




















**2019 DOM STAR ACHIEVEMENT AWARDEES**



| STAFF             |   | TITLE  | ACHIEVEMENT AWARD  |
|-------------------|---|--|--|
| Bradford, Kristin |    | Operations Manager, DOM Chair's Office                                   | Kristin is an avid learner and constantly looks for opportunities to standardize and improve processes, helping the central team achieve excellence in our work. When the GI division was understaffed, she lent her talents to the division to cover as the fellowship coordinator for both ACGME fellowships in gastroenterology and transplant hepatology. She also served as the project manager for several successful nationwide searches, resulting in high-level faculty recruitments for the DOM. |
| Chen, Ed          |    | Applications Development Manager, DOM Chair's Office                     | Ed is the sole developer and architect for numerous Department of Medicine portals (e.g., Staff Performance Evaluation Portal, STAR Program Portal, etc.), including improving and augmenting the Department of Medicine (DOM) Faculty Planning Portal. He has created the best possible version of the PE process to maximize utility, efficiency, and consistency.   |
| Chen, Sherry      |  | Operations Manager, Division of Hospital Medicine at UCSF Health         | Sherry is the lead administrator on-site at St. Mary's and she has had a hand in all aspects of the new service. She recently took it upon herself to improve the process of death certification at St. Mary's, and independently mapped the entire process from start to finish, identifying inefficiencies and overhauling the process with surgical precision to every stakeholder along the way.   |
| Choudhry, Alayna  |   | Academic Assistant, Division of Hematology & Oncology at UCSF Health     | Alayna is a team leader and often offers to help others in the Parnassus administrative team. In addition to her exceptional customer service to her faculty and staff, Alayna has identified areas of improvement to the BMT's Clinic patient scheduling process that had taken blocks of time away from the Parnassus admins. She is dedicated, organized, and a very hard worker.   |
| Gorcycya, Jackie  |  | Executive Assistant and Project Manager to the Chair, DOM Chair's Office | In Jackie's capacity as the department chair's executive assistant & project manager, she interacts with dozens of staff, faculty, and visitors on a weekly basis. Her innate ability to make visitors feel comfortable is remarkable. This past summer, when the team urgently needed a backup Executive Assistant, she immediately stepped up to the role, while maintaining her full original responsibilities as an administrative officer.  |

|                             |   |  |  |
|-----------------------------|---|--|--|
| <p>Green-Ajufo, Barbara</p> |    | <p>Research Partnerships Manager, Division of Prevention Science, Center for AIDS Prevention Studies</p> | <p>Barbara's work to engage the community, both locally through the CNA, and nationally by representing the division at the 2019 National HIV Prevention Conference reflect well on her work ethic. She went above and beyond her call to facilitate community research by personally connecting with and interviewing individuals at 7 organizations in the Oakland Transitional Geographic Area (TGA) and 4 in the San Francisco Eligible Metropolitan Area (EMA).</p> |
| <p>Huynh, Nancy</p>         |    | <p>Finance Manager, Division of Hospital Medicine at UCSF Health</p>                                     | <p>In Sept 2017, when the division created a new research center, the Center for Clinical Informatics and Improvement Research (CLIIR), Nancy went above and beyond and created a payroll distribution tracking worksheet for the team to manage their funds. Creating a tool like this and helping a research center with strategic planning is not part of the standard post-award management work, but Nancy has taken it upon herself to manage the tool.</p>        |
| <p>Jong, Kris</p>           |   | <p>Finance Analyst, DOM Central Administration, Finance</p>  | <p>Kris is always happy to help out, taking on projects, and consider them as opportunities to learn and grow. He has been a stellar employee during a difficult transition period following the departure of an employee from the DOM Business Office. He took the lead on the division wRVU targets, generating the draft of the UCSF Health volume target. As new to this responsibility as he may be, he's performing as if he's handled it for years.</p>           |
| <p>Lam, Christine</p>       |  | <p>Administrative Analyst, Division of Hospital Medicine at UCSF Health</p>                              | <p>The Division of Hospital Medicine could not function without her. This past year, Christine's biggest achievement was helping the division launch the hospital medicine service at St. Mary's, as part of the health system's partnership with Dignity Health. In addition to Christine's regular work, she managed and created the schedule for the service as it got off the ground and ensured the team had adequate coverage for all of the shifts.</p>           |
| <p>Lau, Susan</p>           |  | <p>Financial Analyst, Division of Experimental Medicine</p>  | <p>Susan comes to work every day with a positive attitude and works hard to complete every task. This past year has been a challenging time for the administration team, as there have been many changes in personnel. She has been a vital part of meeting the management needs, stepping up to cover operations outside of her scope, training a new administrative officer, and keeping the division on track.</p>  |
| <p>Lazo, Diana</p>          |  | <p>Project Analyst, Division of Rheumatology at UCSF Health</p>  | <p>Diana has spent many tireless hours, going far and above the normal call of duty to organize the Lupus 2019 Conference as a success for the Rheumatology division and UCSF. In large part due to her extraordinary efforts, the division expects to have more than 750 attendees from all over the globe represented at the event. She also played a large</p>  |

|                  |   |  |   |
|------------------|---|--|---|
|                  |   |  | role in creating the website for the event: <a href="http://lupus2019sf.org/">http://lupus2019sf.org/</a> and for organizing the entire event.  |
| Loaiza, Natalia  |    | Administrative Officer II, Division of Hospital Medicine at UCSF Health                        | Natalia goes above and beyond her responsibilities- she will take the extra step until the task is complete and done correctly. She is motivated and has a positive attitude when she comes to work every day. Natalia took on two additional roles as the Hospitalist Mini-College Project Manager and Faculty Development Coordinator, in which she planned both a 3-day CME course and faculty retreat with great success.   |
| Mangosing, Daryl |    | Research Communications Specialist, Division of Prevention Science                             | Daryl managed the entire redesign of the DPS's website and went beyond the typical work expectations. He managed and worked effectively with a web design consulting company and accomplished the task with great success. After DOM transitioned to Drupal, he worked with UCSF IT, ensuring the conversion of DPS's website to the new platform. He is an exemplary model to his peers and the first to volunteer his time and expertise to make meaningful progress to inform individuals about our Centers and related work.        |
| May, Stephen     |   | Regulatory Analyst & Fellowship Program Administrator, Division of HIV, ID and Global Medicine | Steve has managed seamlessly the nuts and bolts of the UCSF Primary Care Addiction Medicine Fellowship. He has effortlessly coordinated the recruitment and onboarding process, helpfully guiding candidates from their first inquiries through completing their applications and scheduling their interviews. At the same time, he patiently manages the Selection, Clinical Competency, and Program Evaluation Committees, keeping its members informed and miraculously scheduled.   |
| Miller, Raeni    |  | Research Administration Manager, DOM-ZSFG Central Administration                               | Raeni has risen to and excelled in the challenge of providing support and continued education for the 11 RFA's within the department at ZSFG. She is tasked with keeping thorough and detailed financial records for the departments funding from sponsored research studies, and she handles the details with efficiency and great care. She leads with a quiet grace and strives for excellence in order to provide above and beyond service to all our stakeholders. She always has a can-do attitude and her support is invaluable. |
| Moore, Justin    |  | Division Manager, Division of Experimental Medicine  | Justin has continued to develop his unique role within the department – striving to improve the experience of DOM staff and faculty. Some of his projects includes launching quarterly VA staff meetings, leading the logistical set-up of the Culture Change Survey for faculty, creating a Staff and Faculty Resource website, and planning a Diversity Workshop series. Ultimately, his work has helped  |

|                          |   |  |  |
|--------------------------|---|--|--|
|                          |   |  | address staff needs, as expressed through Gallup, that someone cares about their development.  |
| Nardone, Natalie         |    | Project Manager, Division of Clinical Pharmacology                               | Natalie has made exceptional contributions to clinical research, both in the Division of Clinical Pharmacology and DOM as a whole. Natalie has demonstrated major achievement in managing a complex research operation, participating in scholarship, in teaching and training clinical research associates department-wide, in equity/inclusion among her staff, and in developing performance standards that are used department-wide.   |
| Rahman, Jason            |    | Assistant Division Manager, Division of General Internal Medicine at UCSF Health | Jason is a tremendous asset to DGIM. He shows up to work as a leader— always friendly, approachable, and eager to help. Despite taking on a significant amount of work and having to shoulder a large burden as the on-site manager for such a large unit on an interim basis for six months, Jason is always available. During this transition, he began helping the division produce monthly physician productivity reports. This was a significant amount of additional work and Jason has managed it successfully. |
| Reliford-Titus, Shalonda |   | Admin Officer II, Division of Hospital Medicine at UCSF Health                   | Shalonda has been a shining star at St. Mary's. She tirelessly worked on credentialing the new faculty and moonlighters, which includes liaising with the UCSF Office of Medical Affairs Governance (OMAG), UCSF HR, and the St. Mary's medical staff office. Credentialing, appointments, and onboarding are complicated processes, and she executes the process with perfection. She gives her best everyday she comes to work; she has endless bandwidth, impeccable organization and self-motivation.              |
| Remedios, Lynn           |  | Clinical Administrative Analyst, Division of Gastroenterology at UCSF Health     | In 2018, 3 of 6 administrative FTEs went on long-term FML. Lynn went above and beyond the scope of her duties to provide cross coverage and support for the administrative operations of the division and cross-training of new and temp personnel. She also took on the responsibility for the Liver Transplantation clinical research activity and IRB applications and renewals. Overall, she has made significant and sustained contributions to the GI Division.  |
| Ros, Cherie              |  | Assistant Division Manager, Division of Nephrology at UCSF Health                | The division has faced numerous staff turnover and extended medical leave this year, and Cherie has demonstrated her dependability and willingness to be a team player by stepping up to the challenge of covering substantial increased workload and training, as well as supporting temporary and new staff to help better align administrative workload. She is an asset to the Nephrology division.  |

|                     |   |  |  |
|---------------------|---|--|--|
| Runge, Ryan         |    | Software Development Manager, Division of Cardiology at UCSF Health                    | Ryan comes to work every day with the attitude: "What can I do to help the team today?" - and over the past 7 months, that attitude has helped him move from a CRC position to Software Development Manager - quite a large jump in role and responsibilities, which he has handled incredibly smoothly. He now helps lead a team of eight and has implemented process that has drastically improved the workflow across our group.  |
| Tecklenburg, Alyssa |    | Space Planning, Facilities & Strategic Initiatives Project Manager, DOM Chair's Office | In addition to managing research space within the DOM, Alyssa has made herself available to take on many other key roles. These include launching new DOM initiatives: (1) multidisciplinary planning grant, (2) committees for pre-review of extramural grant applications, and (3) physician-scientist career development task force. In equipping DOM space with video-conferencing tools, she has strengthened our partnerships with entities across UCSF and external sectors.                |
| Tran, Lisa          |   | Digital Communications Specialist, DOM Chair's Office                                  | After a year of wireframes, content strategy, and visual design meetings, Lisa co-led the Department of Medicine's website migration to Drupal 8 (30+ websites). In addition to providing website trainings for new content editors (across all 16 divisions and 50+ websites), Lisa has also been a tremendous resource for our divisions, including sharing best practices and tips for website development and other communications needs.  |
| U, Joan             |  | Lead Research Finance Analyst, Division of Pulmonary at UCSF Health                    | Joan manages an extremely large grant, in which UCSF is primary with 14 subcontracts. She proposed an invoicing system to track the grant and reports on subcontracting sites' compliance monthly. It is terribly complicated, yet she is consistently on top of every detail. She anticipates issues with grant renewals, overspending or under spending, and staff support. She is an incredible asset to UCSF and to the Pulmonary division.  |
| Yau, Rosemary       |  | Administrative Analyst, Division of Hospital Medicine at UCSF Health                   | Rosemary has been instrumental in spearheading the division's well-being committee, which has resulted with some of the highest Gallup and net promoter scores. She is very proactive, resourceful, excels in anticipating issues/problems, brainstorms with colleagues to find resources when needed, and then presents options in a very clear way. She coordinates complex schedules, handles unexpected events with aplomb, and always maintains a friendly, positive, and welcoming attitude. |

|               |   |  |   |
|---------------|---|--|---|
| York, Vanessa |   | Operations<br>Manager/Hunt Lab<br>Manager, Division of<br>Experimental<br>Medicine | Vanessa has gone well above and beyond her job responsibilities in order to ensure superior administrative coverage during the transition of a new division chief and manager. Her commitment to building a superior lab operations process in the division illustrates her commitment to integrity - always doing the right thing. Without her on the team, it is likely the division would have struggled to maintain operations over the past year.                    |
| Yu, Thomas    |  | Sr. Research Finance<br>Analyst, Division of<br>Geriatrics                         | Thomas brings a can-do attitude to all of his work and is an exceptional problem solver. Thomas' responsibility is managing the budget, but his efforts go far beyond that task. In only one year, Thomas' grant portfolio has expanded by 50%, and he was deservedly promoted to Senior RFA. He took over managing complex grants for senior faculty and the transition has been seamless. He tackles issues methodically and comes up with creative solutions for them. |