

The Residents Report

June 2006

Rites of Spring

Robert B. Baron, MD MS, Associate Dean of Graduate Medical Education

One of my favorite things about working at UCSF is participating in the rites of passage that occur every year. Each spring a new class of interns, residents and fellows arrive, while those we know so well move on to the next phase of their career. This year is particularly exciting for me, for it will be my first spring as Associate Dean for GME.

I anticipate a great year for GME. For the first time in the history of UCSF, the School of Medicine's leadership retreat focused on graduate education and several exciting innovations have already begun from those and related discussions. One key focus will be development over the next year of cross department training opportunities in a variety of fields including global health, medical education, health care administration, and clinical research. We will also see new attention placed on the central role of residents and fellows in patient safety, quality of care, and patient satisfaction. Our goal is to create flexibility in training while providing the best possible patient care. Later this summer, I will announce the appointment of a new Director of Curricular Affairs in GME to help lead this effort.

To prepare for the new academic year, we conducted the first ever UCSF Chief Resident Orientation earlier this spring. Led by Dr. Arpana Vidyarthi, with help from many including the Center for the Health Professions, incoming Chief Residents discussed leadership and management, time management, mentoring and feedback, teaching, patient safety, and interprofessional teamwork and communication. Arpana writes in more detail about this on page 6.

In a similar vein, we have scheduled half-day teaching workshops for residents and fellows to be held at Parnassus on September 20, October 19, and November 3, each from 2-6 PM. We hope that these events, led by Drs. Bree Johnston, Kathy Julian and Maria Wamsley, will add to the already outstanding culture of teaching excellence at UCSF. Watch for notification about scheduling these. These workshops will complement the more intensive training of Drs. Julain and Wamsley's Resident Teaching Fellowship.

Resident and fellow well-being will continue to be a top priority at UCSF. Thanks to the well-done



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Photography by Majed

survey conducted by the Residents Council, led by Drs. John Chi and Vivek Jain, as well as our ongoing meetings with residents at all levels, we have a strong sense of what needs to be done to make UCSF an even better place to work. A detailed description of the survey is included on page 2. Later this summer, I will announce the appointment of a Director of Resident and Fellow Affairs to lead our expanded efforts in this regard. We look forward to another excellent year working on this with the Council and many others.

We will also be working to maintain excellent benefits for residents and fellows. Elsewhere in this issue, Larry Hickey of Human Resources, describes this year's health benefits. Despite rising health care costs, we are pleased that we were able to continue to offer both a HMO and a PPO health benefit and an outstanding dental benefit for residents and fellows. The HMO plan, in

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Rites of Spring



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Summary of Annual Houseofficer's Survey, 2006

John Chi, MD and Vivek Jain, MD- Resident Council Co-Chairs

Thank you to all who participated in the 1st annual Houseofficer's Survey. Our response rate was extremely favorable for our first attempt at doing this and your Resident's Council would like to report to you a summary of the results.

Overall, we had a 46% response rate for residents (349 out of 750) with an additional 32 fellows also responding and another 13 incomplete responses. All PGY levels were represented in the pool with 60% being PGY 1, 2 or 3. All departments were also represented with Medicine, Anesthesia, OB/GYN, Pediatrics, Psychiatry and Radiology representing 70% of respondents.

Nearly 50% answering our survey are married, 34.5% single and 15% with a significant other or partner. Eighty-four percent have no children, while 15% reported having children.

Stress level as a houseofficer ranged from low, moderate, high, and extreme in 11%, 58%, 25% and 2%, respectively. Among specific stressors, demands of training, finances/indebtedness, and work hours/work conditions were the top most commonly cited stressors. Personal/family matters, interpersonal conflicts at work, own physical or emotional health and legal concerns were less commonly cited. Only 57% of respondents were aware that resources exist at UCSF to help deal with stress as a houseofficer, while the remaining 43% did not know. Among resources considered important in dealing with stress, personal friend/family member and other resident colleague were by far the most important and commonly cited source of support. This particular finding should encourage program directors and departments to afford time needed for houseofficers to spend time with family, friends and colleagues on a regular and appropriate basis.

Regarding work hours (over the past 3 months), 84% were compliant with regulations, but 13% reported working more than 80 hours per week. This is slightly higher than the information departments and the GME have collected in the past and may indicate a difference in what is being recorded and what is actually happening. Surprisingly, 10% of respondents indicated that they have felt pressure to mis-report hours. Because a significant portion of survey respondents started after work hours regulations, it was difficult to make any meaningful assessment of how 80-hours has impacted patient care or resident education, but overall, negative feedback on patient care and education impact was low, 8% and 4% respectively (among those who did start before 80 hours).

Overall, the occurrence of harassment was low (10%). However, 60% of respondents were not aware of the process to address issues of intimidation and harassment in residency. Also, 78% of respondents were not aware of the Work Life Conflict resolution office at UCSF. At the most recent GMEC meeting, several program directors expressed concern over the 10% rate of intimidation and harassment, citing that UCSF should have zero tolerance for these issues.

Finally, most of us seem happy with our jobs as is. Only 12.4% said they would change residency or location, though 20% reported they would pursue a career other than medicine.

The Resident's Council is thankful for all of you who participated in this survey. We hope to use the information gathered to advocate for our improvements in our quality of life and quality of work at UCSF. Please keep your eyes out in the coming months for new announcements and developments that we have been working on during the year. As always, any and all houseofficer's are invited to attend our Council dinners, which are announced via email and by posting.

John Chi and Vivek Jain

Summary of Annual Houseofficer's Survey 2006



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Neurological Surgery



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Department of
Medicine

News From The Library

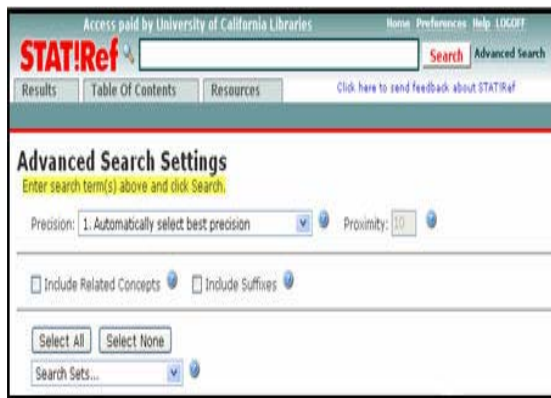
Josephine Tan, Kalmanovitz Library

A Clinical Resource When You Need Information Stat!

How many times a day do you find yourself on rounds wishing you had a medical calculator or a quick differential diagnosis resource? You might turn to your PDA and look up something in ePocrates or ask your colleague if they remember how to calculate the Number Needed to Treat (NNT). Or...you can check out the plethora of point-of-care resources available from **STAT!Ref** (<http://library.ucsf.edu/db/statref.html>), an online clinical medicine resource available from the UCSF Library.

STAT!Ref is a one-stop shop for accessing clinical reference textbooks, point-of-care and evidence-based medicine resources, interactive clinical calculators, and decision tree analysis tools.

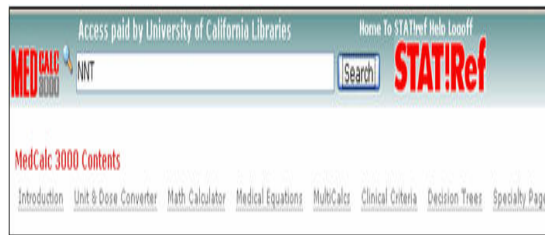
The STAT!Ref homepage



MedCalc 3000 - A Wealth of Calculation Tools within STAT!Ref

STAT!Ref contains a resource called MedCalc 3000, an extensive collection of calculation and decision tools that can assist you with patient care and help in your analysis of evidence-based medicine literature. Access MedCalc3000 by going to the STAT!Ref homepage and clicking on the **Resources** tab near the top of the page.

Select the MedCalc 3000 icon to see a listing of resources that cover Unit & Dose Converter, Math Calculator, Medical Equations, MultiCalcs, Clinical Criteria, Decision Trees, and Specialty Pages.



For example, to calculate the NNT from a RCT paper you may have read, select **Medical Equations** in MedCalc 3000, type "NNT" in the search box, and click on **Search**. MedCalc 3000 provides you with a form where you can enter values from any RCT and calculate the NNT.

Decision Trees in MedCalc 3000 allow you to choose among a list of topics and answer Yes or No questions that will lead you to a final End Point that summarizes the likelihood of your patient's diagnosis. References relating to these recommendations are provided as you answer the Yes/No questions.

The **Specialty Pages** link in MedCalc 3000 lets you choose from 25 topics ranging from Cardiology to Pediatrics to Psychiatry to Surgery to Workers' Compensation. Each topic lists pertinent resources categorized by Medical Equations and by Clinical Criteria. Searching the Specialty Pages topics is a quick way to view the calculations pertinent to specific medical specialties.

Search Up to 49 Popular Clinical Medicine Textbooks

The STAT!Ref homepage allows you to see the full list of titles. The collection includes specialist textbooks, drug references, and medical dictionaries. Among the many popular titles available on STAT!Ref are the *Current Diagnosis & Treatment* series, *ACP Medicine*, *Fitzpatrick's Color Atlas and Synopsis of Clinical Dermatology*, *ICD-9-CM*, *Merck Manual*, *Mosby's Drug Consult*, and *Schwartz's Principles of Surgery*. You can search individual titles by clicking on "**Select None**" to undo the default and then selecting the box next to the title(s) you want to search.

If you click on the "**Search Sets...**" dropdown menu, you can choose to search STAT!Ref according to different topic sets: Emergency/Critical Care, Evidence Based Medicine, Nursing, Oncology, Patient Information, Pediatric, Point-of-Care, and Psychiatry. For example, if you searched the Point-of-Care search set, your results would be pulled from *ACP's PIER: The Physicians'*

For Galen Accounts, please visit the library webpage at

<http://www.library.ucsf.edu/info/accounts.html>

Library News



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Medical Center News

News From SFGH

Doug Eckman, Dean's Office School of Medicine

The City and County of San Francisco (CCSF) reached a tentative agreement with the Committee of Interns and Residents (CIR/ SEIU) on a new contract. Members of CIR are expected to be voting on the proposed agreement this spring.



A view of San Francisco General Hospital's main entrance

News From the UCSF Med Center



Campaign for Safe Medication Prescriptions

Hildy Schell, RN, MS, CCNS, Adult Critical Units, UCSF Medical Center

The U.S. Pharmacopia (USP) 2006 announced that communication failures and pump misprogramming are the leading causes of harmful medication errors in ICUs. Of over 38,000 med errors reported to the MEDMARX® Data Set, 50% of errors reported were related to prescribing and transcribing. The UCSF campaign for Safe Medication Prescriptions was developed by the Adult Critical Care Units to promote safe prescription ordering practices. A laminated pocket reference and bedside order book references are available with the components of a complete medication order. This reference also has a list of common medications prescribed in the ICU with the units of delivery (e.g. mcg/kg/min) and usual dose ranges. The first step of safe medication administration is accomplished with a complete and correct medication order. ICU RNs or pharmacy will contact prescribers for clarification orders to help ensure this important first step is done. Contact hildy.schell@ucsfmedctr.org for reference cards.

NOTE: To create quick access to STAT!Ref from your browser, you can go to <http://library.ucsf.edu/research/galentools/#clinician> on the Library's GALEN website and download the **Clinician's Toolbar**. Once you have downloaded the toolbar, the **Clinical Resources link** on the toolbar will take you to STAT!Ref, as well as other commonly used resources like PubMed@UCSF, UpToDate, and drug information databases.

Contact Josephine Tan, 476-2534, tan@library.ucsf.edu, if you have any questions about STAT!Ref and other clinical medicine resources.

A Clinical Resource When You Need Information Stat!

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Information and Education Resource w/ AHFS DI Essentials and Griffith's 5-Minute Clinical Consult. Searching by specific search sets may help you quickly find relevant results.

If you want to browse the contents of a particular textbook, you can click on the **Table of Contents** tab at the top of the STAT!Ref homepage. Click on the title of the textbook that you would like to browse. You can view the table of contents and drill down to the section of the textbook you are interested in reading.

The features mentioned above are merely a few highlights of how STAT!Ref can help you at the point-of-care and as you practice evidence-based medicine. So the next time you're in need of some quick references or calculation tools, explore STAT!Ref – you may be astonished by what is available to you.

News from UC Medical Center
News from SFGH
News from Library cont'd



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Health Benefits "Open Enrollment"

Larry Hickey, Human Resources

Open enrollment for the Residents and Clinical Fellows benefit plan begins on June 1, 2006 and concludes on July 31, 2006. Despite significant increased costs to the plan, there will again be no increase this year in monthly premiums or co-pays for Residents and Clinical Fellows.

Those enrolling in the HMO plan (Health Net) will have no monthly premium. Additionally, this year the mental health benefits for the HMO (Health Net) plan will be increased from 20 to 30 visits annually.

Those enrolling in the PPO plan (Blue Cross) will pay a monthly premium, depending on the coverage selected. The monthly premium for each of the four coverage options is as follows: \$30 per month for single coverage; \$60 for self plus

child(ren); \$60 for self plus spouse or domestic partner; and \$90 for family.

The plan continues to provide exceptional dental, vision, disability, life and AD&D benefits. For more information about open enrollment and the benefit plans, please visit the benefits website: <http://ucsfhr.ucsf.edu/benefits/residentspostdoctoralscholars/>.

The PPO (Blue Cross) plan increased 46% this year, raising serious questions whether the plan will remain a viable option in the future. A work group will be formed this summer to evaluate the advantages and disadvantages of the PPO option and determine what features would be needed if a replacement plan is developed.



*New Mission Bay Apartments
Rendering by Michael Seeham*

Mission Bay Housing Available

Todd McGregor, Housing Services

Residents and clinical fellows are reporting good things about Mission Bay housing. "This is perfect for my program at SFGH," says Happy Reynolds, a resident who has lived with her family at Mission Bay since it opened this past August. "It's so convenient for me."

UCSF Housing Services is now assigning new tenants for Spring and Summer occupancy. The new Mission Bay housing complex is home to resident interns, clinical fellows, students, faculty and career staff. Apartment styles range from studios to 3-BR, and there's an economical option of a single room in a shared 4-BR. Free UCSF shuttles connect directly to all hospital locations (except VA Hospital, which requires a shuttle transfer), and to local supermarkets and retail centers.

The low cost move-in means no security deposits, no credit reports, and no application fees. Rent are below city market rates. For more information, call (415) 514-4551, or visit www.campuslifefervices.ucsf.edu/housing.

For Additional Information

Please Contact:

Todd McGregor, Resident Relations Manager
University of California, San Francisco
Housing Services - MU 102 West
500 Parnassus Avenue
San Francisco, CA 94143-0232

(415) 502-8981



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Health Benefits "Open Enrollment"
Mission Bay Housing Available

Hail the Chief (s)

Arpana Vidyarthi, MD, Hospitalists

July is the time for transitions, new interns entering, graduates leaving, and some residents staying—to be chiefs. Chief residents, the senior most residents at UCSF, are in their last years of residency or extend their residency to fill the role. They seem to know it all—running morning report, conferences, managing residents and attendings, and having the answers to some of the most obscure clinical conundrums. How do they do it? Well, some of it is natural, but more often than not much of it is learned. This year, there was a new place to learn the skills needed for chief residency: the first annual Chief Resident Orientation Conference.

This conference, presented by the Dean's Office of Graduate Medical Education in conjunction with the Center for Health Professions, focused on the varied roles of a Chief Resident. Upcoming Chief Residents discovered their personal leadership styles by completing a self-assessment and by identifying an inventory of skills needed to successfully manage and lead their residents and departments. They also worked on time management—focusing their time and efforts on

the things that will make a difference. They then engaged in real cases of resident and intern challenges with former chief residents, now faculty, with topics ranging from conflict to fatigue to depression. Executives from UC Medical Center, San Francisco General Hospital, and the Veterans Administration Hospital joined the upcoming Chiefs in lunch, followed by a session building skills in real time clinical and procedural teaching.

Much of the afternoon focused on improving the safety of our patients. The 2006 – 2007 Chief Residents are charged as being safety champions. Led by cross-disciplinary former chief resident faculty, they worked through cases highlighting the importance of communication—fostering skills in inquiry, SBAR (a standardized communication tool), diffusing language, and improving sign-outs. The day was brought to a close with words of wisdom by our dean—Bobby Baron, Associate Dean of Graduate Medical Education, and glasses were raised in a toast to success in the coming year.

So—hail to the chiefs—our leaders, managers, teachers, and safety champions for 2006-2007

2005 – 2006 Housestaff Awards

UCSF Medical Center

Glenn Rosenbluth MD
Exceptional Physician Award

Sandrijn Van Schaik
Exceptional Physician Award

Department of Anesthesia

Mark Carlisle MD, MBA, MPH, MA
Teaching Excellence Award for Cherished Housestaff

Department of Laboratory Medicine

Amanda Doherty, M.D.
Resident Teaching Fellows

Ryan Michael Gill, M.D., Ph.D.
Larry Marton Research Award

Steven A Miller, M.D., Ph.D.
ACLPS Young Investigator Award & CAPF Scholar's Award

Department of Medicine

Todd Cassese, M.D.
Teaching Excellence Award for Cherished Housestaff

Clemens Hong, MD
Community Service Award

Margaret Isaac, MD
Reza Gandjei Humanism Award

Helen Kao, MD
Excellence in General Internal Medicine Award

Christopher Keller, MD
Thomas Evans Teaching Award

David Lao, MD
Jeffrey Weingarten Award

Jonathan Li, MD
Teaching Excellence Award for Cherished Housestaff

Aylin Rodan, MD
Keith Johnson Award

Eric Seeley, MD
Professionalism Award & Teaching Excellence Award for Cherished Housestaff

Emily Wang, MD
Community Service Award

Department of Neurology

Leslie Allison Gillum, MD, MPH
Teaching Excellence Award for Cherished Housestaff

Hail the Chief (s)
2005 - 2006 Housestaff Awards



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Chief Resident Spotlight:

Anne Buckley, MD, UCSF Department of Pathology

Dean Joelson, MD, Pathology Department

Hi there. My name is Dean Joelson, and I'm one of two chief residents in Pathology. But enough about me. My life isn't really very interesting anyway, and so I'm going to write about Anne Buckley, who is my co-chief resident and co-surgical pathology fellow. I'm doing this in spite of the fact that she called me a "shiftless wretch" one day back in January.

I have to be honest with you. I didn't think too much of Anne when I first met her. She seemed quiet, withdrawn. I was afraid she didn't have much of a personality. However, I've come to learn it is important not to judge people on their first day of residency.

You see, Anne is Irish, or at least as Irish as someone can be for having been born in the middle of Illinois. Her family is from the Emerald Isle, and for some reason shortly after she was born, the family decided to move back to Ireland. She grew up surrounded by brothers (I'm not sure the exact count, but I think the number is more than five and less than ten). In any case, all of those brothers had to have had some sort of profound psychological effect. By the time Anne arrived here at UCSF after all of those years in Ireland, she had a well-established sharp wit and quick tongue.

Anne came with a college degree from Dublin City University (she swears it's not a correspondence school) and an MD/PhD obtained at the University of Chicago. Her thesis was in "Immunology... kinda." I usually don't ask people to elaborate too much on their PhD thesis; I've learned that it's alternately painful for both the PhD and her audience (perhaps more often painful for the former). In any case, Immunology seemed like a perfect fit for this department. Dr. Abul Abbas is our chairman, and, as an Immunologist, has a vast cohort of fellow Immunologists in Pathology. Anne, however, veered from the path. The exact timing of her stumble isn't quite clear, but at some point she decided Neuropathology was a better fit; for the next two years she'll be doing the Neuropathology fellowship. The politically correctness of the term aside, she calls herself a "cowboy," and I think the enigmatic frontier of the human brain carried the day. Er... not that there's anything wrong with Immunology, of course.

And not to suggest that she's only interested now in Neuropathology. In fact, a recent article of hers on fibrolamellar hepatocellular carcinoma ended up on the cover of *Human Pathology*, and I believe she has just finished writing another gastrointestinal-oriented paper. Add up her poster presentations at scientific meetings, and, well, the list gets a bit exhausting, and I do believe this essay is constrained by some sort of word count.

Chief Resident Spotlight: Anne Buckley, MD on the right and Dean Joelson, MD on the left. UCSF Department of Pathology



I could talk at some length about Anne's accomplishments as chief resident, but I'll keep it general. Chief residents (at least in Pathology) usually don't have the most glamorous of jobs, and much of the daily routine is fairly mundane. However, there is the capacity for real, sweeping change, and Anne didn't waste any time in that regard. When something struck her as illogical or inefficient, she got to work, even once famously declaring that one of the fellows' duties was so senseless that she simply wasn't doing to have anything to do with it anymore. We cringed. This was insanity! Did she not value her job?! Well, a determined Irishwoman is a sight to behold, and you have little chance of winning an argument with one, especially when she's right. Indeed, the next day (not six weeks later after exhaustive deliberation), Anne had not only kept her job, but she was victorious. But by singling out one accomplishment, I hope not to diminish all of her other accomplishments and the general good sense she brings to the day-to-day operations of the department.

So what about her life outside of medicine? Well, Anne is married and has been married for nine years now. She has a 1+ year old boy, Finn (which is apparently the old-school Gaelic

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Chief Resident Spotlight



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Chief Spotlight

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spelling; if you're a modernist it would be Fionn (Anne is old-school – see below)). Finn is a character, who generally gives himself credit for more coordination than he really has. Her husband Chay, whom she met at the University of Chicago, is also an M.D., but he opted for a life of basic science, and he currently works with mouse neural stem cells.

Back to Anne. We've talked about Anne's good sense, but there's an anecdote I'd like to share that provides a bit of a window into her value system. I can't recall how it all started, but we've now had an on-going debate for the better part of this year. Apparently if Anne had her choice of living in 1890 vs. 2006, she'd choose 1890 (!). From what I can gather, it has something to do with chivalry, civility, and taking the time to appreciate the simple pleasures of life. It seems we're in a big hurry in 2006, and no one has the time or the inclination to get off their cellphones to greet their colleagues in the morning. She may have a point, but I find a whole lot to like about the cellphone, television, and indoor plumbing. Besides, Preston Brooks caned Charles Sumner (almost to death) on the floor of the Senate in 1856. How's that for 19th century civility? Looks like I get the last word, Anne.

Of course, that's the only time that's happened (me getting the last word, that is).

Indeed, Anne seemingly has a quip for every situation, and as we're nearing the end, I thought I'd throw in some of our favorite "Buckleyisms:" "You're well-dressed but ill bred." (Undoubtedly levied at some hapless first year resident who got insolent – okay, okay, she said it to me – as you'll recall, she also called me a "shiftless wretch," but I'm over it. Really.) "Dogs in the hills are discussin' it." "It could happen to a bishop." "You'll be a gentleman player." (Said during a period of despair when several of us were thinking we'd be more competent as NBA players than as practicing pathologists.) "What a load of cocklers and wobblers." "Why does everyone say that!?! We (the Irish) are not a bunch of drunken, uneducated bums!!"

No, they're not. And so, it has been a genuine honor to serve with her. I could say she did a great job as a chief this year (which is true), or that she's a fine pathologist (true also), or that she's a fine scientist (I believe you're getting picture). But more than all of that, Anne is just one of the best people I know.

Even if at times she's a bit shiftless.

Rites of Spring

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particular, is better than ever with increased mental health benefits and no monthly premium. Costs for the PPO were also held stable. Special thanks to the UCSF Medical Center for their strong leadership and support on this issue. At the same time, we will need to begin working immediately with the benefits team and residents and fellows for '07-'08. None of us will be immune to our current crises in health care costs. It will take creative planning to design equivalent programs for next year.

Finally, a few words for those that are graduating this spring. We thank you immensely for all that you have done for our patients and programs at UCSF. UCSF, in all its venues, simply would not exist without you. You have contributed mightily to our achieving new standards of patient quality and to making our medical school teaching programs one of the very best in the world. A significant number of you have also made important contributions to our world-class research programs. Many of you have been singled out by your peers, students, and faculty for particularly unique contributions. On page 6 is a list (incomplete, I suspect) of those who have received specific recognition this spring. Congrats, and thanks to all!

2005 – 2006

Housestaff Awards

cont'd from pg 6

Department of Ophthalmology

M. Reza Vagefi, MD
Starr E. Shulman MPA Fellowship

Department of Pediatrics

Aimee Hersh, MD
Epstein Endowment for Clinical Trials Research and Education in Rheumatology Award

Department of Psychiatry

Demian Rose, MD
AADPRT/George Ginsberg Fellowship award

Department of Urology

Thomas Minor, MD
2005 Earl F. Nation Resident Scholarships

Jonathan Rubenstein, MD
*2005 Northern California Urology Resident Research Symposium
Poster Session Award Winners- 1st Place & 3rd Place*

Matthew Cooperberg, MD
*2005 Northern California Urology Resident Research Symposium
Poster Session Award Winner- 3rd Place*

Many Thanks

Editorial Staff:

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The Dean's Office of GME would like to thank the following for their time and contributions:

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John Chi, MD
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Dean Joelson, MD
Todd McGregor
Hildy Schell, RN MS
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Apana Vidyarthi, MD

Many Thanks!

Chief Spotlight cont'd

Rites of Spring cont'd

2005 - 2006 Housestaff Awards
cont'd



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