



UCSF Department of Medicine ZUCKERBERG SAN FRANCISCO GENERAL

A TIME FOR APPRECIATION AND GRATITUDE

As we experience the beauty and splendor of this winter holiday season, we should be grateful for the community we have in our ZSFG Department of Medicine. In this issue we share expressions of

appreciation and hopes for the new year by people across the department. Thank you to all who contributed your messages and photos. I appreciate that all of us inspire each other to make our work

more meaningful and impactful. You are amazing. We are making our community and the world a better place. Have a joyful winter holiday season!

- Neil Powe



Cindy Chew

ZSFG Department of Medicine faculty, staff, and learners gather in the Comfort Garden outside of Ward 90 on an afternoon in December.

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UCSF Department of Medicine



ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center

What do you appreciate about your work at ZSFG?



"I am deeply appreciative of my colleagues' dedication and advocacy for our patients, allowing us to deliver the highest-quality patient care while also moving our education and research missions forward. This requires teamwork and collaboration among all individuals, ranging from those who work directly with patients and study participants to those who work behind the scenes on administration and billing. ZSFG is truly a special place."

- Delphine Tuot

"I appreciate the versatility of my work at ZSFG DOM. There is so much room to question, learn, and grow in my role at Amend."

- Kelsey Engstrom

"The first two things that come to mind: connection and inspiration. My appreciation for connection is two-fold, the relationships I've built and my personal connection to the work and mission. I'm grateful that my role requires interaction with all people at all levels of DGIM and beyond. Our programs' focus on health equity and social justice inspire me to do better. Daily I'm reminded that I've found my-kind-of-people and I'm motivated to continually grow and ground myself in this work."

- Kelly Kiser

"I get to enjoy the sparkle of so many inspirational colleagues in an environment that values innovation and creativity, while working with brilliant trainees who offer a reassuring reminder that despite the challenges we face, the future remains bright!"

- E. Bimla Schwarz



"Without question, the most rewarding aspect of my professional life at ZSFG is experiencing the collegiality of the ZSFG community. The positive, can-do atmosphere within the DOM and sub-specialty divisions is evident at all levels, including faculty, staff and trainees. The level of camaraderie at ZSFG is a rare gem, which makes all the difference."

- Jackie Maher

"I get to give back and be a part of an institution that has directly supported my family."

- Christine Khuu

"I feel lucky to work with such amazing colleagues who wake up every day thinking of how they bend the arc towards justice-whether in patient care, research, policy work or advocacy."

- Margot Kushel



"I appreciate being part of a community that provides world class care in a respectful way at a public institution. I am proud of our researchers that are striving to improve care for our patients by gaining insights into disease mechanisms, treatments and community health approaches."

- Diane Havlir



"On the 21st we will experience the longest, nearly the darkest night of the year - the winter solstice with an almost complete, new moon. Though we will see mostly its dark side, the moon is complete. It is whole. Each day more of it's light will be revealed till illuminated as a full moon mid-January. So too, though we experience fewer hours of daylight sunshine, due to the tilt of the earth, the sun is still there. With each day more sunlight will reach us as we incrementally tilt towards the summer solstice in June. Reflecting on the past few years of pandemic activity, compounded by our current flurry with an all-time high record hospital census, I am grateful for each of you across the General, my colleagues and friends. On very dark days when we did not see each other, I knew you were present. I knew light would come from our collective. Perhaps if the 21st is cloudless, the longest dark night will reveal splendid bright lights."

- Jeff Critchfield

"Every division is a case-study in brilliant people giving their very best to the patients and communities of not only San Francisco, but really the entire world. It is humbling to do what I can to support the people doing great things."

- Aaron Tabacco

"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

"The opportunity to be of service to those most in need, alongside others who share this mission, is an unparalleled honor and privilege."

-Dean Schillinger

"I appreciate the uniqueness of our Division within DOM at ZSFG. It is a special place with its rewards and challenges!"

- Eunice Chang

"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

"The opportunity to work with wonderful colleagues."

- Brian Graham



What hopes do you have for our community?



"I hope we can move forward with kindness, remembering that we are all human beings with feelings and needs."

- Connie Calderon-Jensen

"Occupational medicine and employee health hope for the tireless staff of our whole Department a respite from the ongoing onslaught of COVID-19, and a complete healing of body and spirit."

- Paul Blanc

"I hope that infectious diseases and healthcare are not so politicized in the future. Disease impacts everyone and so we should all care for each other."

- Chesa Cox

"I really hope that we can hire more hospitalists to meet the growing staffing demands of the division and the surges we are experiencing...I hope that we can increase the diversity of our hospitalist community in the future - I am one of few URiM hospitalists."

- Angela Labastide

"I hope that we make a difference in society, but also on our teams, and also incorporate the values of UCSF."

- Steven Ashby-Anderson

"As we (hopefully) approach the end of the pandemic, I hope that we will all have time to take care of ourselves in the coming year. I also hope that we can learn from what we did well during the pandemic to strengthen our ability to care for patients in the future."

- Sumant Ranji

"Peace."

- Mary Ellen Kelly

"Add more staff in every department. The current situation is creating a commonly discussed subject about 'burnout'."

- Rachel Parafina

"I hope that we can create more robust and accessible mental health services for our patients."

- Cati Crawford

"I hope our community will have a deeper understanding of the impact prisons have on residents, staff, and the wider community. I hope we continue to come together to create more empowered and healthier communities."

- Kelsey Engstrom



How can we thoughtfully grow and prosper?

"We can continue to grow and prosper by investing time and effort into connecting with and developing one another, across our disciplines, divisions and ranks."

- Will Huen

"Creating consistent mentorship and growth pathways for our faculty within research, leadership, education, advocacy, and community engagement is really important."

- Gabriel Ortiz

"Consider not just who has a seat at the table but if we can move, deconstruct, or rebuild the table altogether. Walk, talk, and explore in community."

- Brooks Bigart

"I think we need to understand the limitations that we face and be realistic about how we can tackle them-something like a strategic retreat or similar may be helpful to try to vision together regarding important long term issues when we get distracted by day to day crises."

- Brian Graham

"We are all at SFGH because we care about our mission. We need to preserve that spirit while acknowledging and addressing the fact that mission-driven work can result in people becoming overly self-sacrificing and can lead to burnout. Navigating this tension will determine how well we succeed in the future."

- Sumant Ranji

"By keeping a framework of equity in everything we do."

- Chesa Cox

"Clarity of focus on our department's shared goals - consciously choosing what is vital to bring with us into 2024 and beyond."

- Jenny Fowler

"We as a department can thoughtfully grow and prosper by continuously committing to racial equity for our faculty, staff, and patients."

- Kristan Olazo



What are we doing that makes you proud?



"For the past 150 years, ZSFG and UCSF together have been uniquely essential to our community. This is because of big, existential things like plague, or earthquake, the HIV/AIDs epidemic, or the Covid-19 pandemic. It is also because of every day things, like our extreme person-centered approach to care, the intense curiosity we have about the way things are and the professionalism with which we improve them. I feel privileged to be a PCP in our system, working with our exceptional team at RFPC to care for our patients. I also feel privileged to be a part of our leadership team, constantly studying and improving care to our patients in all ways. At this time when being a healthcare provider and a healthcare organization is so incredibly challenging, we stand out as an iconic resource to our community."

- Susan Ehrlich

"I am proud that we are aware of social determinants of health. I am proud of the humanism I see every day from my colleagues. I am proud to work in a place where leadership expresses gratitude."

- Angele Labastide

"It's an honor to work amongst so many dedicated individuals who are committed to providing quality and compassionate healthcare to our vulnerable and underserved populations."

- Amy Akbarian

"I'm so proud to work with every single person in the endocrine division and on the diabetes team. Their ongoing hard work and focus on helping our patients is truly an inspiration."

- Lisa Murphy

"The impact Department of Medicine employees have on our patients and each other. Every day I get to support people who are striving to make lives better."

- Laurae Pearson

"We, the DOM at ZSFG, are, have been and will always be the epicenter of care for the patients at ZSFG. The last three years have shined a light on the outstanding care that has been provided by ZSFG/UCSF/DOM for decades."

- Christine Khuu

"We are constantly learning, improving and teaching how to provide higher quality, more equitable care."

-Will Huen



"Renal care is akin to a team sport, not only in the dialysis or CKD clinics but heavily dependent on our relationships and rapport with Vascular and IR services... From the support staff, front desk to the providers and attendings - all are so dedicated in their mission and service to our patients and our renal providers."

- Kathryn Fontwit

"I am so proud and appreciative of the members of our research group which has responded to multiple pandemics over the past three years including MPOX and COVID, as well as on the ongoing epidemics of HIV, viral hepatitis and sexually transmitted infections. They are an incredibly dedicated, patient centered, caring group who are committed to doing the best possible science and including a diverse group of participants from the Bay Area."

- Annie Luetkemeyer

"I am proud of our recognition that diversity, equity and inclusion at all levels of our workforce impacts the health of our community, and the multiple ongoing anti-racist initiatives striving to right historical wrongs."

- E. Bimla Schwarz

"I am so proud of how our Department stepped up during the COVID crisis - in so many ways."

- Margot Kushel

"Doing relevant research, hiring diverse talent, and letting people experience and gain equity."

- Steven Ashby Anderson

"Valuing people - whether it be through work towards site salary equity or the way we interact with each other and our patients with kindness and respect."

- Jenny Fowler



"I am proud that we at ZSFG are able to provide world-class medical care to all in need, including the most vulnerable. This would not be possible without the dedication of providers and staff to our core mission."

- Jackie Maher



"I am proud of my colleagues who strive to provide top notch care to so many folks in our city. I am proud of the research we do here to better understand illness and social and economic forces that cause disparities in healthcare. I am proud of the supportive atmosphere here in which we are more like family and friends than just colleagues."

- Terry Friedlander



"Some of the things that makes me proud are the health and equity focus of the various initiatives within our Division. For example, the fact that our group is a leader in Addiction Medicine, that we strive to create care plans that span the values of our patient population, and that we strive to retain a diverse faculty group are all things of which I am proud."

- Gabriel Ortiz



Brooks Bigart; Editors: Neil Powe and Laurae Pearson