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# Medical Center Update

News for employees of UCSF Medical Center
February 6, 2009

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### Medical Center Seeking Feedback on Primary Care Services

UCSF employees are being recruited to participate in focus groups about primary care services provided by UCSF Medical Center and others in San Francisco. The feedback is being gathered as part of an initiative to improve and expand UCSF

primary care. All UCSF employees -- including those who are patients at UCSF and those who get care elsewhere such as Kaiser Permanente -- are being sought. Employees will be selected based on criteria such as age, gender and insurance coverage.

About 20 UCSF employees will be selected to participate in one of two evening sessions, each an hour and a half to two hours long in downtown San Francisco. Each participant will receive a $75 gift card for participating. Another 20 participants, who are not UCSF employees, will be recruited for two additional sessions. To inquire about participating in one of two employee focus groups, call (650) 871-6800 and ask for the UC San Francisco focus groups. The deadline to call is Friday, Feb. 20. Candidates will be asked a series of questions to determine if they qualify. Dates for the focus group sessions have not yet been scheduled. The market research is being conducted by Strategy and Business Planning at UCSF Medical Center.

## Strong Hospital Activity Continues Through December

Unusually strong hospital and clinic activity in December resulted in a $5 million net income for the month, bringing the year-to-date gain to $28 million, or $5 million more than projected. In December, the average daily census – or the average number of patients in the hospital each day – was 514, about 6 percent more than anticipated. Susan Moore, interim chief financial officer, said the typical drop in patient activity during the holiday season didn't materialize this year. Instead, the hospital remained busier than most hospitals nationwide.

CEO Mark Laret said that while the hospital did well in December, the recession and job losses are expected to lead to more uninsured patients and a future decline in patients and revenue. The medical center must tightly manage labor and supply costs during these difficult times, he said. For the fiscal year that ends June 30, the annual income goal is $70 million for the threshold level, $75 million for the target and $80 million for outstanding.

## New ORs Under Construction at Mount Zion

Two operating rooms are being constructed at UCSF Medical Center at Mount Zion to meet increasing demand as services move from the Parnassus to Mount Zion campus. Tim Mahaney, executive director of Facilities and Support Services, said construction on a new OR is expected to be completed in October. That will be

followed by the renovation of a small procedure room that will be remodeled and expanded into a fully equipped operating room by May 2010. These ORs and the related improvements to the infrastructure will cost an estimated $16.6 million and will bring the total number of operating rooms at Mount Zion to 10.

John Lewis, Design and Construction project manager, said the new ORs will include a surgical robot, the latest technology in surgical lighting and flexible design so future upgrades can be made without construction. One of the two ORs will have video equipment, allowing surgical procedures to be viewed by colleagues at other sites. Ken Jones, interim chief operating officer, said this project is part of an overall effort to expand operating room capacity to keep pace with the program needs of surgical programs at Mount Zion.

## ICU Wins Critical Care Award

UCSF Medical Center has won the fifth annual Family-Centered Care Award from the Society of Critical Care Medicine at its annual meeting this week. The 24-bed medical-surgical Intensive Care Unit at Parnassus was commended for its efforts to provide quality care and support to patients and their families. The ICU implemented a family-centered care model including a family guide, social service rounds and family support rounds Team members include Dr. Michael Gropper and Dr. Michael Matthay; nurses Tereza de Paula, Faina Fatalevich, Miriam Fontes, Kristina Haas, Nubia Esmeralda King, Victoria Lau, Lucia Mampieri, Jayne Owens, Hildy Schell, Selena Srabian and Pat Tom; and social worker Liz Manning.

## UC Reaches Tentative Contract With Nurses

UC has reached a tentative contract agreement with the California Nurses Association (CNA), which represents more than 10,000 UC nurses. The agreement, reached on Thursday, Jan. 29, must be ratified by the union. Once ratified, it will be effective from the date of ratification to Sept. 30, 2010, with additional limited subject or "reopener" negotiations later this year. Nurses will receive market-competitive wage increases, totaling more than $24 million, through Sept. 30, 2009, including a 2 percent within-range step increase in July. Wages for medical center nurses are supported by hospital revenues, not state funds. In December, the CNA announced that UC nurses had voted to authorize a strike, although no strike date was set. For more information about the agreement, visit www.ucnurses.com. Contract details will be available at http://atyourservice.ucop.edu/employees/policies_employee_labor_relations/

labor_relations.html.

## UCSF Celebrates American Heart Month in February

To help generate awareness for heart disease prevention and treatment, the UCSF Heart and Vascular Center is hosting a series of events during American Heart Month in February. Throughout the month, the hospital at Parnassus is being lit with red lights as part of the Go Red for Women campaign to generate attention on women and heart disease. Posters for the Go Red campaign are in the hospital main lobby. Other activities include:

- Heart placemats are being placed on patient meal trays with heart health information today, Feb. 6 to recognize National Wear Red Day.
- "Goodie bags" will be distributed throughout the month to women in the Cardiology clinics at Parnassus to educate women and their families about the risk of cardiovascular disease and steps they can take to improve their health. Bags include information on heart disease prevention and signs of a heart attack, a "red dress" pin, wrist band, heart key chain and UCSF Heart and Vascular Center post-it notes.
- A "Cardiac Moms and Families" event will be held from 5 to 7 p.m. on Friday, Feb. 20 for mothers with congenital heart disease who had high-risk pregnancies and gave birth to babies at UCSF Medical Center. The event -- sponsored by the UCSF Heart and Vascular Center, Obstetrics and Gynecology, and UCSF Children's Hospital -- will celebrate the successful births. Refreshments will be served in the Golden Gate Room of Millberry Union, 500 Parnassus Ave.

For more information, contact Julia Huang, administrative analyst in the UCSF Heart and Vascular Center, at julia.huang@ucsfmedctr.org. Learn more about the center at www.ucsfhealth.org/heart.

## UCSF in the News

**Weight Loss Reduces Incontinence** -- Overweight women with incontinence who lose weight report half as many episodes of incontinence as before, according to a UCSF study. Dr. Leslee L. Subak, first author of the study and an obstetrician and gynecologist at UCSF Medical Center, was interviewed for the Feb. 2 story in the New York Times.
http://www.nytimes.com/2009/02/03/health/research/03incontinence.html?_r=1

**Clinic for Dancers** -- Dr. Nancy Kadel, an orthopedic surgeon who specializes in dance injuries, treats patients at a free Mission District clinic as well as at her office at UCSF Medical Center at Mount Zion. See the Jan. 31 story in the San Francisco Chronicle.
http://www.sfgate.com/cgi-bin/article.cgi?f=/c/a/2009/01/30/BA9U15JMCA.DTL

**New Knee Procedure Grows Cartilage --** A new technique for repairing damaged knees uses a patient's own cells to grow new cartilage. Dr. Benjamin Ma, chief of UCSF Sports Medicine, is participating in a nationwide clinical trial on the procedure. See a Jan. 22 video report on KGO-TV, channel 7.
http://abclocal.go.com/kgo/story?section=news/health&id=6620308&rss=rss-kgo-article-6620308

## HUMAN RESOURCES NEWS

**Tentative Contract with AFSCME --** UC has reached a tentative agreement with the American Federation of State, County and Municipal Employees (AFSCME) on a new, five-year contract for UC's more than 8,000 service employees. The agreement, reached on Wednesday, Jan. 28, must be ratified by the union. Once ratified, it will be effective from the date of ratification to Jan. 31, 2013. The agreement includes more than $64 million in total wage increases over the five years, including 3 percent across-the-board wage increases in each year of the contract with an additional 1 percent across-the-board increase effective in July, and increases in minimum hourly rates from $10.28 to $14.00 by the end of the contract. The estimated average hourly pay of a UC service employee will increase from $14.35 to $18.39 over the life of the contract. More information about the tentative agreement is available at http://www.universityofcalifornia.edu/news/article/19410. Contract details will be available at http://atyourservice.ucop.edu/employees/policies_employee_labor_relations/labor_relations.html.

**New Employee Drug Testing** -- Effective March 1, all job candidates selected for hire must complete drug testing as part of the employee health screening. The test will involve a urine specimen that will test for nine possible drugs such as cocaine and marijuana. If the test is positive, the test will be reviewed and the candidate contacted to determine if the drug is a valid prescription medication. If not, the job offer will be rescinded and the candidate will not be considered for a UCSF Medical Center job for a year. Medical centers at UC Irvine, UCLA and UC San Diego already require drug testing for new hires and it has become a standard throughout the industry. If you have any questions, please contact Jeffrey Chiu, employment

and processing manager, at jeffrey.chiu@ucsfmedctr.org.

**Free Microsoft Classes** -- Learning Services is offering classes on "Basic Computer Skills" for beginners, PowerPoint for beginner and intermediate users, Excel for beginners and Outlook 2003 for beginners. Courses are free for all medical center employees who have approval from their managers. Enroll online using your UCSF employee I.D. number at the new Learning Center Web site at http://learningcenter.ucsf.edu/ or contact Paris Jefferson, assistant training coordinator, at paris.jefferson@ucsfmedctr.org. More information about Learning Services is available at http://training.ucsfmedicalcenter.org.

**Fundraising Scam** -- UCSF Children's Hospital has received reports of young people going door-to-door in San Francisco soliciting hospital donations through the sale of books. Solicitors appear to be college-age and are selling the books for about $40 each. The young people may claim to be students representing UCSF Children's Hospital and may report being affiliated with a company called World Wide Circulation. UCSF is not affiliated with this group and does not solicit donations in this manner. Anyone approached by individuals making this type of solicitation is asked to report the incident to the UCSF Police at 476-1414.

**Savings with Everyday Errands** -- Did you know that Everyday Errands saved UCSF Medical Center employees $71,036.71 in 2008? From providing you with the cheapest gas to grocery discounts, Everyday Errands can help you save money. Check with your site representative to learn more. For information, call 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/

**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

**BayKids Movie Festival, Feb. 8** -- Join UCSF Children's Hospital and BayKids, Sunday, Feb. 8 at 3 p.m. in the de Young Museum at Golden Gate Park, 50 Hagiwara Tea Garden Drive, to celebrate movie productions directed and produced by young patients and their siblings while in the hospital. The festival, which is free

and open to the public, will feature action adventures to compelling documentaries. BayKids is an independent, nonprofit organization that partners with children's hospital to help kids make films. For more information, contact Christy DuBois, a Child Life teacher, at christy.dubois@ucsfmedctr.org or visit www.baykids.org/.

**Serenity Art Exhibit, Feb. 17** -- The UCSF Center for Reproductive Health will host an artist reception for local artists featured in its Serenity exhibit on Tuesday, Feb.17 from 5:30 to 7:30 p.m. in the Women's Health Center, 2356 Sutter St., on the third and seventh floors. Refreshments will be served. For more information, contact Leslie Baker, practice supervisor, at leslie.baker@ucsfmedctr.org or 353-9650.

**Pharmacy School Blood Drive** -- The UCSF School of Pharmacy is conducting its second annual Blood Drive to raise blood and platelets and educate pharmacy students of the need. The drive is being held through Saturday, March 14. The four pharmacy school classes -- along with help from friends, alumni, faculty and staff – are competing to raise the most units of blood and platelets. Please drop by the UCSF Blood Center in Millberry Union, Level I, Room MU-09 near Subway, to make a donation. For more information, call the UCSF Blood Center at 353-1809 or visit www.ucsfhealth.org/bloodcenter.

**Moffitt Cafe February Menu** -- To celebrate Black History Month in February, the Moffitt Cafe on the second floor of the Parnassus hospital will have a special menu during the week of Feb.9 to 13 including smothered pork chop (Monday), chicken and dumplings (Tuesday), BBQ ribs (Wednesday), shrimp, sausage and chicken gumbo (Thursday) and breaded catfish (Friday). For Valentine's Day, the cafe will have special desserts on Friday, Feb. 13, including strawberry shortcake, chocolate-covered strawberries and more. The cafe will close early at 7 p.m. on Presidents Day, Feb. 16. Visit http://nutrition.ucsfmedicalcenter.org/cafeteria/index.htm for more information.

**Pain Symposium, March 5** -- The Mount Zion Campus Committee and UCSF PainCare are hosting a seminar on Post-Traumatic Stress Disorder and Pain from 5:30 to 6:30 p.m. on Thursday, March 5 in Herbst Hall, UCSF Medical Center at Mount Zion, 1600 Divisadero St. Registration will open at 5 p.m. Food will be provided. Dr. Charles Marmar, chief of mental health services at the Veterans Affairs Medical Center in San Francisco, and Shannon McCaslin, staff psychologist at the VA Medical Center, will speak. For more information, visit http://mountzion.ucsfmedicalcenter.org/pain_management/rounds.html or contact Carrie Louie in medical center administration at Mount Zion at 885-7451 or carrie.

louie@ucsfmedctr.org.

**Fundraising Comedy Competition** -- The Auxiliary of UCSF Medical Center at Mount Zion is hosting a comedy competition to select four comedians for its gala on Saturday, May 2 at the Palace of Fine Arts in San Francisco. Two rounds of competitions will be held -- one at the Mission Bay Campus on Wednesday, April 8 and another at the Parnassus Campus on Wednesday, April 15. Both events will be from 6 to 8 p.m. Admission is $25. The April 8 competition will include 10 comedians. Seven comedians will compete on April 15. The final round will feature four comedians at Love & Laughter from 6:30 to 10 p.m. on May 2. The audience will vote at all three competitions. Admission to the May 2 event is $150. Refreshments will be provided. To buy tickets, contact Ashley Montgomery of Rita Barela Productions at ashley@rbpevent.com or (415) 651-1810.

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

## Did You Know . . .

UCSF Medical Center's hospital at Parnassus has three closed-circuit TV channels for patient education -- one that broadcasts in Spanish and two that broadcast in English, one for adult topics and anther for pediatric topics. Later this year, a fourth channel will air information on patient safety and what patients can do to prevent problems such as falls and infections while in the hospital. At the Mount Zion hospital, patient education also is aired on a closed-circuit TV channel. Programs include information on advance directives, anticoagulant medications, coping with cancer, diabetes, heart disease risk factors, heart surgery, pacemakers, pain management, smoking cessation and stress and relaxation techniques. The patient-education TV systems were launched in 2007, spearheaded by Mary Sullivan, a diabetes clinical nurse specialist.

*"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, Feb. 18**. Past issues are available on the Web at marketing.

ucsfmedicalcenter.org/publications/.

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