WELCOME

Welcome to the inaugural issue of the UCSF Department of Family and Community Medicine newsletter!

No doubt there are some skeptics out there thinking, “Just what this era of information overload needs! Another electronic newsletter.” I guarantee that any reservations about the value of our department’s newsletter will be dispelled if you read through this wonderful communication.

You will be delightfully informed by the profiles of a few members of our staff, faculty, and residents—and inspired by their humanism. You will learn what’s new in family medicine education at UCSF for medical students and residents. You will discover what it means to be a patient-centered medical home from the work of two of our practice sites. You will even get tips on a quick, at-your-desk stress relief technique (I am practicing it between sentences as I type this commentary and feeling better already).

My thanks to the newsletter editorial and writing team for producing such a great debut issue. Regular installments of the department newsletter will be forthcoming as we strive to build a closer community among members and friends of the department and share information about our people and events.

~ Kevin

THANK YOU!

This newsletter would not be possible without the contributions from our on-site reporters. Thank you so much for your efforts! If you have an item you would like to have published in the next quarterly newsletter, please contact:

<table>
<thead>
<tr>
<th>Site</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCC</td>
<td>Andrea Abi</td>
</tr>
<tr>
<td>CSDH</td>
<td>Amy Edmonds</td>
</tr>
<tr>
<td>Education</td>
<td>Beth Wilson</td>
</tr>
<tr>
<td>Lakeshore &amp; UCGC</td>
<td>Joanna Laffey</td>
</tr>
<tr>
<td>Osher</td>
<td>Wolf Mehling</td>
</tr>
<tr>
<td>PAETC, Center of Excellence for Transgender Health, I-Tech</td>
<td>Michelle Kipper</td>
</tr>
<tr>
<td>Parnassus</td>
<td>Pat Mejia</td>
</tr>
<tr>
<td>SFGH</td>
<td>Victoria Chen, Katya Lavine, Georgia Sleeth</td>
</tr>
</tbody>
</table>

INSIDE THIS ISSUE

Focus on Education.............. 2
Focus on Patient Care .......... 4
Wellness Corner ................. 5
Focus on Programs................. 6
Upcoming Events.................... 6
FCM Heroes......................... 7

SPECIAL POINTS OF INTEREST

- Don’t miss the My Life series! In this issue:
  - Alicia Velasquez
  - Wolf Mehling
  - Brigitte Watkins

- Play “Name That Newsletter!” See page 8 for details.
GREATER BAY AREA FAMILY MEDICINE (GBAF-Med) COLLABORATIVE

UCSF/SFGH family medicine educational programs, our six affiliated residencies, and other local family medicine educators have joined forces to establish the Greater Bay area as the next Family Medicine destination. Since our launch in the summer of 2013, the Greater Bay Area Family Medicine Education (G-BAFMed) Collaborative has shared best practices, collaborated on new initiatives, and sponsored several timely educational events. Last spring, UCSF invited G-BAFMed participants to Rolling Out the Family Medicine Milestones, a daylong event featuring special guests Bobby Baron and Mike Tuggy as well as opportunities to describe current milestone efforts and develop strategies to overcome common challenges together. G-BAFMed Collaborative members have also presented our work at STFM, extended invitations to faculty development opportunities, participated in Primary Care Leadership Academy events, and joined a cross-program working group to develop primary care transformation curricula. Coming up this spring, the G-BAFMed collaborative will sponsor a Global Health Education Convening.

PRIMARY CARE LEADERSHIP ACADEMY

We are hitting our stride this year, thanks in large part to a generous donation from Patricia and Richard Gibbs, family docs and founders of the San Francisco Free Clinic. We offer student fellowships and have partnered with our very own Center for Excellence in Primary Care to sponsor a CEPC-PCLA research fellow. We have also partnered with UCSF’s chapter of Primary Care Progress to host events like Social Histories and the TOM Talks series. PCLA students even organized a mentor-mixer with our fabulous second year residents!

In September, PCLA hosted Primary Care Transformation: Educating Leaders Today, an event drawing over 100 people to discuss how to blend what’s going on in practice transformation with new initiatives in primary care education. The daylong convening brought leaders from the UCSF School of Medicine, the San Francisco Department of Public Health, and local community clinics together with UCSF students, residents and faculty.

Just recently, we collaborated on another terrific event Bay Area Primary Care Leadership and Innovation Summit with Stanford and Primary Care Progress. The summit attracted over 200 people including health professionals at all levels of training, academic and community-based partners, and patient representatives. The agenda featured FCM faculty, residents and students speaking about their work, providing content expertise and facilitating break out sessions.

Check out our new website: [http://pcla.ucsf.edu/](http://pcla.ucsf.edu/) and follow us on twitter @UCSFPCLA.
MY LIFE: ALICIA VELASQUEZ

Childhood ambition: To be an Artist and to help people.

Fondest memory: Growing up with my grandparents, Grandpa Pete and Grandma Josie Velasquez. As a child I would go to their house almost every day after school to have dinner with them. My grandparents were my biggest blessing in life and I am thankful for the time I had with them and all my cherished memories. They were always so proud of all of their grandchildren and they loved me very much. I was their Papoose, a name my Grandpa gave me the day I was born.

Proudest moment: Making my 10th year with UCSF at SFGH this past November.

Biggest challenge: Life can be challenging but resilience is stronger.

Perfect day: Spending the day with my nephews, William and Jenzel.

First job: Youth in Action, AmeriCorps.

Indulgence: Vanilla lattes and trash magazines.

Favorite movie, book, or soundtrack: The Beatles 1 compilation album.

Inspiration: Inspiration is everywhere and often in unexpected places. You just have to keep your eyes and heart open.

Alicia Velasquez is the Executive Assistant to the Chief, Teresa Villela, and is the Special Projects Manager for Ward 83.

THINGS ARE HAPPENING AT... PARNASSUS!

In keeping with FCM’s efforts to build community within the department, FCM at Parnassus has recently begun to host ongoing group activities.

Designed to promote team-building, the activities are open to anyone on the floor (this includes the occasional visitor!). Activities include:

- Guided Stretching & Relaxation
- Intro to American Sign Language
- Monthly Birthday Celebrations
- Weekly Walking Group

If you happen to be on-site on a Wednesday, please feel free to join us!

The Parnassus Walking Group on Mt. Sutro.
The faculty and staff at UCSF Family Medicine Center at Lakeshore are proud to announce their recent recognition by the National Committee for Quality Assurance as a Level 3 Patient Centered Medical Home. NCQA is an independent organization that assesses health care organizations and practices for quality assurance purposes. NCQA has a procedure for determining whether primary care practices have structures and processes in place for advanced models of delivering primary care. The Lakeshore practice has been implementing elements of advanced primary care and submitted a comprehensive set of materials to apply for NCQA PCMH recognition. The Lakeshore team received a score of 99.25 out of a maximum possible score of 100 qualifying for the highest level of PCMH recognition, Level 3.

As all of us working in family medicine and primary care know, the journey of continuous improvement in primary care is never over and there is always more creative work to be done to meet the needs of the patients and communities we serve and make our practices joyful and sustainable places to work. But the NCQA recognition is a proud accomplishment in signifying that Lakeshore has made great progress on this journey.

The other practices at UCSF Health that include family physician faculty are in the process of preparing applications to NCQA for PCMH recognition, and the SF Health Network continues to consider whether to pursue this type of formal external recognition for primary care clinics in the county system. The NCQA PCMH recognition for Lakeshore reflects this commitment across our systems and our department to transform primary care.
MY LIFE: WOLF MEHLING

Childhood ambition: I was a total loner, bored and melancholic, and did not get what the world was about.

Fondest memory: Courting my wife for nine months in Big Sur 30 years ago.

Proudest moment: At age 65 reaching the top of the sacred 10,000 feet volcano on Bali, just before sunrise.

Biggest challenge: Moving to the U.S. with three children and nobody waiting for me.

Perfect day: Hiking in Point Reyes, alone.

First job: In Germany working at the city’s dairy plant and thrashing glass bottles; dishwasher in the U.S.

Indulgence: Doing absolutely nothing, getting a tattoo.

Favorite movie, book, or soundtrack: Wings of Desire, movie by Wim Wenders; music by Anuar Brahem.

Inspiration: Hiking in Point Reyes, sitting at Chimney Rock, the woods, the mountains, the wind, the moon.

Wolf Mehling, MD is Associate Professor of Clinical Family and Community Medicine. He works at the Osher Center for Integrative Medicine.

WELLNESS CORNER

Each issue of FCM News will feature simple health tips across a range of topics.

The following tips are from the Osher Center for Integrative Medicine’s website. For more stress release tips and other patient care resources, visit their website.

BREATHING & STRESS RELIEF:

This simple exercise is very helpful for releasing tension accumulated during the work day.

1. Take a deep breath and exhale as if you are blowing out birthday candles
2. Inhale and raise your shoulders up
3. Inhale a little more and raise your shoulders up to your ears
4. Exhale deeply and slowly and let your shoulders drop
5. Let the exhalation be twice as long as the inhalation
6. Now rotate your shoulders a few times

Repeat this series several times

This exercise is recommended by Marcia Degelman, CMT. Her book, “Explaining Health: What You Need to Know to Stay Healthy”, is available at the Mt. Zion and Parnassus gift shops.
The video, “#WeAreAllWomen”, was developed through a collaboration between UCSF’s Center of Excellence for Transgender Health and the Bay Area Perinatal AIDS Center. #WeAreAllWomen is a practice of exploring an inclusive community of all women, supporting each other in living healthy, thriving lives. Click here to view the video.

### UPCOMING EVENTS: SPRING 2015

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 16</td>
<td><strong>FAMILY MEDICINE BOARD REVIEW COURSE</strong>&lt;br&gt;Presented by the UCSF School of Medicine, The Family Medicine Board Review Course provides a review of common problems encountered in Primary Care. The format is designed to help prepare eligible candidates for the American Board of Family Medicine examination and to assist practitioners with strategies to improve their patient care. Presentations will cover a broad range of important clinical information in a board review format. <a href="#">More information is available here.</a></td>
</tr>
<tr>
<td>March 18</td>
<td><strong>RACISM AND CHILDREN’S SOCIOEMOTIONAL DEVELOPMENT</strong>&lt;br&gt;A CSDH Seminar by Dr. Laia Bécares. <a href="#">Visit the CSDH website for more information.</a></td>
</tr>
<tr>
<td>March 20</td>
<td><strong>HEALTH COACHING FOR PATIENTS WITH UNCONTROLLED CARDIOVASCULAR RISK FACTORS: 24 MONTH FOLLOW-UP REPORT</strong>&lt;br&gt;An FCM Research Seminar presented by Anjana Sharma, MD.</td>
</tr>
<tr>
<td>April 15</td>
<td><strong>SHORTER, SICKER LIVES: THE US HEALTH DISADVANTAGE RELATIVE TO OTHER AFFLUENT COUNTRIES</strong>&lt;br&gt;An FCM Research Seminar presented by Paula Braveman, MD.</td>
</tr>
<tr>
<td>April 17-18</td>
<td><strong>CENTER OF EXCELLENCE FOR TRANSGENDER HEALTH SUMMIT</strong>&lt;br&gt;The Center of Excellence for Transgender Health invites you to attend the 2015 National Transgender Health Summit. This landmark program will present cutting edge research and evidence-based educational sessions across many disciplines and is the premiere national conference in transgender health. The program will include world-renowned experts in the field of transgender health care. Healthcare providers, researchers, and students interested in improving health care for transgender people are welcome and encouraged to attend. <a href="#">Click here for more information.</a></td>
</tr>
<tr>
<td>May 28</td>
<td><strong>THE 11TH ANNUAL JONATHAN RODNICK FAMILY &amp; COMMUNITY MEDICINE COLLOQUIUM: “STRIVING FOR UNITY AND INCREASING DIVERSITY”</strong></td>
</tr>
</tbody>
</table>
MY LIFE: BRIGITTE WATKINS

Childhood ambition: To become a hairdresser or mechanic.

Fondest memory: Sitting in my dad’s lap watching TV with him throughout childhood.

Proudest moment: Being told that my little cousins were doing well in school because their parents were telling them to study hard like me so that they can go to college one day.

Biggest challenge: Working on weekends.

Perfect day: Going for a hike on a sunny morning in LA, having yummy brunch with friends, then having ladies movie night at the house with my mom, sister, niece, and cousin watching movies, eating yummy food and ice cream.

First job: Working at a summer day camp at a local park when I was 13.

Indulgence: Ice cream and Netflix.

Favorite movie, book, or soundtrack: The Bible.

Inspiration: Loving others.

Brigitte Watkins, MD is a third-year resident in the SFGH Family Medicine Residency Program.

ROBERTO VARGAS

A special acknowledgement to FCM’s Roberto Vargas. Roberto recently received not one, but two awards for his work in health policy.

In November, Roberto was awarded the 2014 Champion and Unsung Hero Award from The Anthem Blue Cross San Francisco Medi-Cal Community Advisory Committee for his role in advocating for health policy change in SF, including helping to develop the SF Soda Tax.

In December, Roberto received the Health Superstar Award from Shape Up San Francisco for his work on health policy and partnership.

Roberto’s work with San Francisco Health Improvement Partnerships (SFHIP) focuses on reducing obesity-related disease disparities in SF. He has successfully Chaired the Bayview Healthy Eating Active Living (HEAL) Zone to improve access to healthy food, reduce consumption of unhealthy food and increase access to physical activity; help convene policymakers, UCSF scientists, SFDPH and community-based health advocates to build a health policy coalition for SF policy; and collaborate in the development of sugary drinks education, including OpenTruthNow.org.

Kudos, Roberto!

Brigitte (L), and fellow residents at AAFP.

FOCUS ON:
FCM HEROES

Roberto, with Perry Lang, Executive Director of the Rafiki Coalition of Health & Wellness
FCM FACULTY AND MANAGER MEETING

Department faculty and managers convened February 11, 2015 for an evening meeting to discuss department strategic planning. Over the past decade, the Department developed 11 Strategic Objectives to help guide and prioritize plans and initiatives. However, the Department has not to date crafted a more thorough strategic plan that delineates measurable “deliverables” and timelines for specific goals within these broad objectives.

Prior to the meeting, faculty and managers voted to select four of these objectives for more in-depth discussion: Lead innovation in the clinical practice of primary care; Enhance educational programs; Promote faculty, resident and staff well-being and professional development; and Promote the elimination of health disparities in clinical, educational, and research programs.

At the meeting, participants divided into work groups to develop SMART goals (specific, measurable, achievable, relevant, timely) for each of the four prioritized strategic objectives. The Department’s Executive Council will oversee a process for refining the SMART goals drafted at the meeting and developing an implementation plan for executing tactics to achieve those goals.

<table>
<thead>
<tr>
<th>Department of FCM Strategic Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Lead innovation in the clinical practice of primary care</td>
</tr>
<tr>
<td>• Enhance educational programs</td>
</tr>
<tr>
<td>• Enhance research and scholarly productivity</td>
</tr>
<tr>
<td>• Create deeper and more meaningful programs in community engagement</td>
</tr>
<tr>
<td>• Promote diversity</td>
</tr>
<tr>
<td>• Build bridges within the department</td>
</tr>
<tr>
<td>• Assert more visible leadership at UCSF</td>
</tr>
<tr>
<td>• Promote faculty, resident and staff well-being and professional development</td>
</tr>
<tr>
<td>• Secure adequate space</td>
</tr>
<tr>
<td>• Improve finances</td>
</tr>
<tr>
<td>• Promote the elimination of health disparities in clinical, educational, and research programs</td>
</tr>
</tbody>
</table>

TIME TO PLAY: “NAME THAT NEWSLETTER!”

Help us come up with a catchy name for the FCM Newsletter! The winner will receive a pair of movie passes and have his/her name printed on the front page of the next issue!

To play:
• Email your entry to Pat Mejia by Wednesday, April 1. There is no limit to the number of times you enter.
• The FCM Communications Committee will review all submissions and select the winner.
• The winner will be notified by email.