

SPIRIT of DOM Award Recipients

November 1, 2019



Kathryn Fontwit
Physician Assistant
Division of Nephrology
ZSFG

Kathryn Fontwit, is a Physician Assistant in the Division of Nephrology at Zuckerberg San Francisco General Hospital where she has dedicated her time and talents to the community for the past 22 years. Kathryn's nominators shared the following details of her many contributions and accomplishments:

"Kathryn has been a strong support and mentor to many of her colleagues and coworkers. She excels at the clinical and teaching activities of the division, and never ceases to look for ways to improve the care of dialysis patients at the General, or at the offsite/community dialysis centers. Kathryn is 100% dedicated to providing clinical service that are of the highest quality and delivered with compassion.

In order easily to orient our new renal fellows, Kathryn created renal fellow orientation manual for new renal fellows, with key information regarding administrative and clinical pearls to assist the new Fellows in their transition to outpatient dialysis practice. Although this was not an identified part of her job description she took the initiative to help. She took time with each new fellow to orient them to all the sources of patient health electronic record systems at ZSFG.

She respects diversity and often try to help others. She volunteers as a language teacher for many of her English-learning coworkers. She has stayed after hours to help them with school essays. They have felt comfortable to ask her for help, even if not directly job related.

For patients, Kathryn has also demonstrated the compassion and sensitivity that make a positive difference in their care. She calls patients and patients' family on after work hours to offer kidney diseases educations to them and make sure they understand the needing dialysis. She often walks patients to other special services to ensure patient get the proper service need before

chronic dialysis treatment start. By being a respectful and patient listener to her patients, she has been able to identify unnoticed barriers to care. This was especially true for nonnative English speaking Chronic Kidney Disease (CKD) patients.

More recently Kathryn has been tasked to be the point person for Kidney Transplant Referrals and follow-ups. This is a multifaceted project that requires attention to detail and working with multiple Transplant Centers. In addition she is responsible for detailed coordination of care between Transplant Nurse Coordinators and primary care providers, as well as specialty services. She has followed through on our mission to provide this important treatment option to our underserved and vulnerable population. She has recreated our Kidney transplant data base and followed up on the issues identified by our Medical Director that needed resolution. She has demonstrated dedication and persistence in getting patients referred for Kidney Transplant evaluation. She has identified problem areas and worked creatively with support staff and associated services to find timely resolution.”

Thank you for your longevity, service, and dedication! Congratulations, Kathryn!



Rosemary Yau
Division of Hospital Medicine
UCSF Health

Rosemary Yau is an Administrative Analyst at the Division of Hospital Medicine at UCSF Health. Rosemary’s work has been noticed by her colleagues consistently, and they have offered the following insights into her work and her PRIDE values:

“Rosemary is proactive, resourceful, excels in anticipating issues/problems, brainstorms with colleagues to find resources, and presents options in a very clear way. She finds solutions before you know there is a problem and importantly, before you can get frustrated. She helps with behind-the-scenes, day-to-day issues in a calm, gentle, and highly competent way. Rose truly excels in her work and takes pride in going the extra mile.

Rose is sensitive, caring, and thoughtful. She gathers the well-being committee quarterly and ensures we have a thorough agenda to have a meaningful meeting, respecting everyone’s time. In addition to organizing a volunteer event at the SF-Marin food bank, she created a donation page

where we raised about \$500! She is always mindful of others' needs, and gives her undivided attention to each individual she engages with.

Rose's integrity is impeccable. [She is] honest and considerate, and serves as a role model to others through her genuine demeanor and positive energy. We chose her as our staff engagement ambassador for these reasons. She spends the time and effort to produce magnificent work even if it demands more hours than anticipated. She has led our staff engagement action planning sessions and will continue to serve as our ambassador, which includes executing plans for our strengths and improvements, such as coming up with topics and speakers to present at our staff meetings to help staff make a connection with the work the faculty does. Rose has also taken a lead in our well-being committee, ensuring our faculty and staff activities are fulfilling and collaborative. Rose's investment has had a significant and measurable impact on our workplace. This is crucial for creating an environment where staff and faculty feel valued, recognized, and fully involved in the work they perform.

As part of Rosemary's role as recruitment coordinator for faculty and fellowship applicants, she is the best ambassador we can think of. Because she is often the first person an applicant meets at UCSF, her abilities help us recruit the best possible candidates to our division. She takes diversity seriously and treats every applicant with respect, consideration for their well-being, and with attentiveness; she personally meets and walks them to each interview. Rose's ability to help us recruit talent cements our partnerships across many agencies and medical specialties in the community."

Congratulations, Rosemary! And thank you for your consistent dedication to excellence in the Department of Medicine!