From: UCSF-GME
Subject: MEDICAL CENTER UPDATE -- December 24, 2008
Date: Wednesday, December 24, 2008 1:08:20 PM
Attachments: MEDICAL CENTER UPDATE -- December 24, 2008.rtf
oledata.mso

Medical Center Update

News for employees of UCSF Medical Center
December 24, 2008

Inside Today's Update

- **Medical Center Income Recovers in November**
- **UC Nurses Vote to Authorize Strike**
- **$575,000 Nursing Grant to Improve Heart Failure Care**
    - **Patient Satisfaction Hits Target Goal Year to Date**
    - **Macy's Tree Lighting Raises $180,000**
    - **UCSF in the News**
- **HR NEWS – Executive Director of Service Line Administration, Holiday Clinic Schedule, Moffitt Cafe Holiday Hours, Everyday Errands, Holiday Decorating Contest**
- **EVENTS -- Pediatrics Diabetes Symposium**
- **Did You Know . . .**

Medical Center Income on Track in November

UCSF Medical Center and UCSF Children's Hospital earned $4.2 million in November, compared to a projected income of $1.1 million for the month. This puts the medical center's year-do-date income on track at $23.1 million. The stronger than expected November income was due in part to high clinic activity and the payment of $600,000 by Medi-Cal for fees from 2005. Ken Jones, chief financial officer, said the medical center benefited from a $2 million pharmacy rebate earned under a state drug pricing program and from labor expenses that were on target for

the month.

For the 2009 fiscal year that ends June 30, the annual financial goals are $70 million net income for the threshold, $75 million for the target level and $80 million for outstanding performance. Mark Laret, chief executive officer, said it's too early to say if the medical center can achieve the outstanding goal in light of the economic downturn but he's encouraged by the November results.

UC Nurses Vote to Authorize Strike

Registered nurses at UC's five medical centers, who are represented by the California Nurses Association (CNA), announced Monday, Dec. 22 that they have voted to authorize a strike. In a CNA statement, the union said no strike date has been set and further negotiations are likely regarding the contract that runs from March 2008 to September 2010. The contract was approved a year ago and allows UC and CNA to "reopen" the contract to discuss wages and benefits, such as this year's health insurance premiums. The union represents more than 10,000 nurses at UC medical centers in San Francisco, Davis, Irvine, Los Angeles and San Diego. UC has not been formally notified of the intention to strike.

Under UC's wage proposal, the average registered nurse at UCSF Medical Center will earn $118,682 as of March 2009. The starting salary for a registered nurse, who has just earned a nursing degree, will be $98,324. More information about the contract talks is available at http://www.ucnurses.com/index.php and http://atyourservice.ucop.edu/employees/policies_employee_labor_relations/collective_bargaining_agreements.html. To read the CNA statement, see http://www.calnurses.org/media-center/press-releases/2008/december/university-of-california-rns-authorize-strike-as-nurses-protest-eroding-staffing-conditions.html.

Medical Center Wins $575,000 Grant to Improve Heart Failure Care

UCSF Medical Center has won a two-year, $575,000 nursing grant from the Gordon and Betty Moore Foundation in San Francisco to improve the care of elderly patients with congestive heart failure after being discharged from the hospital. The grant is part of a four-hospital study, coordinated by the Institute for Healthcare Improvement, to develop best practices for hospitals nationwide to reduce the rate that elderly patients are readmitted after being hospitalized for congestive heart failure. UCSF is the only academic medical center among the four Bay Area

hospitals participating in the study. Others are Chinese Hospital and St. Mary's Hospital in San Francisco and ValleyCare Medical Center in Pleasanton.

Heart failure accounts for 37 percent of Medicare spending and almost 50 percent of Medicare hospital costs. At UCSF Medical Center, about 20 percent of elderly patients who are discharged for heart failure are readmitted within 30 days. Maureen Buick, director of Nursing Education and Performance Improvement, said heart failure discharge nurses will track patient data such as why patients are readmitted and whether "core measures" are being implemented. Core measures are standards of care and patient safety for conditions such as heart failure that are required by the Joint Commission, which accredits hospitals nationwide. Karen Rago, administrative director of the UCSF Heart & Vascular Center and executive director of Service Line Administration, said in addition to doctors and nurses, the 30-member project team includes participants from case management, home health, nutrition and food service, pharmacy, physical therapy and social work. The goal is to develop recommendations in areas such as patient education regarding medication and diet, home health care and home monitoring technologies, and pain assessment before discharge. The project is expected to run through December 2010. For more information about heart failure, visit www.ucsfhealth.org/heart.

Patient Satisfaction Hits Target Goal Year to Date

The average patient satisfaction score for UCSF Medical Center and UCSF Children's Hospital increased slightly in November to 89.9, up 0.3 from October. For the month, the organization met its outstanding goal, with clinics at Mount Zion achieving the highest score of 91.0. Year to date, the average score is 89.8, reaching the target level but 0.1 below outstanding. The score represents responses from patients when asked if they would recommend UCSF to others. The score puts UCSF in the 63rd percentile of its peers nationwide. For more information, contact Jason Phillips, analyst in Patient Relations, at jason.phillips@ucsfmedctr.org or Susan Alves-Rankin, director of Patient Relations, at susan.alves-rankin@ucsfmedctr.org.

Macy's Tree Lighting Fundraiser Generates $180,000

The annual Macy's Tree Lighting, which raises money to support palliative care at UCSF Children's Hospital, has raised more than $180,000 so far this year from campaign sponsors donating $1,000 to $75,000, $5 to sponsor individual lights at

$5 each and $5 for chocolate bars and star pins. John Chapman, executive director of Clinical Services, had the highest employee fundraising total, selling $5,705 worth of chocolate bars and star pins. Other top fundraisers were Carl Solomon, director of Environmental Services; Susan Moore, director of Finance; and Randy Jones, manager of IT Business Solutions. Richard Kerr, collections representative in Medical Group Business Services, won the 42-inch flat screen TV in the employee raffle. All donations support the Compass Care program, which provides end-of-life care for children and their families as well as care for children with chronic life-threatening conditions who may live for many years or eventually be cured. For more information, visit www.ucsfhealth.org/compasscare.

UCSF in the News

Cooling Blanket Saves Infants -- Hypothermia treatment is part of the groundbreaking care provided in the Neurointensive Care Unit at UCSF's Children's Hospital. See the Dec. 16 story in the San Francisco Chronicle.
http://www.sfgate.com/cgi-bin/article.cgi?f=/c/a/2008/12/16/BAQ514L2Q1.DTL

New Drugs Battle Multiple Sclerosis -- Dr. Ari Green, a neurologist at UCSF Medical Center, is quoted on his efforts to develop new drugs to treat MS. The work of Dr. Stephen Hauser also was noted. See the Dec. 15 story in the Los Angeles Times.
http://www.latimes.com/features/health/la-he-ms15-2008dec15,0,7761919.story

Brain Scan Predicts MS -- A third of the patients whose brain scans show abnormalities similar to those that occur in multiple sclerosis develop MS in about five years, according to UCSF study. Dr. Darin T. Okuda, a neurologist at UCSF Medical Center and the study author, said more research is needed to fully understanding the risk, but the abnormalities appear to be a precursor to MS. See the Dec. 10 story in the Washington Post.
http://www.washingtonpost.com/wp-dyn/content/article/2008/12/10/AR2008121002473.html

HUMAN RESOURCES NEWS

Executive Director of Service Line Administration -- Karen Rago, administrative director of the UCSF Heart and Vascular Center, has been named to the new position of executive director of Service Line Administration, reporting to

Tomi Ryba, chief operating officer. Rago is responsible for strategic direction, executive level leadership, planning, organization and overall management of service lines and will retain her role as administrative director of cardiovascular services. The service lines she oversees include Abdominal Transplant, Bone Marrow Transplant and Hematology-Oncology, Spine Center, Neurosciences and the Obstetrics and Children's Program. Rago can be reached at karen.rago@ucsfmedctr.org.

Holiday Schedules — Medical center offices and clinics will be closed on the following dates:

- Christmas: Friday, Dec. 25 and 26
- New Year's: Wednesday, Dec. 31 and Thursday, Jan. 1

Clinics and services open during the Christmas and New Year holidays at Parnassus include:

- Clinical Laboratories: 8 a.m. to 4 p.m. on Dec. 25, 26 and 31. Closed Jan. 1.
- Pediatric Dialysis: 6 a.m. to 6:30 p.m. on Dec. 26 and 31. Closed Dec. 25 and Jan. 1.
- Adult Screening and Acute Care Clinic: 8 a.m. to 4 p.m. on Dec. 26. Closed Dec. 25 and Jan. 1.

Clinics and services open during the Christmas and New Year holidays at Mount Zion include:

- Adult Dialysis: 5 a.m. to 11 p.m. on Dec. 26 and 31. Closed Dec. 25 and Jan. 1.
- Dermatopathology: 8 a.m. to 5 p.m. on Dec. 31. Closed Dec. 25 and 26 and Jan. 1 and 2.
- In Vitro Fertilization: 8 a.m. to 4 p.m. on Dec. 25, 26 and 31 and Jan. 1. (Phones on weekend mode)
- Cancer Infusion Center: 8 a.m. to 4:30 p.m. on Dec. 26 and 31. Closed Dec. 25 and Jan. 1.

Moffitt Cafe Holiday Hours -- Holiday hours at the Moffitt Cafe in the Parnassus hospital are 6:45 a.m. to 7 p.m. on Dec. 24, 25, 26 and 31, and Jan. 1 and 2. The Coffee Corner and 920 Express will not be open during those days. Effective Monday, Jan. 5, the Moffitt Cafe will close at 8 p.m. The Coffee Corner will be open from 6 a.m. to 11 p.m. After 8 p.m., it will serve dinner items, snacks, desserts and beverages in the rear dining room.

Everyday Errands: Helping Hands for the New Year -- Let an Everyday Errands representative coordinate your New Year's event from hors d'oeuvres to invitations. Everyday Errands also can take care of your car including arranging oil changes, car washes and other maintenance services. To inquire about any of these services, contact Everyday Errands at Mount Zion at 885-7345, Parnassus at 353-9135 or at 2300 Harrison St. at 353-4431 or visit http://serviceexcellence/everyday_errands/ to learn more.

Holiday Decorating Contest – Winners of the medical center Holiday Decorating Contest, based on the theme of "Hope," are first prize: Transplant Surgery at 350 Parnassus Ave., Suite 805; second prize: Orthotics and Prosthetics at 521 Parnassus Ave., Room C-36 and Radiation Therapy Oncology Group at 1600 Divisadero St., Suite 223 and 1657 Scott St.; and third prize: California Children's Services Authorization Unit at 3360 Geary Blvd., Suite 360 and General Oncology at 1600 Divisadero St., Room 4202. Winners received gift certificates for See's candies. The contest and judging were coordinated by Spiritual Care.

Job Opportunities --For a listing of jobs at UCSF Medical Center, please visit www.ucsfhealth.org/jobs.

THANKS Program -- Recognize a fellow employee by submitting a THANKS form at www.ucsfhealth.org/thanks

EVENTS

Pediatric Diabetes Symposium and Kids Kamp, Feb. 28 -- The annual UCSF Pediatric Diabetes Symposium and Kids Kamp will be held on Saturday, Feb. 28, from 9 a.m. to 3 p.m., at the UCSF Mission Bay campus. The annual UCSF Diabetes Teaching Center's Adult Patient Symposium will held on Saturday, April 4 from 7:45 a.m. to 12:30 p.m. at the Laurel Heights campus, 3333 California St. in San Francisco. More information on these educational programs is available on the UCSF Diabetes Center Web site at www.diabetes.ucsf.edu/ .

To submit events for the medical center Web site at www.ucsfhealth.org/calendar, send information to Korry Scott at korry.scott@ucsfmedctr.org.

Did You Know . . .

The UCSF Pediatric Stroke and Cerebrovascular Center is the only center of its

kind in the country with leading experts who provide comprehensive care for childhood stroke. Stroke is rare in children and management of the disease requires many specialists and advanced techniques for diagnosis and treatment. For more information, visit www.ucsfhealth.org/pedstroke.

"Did you know" is a feature of Medical Center Update to highlight the people and achievements of UCSF. If you have any facts you'd like to submit, please send them to internal.communications@ucsfmedctr.org.

The deadline for the next issue of Medical Center Update is **Wednesday, Jan. 7.** Past issues are available on the Web at marketing.ucsfmedicalcenter.org/publications/.

Please let us know when clinics move and phone and fax numbers change. We'll distribute the information in Medical Center Update and revise the listings for our patients on www.ucsfhealth.org .

UCSF Medical Center | UCSF Children's Hospital

INTERNAL COMMUNICATIONS, UCSF MEDICAL CENTER
2300 HARRISON ST., SAN FRANCISCO, CA 94110
PHONE: 353-4948 FAX: 353-4916
INTERNAL.COMMUNICATIONS@UCSFMEDCTR.ORG

WWW.UCSFHEALTH.ORG

INTRANET: INTRANET.UCSFMEDICALCENTER.ORG

Caring comes first

Please distribute this newsletter to employees who don't have email. Thanks.