Christine Khuu

"My hope is for optimal and equitable health for all we serve at ZSFG and for our San Francisco community overall."

- Susan Ehrlich



# What are we doing that makes you proud?

I'm a San Franciscan. Every volunteer group I ever walk into - PTSA, Boy Scouts, Rotary, Lions, non-profit boards, you name it- at least one of the leaders has a UCSF connection. The very definition of translating the skills and knowledge from our workplace to our community.

- Teresa Moeller

"I am so proud that everyone I work with- DPH colleagues in clinic, research and admin staff, trainees, and faculty - all share a deep commitment to health equity."

- Urmimala Sarkar

"We do remarkable things every day for our patients, for those who serve and care for our patients, and for our community. As a DOM and throughout ZSFG, we play an incredibly unique and crucial role in improving our patient's lives and our community's health. All of us take this role seriously - it is at the core of why we all work here. It is a privilege to work as part of such a talented, dedicated and compassionate group."

- Susan Ehrlich

"I am very proud that my supervisors acknowledge the work I do and I feel valued."

- Elizabeth Gutierrez

"Working with the UCSF Latinx Center of Excellence to collaborate with community on exciting and innovative work like the Program for Education in Drugs and Alcohol for Latine."

- Marlene Martin

"I am proud of our community's high values of respect, inclusion, and diversity."

- Amy Ossola-Phillips



# How can we thoughtfully grow and prosper?



"Our community will continue growth and prosperity by making "growth" a priority and continuously raising the bar. We should continue instilling a culture that empowers people to make decisions and accepting failure, should that occur. Focus on action over perfection, using the processes and resources that we have to our full potential. Finally, growth is a team effort and we should continuously break down silos, diffuse turf battles, and provide support for strained resources when possible."

- Amy Ossola-Phillips

"Love seeing leadership take a human based approach to management. Value humans as the asset that sets us apart. More of this please."

- Teresa Moeller

"In our journey at ZSFG, let's cherish continuous learning and nurture heartfelt collaboration, all while placing our patients' well-being at the heart of everything we do. Let's commit to uplifting each other, upholding our ethical compass, and ensuring a sustainable future. In this vibrant tapestry of San Francisco's healthcare, our adaptability and compassion will be our guiding stars."

- Laurae Pearson



**"Teamwork."**  
- Angela Nguyen

"I appreciate the strong sense of collaboration and support among staff and faculty in our department at ZSFG. I truly appreciate that I can ask a colleague for support if needed."

- Gato Gourley

"Outstanding training environment in clinical care and research."  
- Brian Graham

**"Continue to provide opportunities to help make great things happen."**  
- Jenny Fowler





Laurae Pearson; Editors: Neil Powe and Laurae Pearson

For any news or ideas, please contact Laurae Pearson [laurae.pearson@ucsf.edu](mailto:laurae.pearson@ucsf.edu)

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