



ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center

2020 ZSFG Health Commission Employee Recognition Awards

November 17, 2020



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH



San Francisco Department
of Public Health

5M Patient Pantry

**Misa Perron-Burdick, Dianna Yanez, Carmen Rivera,
Donna Chardon, Andrea Pfeffer, Rachel Levy**



The **5M Patient Pantry** began after COVID hit in order to provide patients at the Obstetrics Midwifery & Gynecology Clinic (5M) with a bag full of supplies and groceries to help them shelter in place. Supplies are donated by individuals, local companies, and via food drives. Nurse and midwife volunteers deliver brown paper bags filled with food and supplies to community clinics that serve pregnant people and directly to home-quarantined patients. In addition, the pantry has teamed up with social workers and nutritionists in order to offer pregnant people other resources available in the community. Because of the Patient Pantry, every pregnant person who comes to our clinic and every family who delivers at Zuckerberg San Francisco General is offered a bag of food and supplies.

Child and Adolescent Support, Advocacy and Resource Center

Jessica Marques, Geri Archibald, Kortney (Parman) Brown, Tiffany Butler, Alex Friedman, Harman Gill, Patricia Sweeney, Kelly Lippi, Sarah Thebarger, Traci Thomas, Matthew Tomlin, Paulette Walton, Tonya Chaffee, Gloria Samayoa, Lucinda Morgan, Mireya Lopez, Lydia Santiago, Peter Ferren, Sachie Uchimaru, Clara Farr-Rice, Jody Friedman, Armida Cruz-Aleman, Leticia Tapia-Jaffe, Yuneisy Nagaram, Vince Macino

The multidisciplinary team at Child and Adolescent Support, Advocacy, and Resource Center (CASARC) has been greatly impacted by shelter in place. The mental health staff quickly transitioned to providing services via phone or telehealth - a mode of treatment that they have never employed prior to shelter in place. Additionally, about two months ago, the team worked diligently with infection control and our community partners (the district attorney's office, special victims unit, victim services, human services agency) to create a new interviewing approach that supported social distancing, which enabled child sexual abuse cases in San Francisco to undergo investigation despite shelter in place.



Clinical Laboratory at ZSFG

Abel, Ronald Mathew R
 Acikalin, Bill P
 Ali, Faryal
 Anderson, Eric
 Andrade, Marissa S
 Anies, Arieanna C
 Aung, Victor W
 Aung, Win Sint Sint
 Aye, Sanda
 Balagtas, Betty May D
 Balingit, Nona Dacula
 Barga, Mae-Ann C
 Beckerdite, Erica Wallace
 Beevers, Dale J
 Berreman, Pusadee Chochee
 Bhandari, Narendra Dhoj
 Bis, Victorino P
 Cantu, David S
 Cheung, Wendy
 Chou, Louis
 Chung, David V
 Deala, Athina Darla Bautista
 Del Mundo-Angeles, Ma Haidee
 Delmas, Elizabeth Philomena
 Fernandez, Benjamin Salazar
 Fields, Crystal R
 Galay, Benjamin Joseph
 Gallofin, Regina Bergunio

Garcia, Evelynia C
 Garcia, Sharon L
 Gebrekidan, Filmon
 Ghirmay, Amanuel Akberom
 Gruspe, Jeremy A
 Guerrero, Mamela Maura Nicolas
 Guillen, Jeffrey
 Heinrich, Celeste C
 Htun, Min M
 Hui, Carrie
 Ibita, Priscila Valente
 Insalaco, Michael C
 Javier, Jacqueline E
 Jung, Alex B
 Kastner, Shannon Aileen
 Khaing, Aung
 Kofman, Oksana
 Kung, Jenny Fong
 Lacanienta, Noreen Prado
 Lacsamana, Evelyn Ordinado
 Lam, Matthew James
 Lamichhane, Alisha
 Larosa, Erlic Baleros
 Laureano, Catherine Bernales
 Lee, Kristina Ka Mun
 Lee, Patricia S
 Legaspi, Rozzette P
 Leong, Jingmon M
 Liang, Jingming

Liao, Xiao Yan
 Lim, Kirsten Difuntorum
 Lim, Lalaine Vidar Difuntorum
 Liu, Harrison
 Loh, Ma Gertrudes Payumo
 Ludan, Christine Correa
 Mallari, Fe B
 Mallari, Eireen
 Mallari, Mary Ann
 Mangonon, Lyndon G
 Marcantel, Kevin
 Marcelo, Beatrice Isabelle R
 Mariano, Denise I
 Mata, Cuauhtemoc Reyes
 Militante, Sandra P
 Mongkolsiriwattana, Chawin
 Moore, Joanne
 Nangpi, Sheila
 Pan, Zhiguang
 Parayno, Perlita M
 Peralta, Jennifer
 Pham, Phong D
 Picetti, Michael A
 Pineda, Andrew Mendoza
 Polintan, Marion R
 Rabut, Abegail M
 Ramirez, Rebeca A
 Roux, Allennino Mariano
 Saechao, Fahm

Samsin, Quennie Joy F
 Sanchez, Leonela C
 Sang, Chann R
 Schmidt, Timothy P
 Schwertscharf, Hannah R
 Smith, Andrew C
 Suarez, John Henry S
 Szeto, Ka Ian
 Talay, Marites M
 Topacio, Audrey Vinzelle M
 Torres, Fernando
 Torres, Therese
 Valderama, Lea
 Vergara, Mary Krystine Therese Yap
 Villasenor Woodard, Emily Paulina
 Wang, Adrina
 Weissberg, Laura
 Williams, Stacey A
 Wong, Alicia Fui
 Wong, Jason H
 Wong, Wah-May
 Yu, Erick C
 Zamora, Lyndon James
 Zhang, Jinghua
 Zhen, Dora A
 Saballa, Ismael G.

Clinical Laboratory at ZSFG

The Clinical Laboratory has accomplished major projects in the past year:

- Successful implementation and integration of the Laboratory Computer system, Sunquest with the new EMR, EPIC
- Successful Joint Commission Biennial Accreditation for the Clinical Laboratory
- Implementation of additional test methods

In addition, the ZSFG Clinical Laboratory has done tremendous work in response to the COVID-19 pandemic. They successfully developed testing for COVID-19 despite nationwide limitations in collection and testing supplies. The Laboratory Leadership and staff have pulled together, taken on the challenges of collection kit and test shortages, shown tremendous initiative in validating new COVID assays, met staffing challenges, and worked long hours in the lab.



COVID-19 Screening Work Group

Greg Chase, Terry Saltz, Brandi Frazier, Aldon Mendez, Brigida Hoffman, Diana Ramirez, Jennifer Boffi, Kim Nguyen, Casie Aniya, Aiyana Johnson, Brian Krol, Chuck Lamb, Kala Garner

The COVID-19 Screening Work Group (SWG) was created at the beginning of the pandemic in order to implement the Health Officer Order. The SWG has made many major accomplishments, such as developing and implementing a standard screening process for patients, visitors and staff; reducing a total of 13 known staff entrances to only two: one in Building 25 and one for Buildings 80/90; setting up full screening, registration and triage stations for patients and visitors in Building 5; and creating multiple iterations of ZSFG's visitor restrictions policy in compliance with our surge plans and Health Officer Orders. The screening work group has been a vital part of our hospital's response to COVID-19 and without them, our patients, visitors and staff would not be as safe as they currently are.



Demissie Mulatu, Accounting Supervisor



Demissie has demonstrated exceptional resilience in extremely challenging circumstances. He stepped up as an acting supervisor for an understaffed Accounts Payable unit that helps ensure the Hospital receives life saving supplies in a timely manner. Demissie is responsive and helpful despite a constant large volume of requests, a new financial system to adapt to, and a global pandemic.

Employee Health and Safety

Mike Harris and EHS Team

The Employee Health and Safety Department has been extremely instrumental in ensuring the clinical staff has the necessary PPE to safely treat patients during the COVID-19 pandemic. In addition, the department has been performing essential construction, employee safety and emergency duties (smoke and COVID-19) with only one out of three professional staff members.

The EH&S department does incredible work year-round, but ZSFG is grateful for the selfless acts of the department when the facility needed them the most - during COVID-19 and the Northern California fires crises.



Environmental Services Department

Francisco Saenz, Lissette Nunez, Olivia Johnson, Amanda He, Jose Roberto Castillo Bendana, Benny Ocenada, Su Chen, Walter Galan, Aladin Fagan, Louis Moreno, Reyland Manatan, Rosa Rivera, Oscar Sandoval, Alan Sims, Sarah Lew, Felicia Primm, Luis Ramos, LaRonda Fortenberry



The Environmental Services team are dedicated members of the support services group at ZSFG. Outside of the amazing work that the team does daily, they have been instrumental against the spread of COVID-19. Due to the diligence and bravery of the porters, managers and EVS department leadership, ZSFG was able to adequately accommodate patients and keep them safe by ensuring the rooms were properly disinfected. Further, beyond ensuring the appropriate and timely cleaning of rooms, the EVS department's management / leadership team formed an effective collaboration with nursing departments, infection control and prevention and materials management to ensure frontline porters had the essential PPE they needed to prevent room delays and to ensure the porters remained safe. Without the commitment and dedication of the porter personnel, ZSFG would not be able to adequately treat patients during the pandemic.

Facilities

Terry Saltz and Facilities Team

The Facilities Team has been integral to ZSFG's COVID-19 response. During the COVID response, the team has proven to be an extremely valuable, critical to the success of the Department's goals. They were instrumental in creating Alternative Testing, Employee Break, and Patient Waiting sites he highlighted his resourcefulness. While continuing to fulfill all normal responsibilities, the team has gone above and beyond with his support the entire ZSFG campus and the organization would be remiss to not take this opportunity to recognize their efforts.

The team's support has ensured staff and patient safety and allowed us to swiftly respond to the dynamically changing situation that is this pandemic.



Family Health Center Leadership

Saidah Shabazz, Sharon Keyes, Nancy Huerta, and Danielle Guidry



In the short time that Sharon, Nancy, Danielle and Saidah joined the FHC Leadership Team, the Family Health Center has faced many challenges. Yet, these four incredible and inspirational leaders have risen beyond all of it, and courageously led the clinic in the war against oppression and racism for our patients, our clinic, and our community, sharing their vulnerability and creating a space for staff to have difficult conversations and push everyone towards equity and justice. As our former COO, Tosan Boyo, shared in an interview with the Center of Care Innovations the "desolation is exponential" for these women of color leaders in healthcare, yet they "stay in the world to re-write the narrative."

Food & Nutrition Services Department

Katherine Merriman and FNS Team

The Food and Nutrition Services department provides daily essential services for the patients, staff and visitors in the facility. During the COVID-19 pandemic, the department-maintained operations and essential services for staff and patients, even during extreme staffing challenges. In addition to maintaining normal operations, the management team of the department also aided the facility leadership with meal donations and distributions to all staff. The team worked thoroughly to offer meals in a COVID-19 friendly manner.

The Food and Nutrition Services department went above and beyond and have rose to the occasion through hard work and dedication.



Greg Chase, Facilities Director



Greg has always been an effective and productive supervisor responsible for the Facility Services Department at ZSFG. During the COVID response he has proven himself to be an extremely valuable team member critical to the success of the Department's goals. Creating Alternative Testing, Employee Break, and Patient Waiting sites he highlighted his resourcefulness. While continuing to fulfill all normal responsibilities, Greg has gone above and beyond with his support to the entire ZSFG campus and the organization would be remiss to not take this opportunity to recognize his efforts.

Heather Johnson, RN

ZSFG went live on the Epic on August 3, 2019 and it became quickly clear to both the Epic Team and the Radiology clinical Subject Matter experts (SMEs) that both the Radiant and Cupid go-lives were hugely successful due to the dedication, knowledge and skills of Heather Johnson.

Heather:

1. Understood EHR improvements needed from a clinical point of view
2. Immediately knew how to fix / align the Epic build to address the clinical concerns
3. Worked quickly and accurately and is always ready to help and take on new challenges

With a combined 45 years of experience we can attest to Heathers' rare combination of talent, intelligence, drive, clarity and determination.



Human Resources COVID Operations

Directed by: Karen Hill, Managed by: Karrie Johnson

Expedited Hiring Team Lead: Kathy Mei

Analysts: Sharon Bosley, Lilibelle Thompson, Aya Zhanglova,

Recruiters: Tina Hinnant, Tara Beasley-Stansberry

Merit Staff: Emma Perez, Jennifer Magnusson, Catherine Yuen, Raymond Wang

Onboarders: Linda Deboi-Quesada, Phuong Tieu, Patricia Kelly, Melanie Soto, Brenda Medina, Victor Vallejo, Tiaka Hyatt-Geter

Position Control: Cindy Lam

The ZSFG HR COVID Operations successfully hired and on boarded 174-2320 Registered Nurses and P103 Per Diems for ZSFG since the expedited first hiring event on March 22, 2020 in response to the COVID-19 pandemic. They also hired and on boarded 31 Porters for the ZSFG and 30 Food Service Workers. This team is also partnering with their peers from Central Office and Laguna Honda to assist in filling an additional 90 position to staff the Command Center, shelters, hotels, and the alternate care sites.

Throughout the pandemic, the team showed that even with limited resources and staffing they could come together and produce positive results.



Infection Control

Elaine Dekker, RN, Lingling Ji, Vilma Barrera, RN, Lisa Winston, MD, Vivek Jain, MD

The Infection Control Team has shown tremendous leadership throughout the COVID-19 pandemic. Since January, The Infection Control department has dedicated their time to working with clinical and support staff in response activities and served as trusted advisors for the SFHN to safely manage and treat COVID-19 patients, as well as keep our workforce safe. They have partnered with clinical and operational leaders to manage infection control workflows and the environment. The team led a multitude of changes for the healthcare network in the areas including Personal Protective Equipment use, EPIC support for workflow changes, and controlling environmental risks. They investigate potential exposures and provide employee support during uncertain and stressful times.

This team has worked tirelessly to keep our patients and staff safe – ZSFG is so thankful for the work of the infection control team.



Intensive Care Unit Registered Nursing Staff, Respiratory Care Staff, and Critical Care Physicians

Led by Christina Bloom, Polina Murdakhayev & Antonio Gomez, M.D.



Over the past 6 months, the interdisciplinary team in the Critical Care units at ZSFG has faced the unprecedented threat of COVID-19 with determination to provide these patients with the best care, while also ensuring that they themselves stayed safe. The team has cared for 109 critically ill patients and the mortality rate for our patients is ~ 12%, which is significantly better than that of other large cities.

We know the COVID-19 threat will remain with us for some time to come, and also know that this Critical Care team stands ready to continue to provide the very best of care to our sickest patients in their time of need.

Jeffrey Schmidt, Director of Clinical Operations

Jeff Schmidt is everyone's go to person, for everything! He is always available to help everyone. Whenever there is a crisis on campus, Jeff is involved, and everyone knows the situation is in great hands. More than just a hard worker, Jeff is a trusted colleague who always finds a solution that creates a winning scenario for everyone.

During the peak of the COVID-19 crisis, Jeff operated in a calm and effective manner even through the most difficult and frightening situations as the Incident Command. Beyond his effectiveness as a leader, Jeff deeply cares about all aspects of the organization and he thinks critically about how decisions impact everyone. It is these skills that make him so valuable to ZSFG!



Jennifer Berke, RN & Dana Freiser, RN



Jen Berke and Dana Freiser were instrumental in the launch of Epic for the Inpatient areas of ZSFG in 2019 and have contributed to the stabilization of Epic in each clinical domain of DPH. Through their understanding of clinical patient care and Epic workflows, both Jen and Dana have led integrated teams to coordinate workflows across areas in order to provide consistent, improved outcomes and enhanced patient experiences. From the Flu vaccine to blood transfusions to patient education on Covid-19, Jen and Dana have impacted the patient experience of thousands of patients and DPH staff. Jennifer and Dana have expertly combined their Nursing knowledge with information technology and people skills to produce exceptional work.

Jessica To, Jon Hicks and the ZSFG Quality Reporting Team

The data at ZSFG have historically existed in a patchwork of siloed systems making timely access to actionable data challenging at best. Jon and Jessica identified an opportunity to develop a coordinated approach to data collection from Epic. They, with the help of their team, built a robust data extraction method and repository system that pulls the information needed to inform Joint Commission and Quality metrics as well as equity related fields into a platform that will help the Stroke and TBI programs evolve to meet our populations needs and provide even better care. Jon, Jessica and team continue to support our efforts to develop dashboards for this information to allow more staff to engage with the data and contribute to improvement efforts.

Perhaps most importantly, their efforts are impacting patient care leading to improved outcomes for the people we serve.



Merjo Roca, RN, BA



Merjo Roca is an amazing colleague and leader who joined ZSFG Adult Urgent Care Center in January 2019 during our time of significant and overwhelming transition. Throughout the pandemic, she has been the driving force in establishing a Building 5 lobby nurse role to support centralized patient navigation and triage and a Building 5 lobby provider role to expeditiously evaluate low-acuity COVID-19 persons under investigation. She has also successfully coordinated efforts with ZSFG Executive Leadership to operationalize the ZSFG COVID-19 Alternate Test Site to provide testing for urgent, primary, and specialty care patients. These efforts have improved the Urgent Care Center's ability to support the Emergency Department, primary care and specialty care clinics in level-loading patient demand across campus.

Merjo always finds ways to celebrate staff achievements, which have boosted morale during this time of crisis. She exudes optimism and is always willing to collaborate on projects that benefit patients and our community no matter how difficult the challenge may be.

Occupational Health Services COVID Response Team

Jessica Chuang, Angelica Boilard, Wing Shan Chow, Mohammad Baqer, Sandra Szeto, Ronnie Dela Cruz, Mei Lin Huang, Kai Chen, Carrie Schiff, Katherine Evelyn, Colleen Witte, Tiffanie Dai, Michael Amodeo, Dorit Betschart, Vilma Velasquez, Salvador Ramirez, Chidinma Ugbaja, Raquel Capistrano-Guevarra, Polett Rico, Joy Tuballa, Tina Ng, Carolina Flores, Rachel Morales, John Tambis, Rowmeeka Collier, Nadia Navarro, Hanna Hoekstra, Symone Magsombol, Guy Vandenberg, Allyson Villanueva, Raymond Meister, Annette Espil, Jessica Beaman, Brandy Blau, Jessie Chen, Diane Robbins, Mark Jacobson, Jane Perlas, Marissa Kristensen, Kathleen Leyva, Jacquelin Tulsy, Robin McBride, Becky Tsui, Shirley Villanueva, Yifei Li, Javier Roberta, Kathleen Kaneyama, Gloria Perez, Daimonnae Stevenson, Mayra Baez, Shivani Ghai, Joy Kang, Rachelle Santos, Jandra Brown, Xavier Garcia, Joanne Yao, Connie Liang, Wendy Romero, Joan Torres, Rahel Manna, Mike Johnson, Carlotta Amaya, Mike Figueroa, Marva Wintz, Rebeka Yunka, Colin Hart, Nina Caneda, Lakeshia Bell, Erin Levardo

Occupational Health Services COVID Response Team

Throughout the pandemic, this “small but mighty and determined group,” comprised of permanent OHS staff and providers, UCSF providers, and staff deployed from other areas of the hospital, implemented a response that provided staff the reassurance and clarity to get their questions answered and continue best serving our patients safely. The Employee Health COVID-19 Response Program provided comprehensive, streamlined services to employees working on ZSFG campus with concerns related to COVID-19. They:

- Built and implemented the online employee health screening form;
- Established and expanded then 7-day Employee Health COVID-19 Hotline;
- Established the COVID-19 Employee Testing Center 6 days a week; and
- Created and expanded the COVID-19 Contact Investigation and Tracing Program to 7 days a week.



OTOP/W93/95, Richard Elliot, and Greg Chase



The entire OTOP Team with Hospital leadership Greg Chase and Richard Elliot, as project leaders, were able to develop new and creative ways to improve patient flow in building 90 and general safety by opening the Mobile Clinic Site to stage operations during the Covid-19 pandemic. They continue to deliver exceptional service to over 550 patients with SUD, HIV/HCV and MH issues. During this crisis over 300 medication deliveries were made, 7 days a week, by OTOP staff's MDs, RNs, and NPs, to Quarantine/Isolation locations where patients were placed throughout the city. The team also delivered counseling and support services virtually by distributing over 400 phones to patients and setting up telehealth booths at the clinic and mobile site.

OTOP remains committed to maintaining essential services such as flu vaccination, harm reduction services, Narcan distribution, HCV treatment, daily primary care and mental health medications for the wellbeing of patients

PACU and Pre-Op Staff- Distinguished Lauren Seto, Brenda Keegan, Jenny Lim and Melissa Oswald

During the height of the city's first Covid Surge, the nurses in the Post Anesthesia Care Unit (PACU) were asked to cross train and work in the ICU to help with the overflow of patients. The team immediately sealed the PACU off, crossed trained in the ICU, readied the medication cabinets, organized supplies and equipment and developed a workflow to move patients and staff through the PACU Covid ICU. All of this was organized and implemented by the PACU staff within a two-week period.

Although all our PACU and Pre-Op staff were vital, the following four nurses went above and beyond: Lauren Seto, Melissa Oswald, Jenny Lim and Brenda Keegan.



Shelter in Place Rehab Team

Devon Mullin, Marlene Lundy, Zachary Vickers, Katherine Bernales, Geoffrey Sze, Deanna Chan, Lindsey Fong, Leticia Guerrero, Rehab Therapists



This group of therapists did an amazing job working together to develop and implement a completely new and unique care delivery model. Each were called to action through the DSW activation process and each contributed significantly to the program's success, meeting the mobility needs of the patients in a time of crisis. Using the PDSA process (Plan, Do, Study, Act) and working closely with the Shelter health team and various leadership teams, this amazing group of therapists were able to develop and implement an innovative and effective care delivery model at the various Shelter in Place (SIP) sites across the city, meeting each affected patient's mobility needs in a fair, equitable, and efficient manner. Thank you to everyone recognized above for a job well done!

Tamara Lenhoff, Julie Ma, Liseli Mulala, and Curtis Geier, ZSFG Pharmacist

ZSFG Pharmacist team members improved outcomes related to reducing hospital readmissions and providing valuable pharmacy services for the hospital and community.

- Tamara Lenhoff, Julie Ma, Leslie Ly, Liseli Mulala on “Discharge Counseling of High-Risk Patients” – Pharmacist-provided discharge medication counseling have demonstrated a positive impact on hospital readmission outcomes.
- Liseli Mulala on “Impact of pharmacist provided diabetes education and social determinants of health on hospital readmission rates” – Patients provided with pharmacist-initiated diabetes counseling exhibited lower 30 and 60-day readmission rates compared to patients provided with patients who were counseled using the standard hospital protocol.
- Curtis Geier on “Social Medicine Meds in Hand” for the Zuckerberg San Francisco General Hospital (ZSFG) Emergency Department – As part of the Social Medicine Team, Curtis Geier delivers holistic pharmacy care to Emergency Department (ED) patients with complex social needs.



Tammy Higgason, Health Information Services



Tammy Higgason provides consultation, leadership and expertise to staff in the planning, implementation and delivery of coding education. She helps the coding team find the best practices and delivers a positive environment and uplifting encouragement at work. With Tammy's support, the coding team was able to successfully adopt Epic.

Team Lily

**Nika Seidman, Teresa Rondone, Rebecca Schwartz,
Jennifer Annunziata, Melanie Thomas, Cynthia Gutierrez**

Team Lily is a new multidisciplinary care team that provides wrap-around services to pregnant and postpartum people who have significant barriers to accessing clinic-based prenatal care – primarily those experiencing homelessness, substance use disorders, incarceration, intimate partner violence, and/or mental illness. Team Lily began as a collaboration between the ZSFG divisions of Obstetrics & Gynecology, Psychiatry, and Solid Start. Since then, Team Lily has developed strong collaborations with Pediatrics, Public Health Nursing, methadone clinics, jail health services, and many other organizations working with people affected by homelessness and/or substance use in San Francisco. Since its inception 2 years ago, Team Lily has averted 10 cases of congenital syphilis; supported 50 patients to enter recovery from substance use during pregnancy; averted 10 foster care placements by supporting women not yet in recovery to go directly to residential treatment with their babies, achieved clinic-based rather than emergency room-based care for the majority of Team Lily patients; and arranged for stable housing for more than 90% of participants.



Tonia Vega, RN

As the Charge Nurse at Children's Health Center, Tonia Vega has an incredible ability to lead and inspire a diverse team of health providers and staff. Tonia goes above and beyond in her daily work to provide patient- and family-centered care to over 8000 children in the SFHN's only pediatric-dedicated outpatient clinic.

Throughout the pandemic, Tonia developed an algorithm to screen children and caregivers for COVID-19 in Building 25; she re-designed patient flow in our Primary and Urgent Care clinics to avoid accumulation of patients in the waiting room; and she has updated our clinic policies to align with Epic functionality and COVID-related protocols.

Tonia is an integral member of the clinic and deserves special recognition for all that she does.



Trauma Recovery Center

Alberto Rangel, Alicia Boccellari, Alvaro Hernandez, Brian Davis, FNP, Carla Richmond, Carol Blecker, Catherine Classen, Cristina Biasetto, Eli Maher-Ortiz, Emma Weinberger, Faith Rees, Huaiyu Zhang, Jennie Renn, Jenny McKenzie-Parpia, Jessica Dodge, PA, Joan Taylor, NP, Jon Dean Green, Juliette Suarez, Kathy Vang, Kerry Kulstad-Thomas, Kristina Choreva, Laurie Fields, Lucinda Morgan, Lucretia Bolin, NP, PhD, Lynsey Clark, Margaret Hering, Molly Burke, Nora Bacher, NP, Paula Arriaga, PA, Paulina Machi, Pollyana Chaffey, Rebecca Wersan, Scottie Thompson, NP, Sharon Roth, PA, Sharon Torres, Stacey Wiggall, Stephany Burton-Adino, Tiffany Tirtadinata, NP, Won Kim, NP, Zaineh Khalil

The multidisciplinary team at the Trauma Recovery Center (TRC) created a virtual mental health treatment clinic overnight at the start of shelter in place. They did not stop providing any of our services – taking referrals, doing intakes, providing therapy sessions, and in fact, they have provided almost 25% more services during the 6 months of shelter in place in comparison to the 6 months prior to shelter in place. The entire team had to quickly adapt to new protocols, policies, and ways of providing treatment to an acutely traumatized population. They immediately switched to providing the majority of their therapy services over telehealth or phone all while learning the new clinic workflows to support a telehealth clinic.

Every member of this team has had to make multiple and immediate changes to support continued care provision and everyone has taken this in stride



Urgent Care Clinic Team

**Ronald H. Labuguen, MD, Carmen Wah Liang, DO, MPH,
Amy H. Lee, RN, Diana Ly, MPH**

The Urgent Care Clinic (UCC) team has gone above and beyond to assist during the Covid pandemic with:

- Managing patient surges for respiratory and non-respiratory patients
- Assisting in the patient and visitor processing in the Building 5 Main Lobby
- Participating in performance improvement and lean work to increase capacity to see lower acuity ED patients
- Serving as the main outpatient Covid clinic at ZSFG during the peak of pandemic and staying up-to-date to ensure patients are receiving the most up-to-date treatment guidelines
- Assisting in the Alternative Test Site tent process and flu clinic program
- Collaborating and engaging with various departments at ZSFG to decrease wait times for patients at UCC during the pandemic

ZSFG is grateful for the team and their willingness to go above and beyond.

