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Medical Center Update

News for employees of UCSF Medical Center
January 23, 2009

Inside Today's Update

- **Patient Satisfaction Down Slightly in December, Goal Met for the Year**
- **UCSF in the News**
- **HR News — Pearl Award for Outstanding Service, 2009 Chancellor's Awards, CEO Office Hours, Experience Rewards with Everyday Errands, Enforcing the Smoke-Free Policy, New Learning Management System**
- **Events — Martin Luther King Jr. Awards and Events, Home Preparedness in Earthquake Country , Moffitt Café Menu**
- **Did You Know…**

Patient Satisfaction Down Slightly in December, Goal Met for the Year

UCSF Medical Center and UCSF Children's Hospital achieved a combined average score of 89.8 in patient satisfaction for December, down 0.1 from November. The score represents responses from patients when asked if they would recommend UCSF to others. For the fiscal year, the medical center's average score is 89.9, meeting the target level of the organization's annual goal.

Pediatric Inpatient increased its mean score substantially from November and Outpatient at both Mount Zion and Parnassus showed slight increases in their scores. For more information, contact Susan Alves-Rankin, director of Patient Relations, at susan.alves-rankin@ucsfmedctr.org, or Jason Phillips, Patient Relations analyst, at jason.phillips@ucsfmedctr.org.

UCSF in the News

Teen Battling Cancer Gets Inauguration Tickets – A new chapter was written last Tuesday in the young life of James Kessler, the cancer-fighting San Francisco high school student whose dream of meeting Barack Obama came true right before the presidential election. James was treated at UCSF Children's Hospital. Read the Jan. 19 San Francisco Chronicle story at:
http://www.sfgate.com/cgi-bin/article.cgi?f=/c/a/2009/01/18/BAIE15C5FU.DTL

Surgeons Rebuild Portion of Woman's Spine -- In a groundbreaking spinal surgery, UCSF doctors removed a tumor from a woman's neck that would likely have left her paralyzed, then inserted a titanium tube to replace the vertebrae that were removed. Dr. Christopher Ames, UCSF neurosurgeon, and Dr. Vidat Deviren, UCSF orthopedic surgeon, are interviewed. To view the KGO-TV/ABC 7 story, go to: http://abclocal.go.com/kgo/video?id=6613389

Health Tip: Log Your Headache Pain -- UCSF Medical Center suggests that patients document their headache pain to help doctors treat the problem. Read the Jan. 19 U.S. News and World Report story at: http://health.usnews.com/articles/health/healthday/2009/01/19/health-tip-log-your-headache-pain.html

Surgery for Baghdad Boy Deafened by War -- UCSF ear surgeon Dr. Lawrence Lustig, Chief Resident Dr. Theresa Kim and other UCSF medical staff donated their time Jan. 14 to perform a cochlear implant surgery on 3-year-old Mustafa, an Iraqi boy deafened by a U.S. missile in June 2007. Read the Jan. 17 San Francisco Chronicle story at:
http://www.sfgate.com/cgi-bin/article.cgi?f=/c/a/2009/01/17/BAP015C5OH.DTL&feed=rss.news

Woman Says Dream Foretold Future -- When Anne Abruzzini of Turlock, Calif., had a dream in August 1997, she had no idea it would save her life. “I was dreaming, and I knew I was dreaming,” she said. “I was seeing this woman in medical clothing with brownish-blond hair. I was telling her I had a pain in my

breast. When Dr. Laura Esserman walked into the room, I was shocked," Abruzzini said. Dr. Laura Esserman, director of the UCSF Carol Franc Buck Breast Care Center, is mentioned. Read the Jan. 16 (Colorado Springs, Colo.) Gazette story at: http://www.gazette.com/articles/says_46426___article.html/calif_woman.html

Tips for Beating Insomnia if the Economy is Getting to You – "Most patients have an inability to fall asleep or stay asleep," says Christine Won, associate director of the Sleep Disorders Center at UCSF Medical Center. "They complain about a lot of anxiety, mind-racing and an inability to relax and unwind," Won says. "I can only assume that the more our economy is in turmoil, the bigger toll it will take on our sleep." Read the Jan 8 Dallas Morning News story at: http://www.dallasnews.com/sharedcontent/dws/fea/healthyliving2/stories/010909dnlivinsomnia.149cbde.html

Human Resources News

Milton and Helen Pearl Award for Outstanding Service — Nominations for the 2009 UCSF Medical Center at Mount Zion Milton and Helen Pearl Award for Outstanding Service are being accepted. The purpose of the award is to recognize and reward a staff member who has provided outstanding service to Mount Zion and has consistently performed at an extraordinary level, above and beyond normal job requirements. The award recipient will be honored at the annual Founders' Day awards ceremony on May 1 and will receive $1,500 funded by the Pearl family. Nominations are due by noon on Friday, Feb. 27. For any questions, please contact Nannette Diokno in Human Resources at 353-4004 or nannette.diokno@ucsfmedctr.org. For more information about the award and the nomination form, visit http://hr.ucsfmedicalcenter.org/employeerecognition/pearlaward.htm.

2009 Chancellor's Awards — Nominations are still being accepted for the following 2009 Chancellor's Awards:

- **Exceptional University Service –** Deadline: 5 p.m., Friday, Jan. 30
- **Exceptional University Management --** Deadline: 5 p.m., Friday, Jan. 30

Awards will be presented at the annual Founders' Day luncheon on May 1. For addition information, or to view the full award announcement, please visit http://chancellor.ucsf.edu/awards/contents.htm.

CEO Office Hours — CEO Mark Laret will hold drop-in office hours Thursday, Jan. 29, from 6:30 to 8:30 a.m. and Tuesday, Feb. 2 from 5:30 to 7 p.m. inside the

Moffitt Café on the second floor of the Parnassus hospital. Please come by to talk about the medical center, make suggestions or just say hello. There will also be a Mark Laret Town Hall meeting on Wednesday, Feb. 25 from noon to 1 p.m. at Mount Zion.

Experience Rewards with Everyday Errands – Through Experience Rewards, every 10 times you use Everyday Errands, you will be automatically entered into a drawing to win a monthly $25 Everyday Errands gift certificate. You will also be automatically entered into a quarterly drawing to win an Experience Package where you will work with your site representative to customize your prize.

For more information, call Everyday Errands at Mount Zion (885–7345), Parnassus (353–9135) or at 2300 Harrison St. (353–4431) or visit http://serviceexcellence/everyday_errands/ to learn more about all available Everyday Errands services.

Enforcing the Smoke-Free Policy – The medical center went completely smoke-free on Nov. 20 and it is each employee's responsibility to communicate and ensure compliance with the new policy. Below are suggestions of what to say if you encounter someone smoking on campus:

- "Here is a card about our smoke-free policy." Cards are available from information desks and greeters at Mount Zion and Parnassus.
- "Excuse me, I don't mean to hassle you, but are you aware that UCSF and the medical center are smoke free? Because we care about your health, here is information about quitting smoking and until you do, here is map showing where you may smoke."
- "You probably are not aware that UCSF is 100 percent smoke free. Would you mind extinguishing your cigarette? The campus has gone smoke free because secondhand smoke can cause cardiovascular disease and asthma."

All visitors, patients and employees at the medical center should be treated with respect; approach those smoking in a kind fashion and not in an aggressive or demeaning manner. It is important for everyone to realize that by making the campus smoke-free, a healthier environment is being created for all.

New Learning Management System Debuts -- On Thursday, Jan. 15, UCSF Medical Center and Campus launched a new Learning Management System (LMS), replacing CADE and the Campus Development and Training LMS. The new UC Learning Center (https://learningcenter.ucsfmedicalcenter.org/), is sponsored and

partially funded by the UC Office of the President and will be used by all 11 campuses and five medical centers. The Web site can be accessed from work or home using a PC or Mac.

The new LMS is designed to support delivery, management and tracking of learning events. Through the system, employees can easily search for and complete online courses or register for instructor-led courses; managers can enroll their staff for training and review training that they have completed or are registered to take. UCSF ID numbers are required for all employees (including temporary and contract). If you are having problems accessing the LMS, please contact the Customer Support Center at 514-4100, Option 1. For more information, visit the quick reference guides on the UC Learning Center home page or attend a Town Hall meeting at Parnassus on Friday, Jan. 30 in Nursing Room 225 from noon to 1 p. m. Live demonstrations will be presented by experts who will introduce the new system.

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

UCSF to Celebrate Martin Luther King's Vision with Awards, Events -- The medical center community is invited to attend the Martin Luther King Jr. Awards ceremony, the culminating event of the annual UCSF celebrations to honor the legendary American leader. Three members of the campus community will be honored with the Martin Luther King Jr. Award in a ceremony scheduled from noon to 2 p.m. on Friday, Jan. 30, in Cole Hall on the Parnassus campus. Light refreshments will be served. Each year, UCSF recognizes three individuals who are manifesting King's vision. Awards are given to one faculty or academic member, one staff member, and one student, resident or postdoctoral scholar who have furthered the goal of achieving ethnic diversity within the UCSF community. The recipients of the 2009 MLK Awards are:

- Dr. Katherine A. Flores, assistant clinical professor of family and community medicine at UCSF Fresno
- JoAnne Keatley, director of the UCSF Center of Excellence for Transgender HIV Prevention

- Bunly Pel, fourth-year student in the UCSF School of Dentistry

Home Preparedness in Earthquake Country -- Matt Springer, assistant professor of medicine, will talk about precautions that can be taken to lessen the damage from an earthquake at home and work. The one-hour presentation, sponsored by the Office of Environmental Health and Safety, includes many photos of preparations in Springer's own home and suggests measures ranging from simple to complex to prepare for the next temblor. This is a slightly updated version of the presentation given last year, and is being presented at multiple UCSF locations. For a list of dates and times, visit: http://homepage.mac.com/matthewlspringer/earthquake/schedule.html

Moffitt Café Menu – To celebrate Black History Month in February, Moffitt Café in the Parnassus hospital will feature special entrées throughout the week of February 9, including smothered pork chop (Monday), chicken and dumplings (Tuesday), BBQ ribs (Wednesday), shrimp, sausage and chicken gumbo (Thursday) and breaded catfish (Friday). Every day, the café features grab-n-go salads, sandwiches and microwaveable meals at the Coffee Corner.

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…

Variously known as "UC Hospital Building," "Beaux Arts Hall," and the "Old Hospital Building," UC Hall, 533 Parnassus Ave., is the fourth major building constructed on the Parnassus campus, the oldest still standing, as well as the most historically significant. It was designed by renowned architect Lewis P. Hobart, who is credited with many of this area's most notable buildings and residences, including Grace Cathedral. Steinhart Aquarium, the Bohemian Club, and the Del Monte Hotel in Monterey.

"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. 4.** Past issues are available on the Web at marketing.ucsfmedicalcenter.org/publications/medical_center_updates/.

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

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