

Dear Colleagues,

We are thrilled to announce that Dr. Neda Ratanawongsa will be the new Chief Medical Informatics Officer for San Francisco Department of Public Health effective June 1, 2019.

Neda Ratanawongsa, MD, MPH, is an Associate Professor of Medicine in the Division of General Internal Medicine and UCSF Center for Vulnerable Populations. Board-certified in clinical informatics, she oversaw the CareLinkSF (eClinicalWorks) primary and specialty clinic implementations from 2014-2016 and has served as the Associate Chief Health Informatics Officer for SFHN Ambulatory Services since 2016 and as the Acting Associate Chief Health Informatics Officer for ZSFG since January 2019.

Dr. Ratanawongsa received her undergraduate and medical degrees at Harvard before coming to UCSF for residency and chief residency in internal medicine. She completed a Masters in Public Health and General Internal Medicine Fellowship at Johns Hopkins University before joining the UCSF Division of General Internal Medicine at ZSFG and UCSF Center for Vulnerable Populations in 2008.

As a researcher, she has devoted her career to harnessing health information technology to support compassionate, innovative care for diverse populations. An AHRQ-funded researcher, Dr. Ratanawongsa has published over 50 articles in health services, implementation, and educational research, with a focus on the impact of electronic health record implementation on patient-clinician communication in safety net care.

As an educator, she has served in leadership roles at Johns Hopkins Bayview as an Assistant Program Director for internal medicine and as Site Director for the UCSF internal medicine residency at ZSFG. She has developed, implemented, and evaluated curricula at the undergraduate, graduate and continuing medical education levels and helped launch the ZSFG Relationship-Centered Communication Train-the-Trainer program in 2013.

We express deep gratitude to Dr. Ratanawongsa for her many years of leadership and dedication through her heart, sweat and intellect. We are ecstatic to have her start in this new role and to collaborate across the UCSF, ZSFG and DPH communities, fostering an informatics culture that respects the contributions of all users, that recognizes frontline staff are content experts, and that values providing actionable knowledge, anytime, anywhere to ensure every DPH and UCSF clinician can deliver coordinated, safe, and top-quality health services.

Sincerely,

Lukejohn Day MD, ZSFG Chief Medical Officer

Albert Yu MD, MPH, MBA, SFDPH Chief Health Information Officer