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Medical Center Update

News for employees of UCSF Medical Center
 October 30, 2009

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First Quarter Earnings Ahead of Budget

UCSF Medical Center and UCSF Children's Hospital had good financial results in the first quarter of the fiscal year, earning \$23.9 million or about \$7 million more than projected for the three months ending Sept. 30. Patient volumes were lower than expected as were the related patient revenues, but the medical center achieved favorable income results by reducing expenses. Susan Moore, interim chief financial officer, said the medical center's ability to flex expenses up or down with patient volumes is a key factor in maintaining an operating income margin sufficient to fund capital purchases and patient care initiatives.

Quality of Care IAP Goals for FY 2010: An Update

Patient Quality is one of the three categories, together with Patient Satisfaction and Financial Performance, that make up the organizational portion of the medical center's IAP goals. This year, the patient quality goal consists of three elements:

- Reduce the annual average central line blood stream infection rate in our intensive care units to 1.8 infections per 1000 line days
- Reduce the average adult hospital acquired pressure ulcer rate by 10 percent
- Design and pilot a comprehensive, interdisciplinary and efficient system for acquiring and documenting preadmission and discharge patient medication lists

Threshold performance will be achieved by meeting one element; target performance will be achieved by meeting two elements and outstanding performance will be achieved by meeting all three elements.

For the first quarter of the fiscal year (July-Sept.), central line bloodstream infections increased from 2.3 to 2.8 per 1000 line days. This translates to two patients in July, five patients in August and seven patients in September who had central line-related bloodstream infections. Though no single cause has been isolated to account for the increase, significant interdisciplinary efforts continue with the goal of reducing these infections. Efforts include introducing new dressing materials and IV line products, physician and nurse training, and clinician observation and feedback.

Last year's adult hospital acquired pressure ulcer rate was 4.8 percent; this year's goal is to reduce that rate by 10 percent, to 4.3 percent. Data for the first quarter of FY 2010 report a 2.5 percent prevalence, placing us on track to meet our goal. Continued surface and product improvements have been implemented and a monthly four-hour pressure ulcer class is scheduled to begin in November.

Finally, transfers within the hospital have been made safer and easier thanks to an electronic tool to assist with medication reconciliation. This year, the medical center will pilot similar systems to assure accurate medication reconciliation on admission to and discharge from the hospital. An interdisciplinary steering committee has established parameters for admission and discharge pilots, identified leaders and is in the process of recruiting staff to assist in establishing a better process for our practitioners and patients.

For more information about the medical center's organizational goals, see the Human Resources site at <http://hr/forms/2010OrganizationGoals.pdf>

New Web Site, New URL for UCSF Children's Hospital

The Web site for UCSF Children's Hospital has a new design and a new URL – www.ucsfchildrenshospital.org – with brighter colors, new navigation and a home page that features the people and programs of the hospital. The site, produced by Web Services in Marketing, was designed by Adaptive Path, a Web strategy and design consulting firm in San Francisco. The design was created after interviewing administrators and employees to identify needs and goals, and conducting usability tests with Web users, including parents of patients and prospective patients, to identify how to improve the site.

If you work in a clinic, please review phone numbers, addresses and appointment information at www.ucsfchildrenshospital.org/clinics. If you're a doctor, please review your listing and bio in the directory at www.ucsfchildrenshospital.org/directory. Content updates should be sent to Web Services at webservices@ucsfmedctr.org. UCSF Medical Center's site at www.ucsfhealth.org is also being redesigned.

UCSF IN THE NEWS

Transplant May Reverse Type 1 Diabetes -- A minimally invasive transplant could reverse type 1 diabetes in millions of people. Only a few medical centers in the world perform this experimental procedure, including UCSF Medical Center. Read the Oct. 22 CBS 5 KPIX-TV story at: <http://tinyurl.com/yfcwvys>

National Transportation Safety Board Issues Warning about Dangers of Sleep Apnea -- Julianne Blythe of the UCSF Sleep Disorders Center is interviewed. To view the Oct. 21 KTVU story, go to: <http://tinyurl.com/yke6cey>

HUMAN RESOURCES NEWS

Flu Shots -- UCSF employees, students and volunteers can receive free flu shots at Occupational Health Services drop-in clinics at Mount Zion and Parnassus beginning Monday, Nov. 2. For the locations and hours of operations

for Occupational Health, visit <http://occupationalhealthprogram.ucsf.edu/ohpClinfo.asp#Loc>. Shots also are available in the medical center's Discharge Lounge, Room M-195, from 10:45 a.m. to 7 p.m. Please call 353-1684 or 353-7969 if going to the Discharge Lounge before noon. UCSF identification is required.

If not taking a flu shot, medical center employees and campus employees who work in the medical center or have contact with patients need to complete the declination form

(<http://occupationalhealthprogram.ucsf.edu/DrJosh/FluShotIntro.asp>) and wear a mask at all times while in any UCSF clinical area during the flu season as defined by the chief medical officer. A flu vaccination education program for UCSF staff is available at: <http://occupationalhealthprogram.ucsf.edu/FluShot/FluShotIntro.asp>.

UCSF should receive its supply of the H1N1 vaccine shortly. More information will be provided when it becomes available. Check the Occupational Health Program Web site at <http://www.occupationalhealthprogram.ucsf.edu/> for updated information on the H1N1 vaccine.

HBS Timekeeping System Update – On Oct. 26, Phase 1 of the Campus population began using HBS, a milestone in integrating UCSF Medical Center and the Campus onto the HBS timekeeping system. Medical center employees using HBS will experience a few changes to the application, including edits to the employee balances screen, functionality to name timesheet groups, updates to changing timesheet group owners, solution for missing leave requests, message menu changes, report updates and revised links for the help menu. Please speak to your manager if you have any questions.

Social Security Tax and Deferred Compensation Limits in 2010 -- The Internal Revenue Service has announced that the Social Security tax rate and base will remain unchanged from 2009 at 6.2 percent up to a base of \$106,800. The Medicare tax rate remains at 1.45 percent with no limit to wages. Pre-tax contribution limits to the 403(b) and 457 plans, respectively remain at the 2009 level of \$16,500. For staff age 50 and above the pre-tax contribution limit for each plan is \$22,000. For more information and to start or change contributions go to: <http://www.netbenefits.com>

Open Enrollment Help Desks -- Open Enrollment for UC employees and retirees is taking place now through Tuesday, Nov. 24 at 5 p.m. Despite facing historic budget challenges, the university has worked throughout the past year to preserve health benefits and control costs. Because there are minimal changes to the plans, UCSF Benefits will not host an Open Enrollment fair this year. With pending changes involving the UCSF Medical Group, however, Benefits staff will sponsor Open Enrollment help desks throughout November to address questions in person. Help desks will be available from noon to 1:30 p.m. For dates and locations, go to: <http://hr.ucsfmedicalcenter.org/news/News.aspx?id=1>

Holiday Schedule -- UCSF Medical Center will observe the following holidays in the November 2009 – January 2010 time period:

- Veterans Day: Wednesday, Nov. 11
- Thanksgiving Holiday: Thursday and Friday, Nov. 26-27
- December Holiday: Thursday and Friday, Dec. 24-25
- New Years Holiday: Thursday and Friday, Dec. 31-Jan. 1
- Martin Luther King, Jr. Day: Monday, Jan. 18

On these dates, the operating rooms at Moffitt Long and Mount Zion will be on an emergency schedule and administrative departments and most ambulatory practices will be closed except for the following:

Parnassus

Ambulatory Care Center Outpatient Clinical Lab, Dec. 26 and 31, 8 a.m. – 4 p.m.; Pediatric Dialysis, Nov. 11 and 27, Dec. 25 and 26, Jan. 1 and 18, 6 a.m. – 6:30 p.m.; Screening and Acute Care Clinic, Nov. 11 and 27, Dec. 24, Jan. 18, 8 a.m. – 4 p.m.

Mount Zion

Adult Dialysis, Nov. 11, 26 and 27, Dec. 24 and 31, Jan. 18, 4:30 a.m. – 11:30 p.m.; IVF/Center for Reproductive Health, Nov. 11, 26 and 27, Dec. 24 and 31, Jan. 1 and 18, 8 a.m. – 3 p.m.; Infusion Center, Nov. 27, Dec. 24 and 31, Jan. 1 and 18, 8:30 a.m. – 5 p.m.

The Ambulatory Surgery Center and Endoscopy will be closed from Dec. 24 to New Year's Day; other departments and practices will be open on days that are not designated holidays. If you have any questions regarding the holidays, please contact Human Resources Employee Relations at 353-4012.

Daylight Savings Time -- HBS will automatically add one hour to any worked or on-call shift spanning 1 – 2 a.m. on Sunday, Nov 1. Departments should review all WebClock transactions to ensure that the correct time is recorded.

Additional Pretax Public Transit Savings -- Additional savings are now available as part Transportation Services' pretax transportation program. Savings will be realized by each participant through January 2011 through the elimination of the current monthly administrative fee of \$3.39. This equates to \$50 in savings for each pretax program participant over the next 15 months. The pre-tax program allows employees to deduct up to \$230 per month from his or her paycheck without paying payroll taxes on this income. The annual savings can be as much as \$828 and may equal more than three months of free public transit use each year. For more information, visit:

<http://campusliveservices.ucsf.edu/transportation/rideshare/pretax/>

Everyday Errands Gift Cards -- Everyday Errands gift cards are now available for purchase and are redeemable for all services provided by Everyday Errands. Stop by or contact us today to purchase gift cards in \$10 and \$25 denominations. The cards are a great holiday gift for colleagues and staff. For more information about Everyday Errands, call your site representative at Mount Zion (885-7345) or Parnassus (353-9135), or visit http://serviceexcellence/everyday_errands.

Everyday PRIDE for Everyone -- Winter classes for the Everyday PRIDE for Everyone series are now available. Sessions are offered at the Parnassus campus. To register, visit the Learning Center online at <http://learningcenter.ucsfmedicalcenter.org/>. Five basic communication courses: Dealing with Difficult People, Service Recovery, Cultural Competency, Caring for Yourself and Caring for Others will be offered. For more information, contact the Service Excellence office at 353-7963 or visit <http://serviceexcellence/>.

Free Microsoft Classes — Learning Services is offering classes on "Basic Computer Skills" for beginners, PowerPoint for beginner and intermediate users, Excel for beginners and Outlook 2003 for beginners. Courses are free for all medical center employees who have approval from their managers. Enroll online using your UCSF employee I.D. number at the new Learning Center Web site at <http://learningcenter.ucsf.edu/> or contact Paris Jefferson, at paris.jefferson@ucsfmedctr.org. More information about Learning Services is available at <http://training.ucsfmedicalcenter.org>.

- **Job Opportunities** --For a listing of jobs at UCSF Medical Center, please visit www.ucsfhealth.org/jobs.
- **THANKS Program** -- Recognize a fellow employee by submitting a THANKS form at www.ucsfhealth.org/thanks

EVENTS

Free Seminar for Colorectal Cancer Patients, Oct. 31 -- UCSF will host a free educational seminar tomorrow, Saturday, Oct. 31, aimed at individuals with colorectal cancer — a disease that kills nearly 50,000 Americans each year but is often curable if detected early. The seminar, "Conversations about Colorectal Cancer," will offer patients the opportunity to interact with cancer experts and others living with the disease, as well as information about the latest treatment advances. The event will take place from 8:30 a.m. to 1:30 p.m. at UCSF Medical Center at Mount Zion, 1600 Divisadero St. in San Francisco, and will include a free lunch. To register or obtain more information, call (877) 422-2030 or visit www.ccalliance.org/.

Taste for the Cure, Nov. 7 – The UCSF Carol Franc Buck Breast Care Center and the Jewish Community Center of San Francisco are co-hosting "Taste for the Cure" on Saturday, Nov. 7, 12:30 – 4:30 p.m., at the Jewish Community Center of San Francisco, 3200 California St. Focusing on healthy living for breast cancer survivors,

the event features lectures by UCSF physicians, a cooking demonstration, food samples prepared by Bay Area chefs, live music and many valuable resources. Tickets are \$10 per person in advance, \$15 at the door. To reserve your place, please call 476-0275.

Understanding Bladder Cancer, Nov. 7-- a Bladder Cancer Advocacy Network patient forum will be held at the UCSF Mission Bay Conference Center on Saturday, Nov. 7, from 9:30 a.m. to 2:30 p.m. Presentations will be given by a panel of experts, followed by lunch and an interactive panel on survivorship issues. The forum is free, but registration is required. For more information, download the flyer at <http://tinyurl.com/yzfza9t>. To register, please go to: <http://tinyurl.com/yksffab>.

"Dtour" Movie Screening, Nov. 9 — The student organization Coalition of Organ Donation Exponents is hosting a free movie screening of "Dtour," a feature-length documentary that chronicles Pat Spurgeon's search for a living organ donor. Come view the movie and meet Spurgeon along with his entire health care team on Monday, Nov. 9, from 6 to 8 p.m. at Cole Hall. There will also be a post-screening panel discussion with Spurgeon, Dr. Stephen Tomlanovich, medical director, Kidney Transplant Service and Dr. Sang Mo Kang, transplant surgeon. Free pizza and will be provided. For more information, contact Patricia Zheng at patricia.zheng@ucsf.edu.

A campus calendar for employees is at calendar.ucsf.edu. A calendar for patients and health professionals is at www.ucsfhealth.org/calendar.

To submit events for the medical center Web site at www.ucsfhealth.org/calendar, send information to Korry Scott at korry.scott@ucsfmedctr.org.

DID YOU KNOW...

The first in-house medical interpreters at UCSF Medical Center were Spanish and Chinese interpreters and joined the medical center staff in 1990. Russian interpreters came on board five years later and Interpreting Services became a separate department under Ambulatory Services Administration. Interpreting Services has added more interpreters, introduced new technologies, and is continually seeking new ways to improve language assistance for patients with limited English proficiency and hearing disability. For more on Interpreter Services, visit: www.ucsfhealth.org/adult/patient_guide/services/interpreter.html

"Did you know" is a feature of Medical Center Update to highlight the people and achievements of UCSF. If you have any facts you'd like to submit, please send them to internal.communications@ucsfmedctr.org.

The deadline for the next issue of Medical Center Update is **Tuesday, Nov. 10**. Past issues are available on the Web at marketing.ucsfmedicalcenter.org/newsletters.html.

UCSF Medical Center | UCSF Children's Hospital

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Caring comes first

Please distribute this newsletter to our employees who don't have e-mail. Thanks.