



SPIRIT of DOM Award Announcement November 2018



Kelly Kiser
Division Analyst

**Division of General
Internal Medicine
ZSFG**

Kelly Kiser, a Division Analyst, joined the Division of General Internal Medicine (DGIM) at ZSFG in June 2017, and has transformed the day-to-day life and spirit of our division. With responsibilities spanning the areas of academic and staff HR, purchasing and finance, communications, IT, and space/facilities, she excels in all of the PRIDE values and has made great contributions that touch all members of our division. It is said that never before has there been a more universally appreciated employee over such a large work group, as indicated by the high frequency in which people share how fantastic she is as a colleague.

In her time with DGIM, Kelly has several notable accomplishments that impact her division, ZSFG, UCSF, and her community. At the divisional level, Kelly has embraced the role of Engagement Ambassador for our division and is leading our staff action plans to improve engagement. Further, she managed the renovation of our conference room and the conversion of a faculty office to house three faculty – all with a minimal budget. This necessitated working with not just UCSF Facilities on the ZSFG campus, but also electrical, painting, phone, and IT technicians, which she accomplished with speed and minimal disruption to normal business. She set up a new conference room reservation system that has positively impacted every member of our division, improving productivity. Additionally, Kelly has supported two academic faculty searches for key leadership positions in our division. The search committees for these positions are large, involving many faculty outside of our division, and complicated scheduling issues. As we have had some internal candidates, the need for confidentiality and discretion has been paramount, and Kelly excels in this as in all of her other endeavors. She's been terrific ambassador to our external applicants, making travel arrangements and shepherding candidates through their interview days with grace and great attention to detail.

Beyond the work within her division, Kelly completed a vendor analysis, consulted with UCSF facilities on the ZSFG campus, and quickly proposed a solution for water

delivery, which led us to transition to a water purification system – resulting in thousands of dollars in annual savings, as well as environmental benefits. She also summarized the vendor information and logistical implementation into a toolkit we shared across the ZSFG campus, thus amplifying the impact.

Kelly has not only become an invaluable, key member of the division, she also has taken on a variety of campus activities. Notably, she's an inaugural member of the steering committee for the DOM's Administrative Officers' and Analysts' Roundtable, and has been recognized by chair Justin Moore for her "stellar support and leadership." As the roundtable seeks to increase participation across UCSF sites, Kelly will now be the local host at ZSFG for roundtables that will connect the campuses via Zoom.

In service to her community Kelly volunteers one evening a week leading art projects with 5-12 year old children at Raphael House, a privately funded and community-supported organization that helps at-risk families achieve stable housing and financial independence while strengthening family bonds and personal dignity.

Kelly is incredibly skilled and innovative, looks for ways to improve systems, and is extremely thoughtful and dependable. She has positively impacted the entire division with her quick mastery of systems/processes, as well as her creativity, resourcefulness, follow-through and stellar attitude.



**Christine Nguyen
Clinical Research
Manager**

**Division of Pulmonary,
Critical Care, and Allergy
UCSF Health**

Christine Nguyen, a Clinical Research Manager, has been a member of the Division at Pulmonary, Critical Care, and Allergy since 2007. She has been described as a driving force who has inspired all of those around her due to her commitment to excellence and community. Christine routinely goes beyond the call of duty in training new clinical coordinators, providing expert guidance to all coordinators and faculty, and directing the division's QA efforts, technical services, and regulatory interactions. Her work doesn't end with following protocols or procedures. She goes above and beyond to understand the details and intricacies in the protocol, which makes her both extremely knowledgeable as a clinical manager as well as a role model. Christine's dedication motivates everyone to devote their efforts to their work as she does. Her incredible expertise and energy have been recognized by the University as well; she is Co-Chair of the UCSF CRC Council and a member of the Parnassus Research Space Working Group.

Christine is a wonderful person in so many ways. She has the humanistic component we all wish for in a colleague, she is warm, understanding and supportive to everyone she encounters. As a supervisor, she listens, taking feedback and finding innovative ways to constantly improve our approach in clinical research. When one of her team members has a suggestion, she takes it seriously

and considers the potential benefits and downfalls of that idea without bias. When her team members felt overwhelmed with their workload, she listened and gave realistic options to balance the projects. She reassured her team members and supported them in accomplishing their goals efficiently.

In addition to her responsibilities in managing a research team, Christine lectures to faculty in the Pulmonary Precision Medicine Seminar series on a wide range of regulatory issues with which faculty must be familiar when planning clinical research studies. Beyond her division, Christine continues to amplify her leadership through her work as a co-chair of the CRC Research Council, in which she was instrumental in designing and implementing a survey to help evaluate the needs of CRC's across campuses; these results are being used by the Office of Clinical Research to plan relevant trainings for CRC's. Further, Christine's commitment to diversity led her to coordinate a workshop for CRCs with the director of the LGBT Center at UCSF focused on how to prepare study source documents that demonstrate respect and inclusivity to LGBT participants.

Finally, clinical research participants love her. Once, during study recruitment, visit coordination, topical anaesthesia, and teaching for bronchoscopy, she quickly developed trusting relationships, showed compassion, and led participants past difficult sensations. In all of her activities, she treats everyone equally, with a high level of respect, attention, and care, whether it be a concerned participant, a job applicant or student, or senior faculty or chair of research.

Christine is truly indispensable, always going above and beyond the call of duty, which makes the DOM and UCSF a better place. Christine's commitment and dedication exemplifies that of the very best of UCSF.