



UCSF Department of Medicine ZUCKERBERG SAN FRANCISCO GENERAL

AWARDS ILLUSTRATE TALENT IN ZSFG MEDICINE

Each year the UCSF Chancellor, the Dean of the School of Medicine, and the Department of Medicine recognize exceptional people for their contributions. ZSFG Medicine faculty and staff were among those honored.

Holly Smith Award for Exceptional Service Beth Harleman, MD Hospital Medicine

The Holly Smith Award recognizes career service that has resulted in broad and long-lasting benefit to the School of Medicine (SOM).

"I'm so incredibly honored to receive this award," said Dr. Harleman, who joined the faculty in 2002. A clinician-educator, she has championed diversity in the internal medicine residency program, including broadening review of applicants to include life experiences and the potential to contribute. She helped create a resident curriculum for well-being, which wrestles with complex issues such



as how to sustainably care for dying patients. She also advocated for more flexibility for residents who choose to start a family during training. "We maintained a lot of what makes our residency special, but helped create an openness in the fabric of the residency program for people to be uniquely who they are, and not have one homogenous ideal," she said.

Dr. Harleman also co-designed Coda, a highly rated SOM capstone course which helps medical students integrate their learning and transition

to residency. She is also an expert in managing medically complex pregnancies, and has mentored hundreds of trainees.

"Beth has a unique ability to really listen to you, and instantly make you know that you've been heard," said one nominator. "Her calming reassurance, presence of mind, and genuine joy for her work is a constant illustration of true grace." Another colleague said, "She has been a force of nature in advancing issues of diversity and equity... Her voice on these issues is passionate, clear and compelling."

"At ZSFG, I am inspired by the strength of our patients and their will to overcome adversity," said Dr. Harleman. "I work alongside exceptional colleagues who whose starting framework is, 'What is the right thing to do for this patient?' The chance to do something to help someone else makes me feel really purposeful."

Holly Smith Award for Exceptional Service Rebecca (Becky) Hoh, MS, RD HIV, ID & Global Medicine

Another Holly Smith Award recipient is Rebecca (Becky) Hoh. She started working at ZSFG in 1991 as a dietician, helping HIV+ patients maintain muscle mass and prevent wasting. For almost 20 years, she has worked with Steven Deeks, MD, and Jeffrey Martin, MD, MPH, overseeing the SCOPE cohort. This research platform has enrolled more than 2,000 HIV+



adults since 2000 and is perhaps the leading HIV research cohort worldwide. Participants contribute detailed histories as well as samples of blood, urine, stool, saliva and tissue, providing the foundation for many landmark HIV studies at ZSFG and internationally.

"I've known a lot of the participants longer than I've known my kids," said Ms. Hoh. "Patients have very rich lives and stories. Our clinical team knows when they first became positive or started meds, and whether they have an unusual background, like being an elite controller or a premenopausal woman. We provide a research concierge service, matching participants who are comfortable contributing more than just blood into all these different sub-studies that are focused on cure."

"Becky is truly the heart and soul of SCOPE," said one nominator. "In a remarkably quiet and understated way, she is the secret sauce behind the amazingly productive HIV clinical research group at ZSFG," said another. "She is as comfortable helping world experts in HIV pathogenesis operationalize a practical clinical study design... as she is in asking sensitive questions of a research participant in a discreet and respectful way," said yet another colleague.

"I have a fantastic job," said Ms. Hoh. "It's the perfect opportunity to advance the science. This award means a lot to me, but I'd much rather be behind the spotlight, making the study as successful as possible."

Chancellor's Award for Exceptional University Management Michael Chen, JD Central Administration, UCSF Health



The Chancellor's Award for Exceptional University Management recognizes extraordinary professional performance and managerial service in leaders who demonstrate creativity, integrity, excellent communication, a commitment to diversity, and collaborative skills.

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One of this year's recipients is Michael Chen, DOM Associate Chair of Finance. This past year he helped out with financial oversight when



the ZSFG DOM simultaneously lost its director of finance and faced a significant budget shortfall. "Without hesitation, Michael stepped in and began doing what, in essence, was a second job," said one nominator. "His intervention literally

saved the day – making the difference between breaking even and a several-million dollar deficit."

Mr. Chen's 20 years of service at UCSF proved invaluable, particularly his five years as director of finance for the medical service at ZSFG. "You can't solve problems without understanding the people who are affected and the goals that need to be achieved," he said. "It's really important to listen to everyone, involve them as a stakeholder, and distribute the pain as evenly as possible." Said another nominator, "[Michael] thoughtfully listens to all opinions and provides feedback that often causes others to reevaluate their original thoughts. He never shoots down an idea, but helps you understand why something may not work and encourages more inventive thinking."

As a graduate of UC Berkeley's Boalt School of Law, he also brings the ability to break down complex problems into bite-sized pieces. "Just as the deficit piled up, if you look at every single line item, you'd be surprised at how quickly your savings can accumulate," he said.

"There's such a community esprit de corps at ZSFG," said Mr. Chen. "Everyone chipped in and

was creative about figuring out what to do. There's a feeling of needing to pitch in – a little less 'me' and a little more 'us.' ... It's a huge honor and a big surprise to receive this award."

**SPIRIT of DOM Staff Award
Melody Davenport-McLaughlin, BA
Central Administration, ZSFG**

This award recognizes DOM staff who exemplify professionalism, inspiration, responsibility, integrity and teamwork.

Melody Davenport-McLaughlin has worked at ZSFG for 27 years, including 14 in her current role as Clinical Operations Manager. One of her



major responsibilities is managing a team of four full-time certified coders, who cull through patient records and translate patient notes into billing information that can be submitted to insurers for reimbursement.

Ms. Davenport-McLaughlin helped lead efforts to optimize professional service reimbursement, leading to increased reimbursements totaling hundreds of thousands of dollars annually. "Increases of discretionary funds on this order of magnitude are tremendously beneficial," said a colleague. "Her efforts have literally translated into new fellowship positions... and faculty receiving annual CME stipends. ... She has done all this with grace, enthusiasm and grit on top of her already monumental list of 'to do's'.

To enhance these efforts, Ms. Davenport-McLaughlin helped lead a team in converting from a paper-based system to electronic transmission. They also created a four-minute training video on clinical documentation for faculty and trainees, outlining the basics of properly documenting a history and physical or initial patient encounter for billing purposes. "It's not something that's

taught in medical school, but it will continue to be important wherever they practice after leaving residency or fellowship," she said.

In her spare time, Ms. Davenport-McLaughlin has also volunteered with St. Vincent de Paul in San Mateo County for the past 30 years, helping people with rent, utilities, food and clothing. "It's full circle to come here to ZSFG," she said. "It's the same mission of helping others, making yourself available and serving people with dignity."

"This award was such a surprise and honor," said Ms. Davenport-McLaughlin. "The best thing was to be among my colleagues and hear them express such nice things."

Elizabeth Chur

2018 ZSFG Medicine Awards

Every year the Department of Medicine at Zuckerberg San Francisco General celebrates its hard-working, talented and dedicated members through the ZSFG Medicine Service Awards. These awards are an opportunity for the department to express gratitude for faculty commitment to the hospital and department's goals. Their peers, through comments, provided nominations.

ZSFG Department of Medicine Clinical Fellow Award

Andrew Kerkhoff, MD PhD
Infection Disease

This award, established in 2015, is given to a clinical fellow in the Department of Medicine who has rotated at Zuckerberg San Francisco General Hospital and Trauma Center and who most embodies the ZSFG mission to provide high quality and compassionate care to vulnerable and underserved patients and a dedication to the eradication of disparities in health and healthcare.



"Andrew exemplifies excellence in the quality

of his clinical care, his compassion toward his patients, and in the quality of the research he performs. His clinical knowledge and ability to apply it toward patient centered care is impressive, and inspiring for the general medicine teams he works with. When we have shared patients, he has always left patients with extremely positive impressions - showing compassion for those in even the most difficult social situations, and he himself driven by these interactions with underserved patients.”

Robert Lull, MD Award
Thienkhai Vu, MD PhD
Radiology

This award was established by the ZSFG Medicine Service in 2004 and was known as the ZSFG non-Medicine Service Consultant of the Year Award to recognize a non-Medicine consultant for excellence in teaching and dedication to providing exceptional consultation to patient care on the Medicine Service at Zuckerberg San Francisco General Hospital and Trauma Center. In 2006, as a means of honoring an especially invaluable non-Medicine consultant, the award was named in memory of Robert Lull, MD of Nuclear Medicine.

“Anyone who has ever wandered down to the dungeons of the Radiology Department know how such an important asset Khai is to the clinical care and education of medicine providers at the General. Khai has been such great clinical collaborator by helping to develop new imaging modalities and provide access to state-of-the art radiology services for our patients. We are so fortunate to have him and I cannot think of a person more deserving of this award.”

Henry F. (Chip) Chambers, MD Medicine Subspecialist Consultant of the Year Award
Dhruv Kazi, MD
Cardiology



Established in 2004, this award is presented to a Medicine Subspecialty faculty member in recognition of his or her outstanding contributions and assistance to the Medical Service at ZSFG. The award was named in honor of Dr. Chip Chambers beginning in 2013 to recognize his outstanding accomplishments as a consultant.

“Kazi is influential in the lives of many residents. He is a brilliant thinker and teacher. He values resident input and challenges them to be the best doctors they can be. He also has an admirable bedside manner. His calm demeanor is comforting to patients during times of suffering.”

ZSFG DOM Outstanding Junior Investigator Award
Courtney Lyles, PhD
General Internal Medicine

This new award is given annually to a research faculty member at the Assistant level at the time of nomination who has demonstrated exceptional research productivity and/or potential.

“Dr. Lyles does very important research on technology and health disparities that directly affects the lives of our patients at ZSFG and San Francisco. Dr. Lyles is extensively published in this area and viewed as a national expert on this topic. However, what I think is most impressive about the work that she does is that she is actively involved in the local community and is translating her research into advocacy for vulnerable populations. She has been a strong champion of the MYSFHEALTH portal and has greatly positively affected its implementation and promotion for patient engagement



at every step.”

2018 ZSFG DOM Performance/Quality Improvement Award
Lisa Ochoa-Frongia, MD
General Internal Medicine

The Medicine Service established this award in 2014 to recognize a medicine faculty member for his or her contributions to the service at SFGH in the area of Performance Improvement (quality, efficiency, access, etc.) that have influenced care in primary and/or specialty areas.

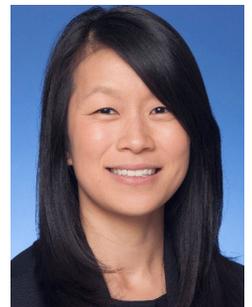


“Lisa is incredibly effective, kind, diplomatic, and a wonderful mentor who makes major moves in outpatient quality improvement. She is a leader in RFPC and

seems to know everything that’s going on in the clinic, and can always offer a helpful suggestion whether it’s about the electronic medical system, clinic logistics, or clinical decision-making. She has such a grasp of the different teams and knows how to motivate everyone to be on the same page. She is a truly effective leader and role model for change management.”

ZSFG DOM Care Experience Award
Jessica Beaman, MD
General Internal Medicine

This new award will be given annually to an early career faculty member who spends significant time in the clinical setting and who exemplifies dedication to the care experience, respect for patients, and shared decision-making to meet patients’ needs. Faculty at the Assistant level who have been appointed for less than five years are eligible for this award.



“Dr. Beaman is patient-centered, always kind and positive. She represents the physician I want to be.”

Jane Bailowitz, MD Volunteer Faculty Award

Deborah Borne, MD
Family Medicine

The Medicine Service established this award in 2010 to recognize a volunteer faculty for his or her outstanding contributions and assistance to the Medical Service at ZSFG. Candidates who would fall under this category include preceptors



at community and ambulatory sites, volunteer attendings on the medical service, or any faculty not directly/fully appointed in the Department of Medicine but has made significant contributions to the service and/or to

medical education.

“Deb is well-known not only for being the point person for her own incredibly complex patients but also the new social medicine consult service. She is remarkable available, even by cell phone, for questions about her patients and this has been crucial on multiple occasions for their care, whether it is about decisions to AMA or questions of capacity. She has deep insight into the network of city resources and is also very generous with interns and medical students.”

Distinction in Medical Education Award

Binh An Phan, MD
Cardiology

Established in 2016, this award is given annually to a faculty member in the ZSFG DOM who has advanced medical education at ZSFG through exceptional leadership, curricular innovation, and/or



mentorship of trainees.

“Binh An shows genuine interest in individual residents as learners. Binh An is an outstanding educator and cardiologist. He shares a contagious love and enthusiasm for teaching and cardiology with all medical students, house staff and fellows that he interacts with. Without question has made a major impact on my education, and has been a fantastic role model for how to be an effective educator.”

ZSFG Mentoring Award

Beth Harleman, MD
Hospital Medicine

This award is given to a Medicine faculty member in recognition of his or her exemplary contributions in mentoring students, postgraduate trainees or faculty members. Mentoring achievements may pertain to clinical, educational or research activities or a combination



of these areas.

“Beth has mentored generations of residents and continues to make herself open and available in a way that is well-known throughout the residency and alumni.

She truly listens and interprets thoughts and early plans without judgment, providing helpful suggestions and connections. She makes herself available to the residents in all pathways and fosters growth and development, including among women and residents from diverse backgrounds.”

ZSFG DOM Professional Altruism Award

Margaret Wheeler, MD
General Internal Medicine

This new award will be given annually to an “unsung hero” member of the faculty whose actions consistently demonstrate selfless collaboration and a commitment to the well-being of their colleagues.

“Dr. Wheeler is incredibly patient, generous with her time, helpful, and kind. RFPC is fast-paced and can be very stressful, but she treats everyone

she interacts with, from the medical assistants, students, and clerks, to fellow attendings who still benefit from her advice (me!) as though she has all the time in the world. She is a gift.”

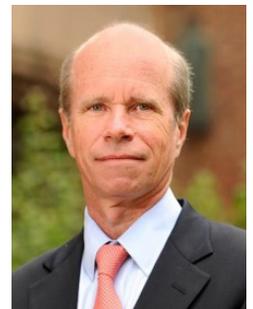


John F. Murray, MD Award

John Imboden, MD
Rheumatology

In 2003, the ZSFG Medical Services established this award to recognize a member of our faculty who demonstrates excellence in academic medicine and dedication to the humanitarian mission of Zuckerberg San Francisco General Hospital & Trauma Center.

“Dr. Imboden really embodies what it is to be an internist. He is highly detail-focused and dedicates his time to the patient and the clinical process. Just an excellent role model.”



Dr. Imboden is a true clinician, as well as a rheumatologist who has a sound basis as an internist. I always enjoy working with him and learn so much each time.

2018 STAR Achievement Awards

Several of our ZSFG Department of Medicine staff received a STAR Achievement Award from the UCSF School of Medicine. These awards recognize exceptional performance and/or significant contributions from an employee and a commitment to the Chancellor’s priorities and UCSF’s PRIDE values.

Dawnee Wong, Housestaff Coordinator, Central Administration: Establishing Department of Public Health IT accounts for UCSF trainees is complex process involving multiple teams that





is often delayed and surrounded by poor communication. Dawnee met with stakeholders to understand the issues and redefined the workflow that has resulted in flawless access for trainees to the DPH systems. Dawnee has

become a strong resource for other departments at ZSFG on efficient, process oriented work flows to onboard trainees.

Doug Black, Research Project Manager, HIV, ID, & Global Medicine: Doug is an incredible asset to our large and complex team, and he not only delivers an A+ level of work every day, he actually raises the level of everyone ELSE'S performance around him in his own quiet, calm way. Doug is an integral, celebrated member of our international and industry teams, and he is helping all of us (more than 200 individuals spanning UCSF and sites in Uganda and Kenya) pursue our dreams – one of the Chancellor's initiatives – of fostering precision medicine systems in Sub Saharan Africa.



Karishma Oza, HIVE Program Coordinator, HIV, ID, & Global Medicine: Karishma approaches



everything she does with an eye to intersectionality, ensuring the impact of her work. She is always on the lookout for ways to educate herself on issues of reproductive and racial justice and in turn brings this focus to her work and personal interactions, improving

her colleagues and others around her in the process. Karishma is a selfless and dedicated member of the UCSF community, working to uplift her coworkers and others around her.

Lila Sheira, Research Data Analyst, HIV, ID, and



Global Medicine: Lila is an indispensable, exceptional and highly valued member of our research staff, focusing on a combination of quantitative data management and analysis, study coordination, qualitative data collection, and grant writing. Lila has done a wonderful job with minimal oversight. She is self-driven, takes initiative, takes feedback well, and cares about doing a great job. She is not afraid to try beyond her comfort zone, and then re-do it if it did not work out. She thinks about the big picture and has contributed to moving all of us forward with excellence.

Jeanna Wallenta, Epidemiologist, HIV, ID, & Global Medicine: Jeanna has an instinct for professionalism. She is clear about her duties and is unfailingly reliable and responsible with them. She has a clear understanding of her competencies and makes efficient use of those around her to address issues for which she needs help, but takes on with independence and grace those issues she can handle. Jeanna treats everyone with whom she interacts with respect. As a result, she is the glue that holds together large teams that she is involved with, and has close ties to our members in Africa as well as here at UCSF



Cissie Bonini, Director of EatSF, General Internal Medicine: Cissie has been truly transformative for our work in bringing a new spirit of continuous innovation and a motivation to never be satisfied



with the work that we have done. The culture she has created is one in which we are all driven to provide the absolute best product that we can, which means continuously eliciting feedback, making course corrections,

digging deeper, and trying harder to do things that we did not think possible.

Sarah Lisker, Program Manager, General Internal Medicine: Sarah's dedication to her work is well

above-and-beyond the call of duty. Her enthusiasm and willingness to offer thoughtful and kind support with everyone, including people who are not on her team or even department, is an inspiration to all who work with her. Sarah's dedication to her position is exemplified by her tenacity and can-do attitude to see a task through even when faced by seemingly insurmountable odds.



Susan, Lau, Sr. Lead Research Financial Analyst, Experimental Medicine: Susan is a true professional and is completely dedicated to her work. She is responsible and meticulous, and moreover she is very patient at explaining financial complexities to the "less than financially savvy" PIs whom she supports. She is delightful to work with, always friendly, and goes out of her way to offer additional help — I have never met anyone in UCSF administration who has a better attitude and work ethic than Susan.



Peggy Weix, Division Manager, Experimental Medicine: Peggy's level of thoughtfulness and proactiveness in responding to the needs of the division is remarkable and highly appreciated. By



treating everyone with professionalism, respect, integrity, and a genuine sense of caring, she has contributed to an outstanding environment where people feel motivated and engaged, while upholding UCSF's core values.