

Ambulatory Clinical Services

The Grand Huddle

December 2020 Edition Vol. 1

To make the True North “Our People and “Quality and Safety” efforts more visible at UCSF, this communication provides highlights, stories, tips, updates, and much more... intended to improve the work experience for ambulatory staff at UCSF Health.

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In the Spotlight SHOUT-OUTS



Can you believe it's already **DECEMBER 2020?! I vividly remember receiving the “Get ready because it's about to get real-real” text during Superbowl weekend. All I remember was feeling sad but unable to grieve my favorite football team's loss. Everything changed overnight! Let's face it, it's been a rough year! I know it hasn't been easy... but not only are we *still standing*, we are **leading** the way. Some may know that my favorite UCSF motto is “Redefining Possible” and this past year I've witnessed **YOU ALL REDEFINE WHAT'S POSSIBLE** in Ambulatory and I am honored to go through this year with such amazing people! As this year comes to an end, just want to wish you each a safe and healthy holiday season! See you in 2021!**

From the Ambulatory Frontlines

What is one thing you are proud of this year?

“I'm proud of my entire team who courageously fought and are currently still fighting COVID. No one hesitated or even paused. We put on our masks and asked no questions. SACC saw the first COVID positive patient and today 283 days later we are still caring for these patients. I couldn't be prouder.”

*Tanya Roman, Practice Manager
Screening and Acute Care Clinic/RSC
- Parnassus*

What do you do to turn things around when you're having a bad day?

“I try to interact with the families that are in the clinic. Kids have an amazing ability to live in the moment and that helps put things in perspective – especially when having an off day.”

*-Peter Campbell, Nurse Manager
Mt. Zion Pediatrics/RSC Pediatrics*

“We watch TikTok videos of dogs wearing outfits and speaking with accents and eat carbs.”

*-Tanya Roman, Practice Manager
Screening and Acute Care Clinic/
RSC - Parnassus*

What's your favorite place to eat at around here?

“My favorite go to place is Dumpling Time! I love their Xiao Long Bao and their Shrimp & Pork Siu Mai!! Yummy!!”

*-Leslie Villavencio, MA Supervisor
Center for Reproductive Health
Mission Bay*

“I cannot lie. The cafeteria is actually very good and priced just right. My go to is the Super Quesadilla. I am at the Mt. Zion campus so when I go somewhere else, it is usually Presidio Pizza or Jane the Bakery”

*-Liam Dubinsky, Medical Assistant
Pain Management – Mt. Zion*

What trend do you hope will make a comeback?

“Happy Hour”

*-Jaime David, LVN Supervisor
China Basin Waterfront Primary Care*

“Bell Bottoms? Kidding. I have no idea. I believe in growth. Change is good.”

*-Lisa Sears, Registered Nurse
Pediatric Specialties – Pleasanton*

“The trend I would like to see make a comeback is in-person events of all kinds. From school to sports, parties, dining, vacations, holidays, all of it.”

*-Liam Dubinsky, Medical Assistant
Pain Management – Mt. Zion*

What if 2020 isn't cancelled?



What if 2020 is the year we've been waiting for? A year so uncomfortable, so painful, so scary, so raw – that it finally forces us to grow. A year that screams so loud, finally awakening us from our ignorant slumber. A year we finally accept the need for change. Declare change. Work for change. Become the change. A year we finally band together, instead of apart. 2020 isn't cancelled, but rather the most important year of them all.

A poem by Leslie Dwight



PCMB Radiation Oncology Nurses trying to stay apart while still sticking together!



The Mt. Zion RSC was the second RSC to open. Multiple teams and departments came together to operationalize a vacated clinic into a fully operational respiratory screening clinic in less than 24 hours for suspected COVID-19 patients and staff! Pictured are the providers and nurses from different departments coming together to form the 1st MZ RSC Team!

♪ “When the dog bites when the bees sting when I’m feeling sad, I simply remember my favorite things and then I don’t feel so bad” ♪

Resources are also available to help you cope through these trying times

[Click Here for UCSF Coping Resources](#) or utilize [UCSF Digital Cope Tool](#)
Or text **COPE** to **83973**

Looking for last minute gift ideas? Or if you just want to treat yourself...Find great deals for healthcare workers! Here are a few I've used. More deals can be found in the link below.



THE NORTH FACE

The North Face is giving a 50% discount to healthcare workers in the U.S. Expires December 31, 2020



NIKE

Nike is offering 20% to eligible first responders and medical professionals.



ROTHY'S

First responders and medical professionals get four codes for 20% off on select styles and colors. Each exclusive 20% off code can be used one time. This offer expires on December 31, 2020.

[Click Here for a list of other available deals for healthcare workers](#)

Fun activity:

Think about five of your favorite things. Share them with each other during your next team huddle!

Here are 5 of my favorite things - not in any specific order!

1. Ribeye Steak
2. Jamoca Almond Fudge ice cream
3. San Francisco 49ers – Forever Faithful
4. Making my mom laugh and my kids cringe
5. Watching Nipsey, my English Bulldog, skateboard



A few updates & reminders:

1. Don't let competencies, licenses, and/or certifications lapse.
Make sure to complete any requirements to prevent issues with compliance that may impact your work.
2. Educational opportunities are always available on INEx Connect and UC Learning.
3. INEx Connect has a new interface that can be customized based on your educational interests, selected topics, and can recommend common trainings/courses based on your preferences. Check it out!
4. Your feedback is important to us! Please [click here to answer](#) a very brief survey about this newsletter.
5. Do you have a question that you would like to ask the Ambulatory Clinical Services Team?
If so, email ambQ@ucsf.edu and let's get your questions answered!

Save the Date

- **January 1, 2021** - Clinics that are still using Quidel QuickVue urine pregnancy tests must transition to new Cardinal urine hCG point of care test kits
- **January 15, 2021** - The next scheduled Ambulatory Clinical Operations Meeting
- **January 28, 2021** - 2021 Clinical Inquiry Conference: [Click Here](#)

Coming up next issue...

- Looking Ahead at the New Year
 - Cipher Rounding Tool/TJC Survey Readiness
 - Educational Opportunities and more
- Do you have any job openings in your department that you need help filling or are looking for a specific type of candidate?
- Do you have an update or any recognitions that you would like to share with your fellow ambulatory colleagues?
- Do you have any ideas for future Grand Huddles?

Send to:

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