



UCSF Department of Medicine ZUCKERBERG SAN FRANCISCO GENERAL

Transforming The Work We Do: ZSFG Department of Medicine Staff Excellence Awards 2025



Department of Medicine Chief, Neil Powe, MD, addresses attendees at the 2025 DOM Staff Excellence Awards.

Each year, our department celebrates exceptional staff members who exemplify Excellence in Patient Care, Research, Administration, and Leadership. This year, we honor seven outstanding individuals whose contributions have transformed our ability to serve our community. We recognized their contributions at our Department of Medicine Staff Appreciation Celebration in Pride Hall on September 16.

Selected through nominations from colleagues and reviewed by a committee of staff and faculty, these awardees represent the highest standards of service, innovation, and dedication. Their diverse achievements - from groundbreaking research retention rates to compassionate patient care, from transformative leadership to masterful administrative support - demonstrate the breadth

and depth of excellence within our walls. We are proud to recognize these seven individuals who make ZSFG an extraordinary place of healing, discovery, and care.

Excellence in Patient Care

Johanna Sluser
Division of Hospital
Medicine

In the challenging environment of hospital medicine, Nurse Practitioner Johanna Sluser exemplifies the transformative power of compassionate care.



Johanna Sluser

Her work with patients experiencing substance use disorders demonstrates not only clinical excellence but also the profound impact of building trust and providing non-judgmental support.

Johanna's commitment to patient care extends far beyond standard treatment protocols. She has become known for her exceptional ability to connect with complex cases, particularly where trust has eroded. In one notable instance, she stepped forward to support a patient during a complicated, extended stay, providing both medical care for withdrawal symptoms and crucial psychosocial support that dramatically improved the patient's hospital experience.

What truly sets Johanna apart is her dedication to continuity of care. She knows recurring patients by name and ensures they receive comprehensive support during their hospital stays. Her work initiating medication for opioid use disorder and connecting patients with outpatient programs has created vital bridges to post-hospitalization care, earning praise from countless patients who recognize her as a friendly, non-judgmental presence during their most vulnerable moments.

Mary Shiels
Division of HIV, ID, & Global Medicine

As Nurse Manager of the Ward 86 HIV Clinic, Mary Shiels demonstrates the extraordinary impact that skilled, dedicated nursing leadership can have on patient outcomes. Her approach combines clinical



Mary Shiels



expertise with a deep commitment to meeting patients wherever they are in their healthcare journey - sometimes literally.

Mary's ability to work with complex cases showcases her exceptional clinical judgment and patient-centered approach. In one remarkable instance, she successfully helped stabilize a patient struggling with both mental illness and substance use by facilitating a comprehensive treatment plan including long-acting HIV therapy and anti-psychotics. The result was transformative: the patient achieved stability and independence.

Going above and beyond traditional clinical boundaries, Mary extends care beyond clinic walls when needed. In one case, she made a home visit to a patient suffering from severe COPD, setting up a nebulizer machine and providing crucial medication education. This kind of dedicated, personalized care exemplifies her commitment to ensuring patients not only receive treatment but truly understand and can manage their health conditions effectively.

Excellence in Research

Robin Fatch

Division of HIV, ID, and Global Medicine

With 16 years of dedicated service to the HIV, ID, and Global Medicine Division, Robin Fatch has established herself as a masterful navigator of complex research data management. As a Research Analyst III, Robin has mastered the delicate balance



Robin Fatch

between meticulous attention to detail and broad strategic vision, contributing to an impressive 42 published manuscripts in just the past five years.

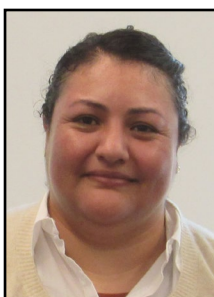
Robin's impact extends far beyond traditional data management. She has pioneered in-house tracking database designs, saving valuable resources while ensuring optimal participant retention in research studies. Her expertise spans multiple domains - from navigating complex repository requirements to conducting sophisticated statistical analyses. As one collaborating investigator notes, "Robin's formal

designation as a Data Manager does not capture the scope of her contributions, which extend far beyond that role."

Perhaps most remarkably, Robin's influence reaches across continents through her mentorship of data managers at Mbarara University of Science and Technology in Uganda, where she guides colleagues in statistical analysis and teaching methods in STATA and SAS. Her collaborative spirit and technical expertise have made her an invaluable team member who approaches each task with positivity and an unwavering commitment to quality outcomes.

Celeste Enriquez

Divisions of Hospital Medicine and Health and Society



Celeste Enriquez

In the challenging landscape of research involving vulnerable populations, Celeste Enriquez has achieved what many considered impossible. As the operational leader of the Silicon Valley Guaranteed Income Project, she has revolutionized retention rates in randomized controlled trials involving families experiencing homelessness, achieving an extraordinary 90% twelve-month follow-up rate - far surpassing national benchmarks of 40-55%.

This remarkable achievement stems from Celeste's groundbreaking approach to research infrastructure. She has built systems that are not just logistically sound but culturally responsive and grounded in trust. Her leadership style combines clarity and humility, setting new standards for inclusive and community-partnered research.

What sets Celeste apart is her ability to transform what's possible in safety-net research. She leads with both scientific rigor and deep respect for the communities served, particularly among predominantly Latine, Spanish-speaking populations of mixed immigration status. As her nominator emphasizes, "Her work not only makes the science stronger but makes the entire research enterprise more human, ethical, and equitable."

Excellence in Administrative Service

Jen Lau

Division of HIV, ID, and Global Medicine

Jen Lau's sharp attention to detail and forward-thinking approach have made her an indispensable post-award analyst, expertly managing intricate research portfolios. Managing multiple major grants, including R01s, K24, and R24 network subcontracts, Jen has established herself as an indispensable partner in research administration.



Jen Lau

Her meticulous attention to financial planning and management is exemplary. Through regular monthly meetings and detailed email summaries, she maintains crystal-clear communication about expenditures and projected balances. Her thorough approach has resulted in a perfect track record - never ending a year or grant in deficit while ensuring full utilization of available funds.

What sets Jen apart is not just her technical expertise but her responsiveness and dedication to supporting research teams. As one nominator notes, when faced with an urgent Friday afternoon request for a pay plan update, "She sprung into action and made sure it was done." This combination of excellence and reliability makes her, in the words of her nominator, "head and shoulders above the rest."

Eva Lo

Division of General Internal Medicine

Eva Lo exemplifies administrative excellence through her outstanding leadership as program administrator for the ZSFG-based primary



Eva Lo

care track of the UCSF Internal Medicine Residency Program (SFPC). Her work demonstrates how skilled administration can enhance educational programs and improve operations across complex systems.

This year, Eva particularly distinguished herself by successfully implementing two major system changes: a new interview applicant interface and the complex Qagenda scheduling software system. Rather than simply managing these transitions, she approached them with enthusiasm and a solutions-oriented mindset, transforming potential challenges into opportunities for program improvement.

What makes Eva's contributions exceptional is her proactive approach to education and support. She first masters new systems herself, then creates comprehensive training and support strategies for others. Her nominator emphasizes that she approaches challenges "with enthusiasm, professionalism, and a solutions-oriented and education-oriented mindset." This combination of technical skill and educational leadership makes her an invaluable asset to the residency program and the broader ZSFG community.

Excellence in Leadership

Justin Vang-Moore
Division of Hospital Medicine

As Division Manager for Hospital Medicine, Justin Vang-Moore exemplifies leadership that transforms not just operations, but entire organizational cultures. During a period of rapid growth and transition, he has served as both a strategic anchor and an operational innovator, managing an impressive breadth of responsibilities while building systems that make the division stronger, more aligned, and more resilient.



Justin Vang-Moore

Justin's impact is perhaps most visible in the division's improved staff satisfaction scores, reflecting the positive workplace culture he has helped cultivate. His leadership style combines technical excellence with deep emotional intelligence, creating an environment where people feel "respected, included, and supported." As one colleague notes, "He combines technical skill with a deep understanding of people and purpose."

His innovative approaches to communication and resource sharing have revolutionized



Staff enjoy Ben & Jerry's ice cream while mingling with coworkers at the Staff Excellence Awards celebration.

how the division connects and collaborates. From transforming the division's weekly newsletter into a highly-engaged resource to spearheading the creation of a comprehensive Wiki page, Justin has built systems that promote transparency, accessibility, and collaboration. His implementation of the Canvas platform for faculty development and refresh of the division's website demonstrate his ability to leverage technology to strengthen community and advance excellence.

Multiple colleagues emphasize Justin's role as an invaluable thought partner and mentor. "His partnership has allowed me to lead with greater clarity and confidence," shares one leader, while another notes, "He models humility, self-awareness, forward thinking, and high-level problem-solving skills." Through his values-driven leadership, Justin has created lasting impact, making the division "more effective, more grounded, and more mission-aligned."

Commitment to Excellence, Equity, and Service

ZSFG Chief of Medicine, Dr. Neil R. Powe, celebrated the achievements of seven outstanding individuals, noting that they "exemplify the

outstanding spirit of dedication and innovation that drives ZSFG's Department of Medicine forward." Building on this sentiment, Leonard Telesca MSOD, ZSFG DOM Director of Administration and Finance, emphasized their broad impact: "From transforming research practices and elevating patient care to revolutionizing administrative systems and fostering innovative leadership, each has made lasting contributions that extend far beyond their immediate roles. Together, they exemplify our commitment to excellence, equity, and service to our community. We celebrate their achievements and thank them for their dedication to making ZSFG an extraordinary institution of healing, learning, and discovery."

Dr. Powe further acknowledged the broader community's involvement, stating, "We are deeply grateful to all our nominees and the colleagues who took the time to submit nominations. Your recognition of the incredible work happening across divisions is both meaningful and inspiring. In the face of ongoing turmoil, our community continues to rise. The dedication of our faculty and staff to their jobs among constant change is indicative that the culture at ZSFG remains unwavering."

Editors: Neil Powe, Leonard Telesca, Ali Cunningham



Above: Our 2025 Staff Excellence Award Winners. From left to right: Leonard Telesca, DOM Director of Administration and Finance, Celeste Enriquez, Robin Fatch, Eva Lo, Justin Vang-Moore, Jen Lau, and Neil Powe, MD, Dept. of Medicine Chief. Not pictured: Johanna Sluser and Mary Shiels.

Below: Oanh Nguyen, MD, MAS, Division of Hospital Medicine Chief shares her nomination letter for Research Award winner Celeste Enriquez.



Jen Lau, Excellence in Administrative Services Award winner with coworkers. From left to right: Edward Wiedemann, Raeni Miller, Jen Lau and Lynda Tran.

SPOTLIGHT

- Nominations are now open for the [SPIRIT of DOM Award](#). The award recognizes staff members who exemplify the UCSF PRIDE Values and make the DOM a better place to work. [Submit nominations by Wednesday, October 15.](#)
- Be prepared for flu season: All UCSF and UCSF Health faculty, staff, learners, and volunteers must comply with the flu vaccination policy by Nov. 1. Multiple vaccination options are currently available onsite, including [UCSF Flu Outreach Clinics](#) and [UCSF Health Outpatient Pharmacies](#)
- At ZSFG:
 - Location: 1001 Potrero Avenue, Building 40, 1st floor, room 4101
 - Time: 7:30 a.m. - 3:30 p.m.
 - Dates: Mondays, Wednesdays and Fridays from Sept. 15-Nov. 21