

Department of Medicine
RSA Monthly Meeting
April 17, 2008
8:30-10:00 AM, Laurel Heights 416

Present: Chude Allen, Peggy Bartek, Ross Beard, Olive Burk-Giovanetti, Michele Carter, Alice Chin, Helen Chuan, Raymond Fong, Estrella Garcia, Catherine Hoselton, Jennifer Kellen, Calvin Kwok, Karen Lau, Anne Lawrence, Ray Leung, Linda Lew, Lilin Liang, Annie Mar, Christine Mok, Marienna Murch, Solat Navab, Wendy Ng, Sue Ngo, Maribeth Ruperto, William Rypcinski, Kate Shumate, Mayra Sustaita, Suzanne Sutton, Susana Szeto, Kapo Tam, Bill Walzer, Joseph Wilson

Updates

RSA Retreat

The 2008 Annual RSA Retreat is scheduled for Friday, June 20th, and the agenda has been set. We will meet at Mission Bay and begin the day with teambuilding activities led by Steve Siskin of Outdoors Unlimited. After breaking for lunch provided by La Mediterranee, we will finish our day with the SF City Guides walking tour, *Hidden Waters: Mission Creek*.

Contracts and Grants: Federal Contract and Fellowship Team

Debbie Caulfield and Sean Sotelo spoke about the organizational structure of the OSR Federal Grant and Fellowship team and discussed best practices for grant submission. The C&G Federal Grant and Fellowship team is currently staffed by team manager Debbie Caulfield, Sean Sotelo, and Joyce Abe. Each team member supports about 10 different departments. They currently have two vacancies but Ron Reuter (Ron.reuter@ucsf.edu) who is a temp has been retained to execute all the outgoing, subcontracts and Debra Moore is temping one of the open vacancies. The separation of the subcontracts may be a permanent change. Please note that foreign subcontracts are still handled by the respective analyst.

The C&G Federal Contract Team consists of team manager Andrew Boulter, Michael Spears, Alina Leong, Carrie Mitchell, and Sonny Carpio. The Non-Profit and Incoming Subcontract team consists of team manager H.N. Dao, Beverly Frias, Varthui Avetisyan, Georgia Hansen, and Monica Chan.

The Quality Improvement Project (QIP) is currently looking at all OSR processes and evaluating the workload and turnaround time for processes.

Submission of a grant is only considered “on-time” if the grant is delivered to the C&G front desk in final form by 9am, four days before the agency deadline. Otherwise, it is considered late. C&G works to process and submit grants as quickly as possible; they will submit grants before the agency due date if it is complete. Submission of incomplete grants to C&G for review holds

up the review process. All mail to C&G may be addressed to Joan Kaiser, who distributes proposals and correspondence to the respective team leaders and analysts.

The Federal Contract and Fellowship team have pledged to maintain active communication with RSAs regarding questions or issues with their submissions. Email is generally preferred, and RSAs should expect a response in about 24 hours. This may vary depending on workload and the complexity of the question. We asked that our questions be acknowledged within 24 hours even if the answer may follow later due to research or work volume.

Subcontract tracking has been added to the awards profile in RAS. They began entering all new subcontracts as of 12/07 and modifications as of 3/08 into the system. Debbie conveyed that she thought the subaward agreements prior to sc5000 were being added by Tony Hunter. The current average turnaround for subcontracts is between four to six weeks; the goal is to decrease this turnaround to fourteen business days. Subcontracts are now communicated to the subrecipient via e-mail and PDF attachments. A copy of the Notice of Award is always sent with the subaward contract to the subcontractor.

Effective Division Administrator/Research Services Analyst Communication

Katy Rau, Division Administrator and Marienna Murch, RSA in the Division of Nephrology were invited to speak about their communication techniques that contribute to an effective DA/RSA relationship. (Please see attached presentation).

They utilize available resources and recognize each other's working style to collaborate effectively. They meet to discuss issues and workload on a regular basis, create systems to monitor issues, utilize their individual skills and strengths to formulate creative solutions, and respect each other's opinions and workload. Constant communication via e-mail and phone (they are located at different sites) ensure that they are always aware of each other's concerns and the status of ongoing issues.

They meet together monthly with the PIs to mitigate potential issues. The PI is able to share important information about expenses, personnel, and future changes with the DA and RSA simultaneously, avoiding the need for duplicative communication.

The next RSA meeting is scheduled for Thursday, May 15th, 2008 from 8:30-10:00 AM in room LHTS 416.



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Building Blocks to an effective Division Administrator/Research Analyst relationship.

Division of Nephrology

Department of Medicine

Marienna Murch & Katy Rau

April 17, 2008

Do your colors matter?

We recently learned that ours were both gold which makes our work styles very similar. We think this may be one reason that we have worked well together!

- **Others may perceive gold as:**

- Rigid, Inflexible
- Too serious
- System-bound
- Boring
- Controlling, Bossy
- Predictable
- Opinionated

- **Gold may perceive self as:**

- Consistent
- Providing Structure
- Knowing Right from Wrong
- Loyal to Organization
- Decisive, Seeking Closure
- Following a Routine
- Having Leadership Ability

What are the building blocks to a good RSA/Division Administrator Relationship?

Regardless of what your colors may be what do you think are the core elements that make your relationship work with your Division Administrator?

TRUST

- **Following through on assignments**
- **Ability to work through problems from the bottom up.**
- **Knowledge that you are going to back up and support each other in decisions.**
- **Ability to talk about confidential and sensitive issues.**

Communication

- **Need to discuss issues, workload on a regular basis.**
- **Need to share information (email, voicemails, written documentation).**
- **Having systems for keeping track of active issues**
 - Proposal log
 - Funding change log
 - Reconciliation log
- **Be able to communicate when DA needs to step in to move a situation forward, or a decision needs to be enforced with a PI.**
- **Communicating the priority of a task or issue by conveying consequences.**

Collaboration

- **Using individual skills to come up with big picture solutions.**
- **Having the same approach to working with PI's (e.g. monthly meetings).**
- **Knowing areas of expertise and using each others networks and contacts.**

Respect

- **Listening to each other's arguments and opinions.**
- **Being aware of workloads, deadlines, demands (the big picture).**
- **Understanding that each other has a life outside of work.**
- **Acknowledgement of mistakes (no one is perfect!)**

How do you mitigate potential issues and address faculty issues?

- **Being proactive in planning ahead (weekly meetings)**
- **Understanding the work habits of our various PIs and how best to communicate with them.**
- **Monthly meetings with PIs**
 - Spreadsheet for effort reporting
 - Spreadsheet for current month funding
 - BSR review
 - New personnel/recruitment issues
 - Payroll transfer/cost transfer approval
 - Reconciliation approval
 - Reimbursement approval
 - Discussion of new policies and procedures
 - Employee evaluations

Problem resolution

- **P2P pilot- This has solved the lab's problem of consistent ordering from correct fund sources, timely payment of vendors and better control of back-up documentation.**
 - Met to coordinate how this would affect the lab, our business practices and to plan the structure of the roles.
 - Presented to entire lab to introduce them to the new system.
 - Hands on training assistance to the lab staff.

Connecting the pieces.....